



Market Order App

# Construction Manager

## User Guide

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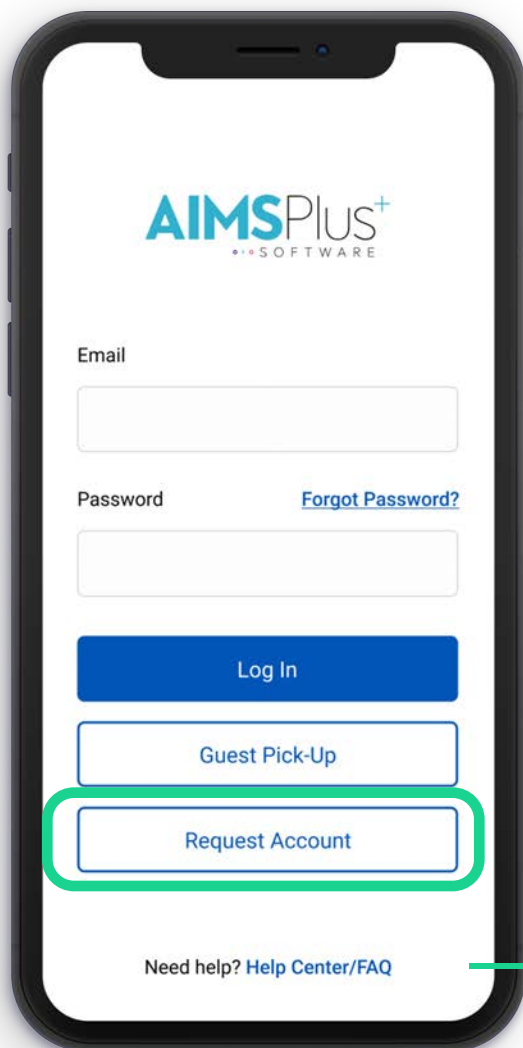
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# Create an Account

You must create an account and get approval first  
before you are able to use the app



## Request a New Account

Click on the Request an Account link below the log in button.

## Need help?

Access the Help Center, without logging in, to find published answers, trainings, and training documents, as well as, submit a ticket directly to Tellworks for individual assistance.



**Request an Account**

Construction Manager

1

2

First Name\*

John

Last Name\*

Doe

Phone Number\*

444-444-4444

Company Market\*

Atlanta

Company Name\*

Avenger Company

Company CATS Location Placard

ABCON5555

## Fill in User Information

1. Select the role you would like to register an account for
2. Fill out your personal information:
  - First and last name
  - Phone number
  - Email Address
  - Company
  - Select your market(s)
  - Create a password for your account

Company Market\*

Atlanta

Company Name\*

Avenger Company

Company CATS Location Placard

ABCON5555

[Add Company or Market](#)

Company E-mail Address\*

jdoe@company.com

Password\*

\*\*\*\*\*

Confirm Password\*

\*\*\*\*\*

I agree to the Terms & Conditions

Submit

## Accept Terms and Conditions then Submit!

Tellworks will email you when your account is approved. (Activation typically arrives within 48 hours).

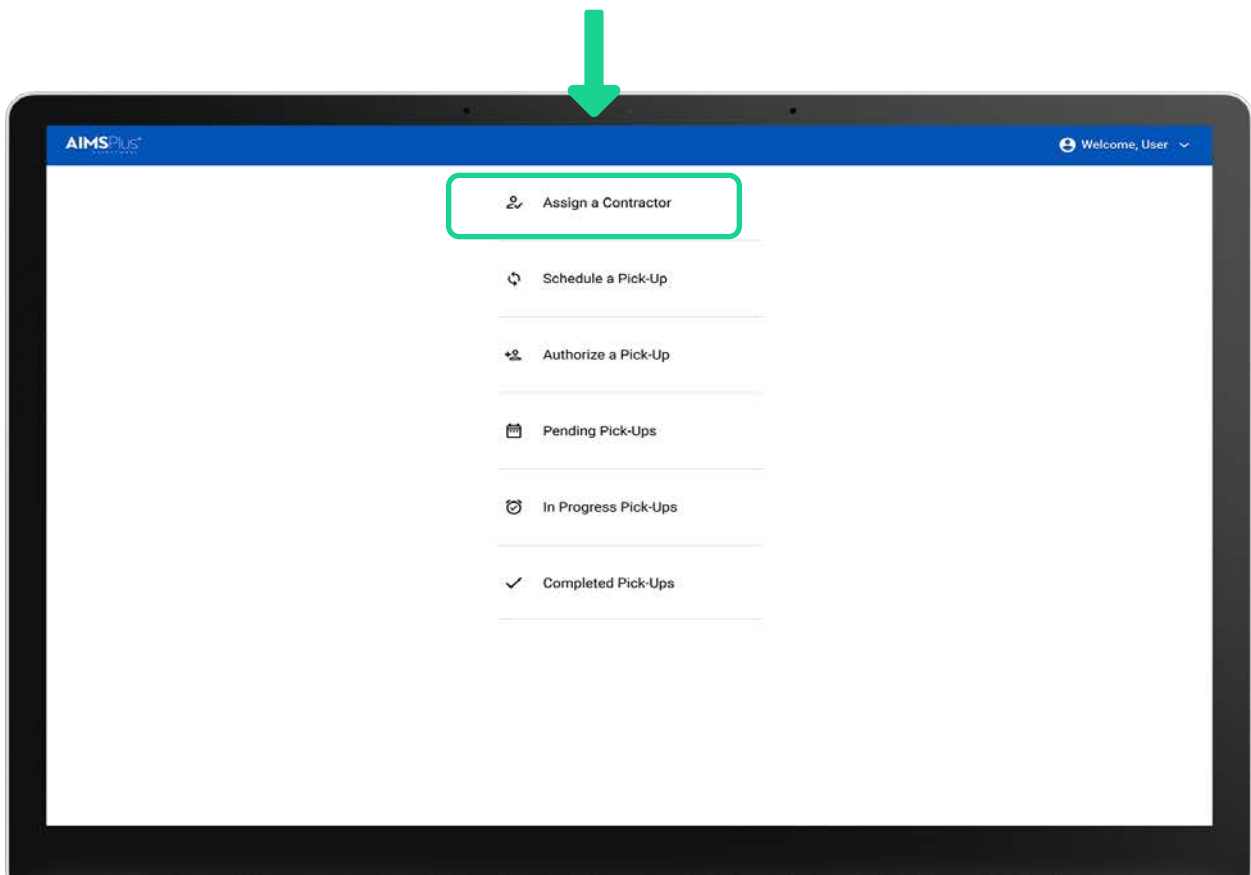
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# Assign a Contractor

As a construction manager you have the ability to assign material to a subcontractor for pick-up.

## Choose 'Assign a Contractor' from the home menu

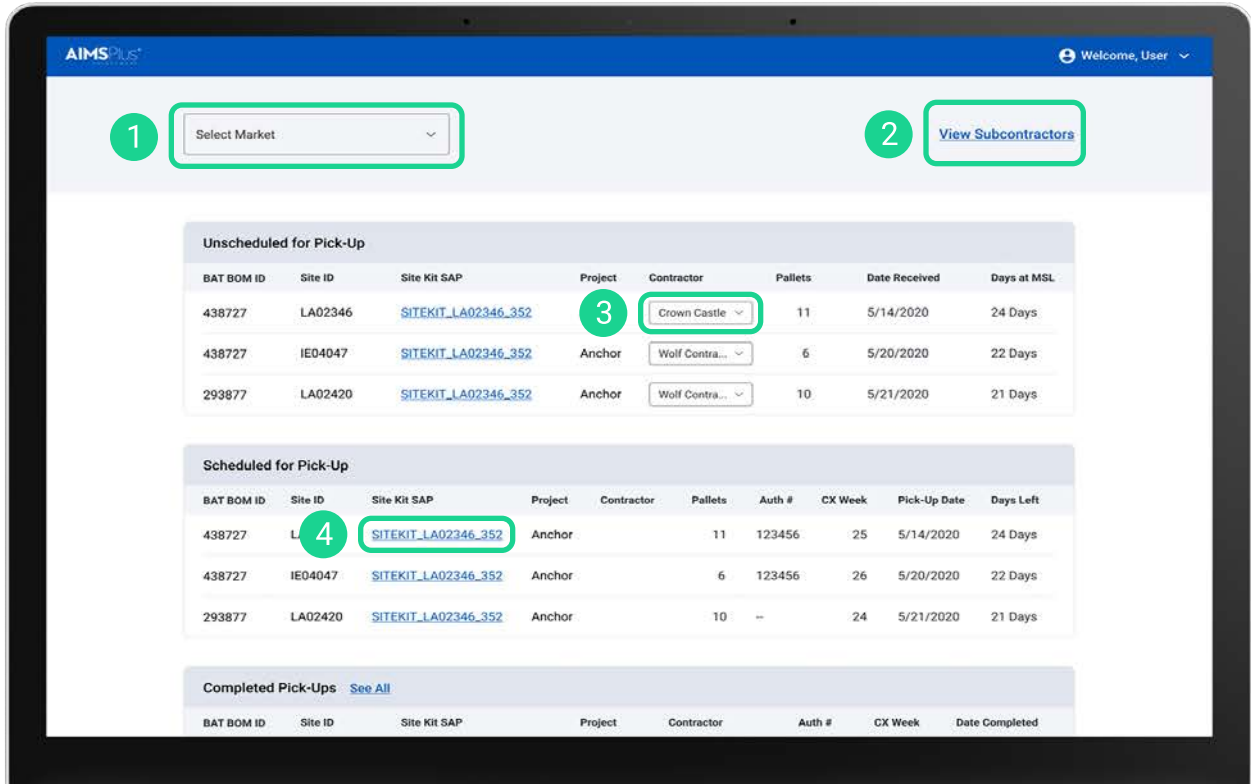
Click on "Assign a Contractor" from the home menu.



This section of the user guide will be based on using a desktop/laptop view.

## Assign a Subcontractor home page

As kits are assigned to a CM from a T-mobile PM, they will populate in the 'Unscheduled for Pick-Up' table. Here, CMs have the option of assigning these to another contractor for management. Assign a Contractor is NOT required. Default assignment is your own company.



1 Views are limited by market. CMs can switch between markets using the dropdown.

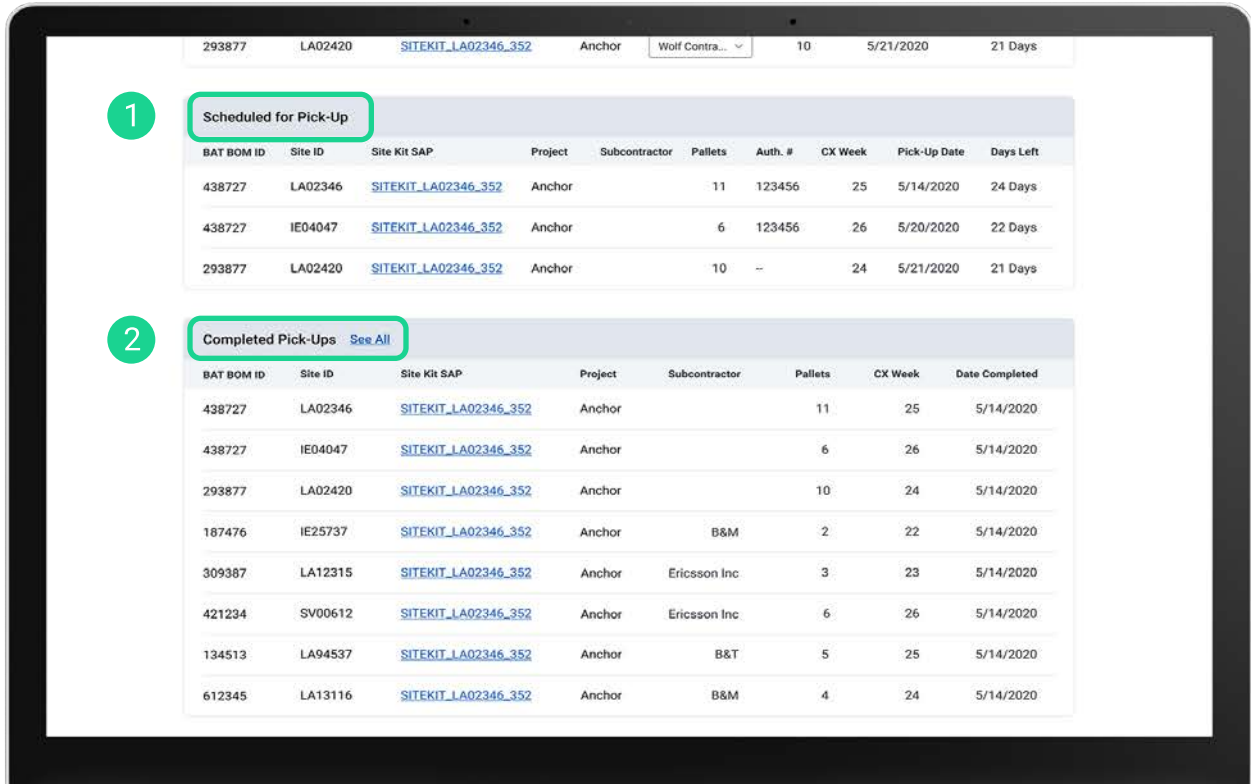
3 Use dropdown to view available companies.

2 View all registered subcontracting companies using this link.

4 Packing slip details can be viewed by selecting a kit.

## Assign a Subcontractor home page

As kits are scheduled for pick-up, they will populate in the 'Scheduled for Pick-Up' table. Here CMs can monitor pick-ups that have been scheduled. The Completed Pick-Ups table populates in order of most recent pick-ups that have been completed. To see the full history of completed pick-ups, select 'See All'.

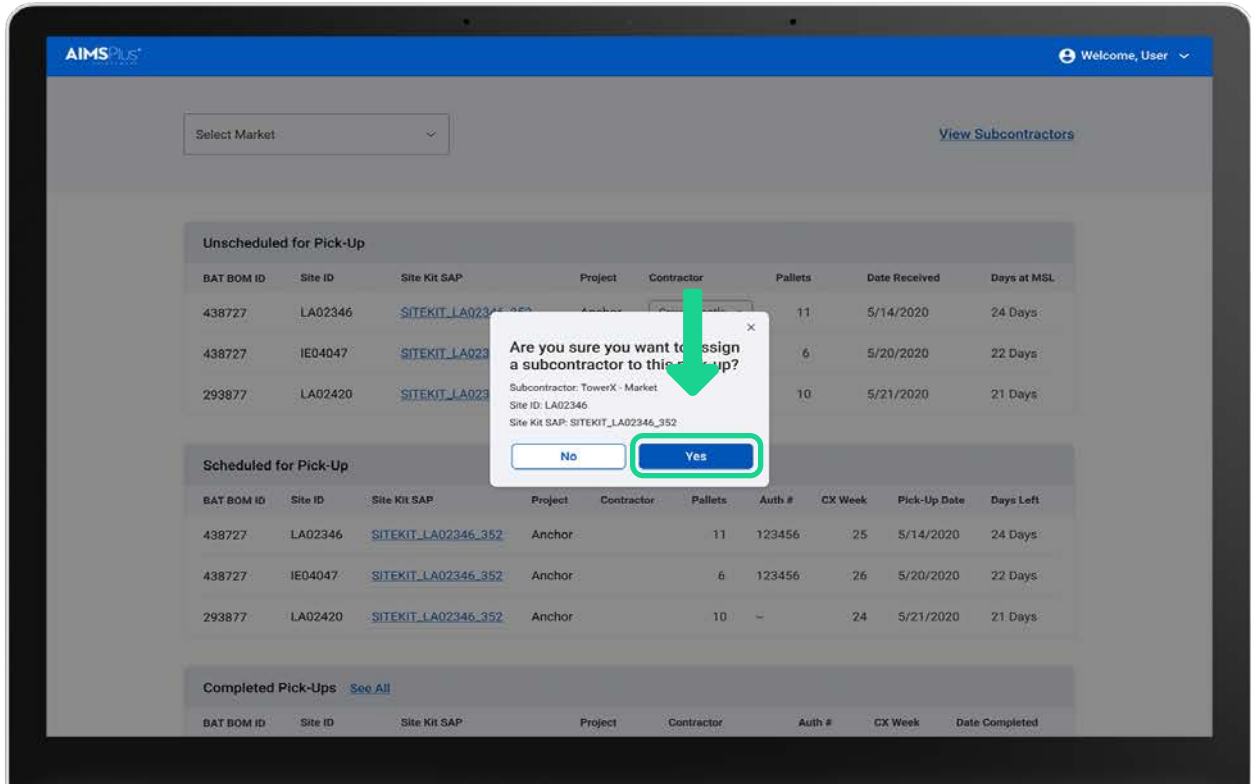


1 CMs can monitor pick-ups that have been scheduled for pick-up.

2 CMs have the ability to review the full history of completed pick-ups.

## Confirm assignment

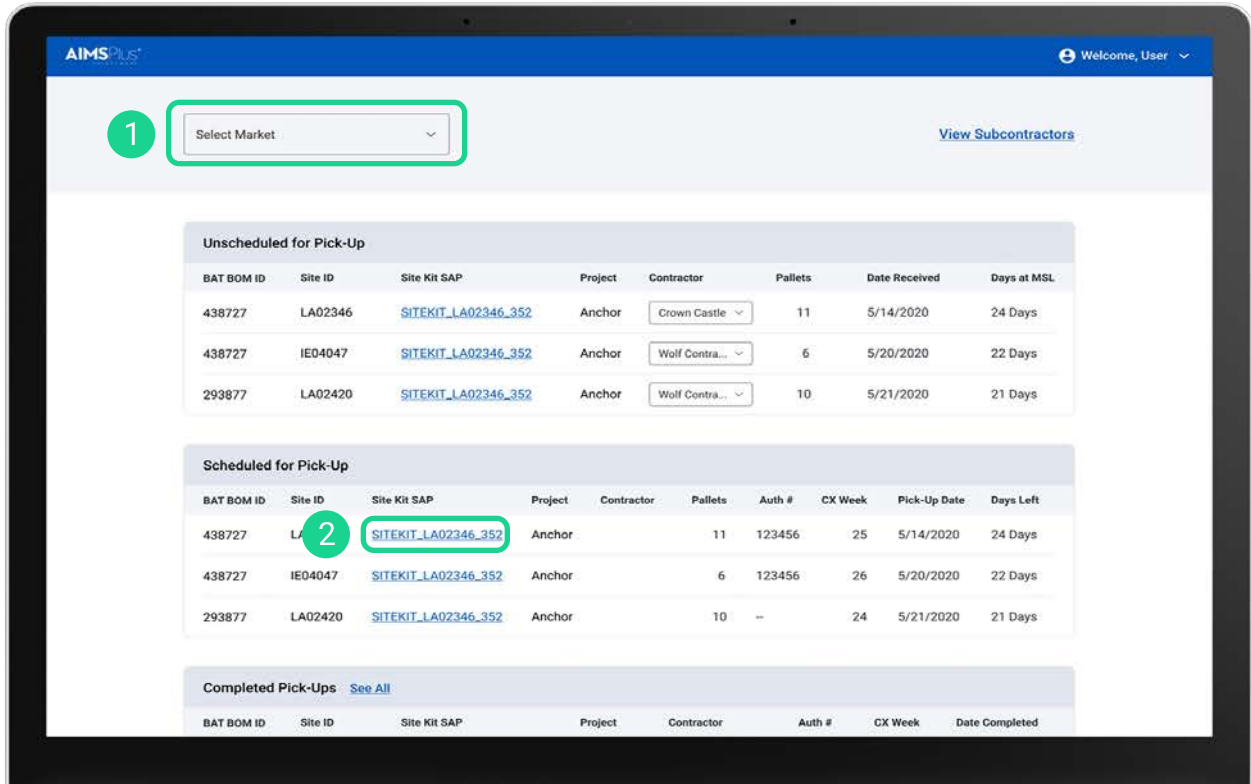
Clicking 'confirm' triggers an email alert to the assigned company with an embedded link to schedule the pick-up. The email will go to EVERY USER at the assigned company and will copy the individual CM who assigned the material.



CMs have the ability to change assignment BEFORE material is scheduled by repeating the assignment process (choose another company via the dropdown and confirm the assignment).

## Assign a Contractor home page

Below the 'Unscheduled for Pick-Up' table is a 'Scheduled for Pick-Up' table. This shows ALL pick-ups that are scheduled using the CMs CATS Code. Contractor is identified in the table as well as what material is scheduled.



1 Views are limited by market. CMs can switch between markets using the dropdown.

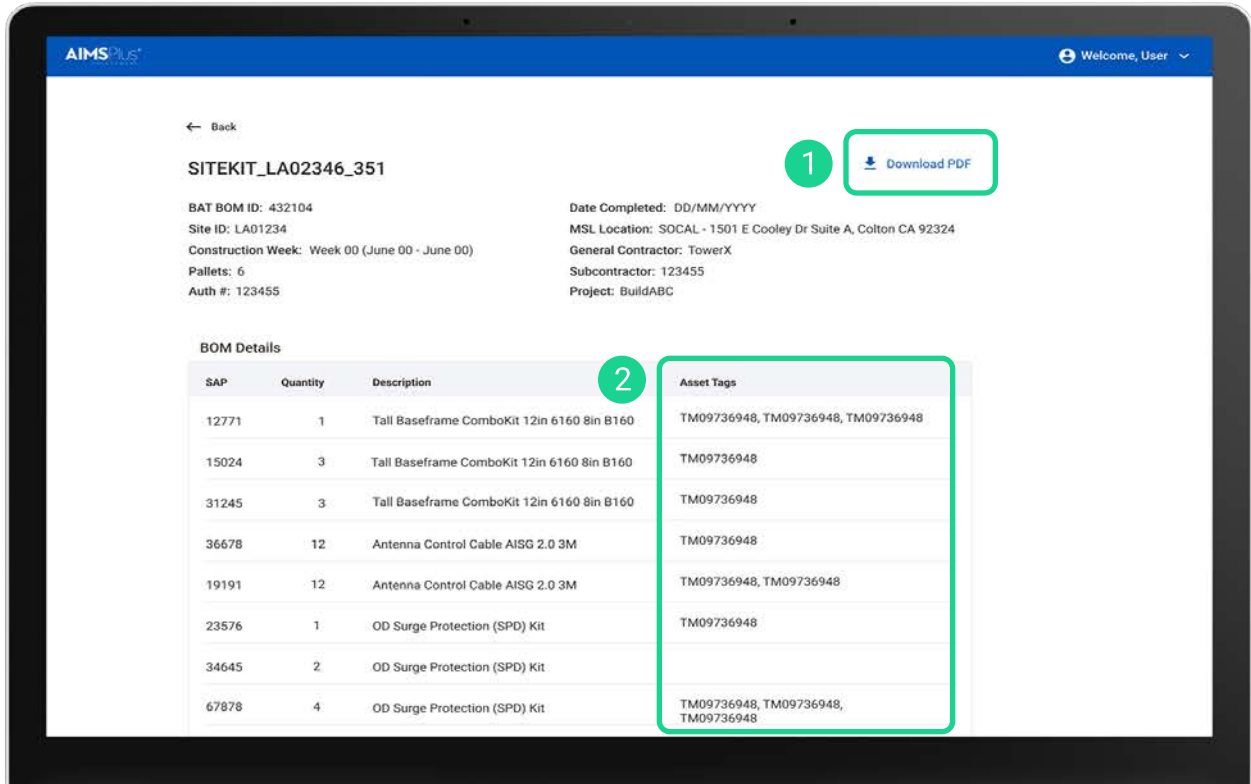
2 Packing slip details can be viewed by selecting a kit.



## View material packing slip details

Packing slip details include a pick information summary at the top, followed by a digital view of the packing slip. Details include:

- SAP code
- Quantity



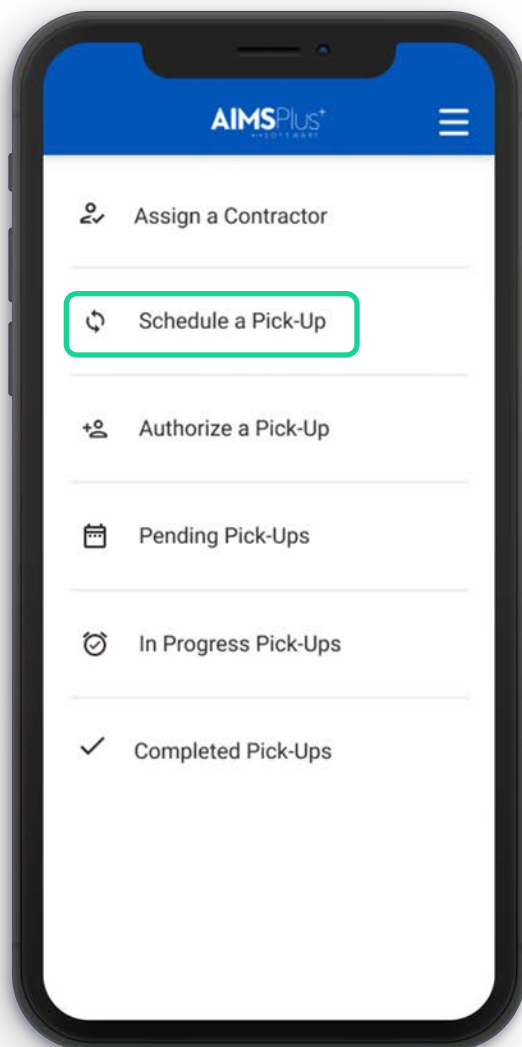
**1** Users have the ability to export site kit details to a PDF document.

**2** Asset tags are identified and listed when applicable.

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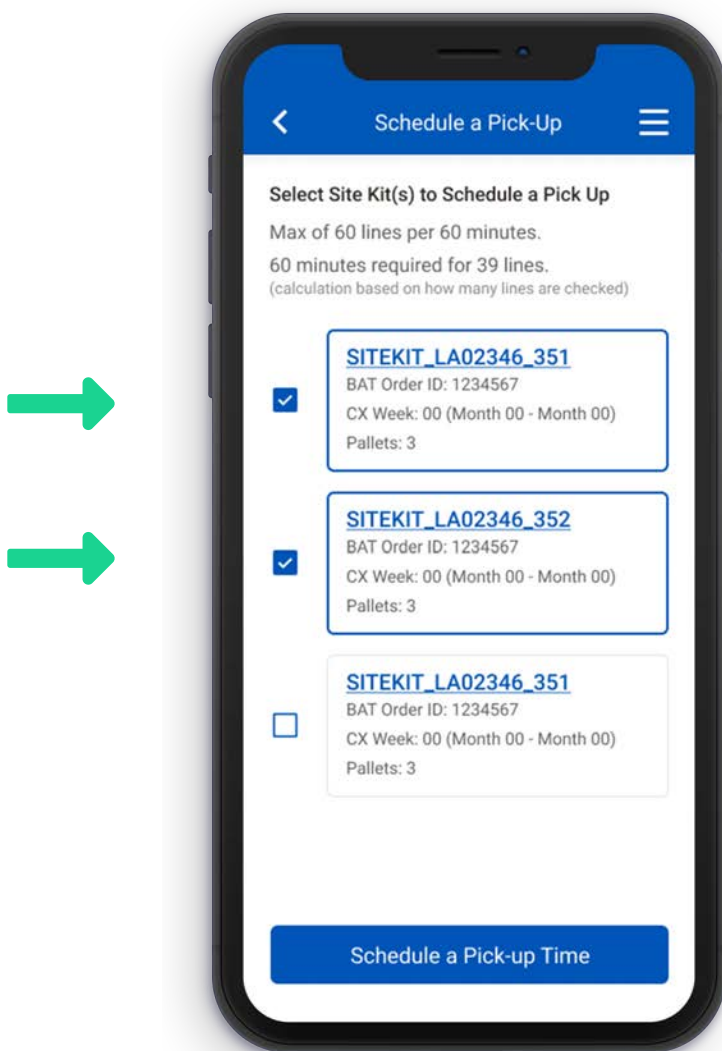
# Schedule a Pick-Up

You must create an account and get approval first  
before you are able to use the app



## Navigate to Schedule a Pick-Up

Click on “Schedule a Pick-Up” from the home menu.

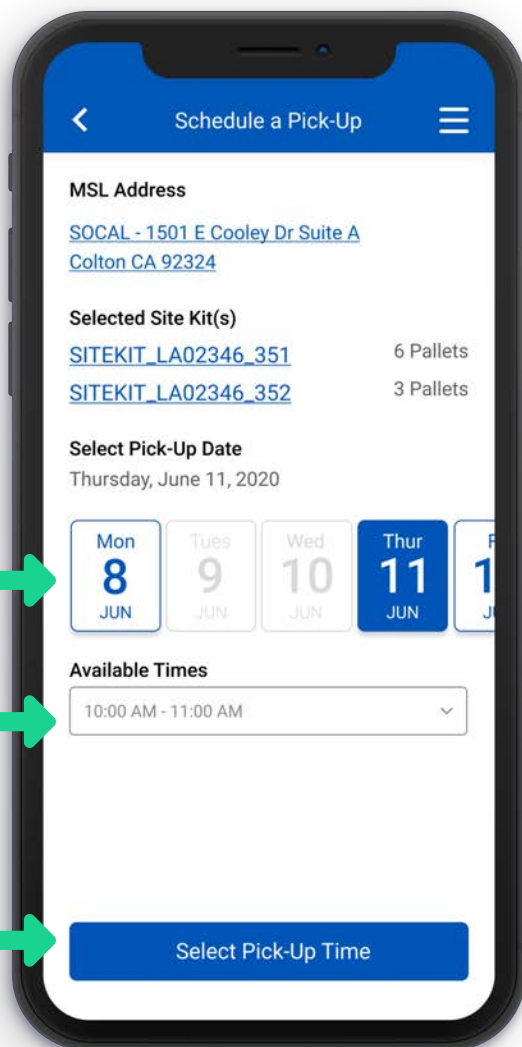


## Select material for pick-up

Select the kit(s) you would like to schedule.

Material can be selected individually or as a group. Required time to schedule the pick-up is based on the number of lines chosen with a max of 60 lines per hour.

(i.e. 50 lines requires 1 hour while 96 lines would require 2 hours).



## Schedule the pick-up

1. Choose an available date
2. Choose an available time slot
3. Click 'Select Pick-Up Time'

Material must be scheduled at least 8 business hours in advance. This is to provide the MSL sufficient time to prep and stage your order. (i.e. you cannot schedule a pick-up on Feb 17 at noon for Feb 18 at 8am).

Required time to schedule the pick-up is based on number of lines chosen with a max of 60 lines per hour.



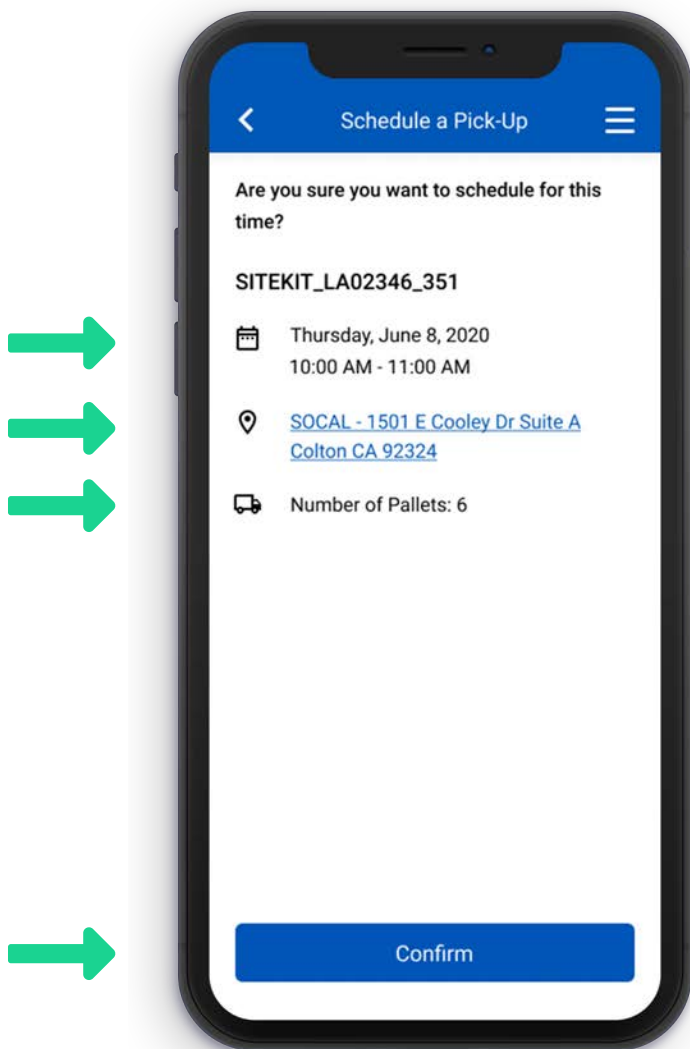
unavailable



selected



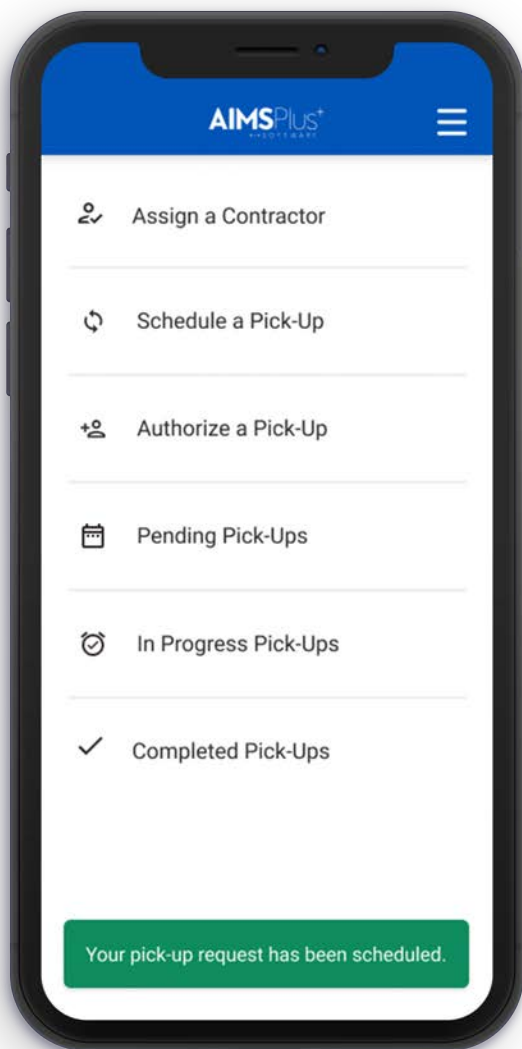
available



## Confirm the pick-up

The confirmation screen provides a summary of information on the requested pick-up.

Confirming the pick-up will take you back to the home page.



## Scheduled Pick-Up Confirmation

After confirming the pick-up information regarding a scheduled pick-up, you are taken back to the home page.

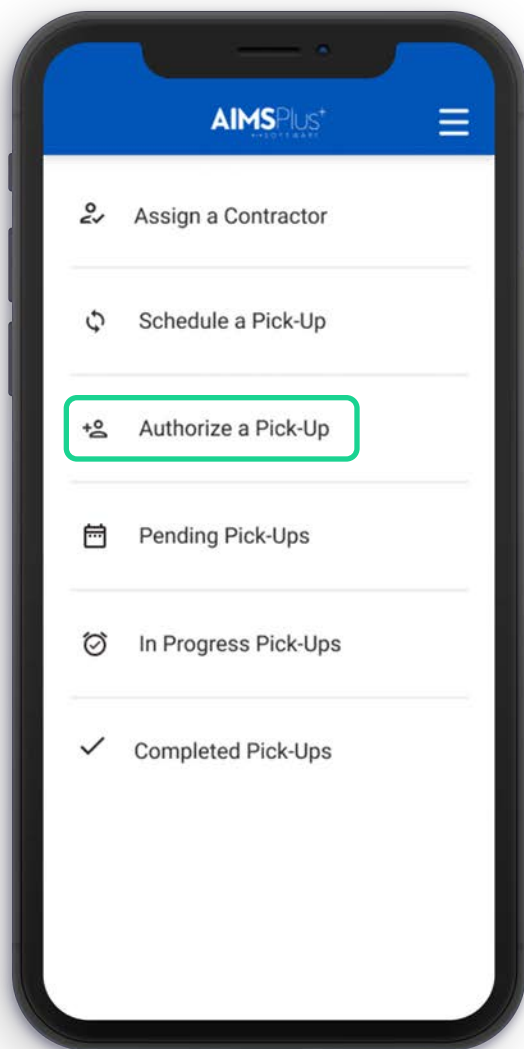
You will receive a confirmation toast at the bottom of the screen stating that 'your pick-up request has been scheduled'

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# Authorize a Pick-Up

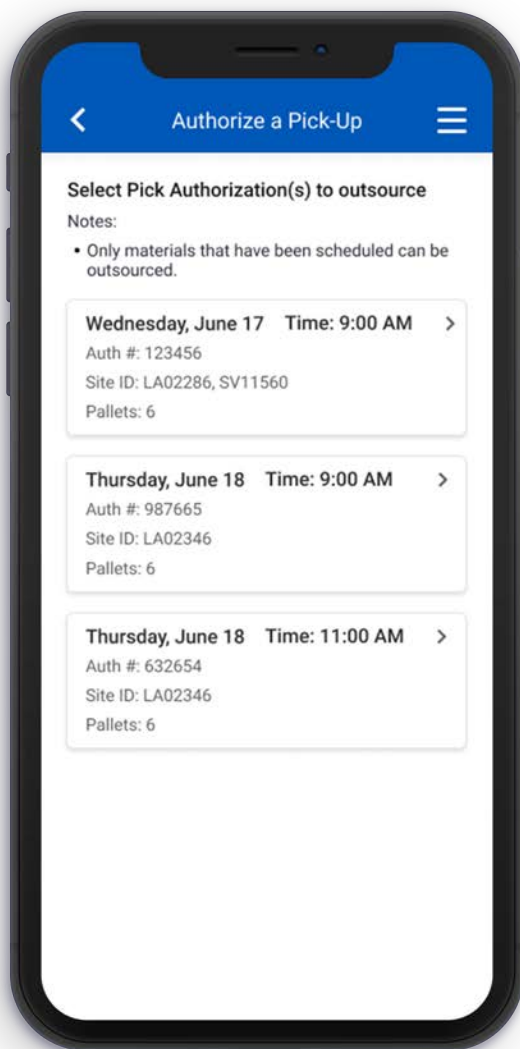
As a CM, you have the ability to authorize a contractor to pick-up site kits.





## Navigate to Authorize a Pick-Up

Click on “Authorize a Pick-Up” from the home menu.

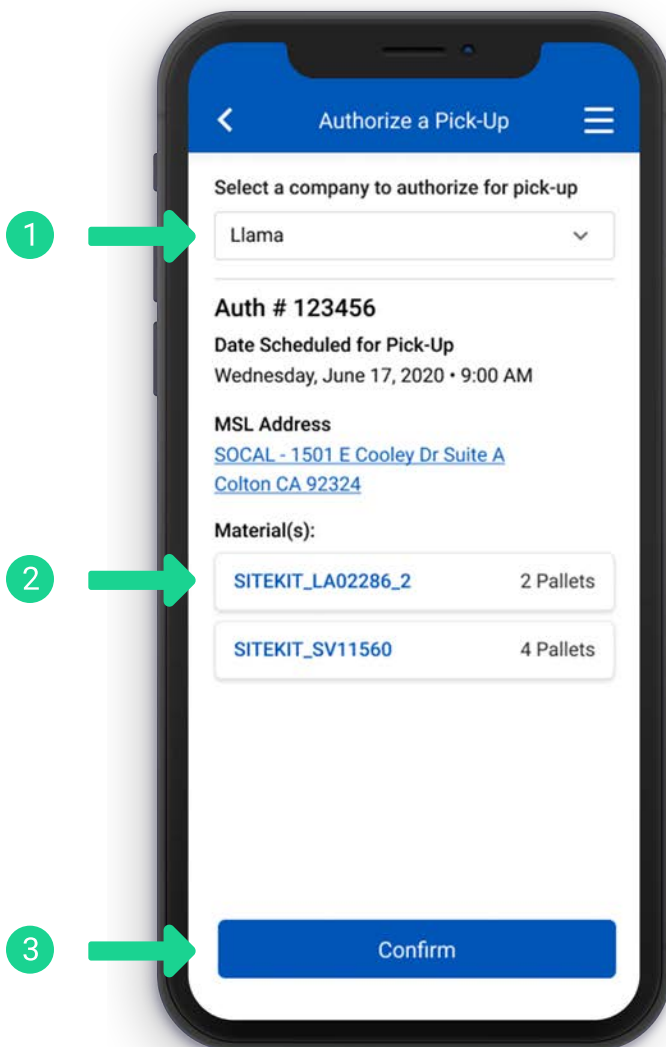


## Select a pick-up to authorize

Select a pick-up that you would like to outsource.

Only material that has been scheduled can be authorized for pick-up.

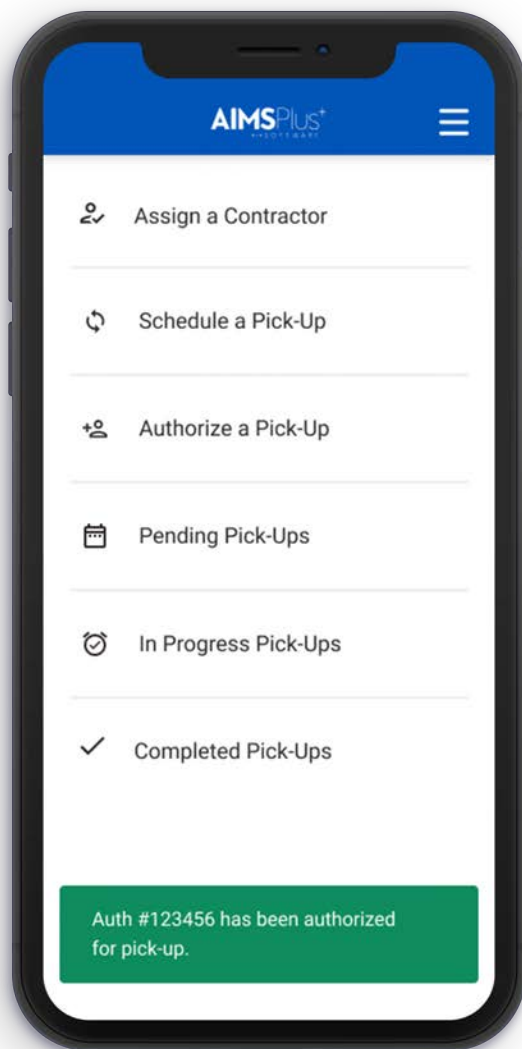
Pick-up authorization is intended for Delivery Service Providers that do not need a view of your portfolio of work and DO NOT have a CATS Code with T-mobile.



## Authorize a pick-up

1. Select a company from the dropdown
2. Material cards include information about pallets and lines. Selecting the Site Kit SAP allows you to see more details regarding the material on each pallet.
3. Select the 'Confirm' button

Confirming the pick-up will take you back to the home page.



## Authorize pick-up confirmation

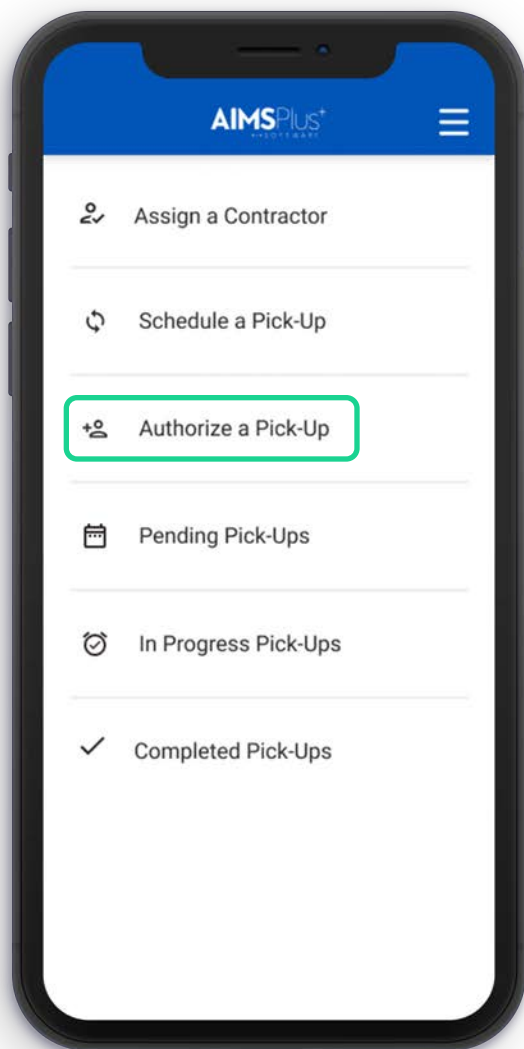
After confirming the pick-up information regarding an authorized pick-up, you are taken back to the home page.

You will receive a confirmation toast at the bottom of the screen stating that 'Auth # has been authorized for pick-up'.

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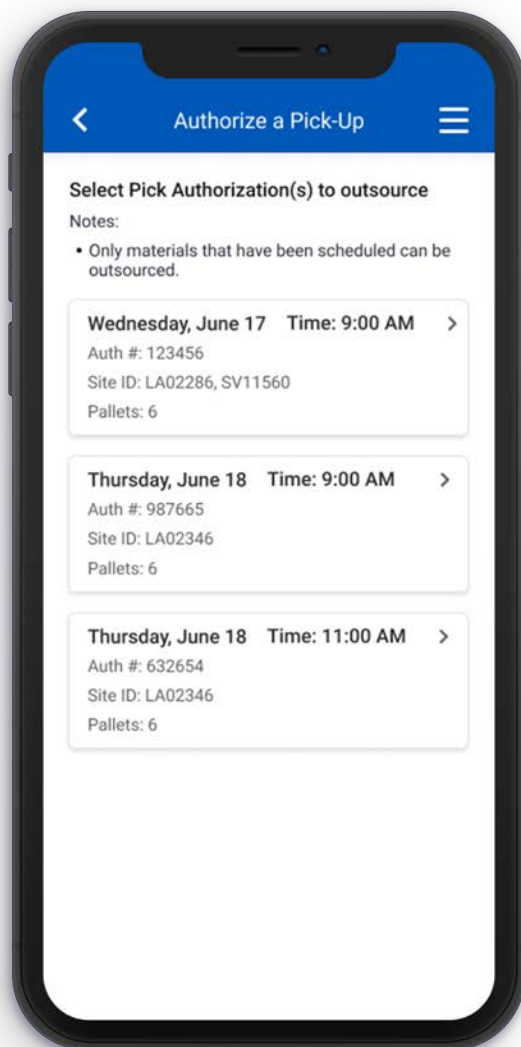
# Generate Guest Code

You have the ability to allow guests to pick-up material by generating a unique pick-up code. (Guests are contractors that pick-up material but do not have an account within the app.)



## Navigate to Authorize a Pick-Up

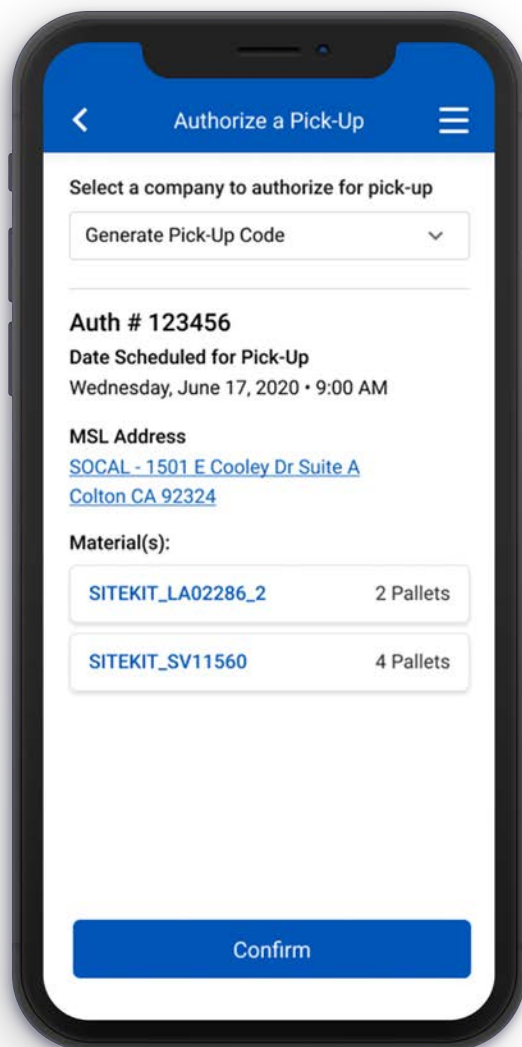
Click on “Authorize a Pick-Up” from the home menu.



## Select a pick-up to authorize

Select a pick-up that you would like to outsource.

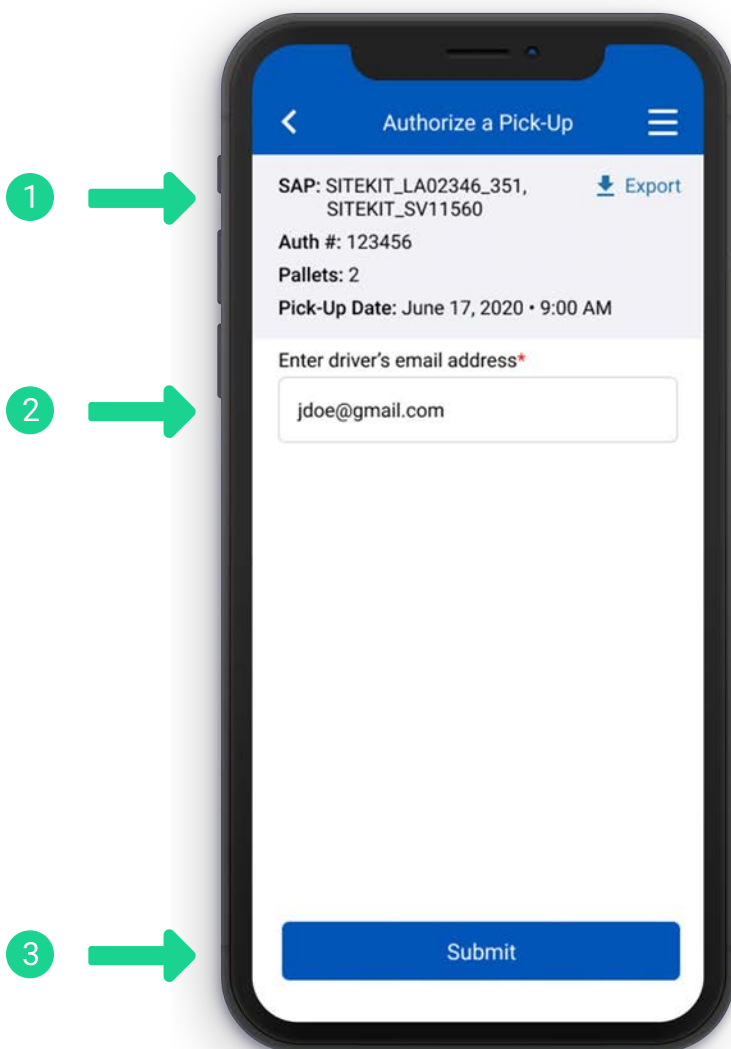
Only material that has been scheduled can be authorized for pick-up.



## Authorize a guest for pick-up

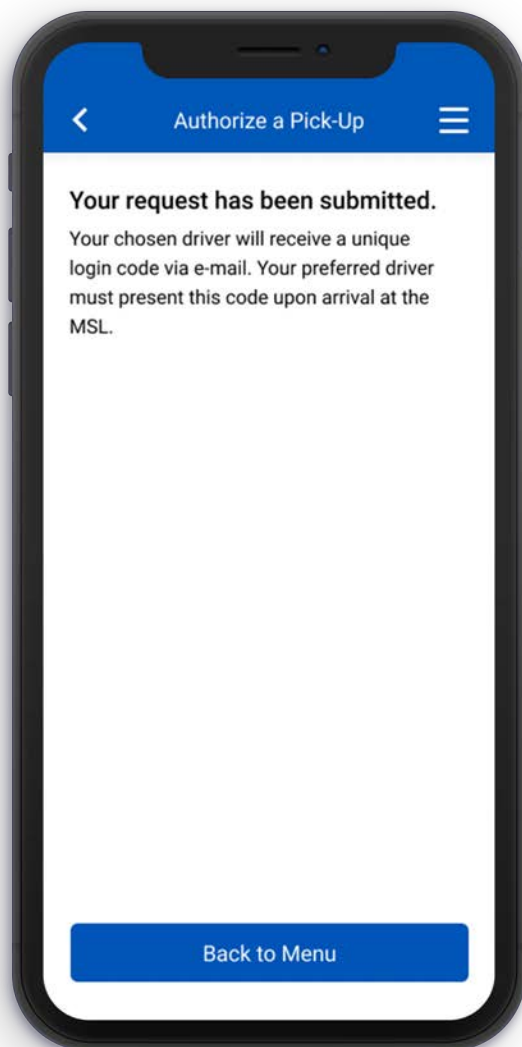
1. Select 'Generate Pick-Up Code' from the dropdown
2. Material cards include information about pallets and lines. Selecting the Site Kit SAP allows you to see more details regarding the material on each pallet.
3. Select the 'Confirm' button to continue





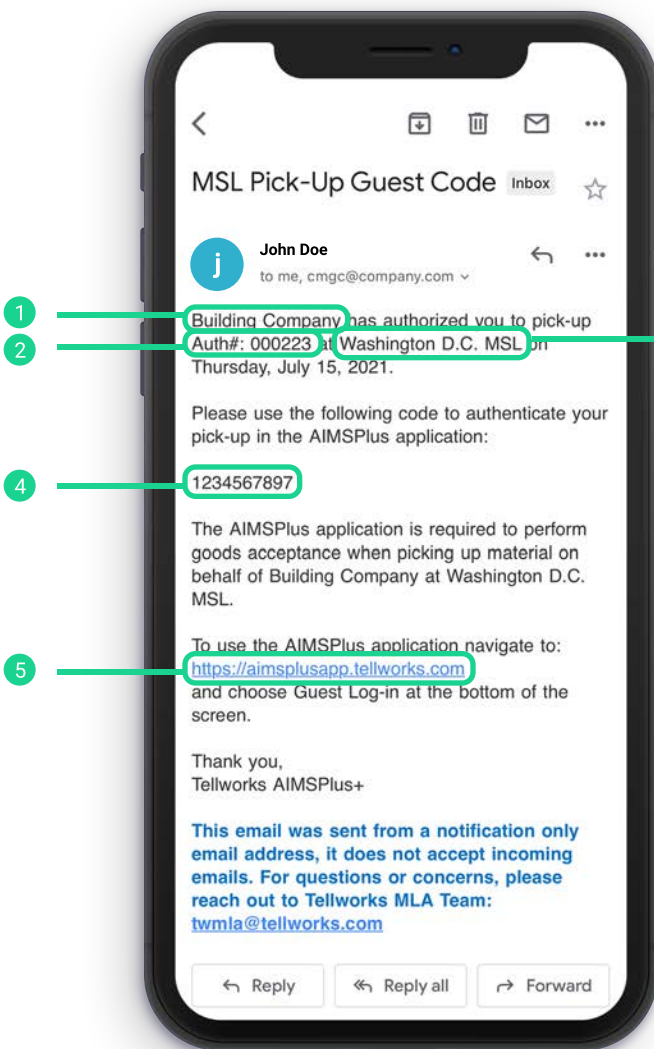
## Enter guest email address

1. Pick-up details are included at the top of the page and include the authorization number, SAP, pallet count, and the pick-up date.
2. Enter the driver's email address that will be picking up the materials.
3. Select the 'Submit' button



## Guest pick-up confirmation

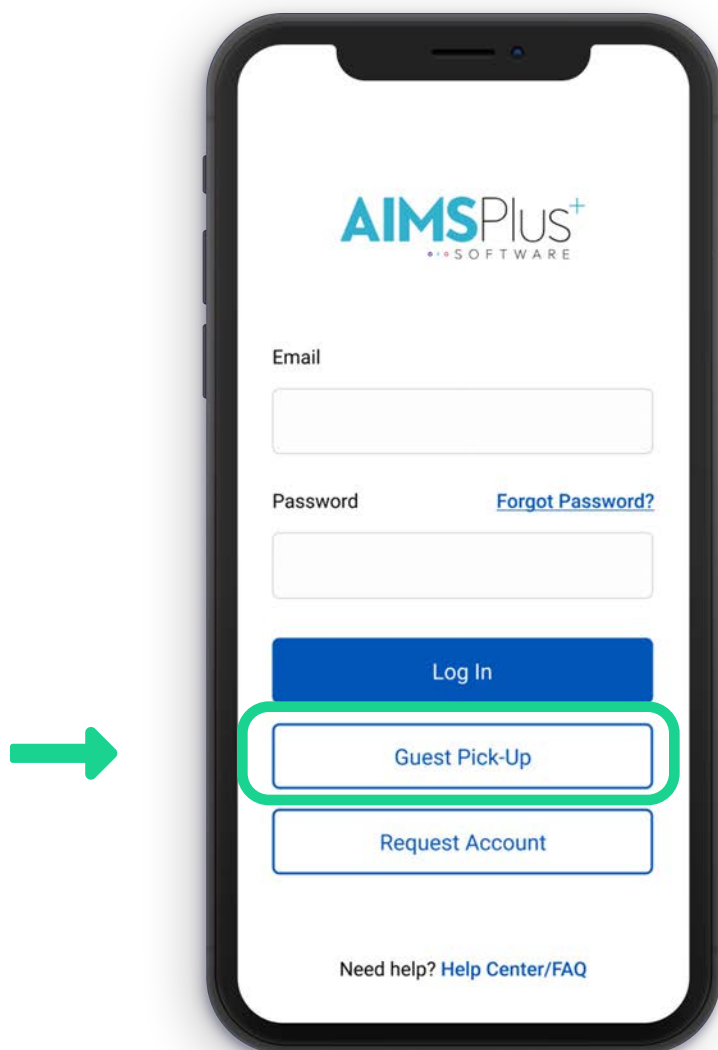
After submitting the guests' email address you will receive a confirmation page stating that your request has been submitted.



## Guest pick-up email

After the CM or GC submits the guests' email address, the guest will receive an email providing the following information needed for pick-up:

1. Authorizer (CM or GC)
2. Authentication Number
3. MSL Pick-Up Location
4. Guest Code
5. AIMSPPlus+ Application Link

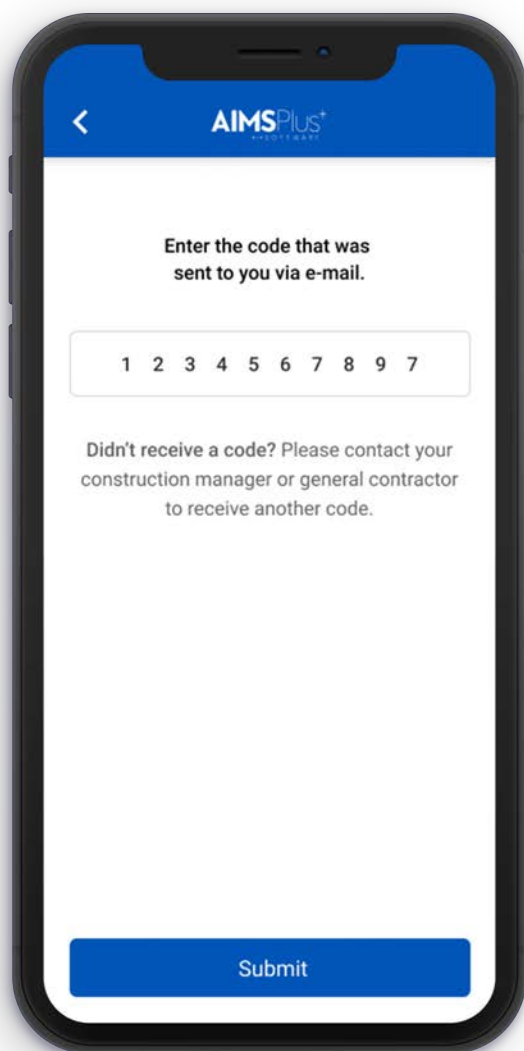


## Guest pick-up

Guests can access the application from the link provided in the guest code email.

OR

Select the 'Guest Pick-Up' link to begin the guest pick-up process.



## Guest pick-up code

Guests will receive a unique code via email. This code **must** be entered in order to complete goods acceptance as a guest.

**AIMSPlus**  
MOBILE

**Guest Account**  
Contact Information

First Name\*

Jimmy

Last Name\*

Doe

Email Address\*

jdoe@gmail.com

Phone Number\*

444 444 4444

Submit

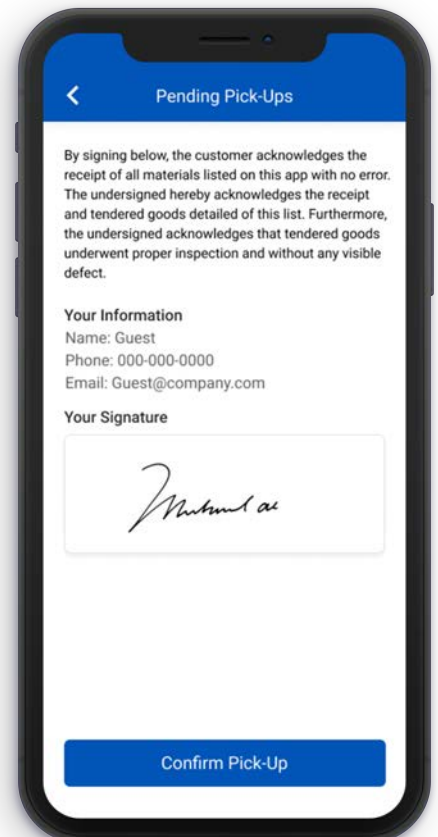
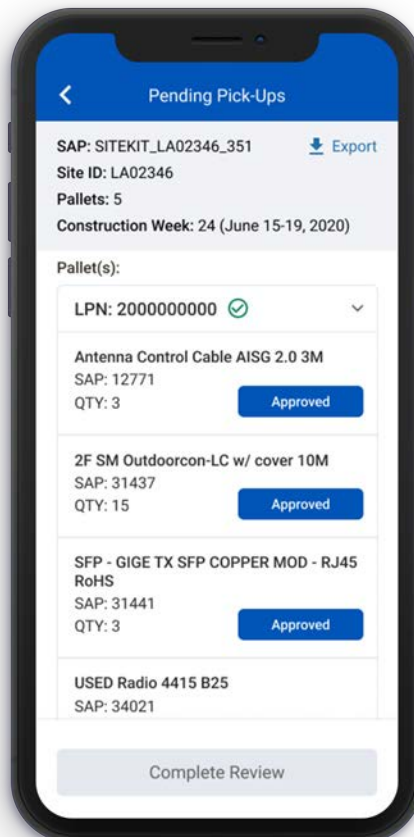
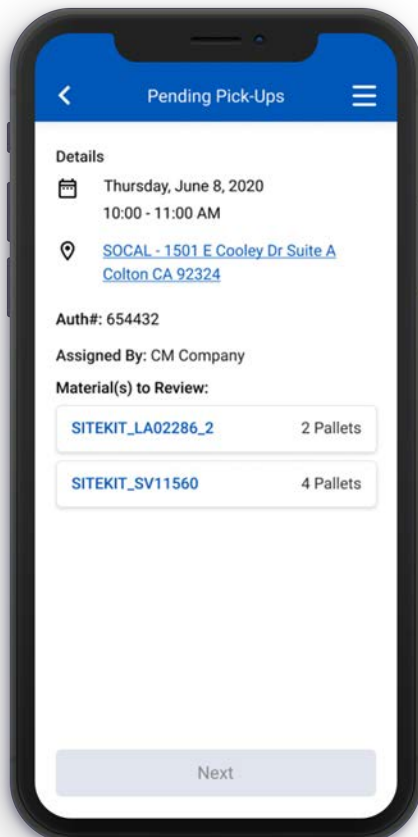
## Fill out Guest information

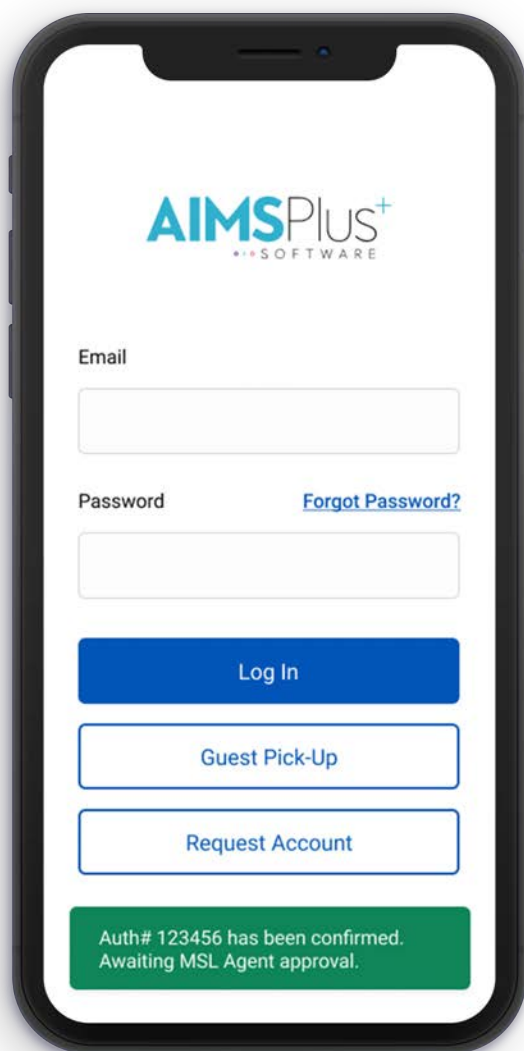
Fill out your personal information:

- First and last name
- Email Address
- Phone number

## Guest: Goods Acceptance

Please refer to the 'Pending Pick-Ups' section of this user guide for more information regarding Goods Acceptance instruction.





## Guest Pick-up confirmation

After confirming the pick-up, you are taken back to the home page.

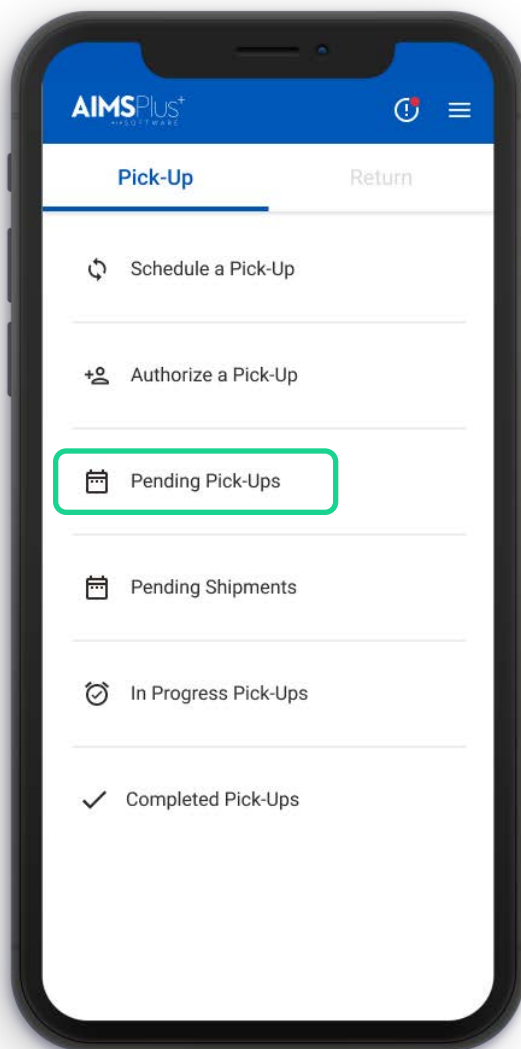
You will receive a confirmation toast at the bottom of the screen stating that 'Auth# has been confirmed and is now awaiting MSL Agent approval'.



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# Pending Pick-Ups

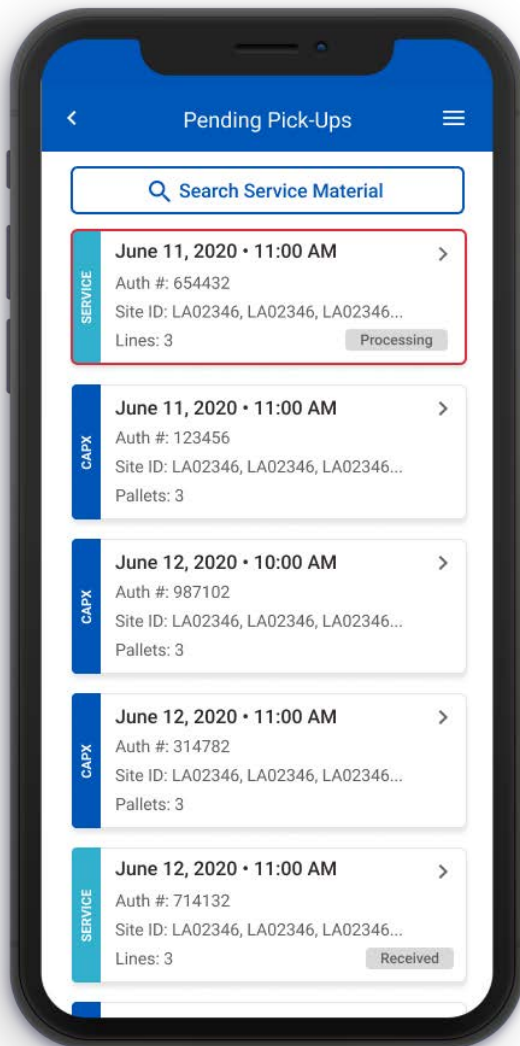
Pending Pick-Ups begins the 'Goods Acceptance' process. Goods acceptance must be performed by a person physically at the MSL with an active AIMS+ app account.



## Navigate to Pending Pick-Ups

Pending Pick-ups can be viewed to see all currently scheduled pick-ups.

Upon arrival at the MSL, to perform Goods Acceptance, click on “Pending Pick-Ups” from the home menu.



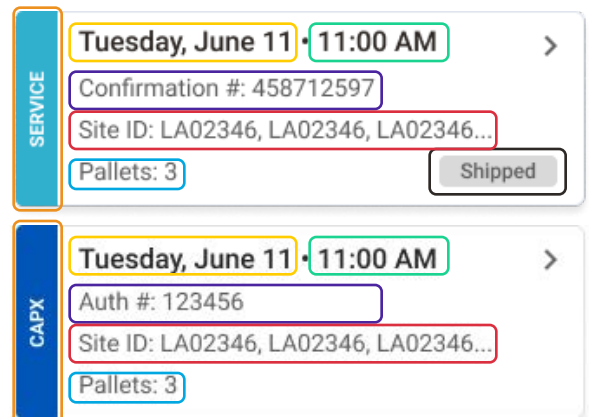
\*If a pick-up is late, the pick-up card will be outlined in red.

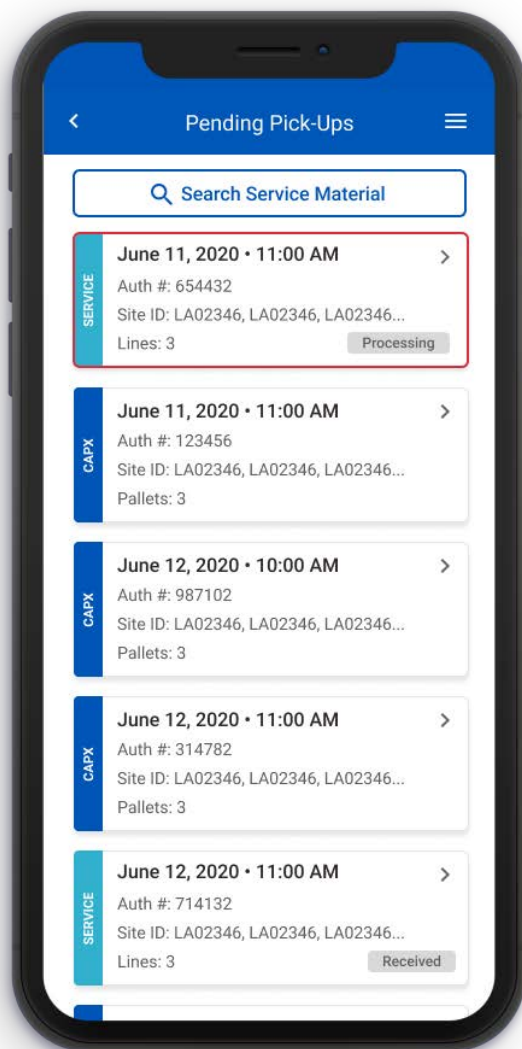
## Understanding Pending Pick-Ups

All pick-ups are in order by date with the most current date at the top of the page.

Each card represents a pick-up. All pick-ups have:

- Pick-up day
- Pick-up appointment time
- Authorization number
- Site ID/Service Confirmation
- Number of pallets
- Status Indicator
- Material Type

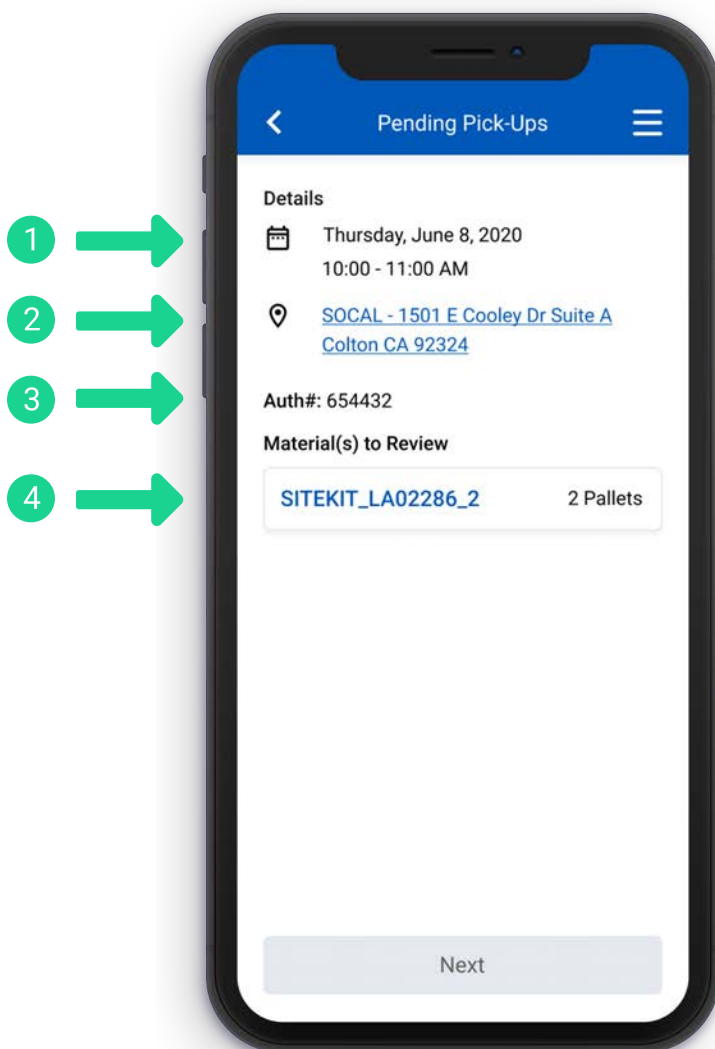




## Select a 'Material Card' to begin review

All kits must be reviewed and approved to continue goods acceptance.

\*If a pick-up is late, the pick-up card will be outlined in red.



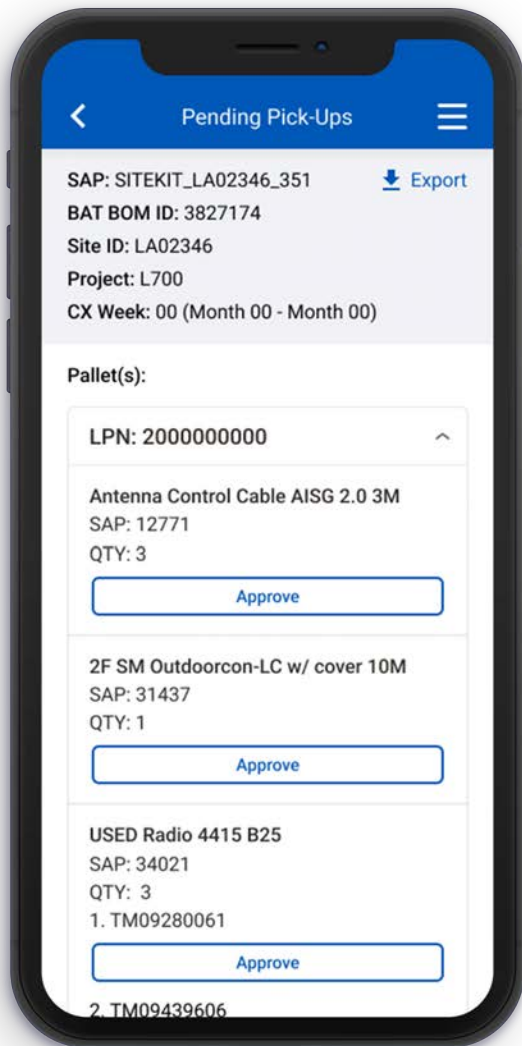
## Select a 'Site Kit' to begin review

Pick-up details are included at the top of the page and include the following:

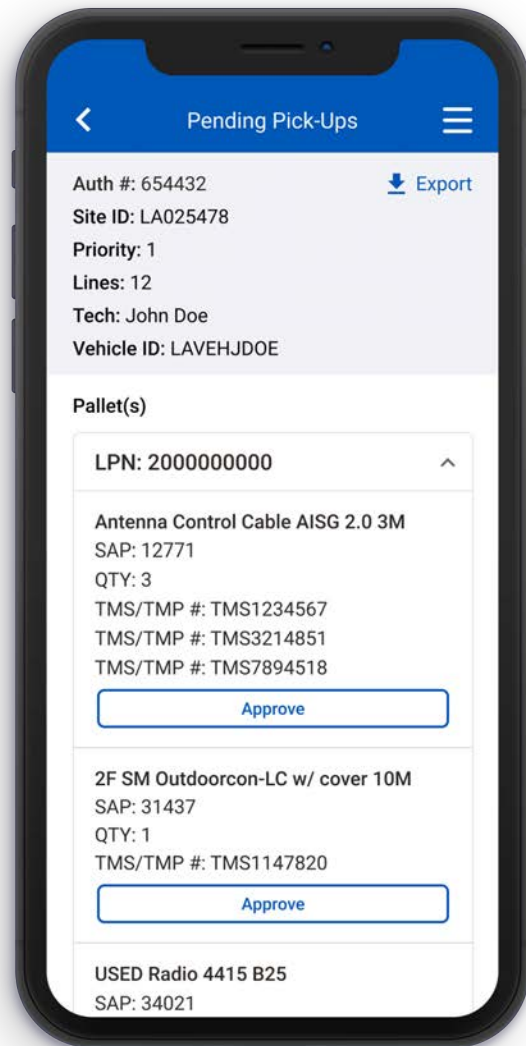
1. Pick-up appointment date/time
2. Pick-up location
3. Authorization Number
4. Select 'Site Kit' to begin review of material

\*All kits must be reviewed and approved to continue goods acceptance.

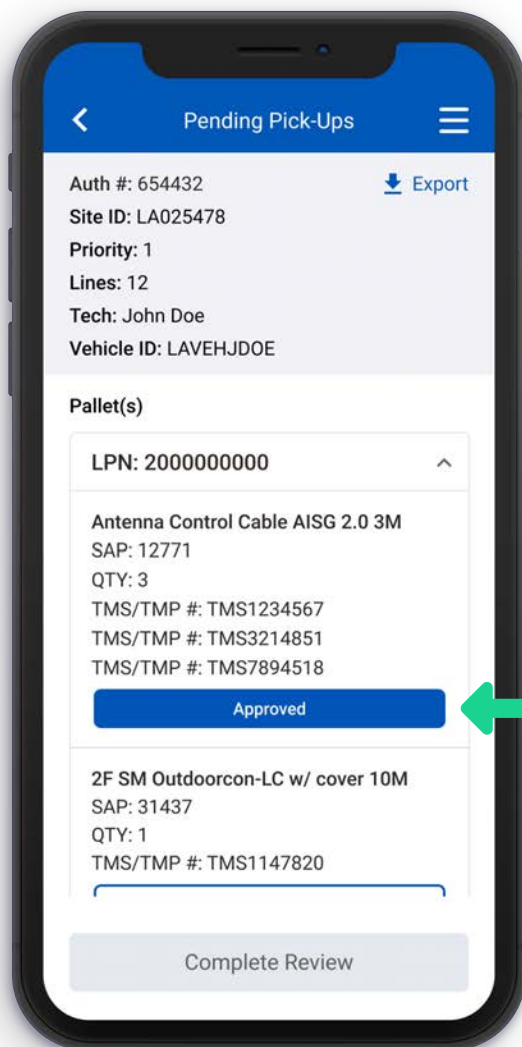
## CAPX vs Service Material



CAPX



Service (CHAT)



## Approve all material

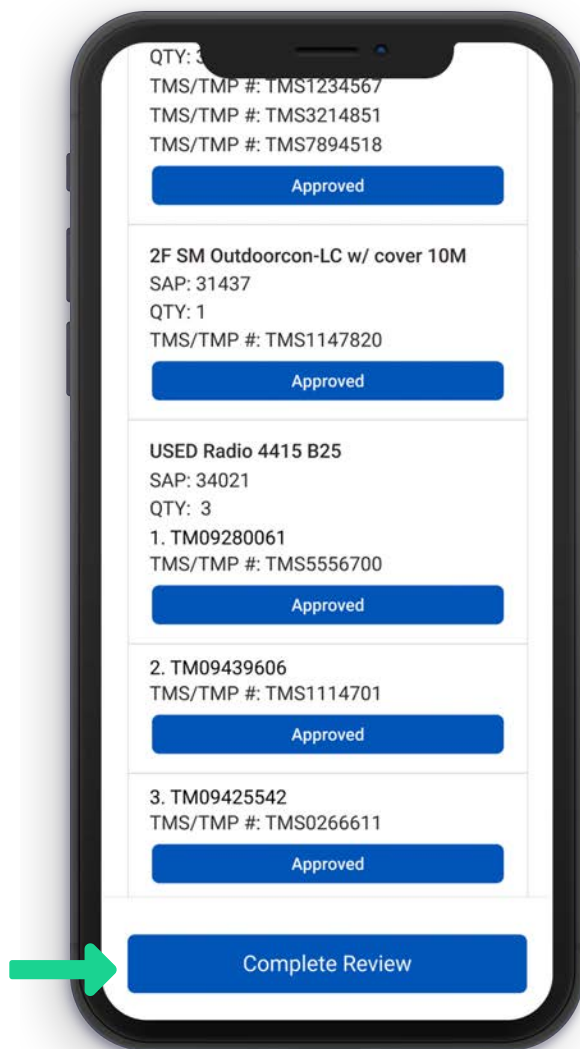
As material is reviewed and accepted, click the 'Approve' button. All pallets are identified by LPN with the material that is physically on that pallet listed under the LPN code in the app. The material line includes a description of the material, SAP code, and the quantity.

\*Please review and approve all individual SKUs on the order. Non-assets may be approved in bulk but assets must approved individually. Validate that the tag on the package matches the tag listed in the app. The tag listed in the app will be released to you upon completion of goods issue.



\*Individual pallets are identified by LPN.

← (License Plate Number)



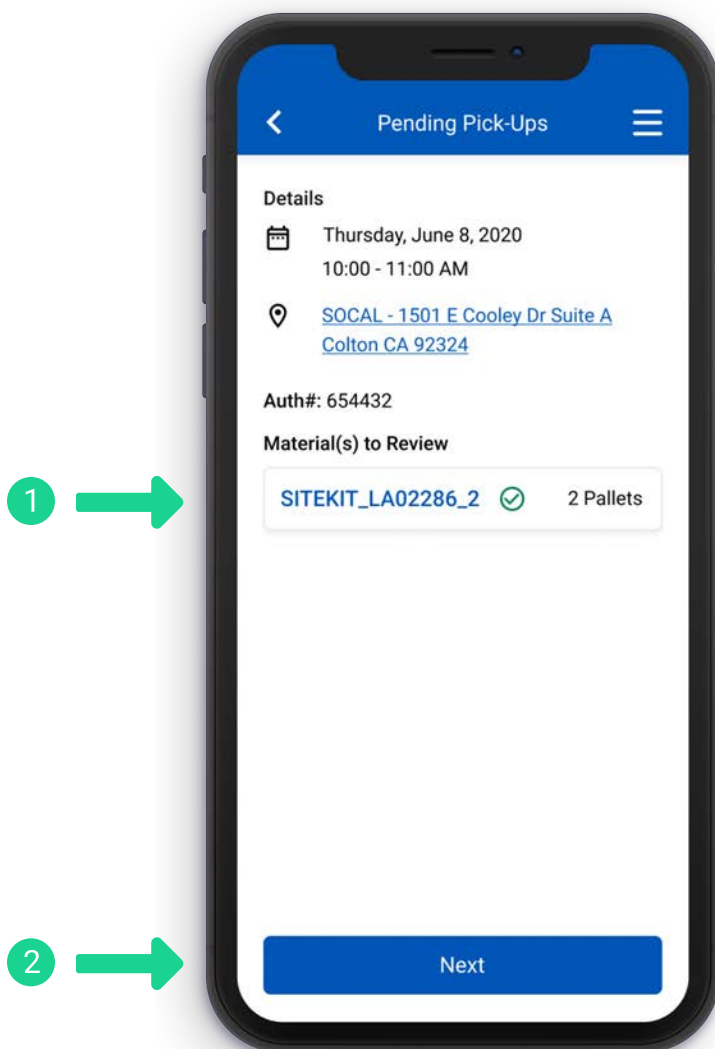
## Complete Review

Once a pallet is complete, meaning all items are approved, a 'green check mark' icon will appear to notify you that all products on that pallet have been approved.

1. After reviewing and approving all products, the 'Complete Review' button will turn blue
2. Click 'Complete Review' to continue

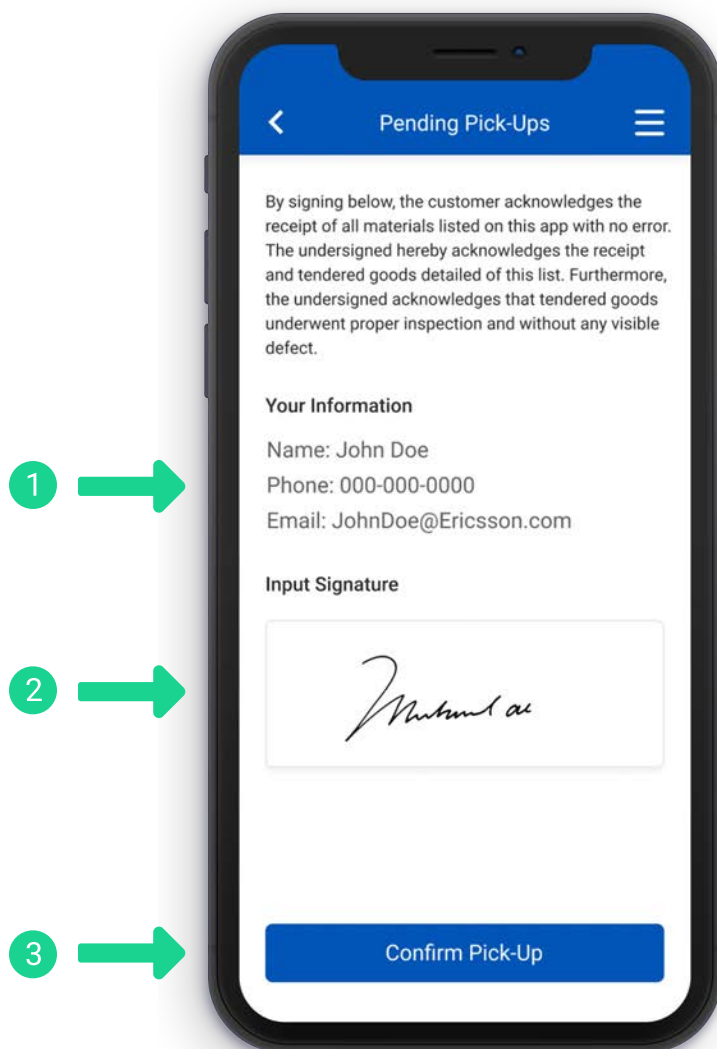
Note: Currently, only the capability to approve products are available in the app. If you have an issue, immediately begin to work with your local MSL agent and they will assist you to resolve the issue.





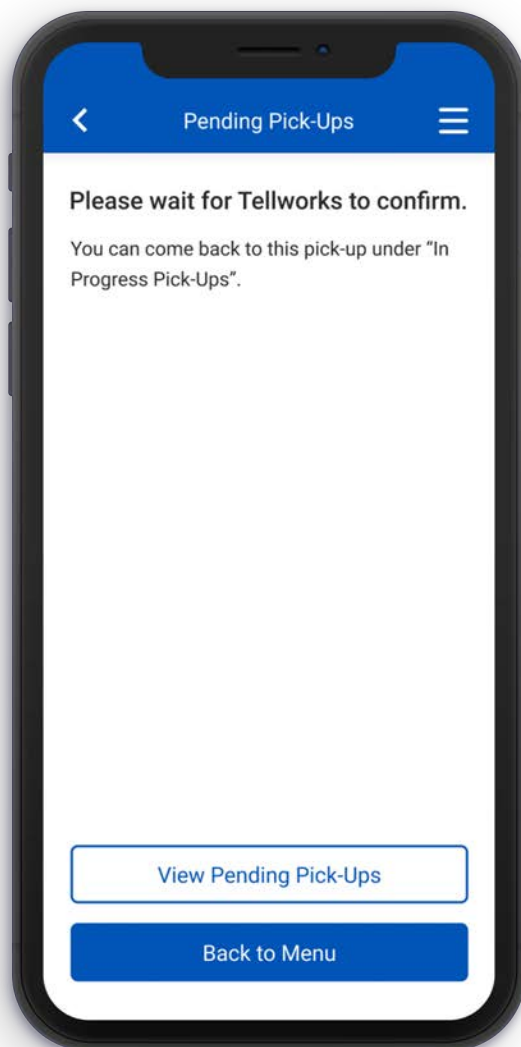
## Complete Pick Authorization

1. Once a kit is complete, a green check mark icon will appear to notify you that all products on that kit have been approved, continue the approval process until all kits have been approved.
2. Once all kits have been reviewed, the 'Next' button will activate and turn blue. Click to proceed to the signature page.



## Sign to complete goods acceptance

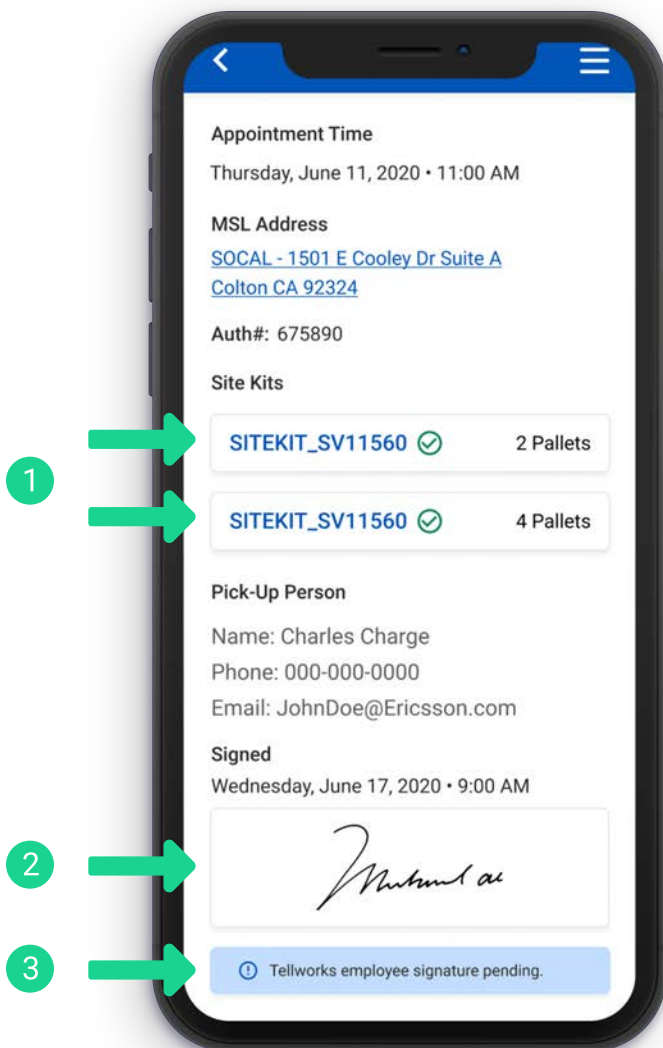
1. Goods Acceptance screen displays the user information (Name, Phone, & Email).
2. You will digitally sign for the material, replacing the physical signature on the packing slip. This will be stored as half of the digital handshake acknowledging acceptance and initiating the exchange of custody.
3. After signing, you will submit pick authorization (click the button) to Tellworks for Goods Deployment.



## Confirmation of submission

This is a reminder that only **half** of the digital handshake is complete. Tellworks needs to deploy the items to complete the transaction.

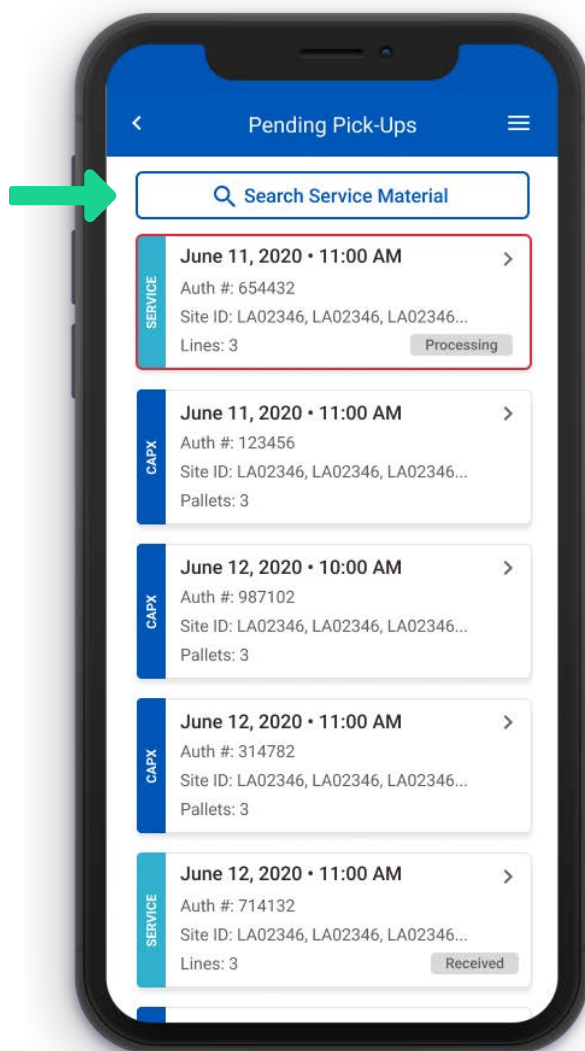
1. Selecting 'View Pending Pick-Ups' will take you back to the Pending Pick-Up card view
2. Selecting 'Back to Menu' will take you to the home page



## Awaiting MSL Approval

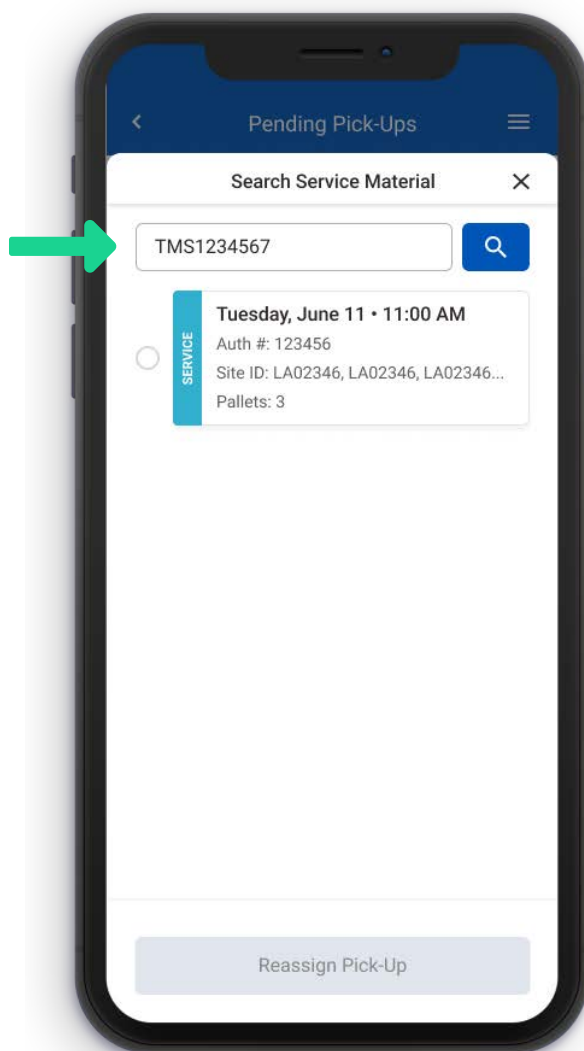
1. Site Kit ID is clickable to view all approved materials in detail
2. Recorded signature of the employee who performed the Goods Acceptance
3. Message will appear to show that GC is waiting for Tellworks to deploy the material and complete the digital handshake

Details remain in, 'Pending Pick-Ups' until Tellworks deploys the material. Once deployed the pick-up will transition from pending to completed pick-ups.



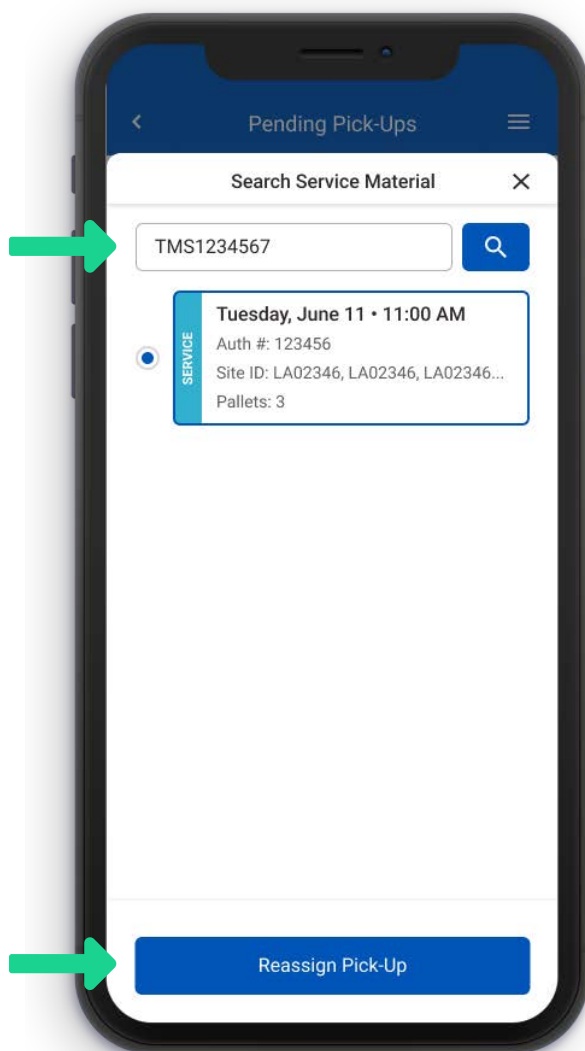
## Reassign a Pick-Up

Select the 'Search Service Material' button to search for Service Material. Service material can be searched by TMS, TMP, or Confirmation #. Search will identify any order within the market.



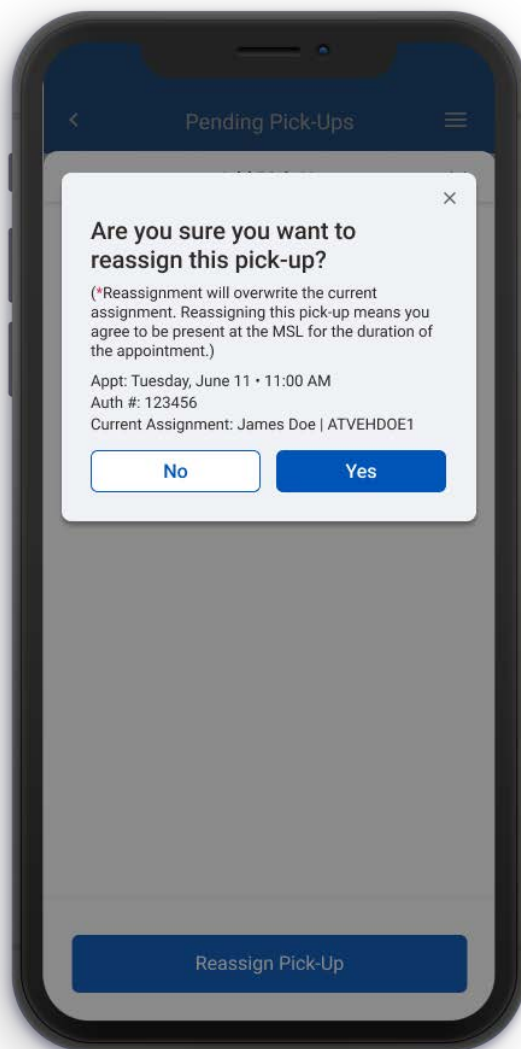
## Reassign a Pick-Up

Enter either TMS, TMP, or Confirmation #. The search results will identify any order within the market.



## Reassign a Pick-Up

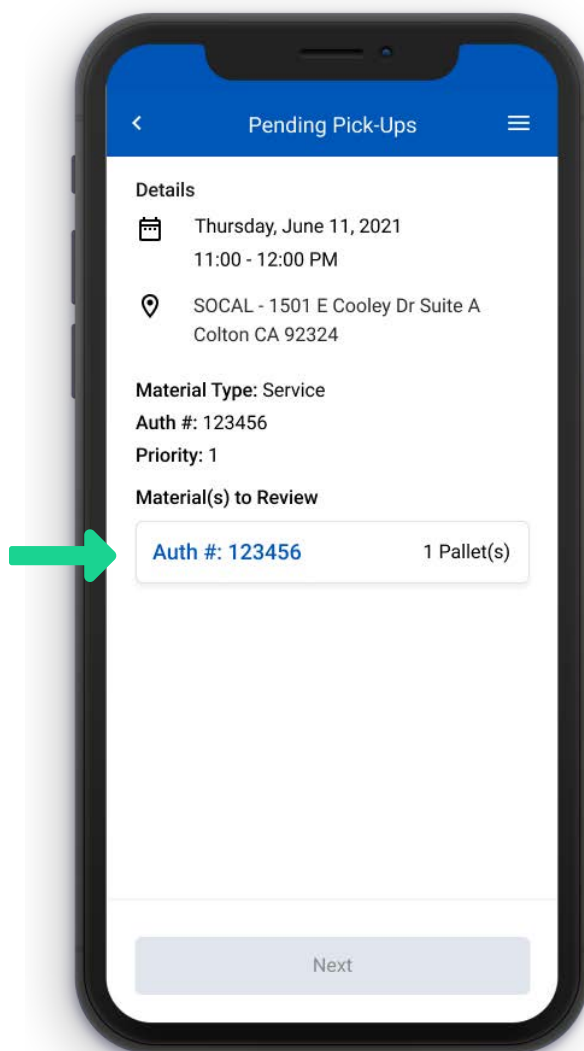
Select the pick-up you would like to reassign. Reassignment will change pick-up authorization to current user. Reassigning this pick-up means you agree to perform goods acceptance for this order.



## Reassign a Pick-Up

A confirmation popup will appear. Select 'Yes' button to begin the goods acceptance process for this pick-up. Reassignment will change pick-up authorization to current user. Reassigning this pick-up means you agree to perform goods acceptance for this order.





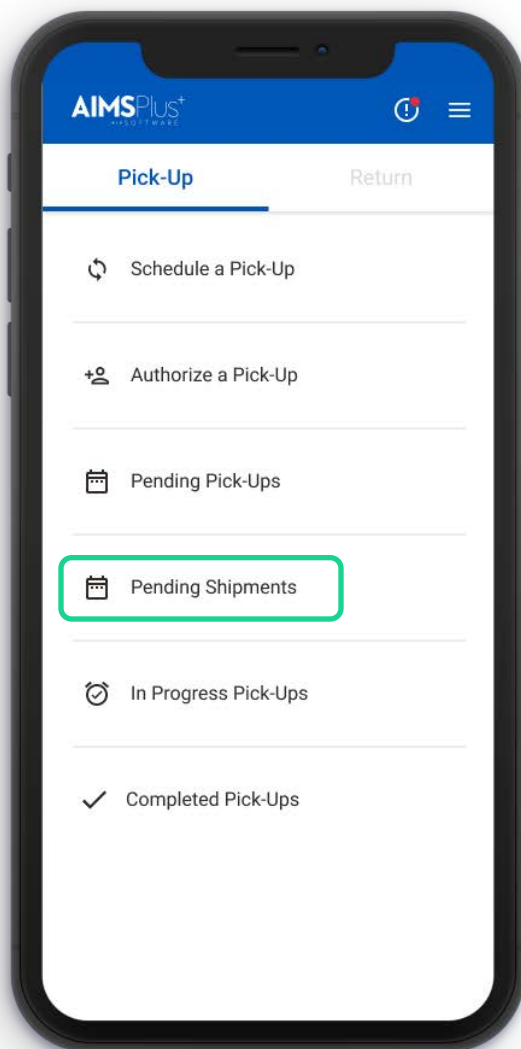
## Reassign a Pick-Up

Select a material card to begin material review. Pick-up details at the top of the page will include the pick-up appointment date and time, the pick-up location, company authorized to pick-up (if applicable), and materials to review.

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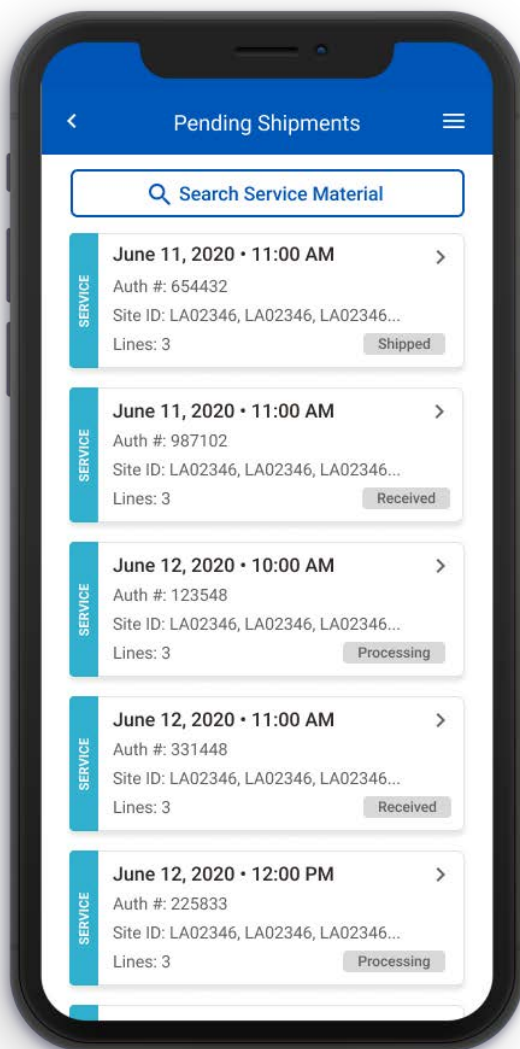
# Pending Shipments

Pending Shipments begins the 'Goods Acceptance' process. Goods acceptance must be performed by a person physically at the MSL with an active AIMS+ app account.



## Navigate to Pending Shipments

Upon arrival at the MSL, click on “Pending Shipments” from the home menu.

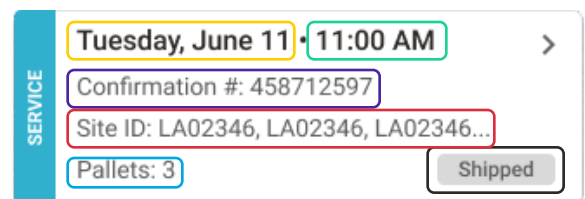


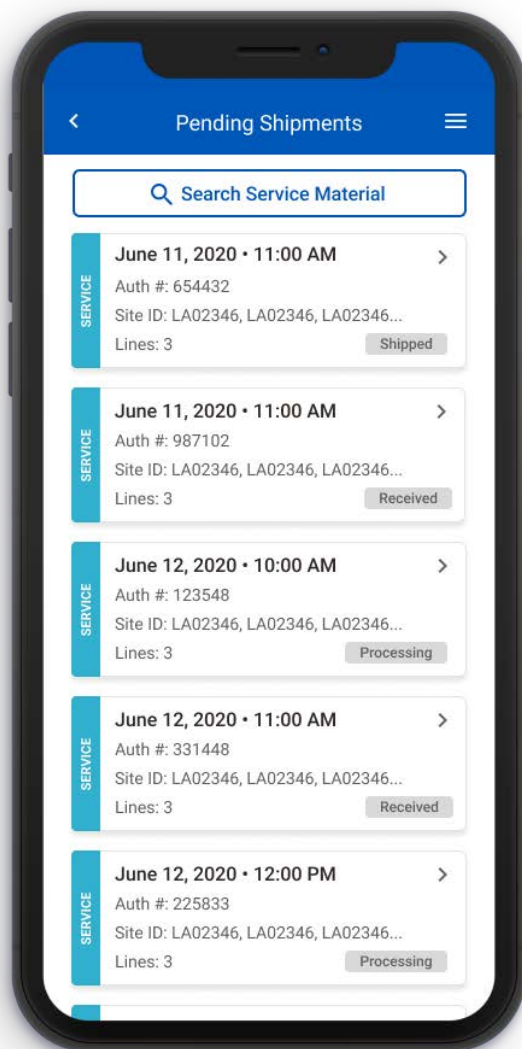
## Understanding Pending Shipments

All shipments are in order by date with the most current date at the top of the page.

Each card represents a shipment. All shipments have:

- Shipment day
- Shipment appointment time
- Confirmation number
- Site ID/Service Confirmation
- Number of pallets
- Order status

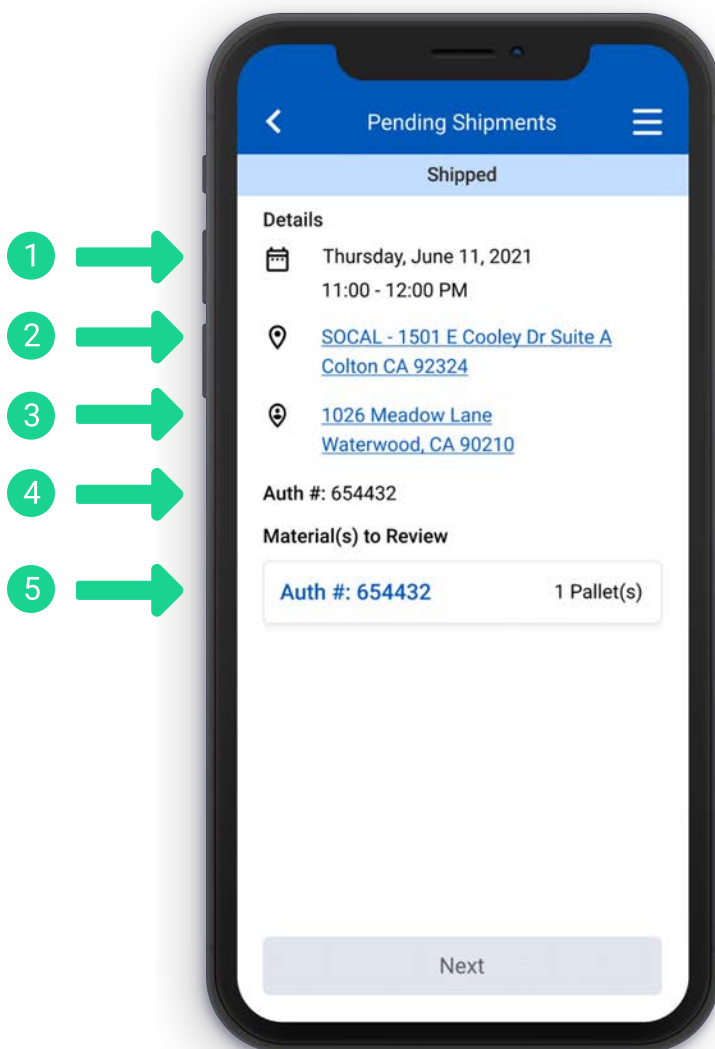




## Select a 'Material Card' to begin review

All material must be reviewed and approved to continue goods acceptance.

\*If a shipment is late, the pick-up card will be outlined in red.

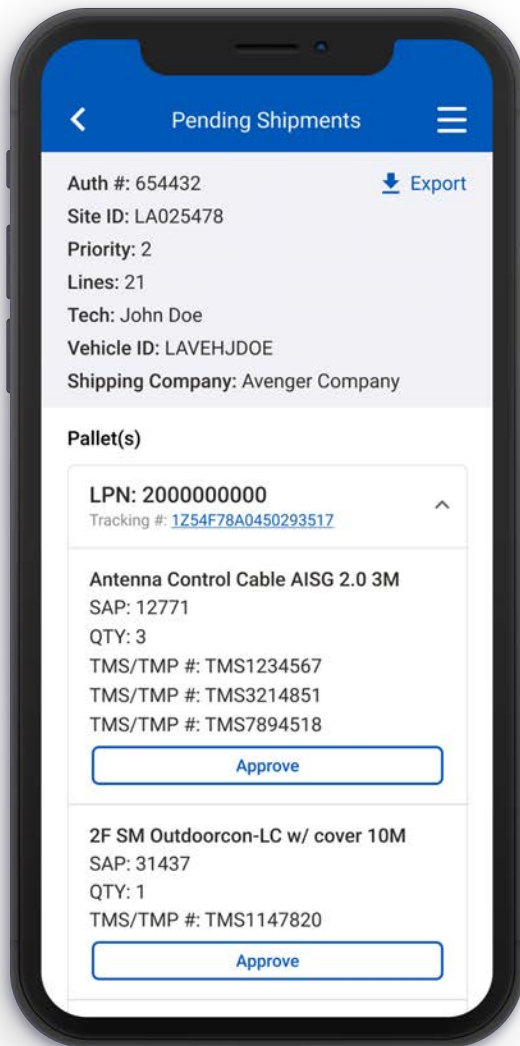


## Select an 'Auth #' to begin review

Shipment details are included at the top of the page and include the following:

1. Shipment date/time
2. Ship from location (MSL)
3. Ship to location (Recipient)
4. Authorization Number
5. Select 'Auth #' to begin review of material

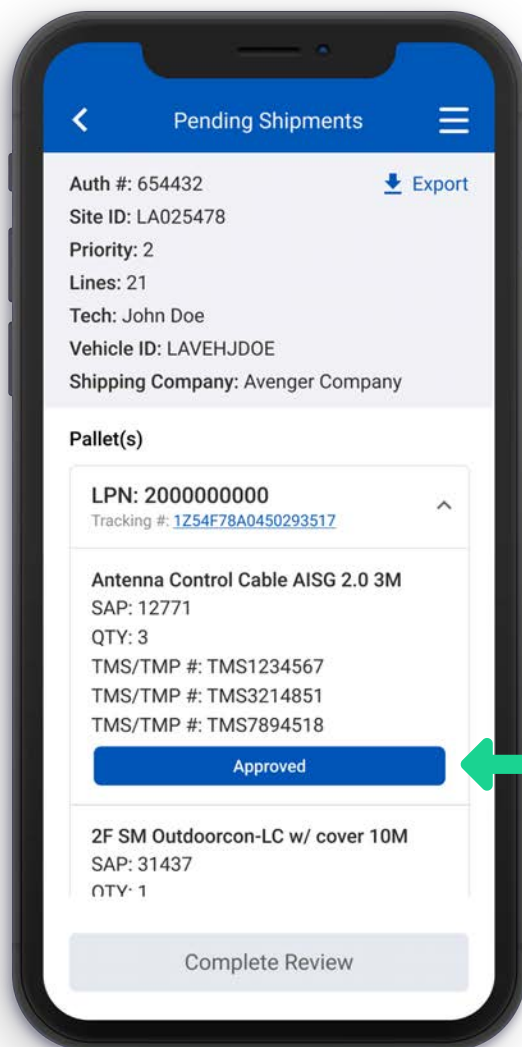
\*All kits must be reviewed and approved to continue goods acceptance.



## Approve all material

Authorization details are included at the top of the page and include the authorization number, site id, priority type, number of lines, technician name, vehicle id, and shipping company.

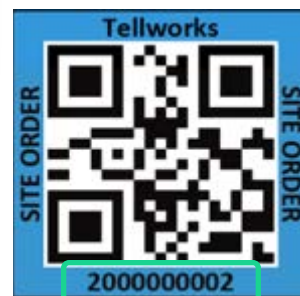
\*A tracking number is assigned per LPN.



## Approve all material

As material is reviewed and accepted, click the 'Approve' button. All pallets are identified by LPN with the material that is physically on that pallet listed under the LPN code in the app. The material line includes a description of the material, SAP code, and the quantity.

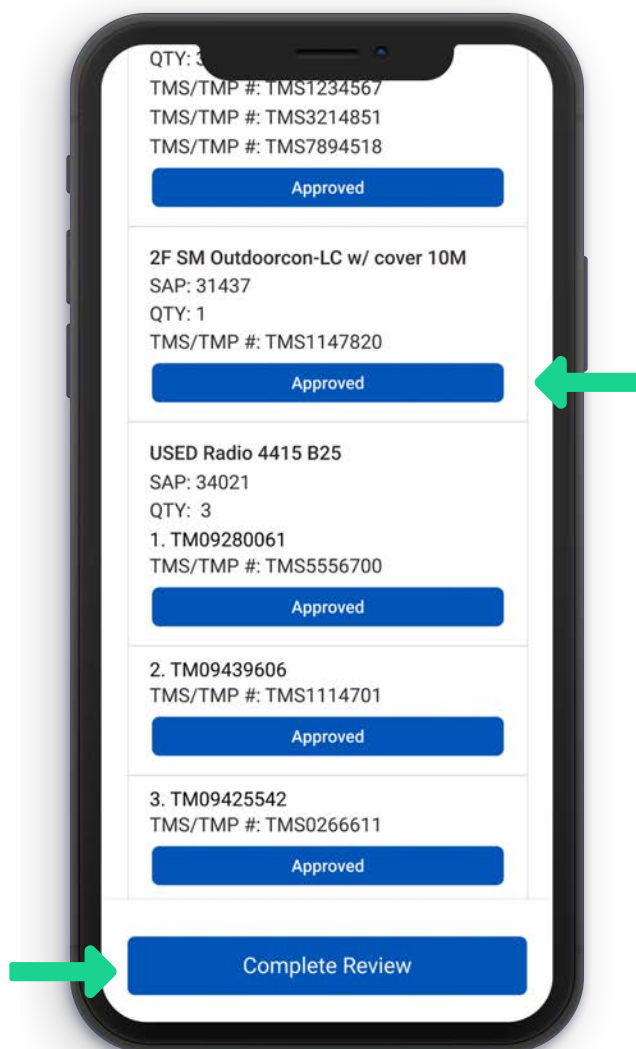
\*Please review and approve all individual SKUs on the order. Non-assets may be approved in bulk but assets must be approved individually. Validate that the tag on the package matches the tag listed in the app. The tag listed in the app will be released to you upon completion of goods issue.



\*Individual pallets are identified by LPN.

← (License Plate Number)



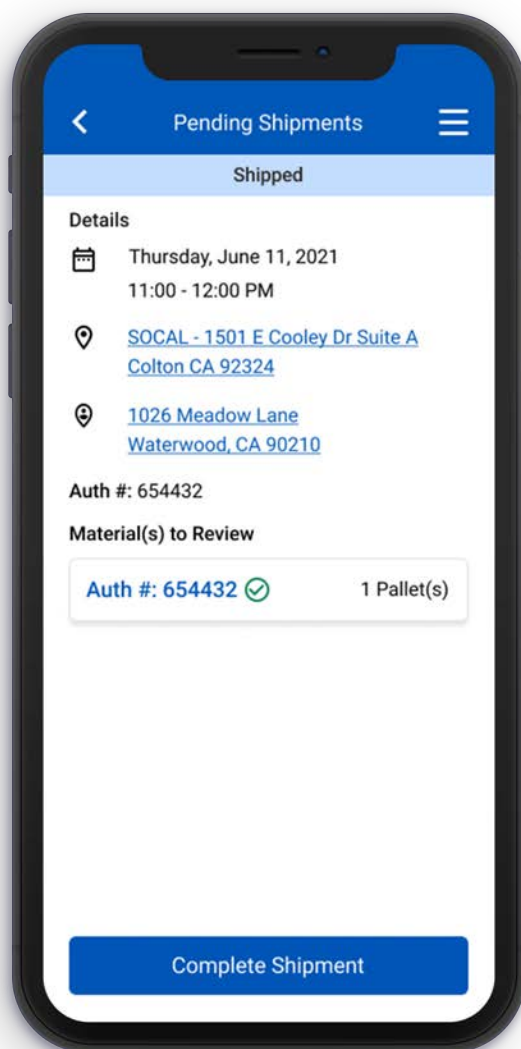


## Complete Review

Once a pallet is complete, a 'green check mark' icon will appear to notify you that all products on that pallet have been approved.

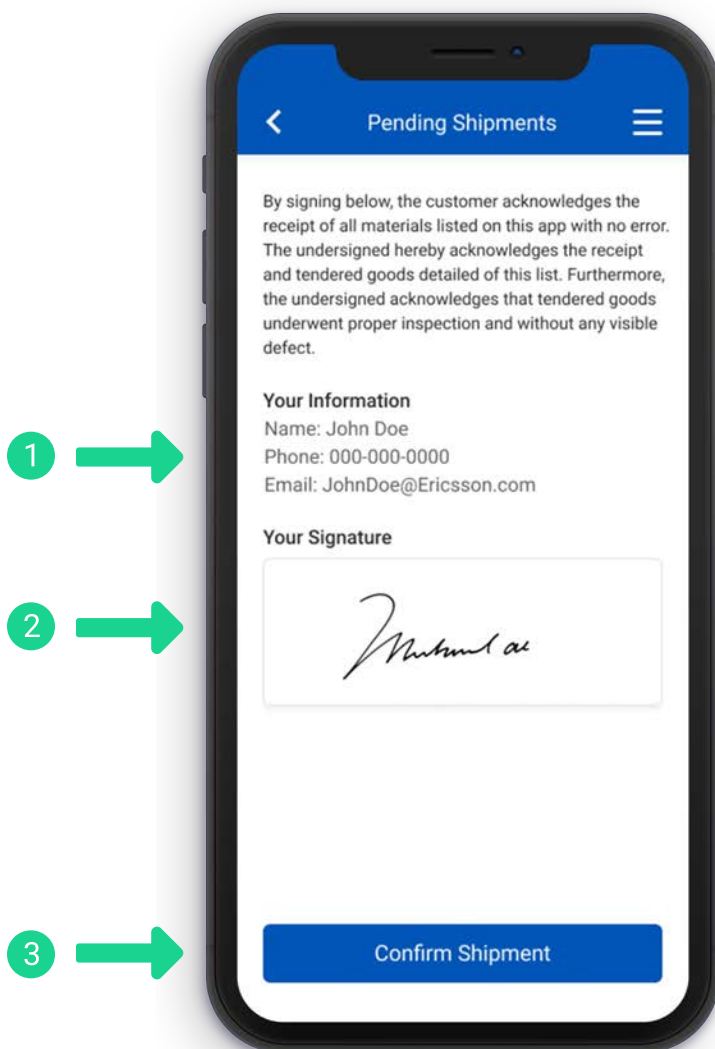
1. After reviewing and approving all products, the 'Complete Review' button will turn blue
2. Click 'Complete Review' to continue

Note: Currently, only the capability to approve products are available in the app. If you have an issue, immediately begin to work with your local MSL agent and they will assist you to resolve the issue.



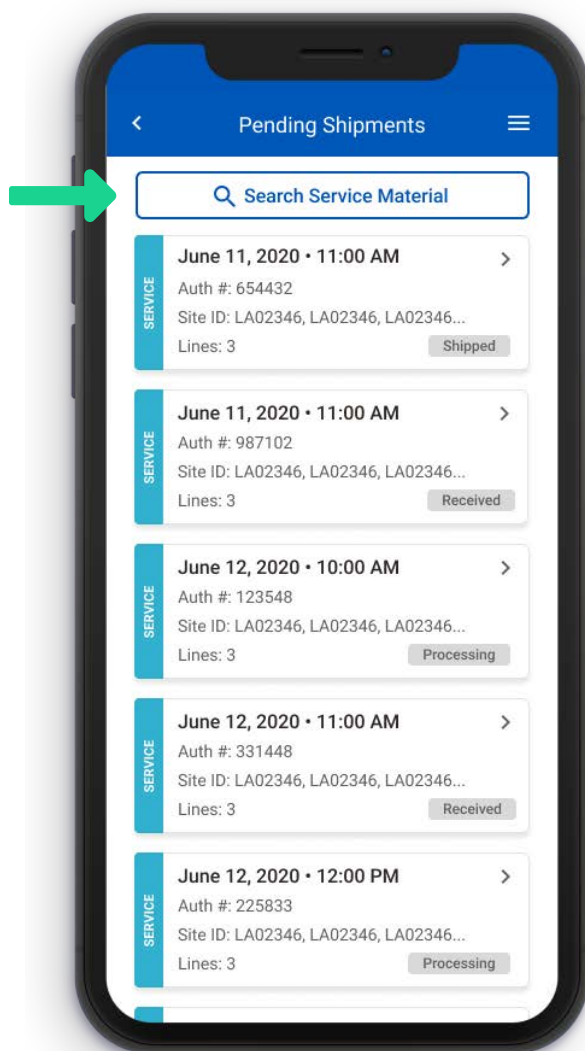
## Complete Pick Authorization

1. Once a kit is complete, a green check mark icon will appear to notify you that all products on that kit have been approved, continue the approval process until all kits have been approved.
2. Once all kits have been reviewed, the 'Next' button will activate and turn blue. Click to proceed to the signature page.



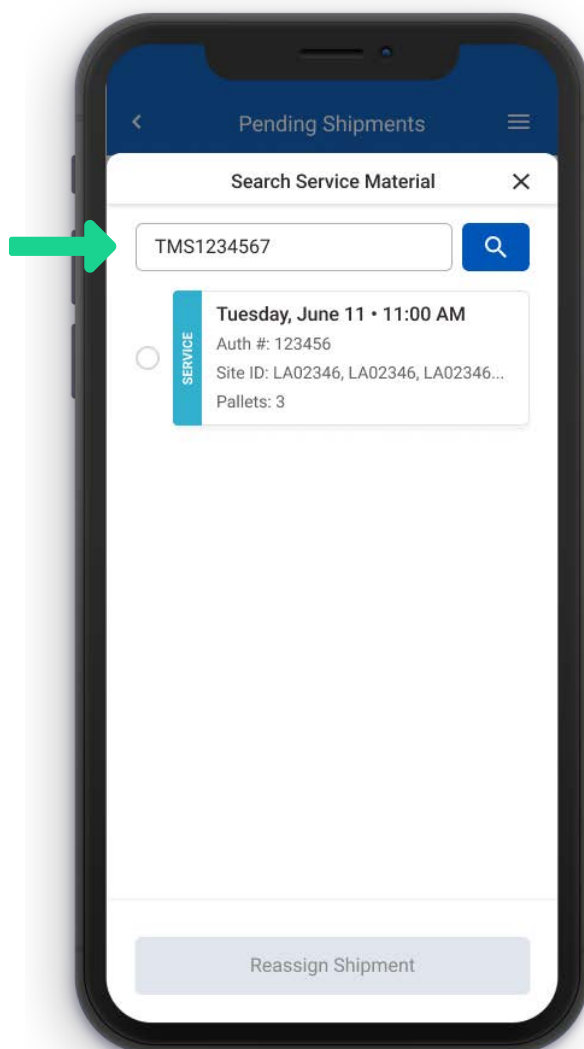
## Sign to complete goods acceptance

1. Goods Acceptance screen displays the user information (Name, Phone, & Email).
2. You will digitally sign for the material, replacing the physical signature on the packing slip. This will be stored as half of the digital handshake acknowledging acceptance and initiating the exchange of custody.
3. After signing, you will submit pick authorization (click the button) to Tellworks for Goods Deployment.



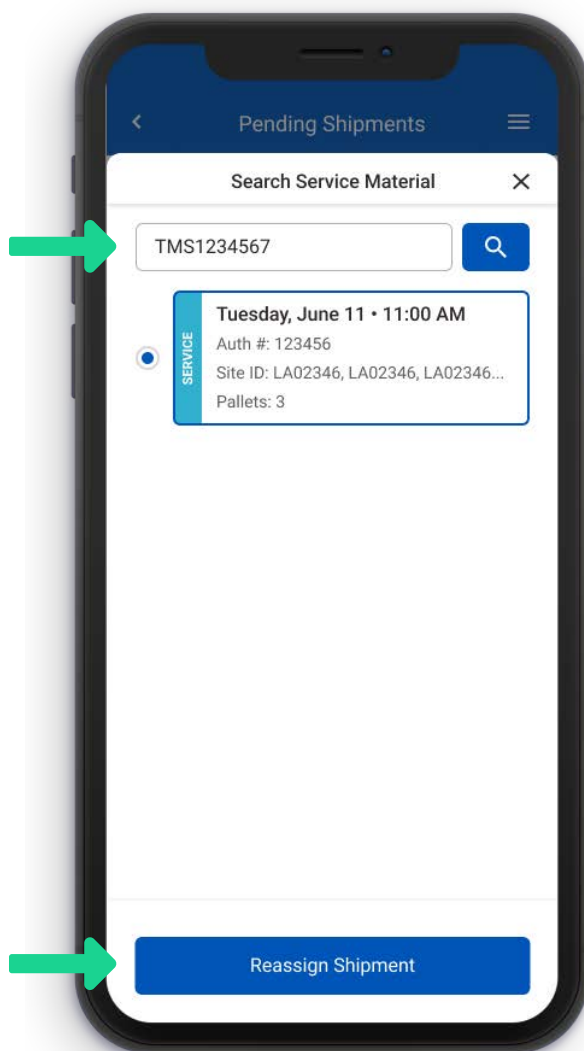
## Reassign a Shipment

Select the 'Search Service Material' button to search for Service Material. Service material can be searched by TMS, TMP, or Confirmation #. Search will identify any order within the market.



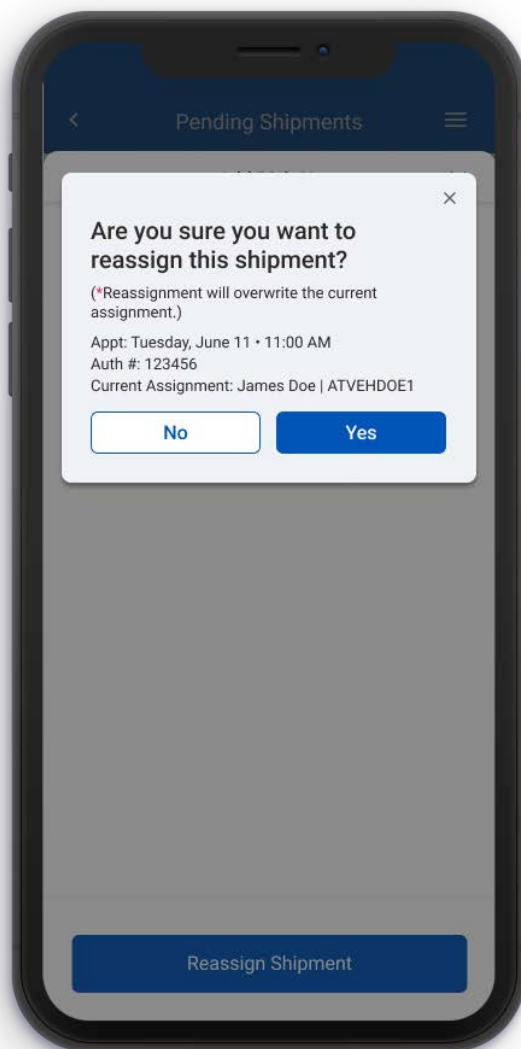
## Reassign a Shipment

Enter either TMS, TMP, or Confirmation #. The search results will identify any order within the market.



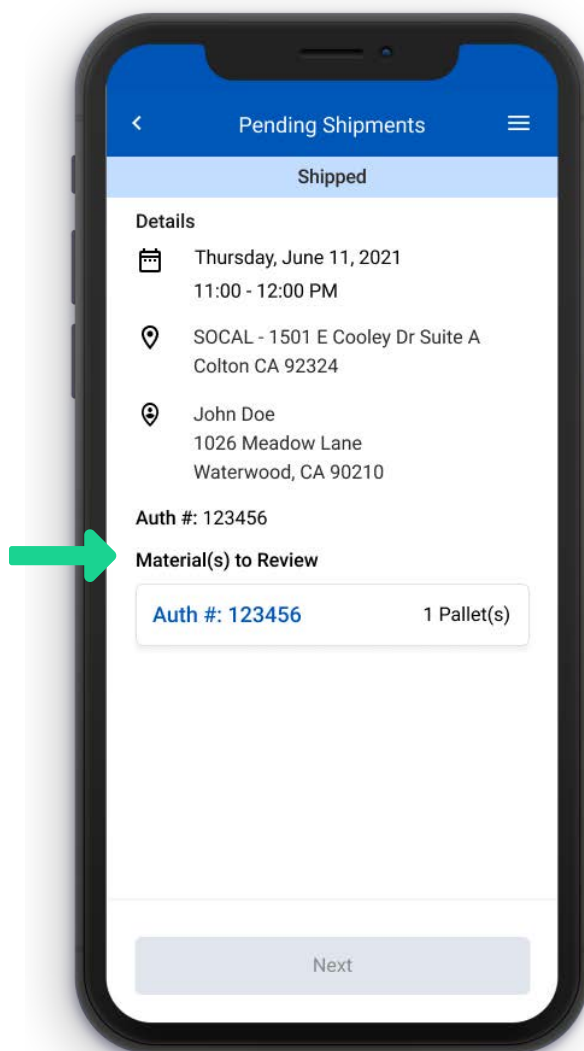
## Reassign a Shipment

Select the shipment you would like to reassign. Reassignment will change shipment authorization to current user. Reassigning this shipment means you agree to perform goods acceptance for this order.



## Reassign a Shipment

A confirmation popup will appear. Select 'Yes' button to begin the goods acceptance process for this shipment. Reassignment will change shipment authorization to current user. Reassigning this shipment means you agree to perform goods acceptance for this order.



## Reassign a Shipment

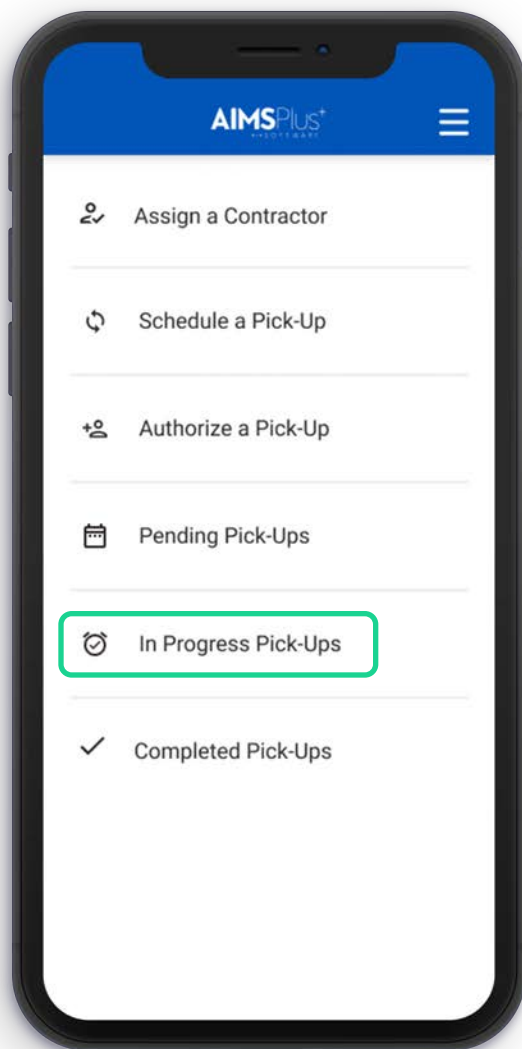
Select a material card to begin material review. Shipment details at the top of the page will include the shipment appointment date and time, the shipment location, company authorized to shipment (if applicable), and materials to review.



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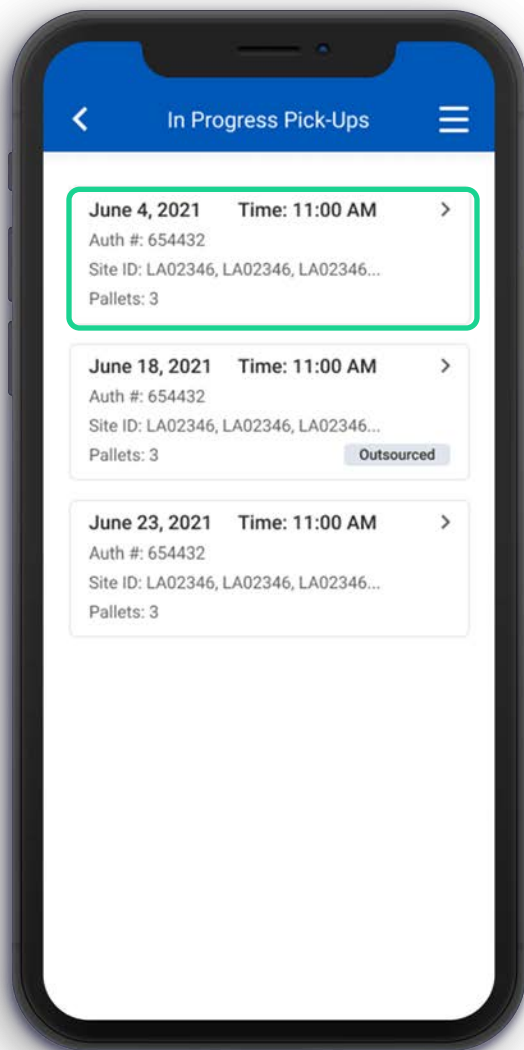
# In-Progress Pick-Ups

In-progress pick-ups are reviewed by the GC awaiting deployment from the MSL Agent.



## Navigate to In Progress Pick-Ups

Click on “In Progress Pick-Ups” from the home menu.

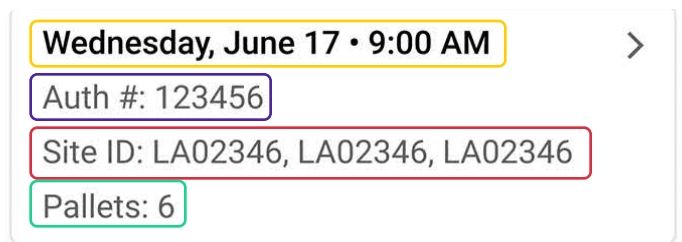


## In Progress Pick-Ups Process

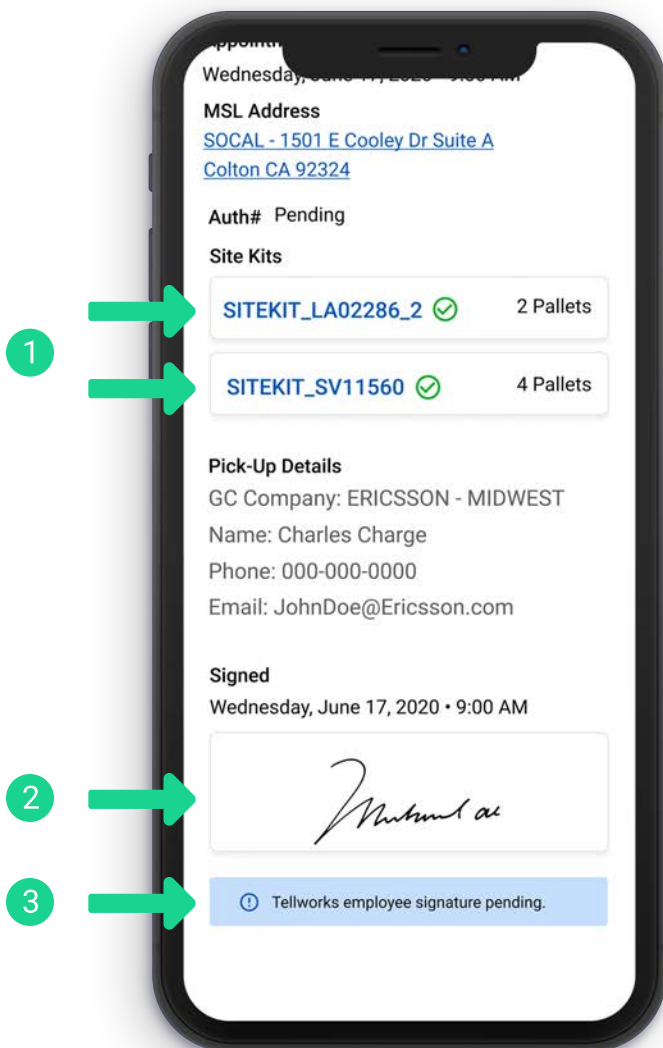
Click on the current in progress pick-up card.

Each card represents a pick-up. All pick-ups have:

- Appointment time for pick-up
- Pick-Up ID
- Sitekits
- Pallet count



\*Pick-ups are viewable for all users with the same company name and CATS Code. (Ex: if employee X signs and approves the products, then employee Y can also see the in-progress pick-up).



## In Progress Pick-Ups Process

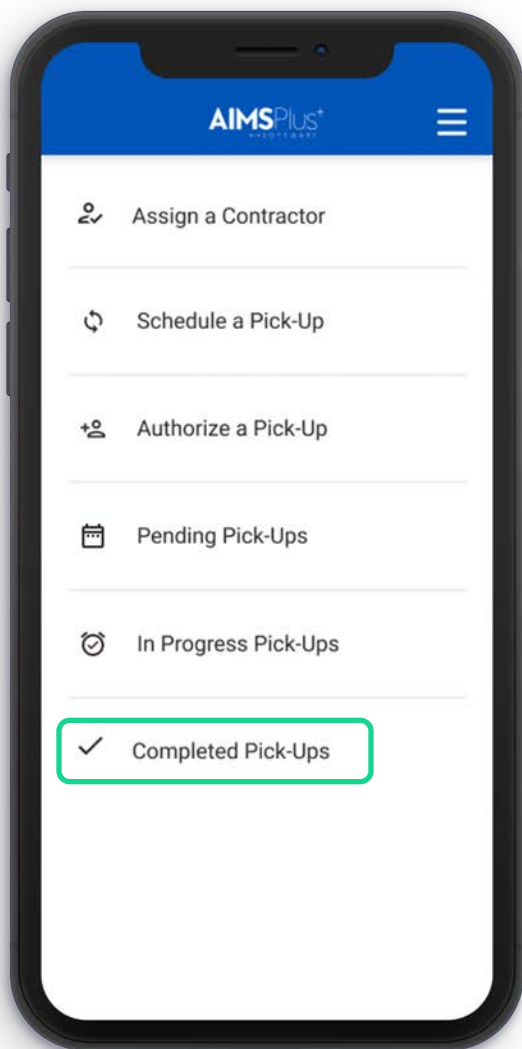
1. Site Kit ID is clickable to view all approved materials in detail
2. Recorded signature of the employee who performed the Goods Acceptance
3. Message will appear to show that GC is waiting for Tellworks to deploy the material and complete the digital handshake

Details remain in, 'In-Progress Pick-Up' until Tellworks deploys the material. Once deployed the pick-up will transition from in-progress to completed pick-ups.

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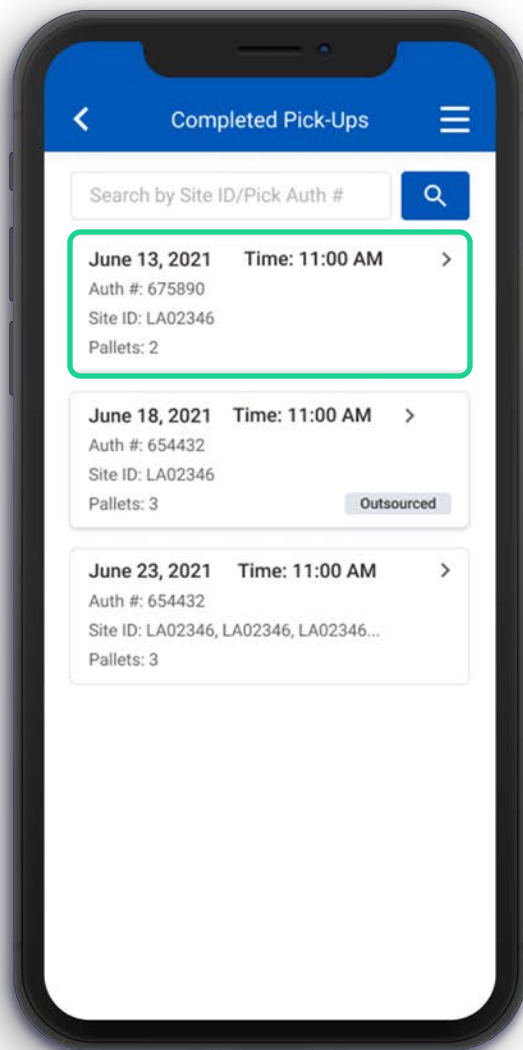
# Completed Pick-Ups

As a CM, you have the ability to review completed pick-ups based on the date and time.



## Navigate to Completed Pick-Ups

Click on “Completed Pick-Ups” from the home menu.

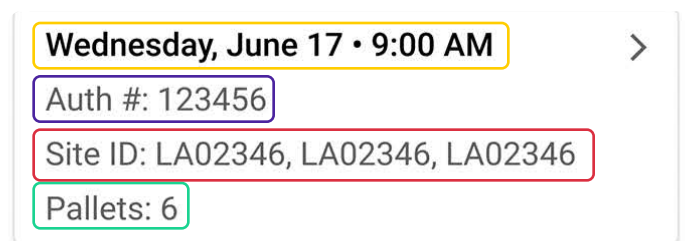


## Completed Pick-Ups Process

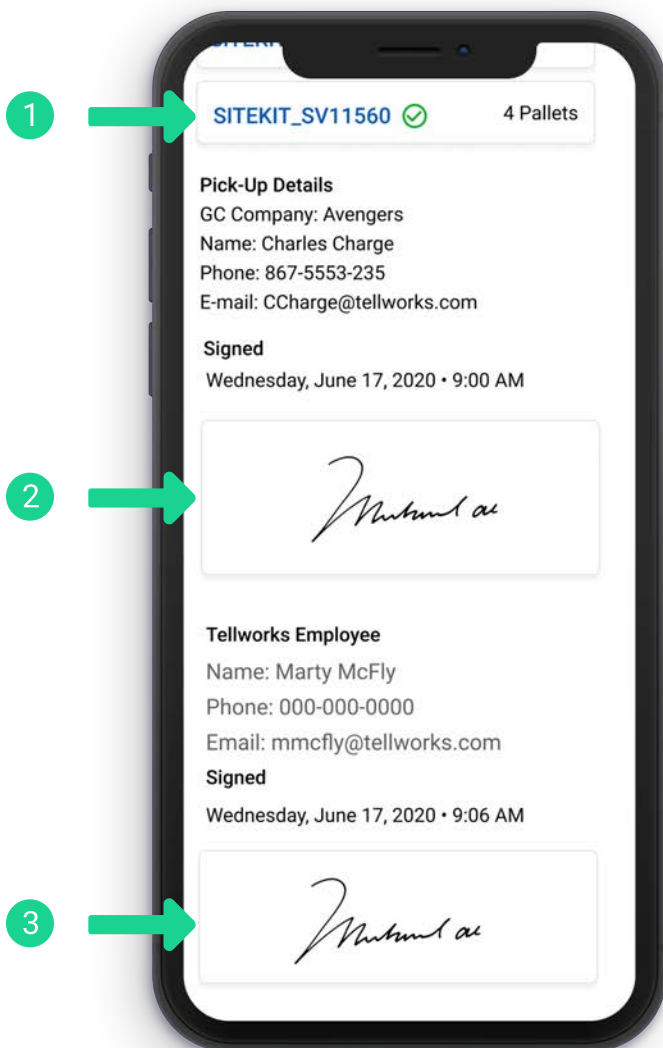
Click on the current in completed pick-up card.

Each card represents a pick-up. All pick-ups have:

- Appointment time for pick-up
- Pick-Up ID
- Sitekits
- Pallet count



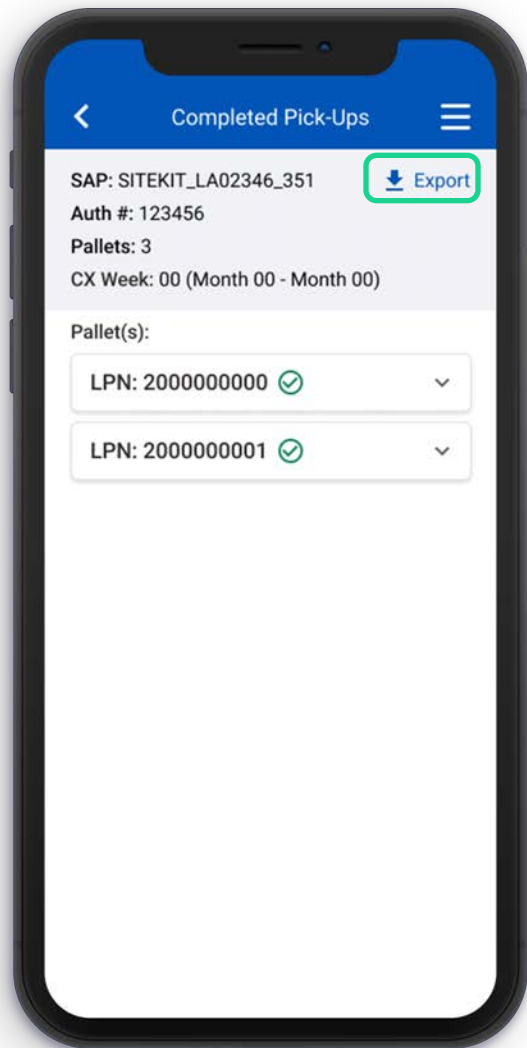
\*Completed Pick-Up cards are available for **two weeks** following pick-up.



## Completed Pick-Ups Process

1. Site Kit ID is clickable to view all approved materials in detail
2. Recorded signature of the GC who performed the Goods Acceptance
3. Recorded signature of the Tellworks employee who performed the Goods Deployment





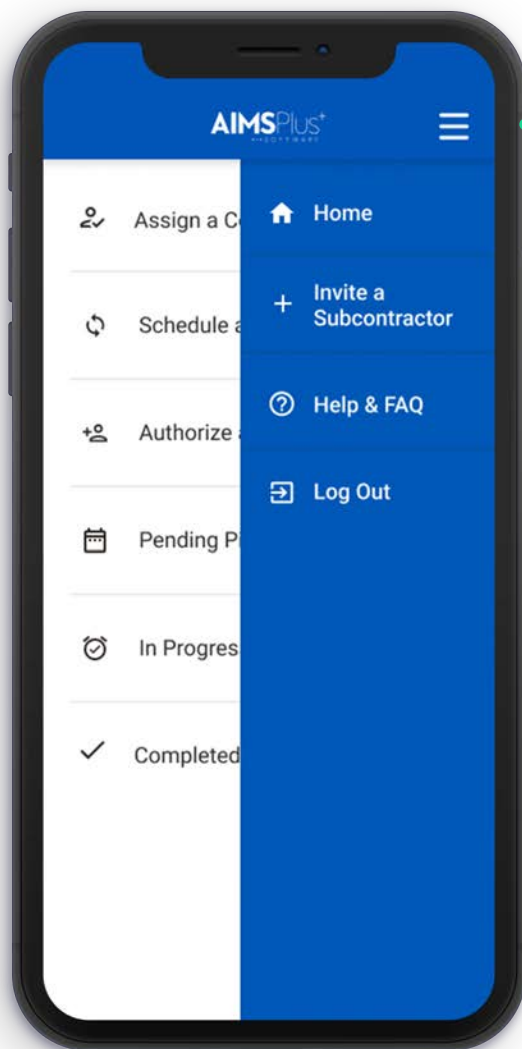
## Understanding Completed Pick-Ups

Users have the ability to export the deployment details to the device in use.

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# Invite a Subcontractor

As a CM, you have the ability to invite a subcontractor to sign-up for the app.

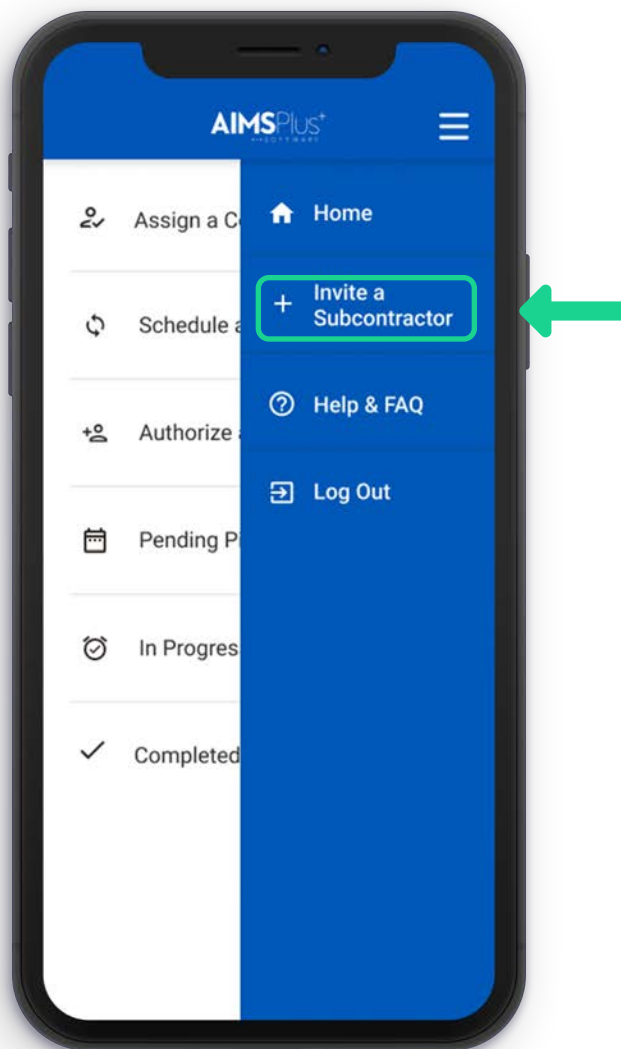


## Navigate to Invite a Subcontractor

Click the menu from any page to pull out quick access to 'Invite a Subcontractor' and other features.

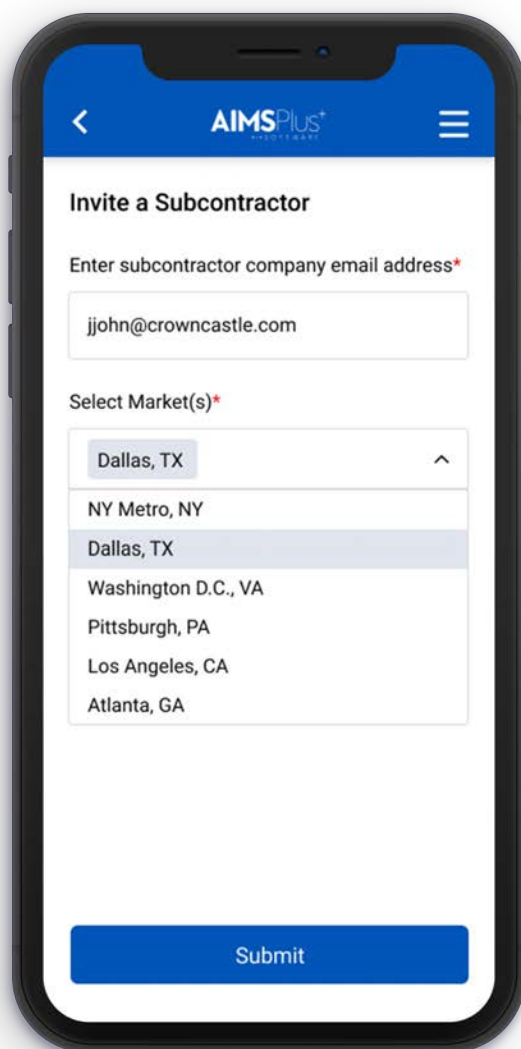
Select 'Invite a Subcontractor'.

\*Subcontractors can only be authorized for pick-up and are NOT available to the broader market. Inviting a subcontractor does NOT generate a new CATS code. Subcontractors cannot schedule materials.



## Navigate to Invite a Subcontractor

Click on 'Invite a Subcontractor' to begin the process.

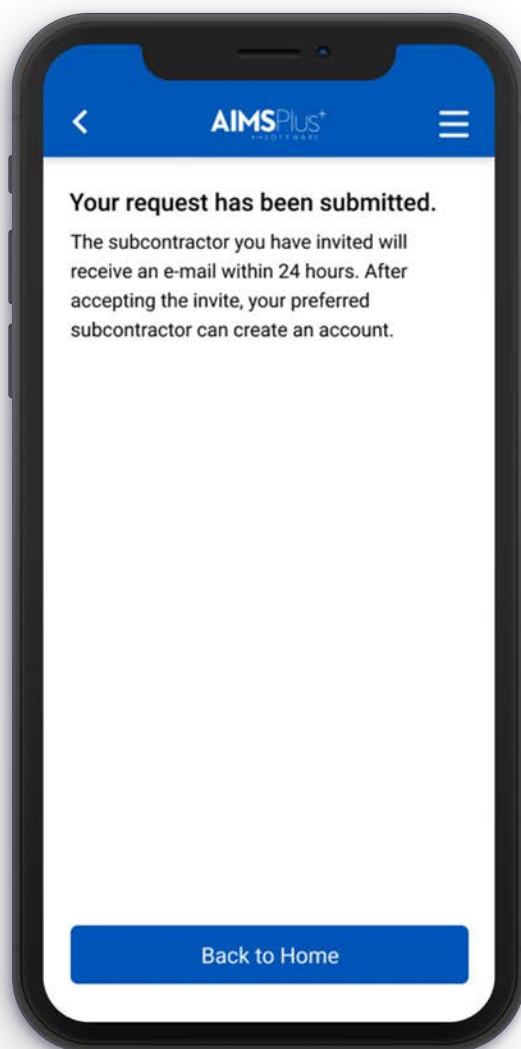


## Invite a Subcontractor

1. Enter your subcontractors' e-mail address
2. Select the market you wish to associate the subcontractor with. You can select multiple markets.



Selecting 'Submit' will complete the invitation process and take you to the confirmation page.



## Confirmation of submission

After submitting your preferred subcontractors' email address and markets, you will receive a confirmation page stating that your request has been submitted.

This confirmation indicates that an email with a unique URL has been sent to the subcontractor requesting them to register for an account.

\*Users **MUST** have an active registered account before being authorized to use the app.

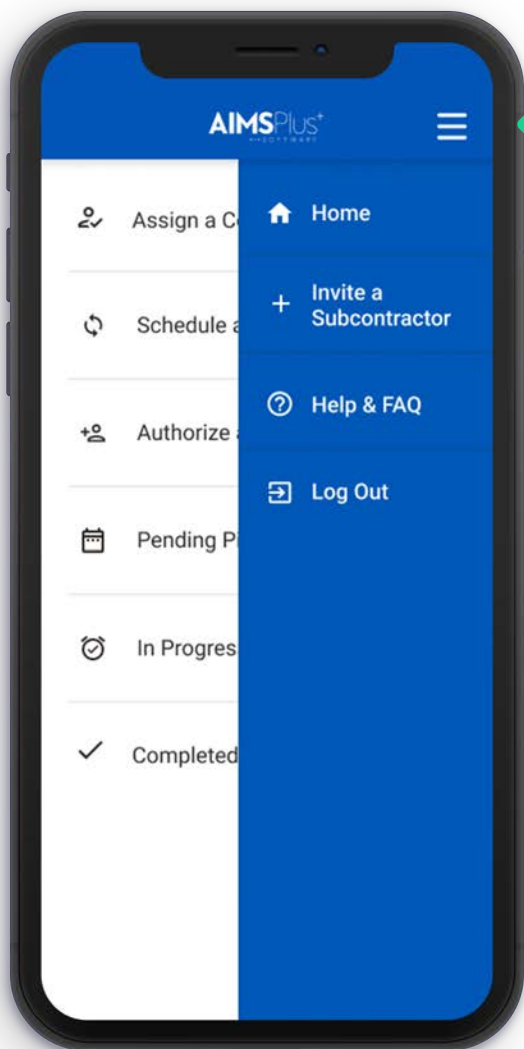


Selecting 'Back to Home' will take you to the home page.

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# Help Center

All accounts have access to the Help Center where users can find published answers, trainings, and training documents, as well as, submit a ticket directly to Tellworks for individual assistance.

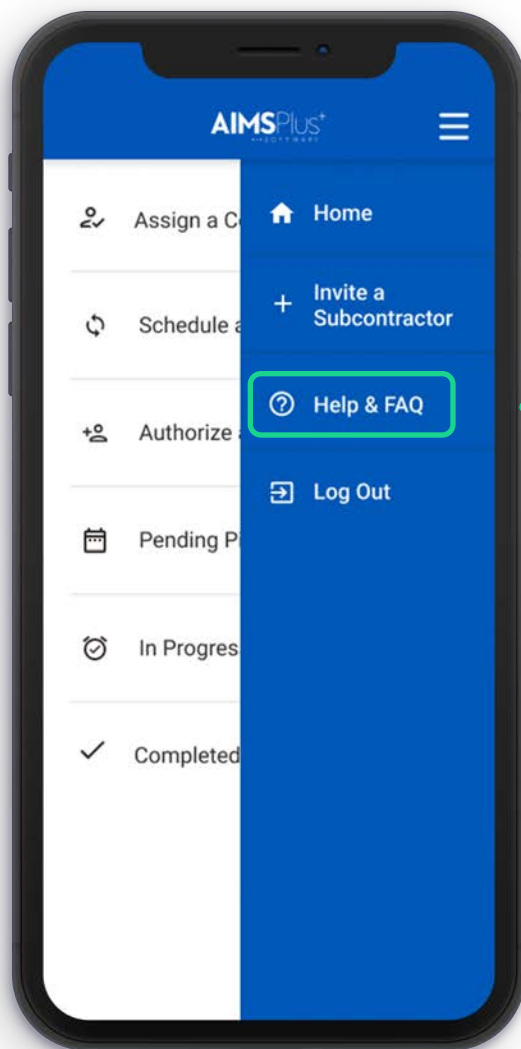


## Navigate to the Help Center

Click the menu from any page to pull out quick access to the Help Center and other features.

\*Users can access the Help Center from any page in the app.



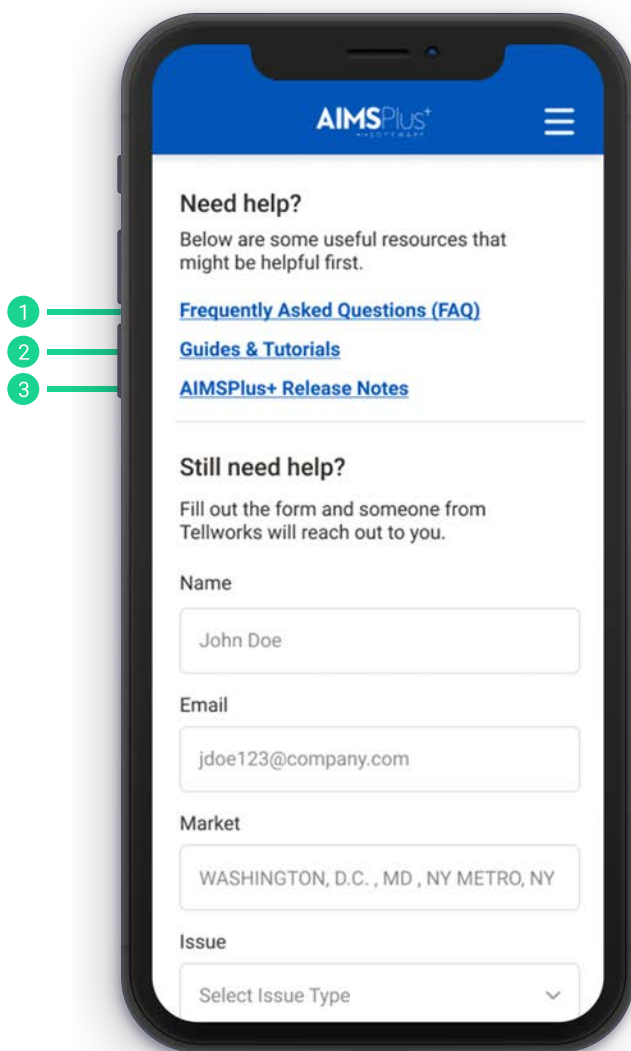


## Navigate to the Help Center

Menu will appear from the side giving direct access to the Home page, Help Center, and Logging out.

Click on 'Help & FAQ' to begin the process.

\*Users can access the Help Center from any page in the app.



## Help Center

Our Help Center includes links to:

1. Frequently Asked Questions (FAQ)
2. Guides & Tutorials
3. App release notes

\*Additional help can be requested. See next page for details.

1

Name

John Doe

Email

jdoe123@company.com

Market

WASHINGTON, D.C. , MD , NY METRO, NY

2

Issue

Select Issue Type

Scheduling

Goods Issue

Account Administration

App Feedback

3

Describe issue

Type issue here.

Submit

## Submit a Help Ticket

Submitting an issue automatically generates a ticket in our ticketing system and is the fastest way to get in touch with Tellworks.

1. Account information (Name, Email, & Market) is pre-populated for convenience.
2. Choose an Issue Category
3. Enter issue, feedback, or questions here.