



Market Order App

Technician Manager

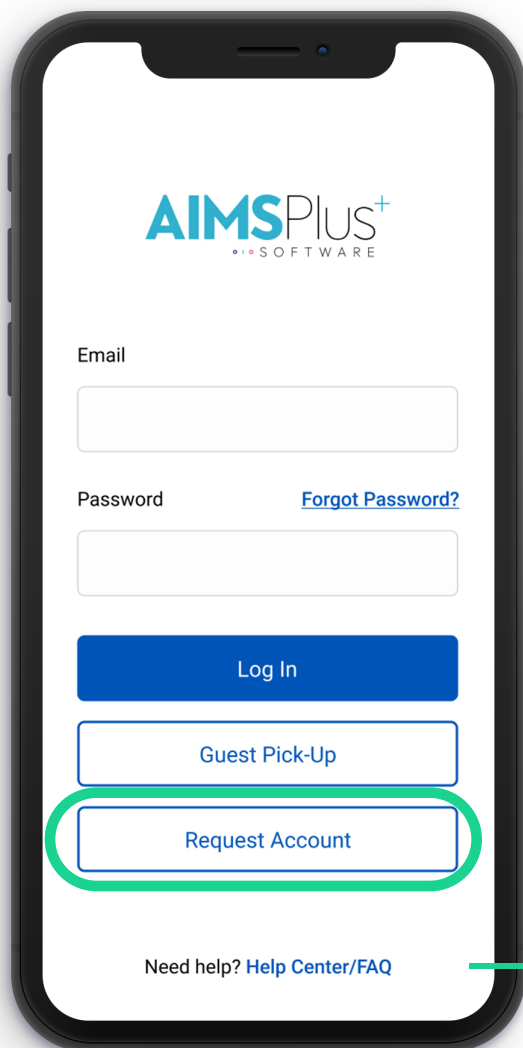

User Guide

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Create an Account

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



AIMS Plus⁺
SOFTWARE

Email

Password [Forgot Password?](#)

Log In

Guest Pick-Up

Request Account

Need help? [Help Center/FAQ](#)

Request a New Account

Click on the Request an Account button below the login 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

T-Mobile Field Technician Manager ▼

First Name*

John

Last Name*

Doe

Phone Number*

444-444-444

Market*

Birmingham ▼

Vehicle ID


LAVEHJSMITH

Shipping Address Line 1*

2121 Main Street

Fill in User Information

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



Shipping

2121 Main Street

Shipping Address Line 2

Unit 21

City*

Birmingham

State* Zip Code*

AL 100001

Company E-mail Address*

jdoe@company.com

Password*

Confirm Password*

☒ I agree to the Terms & Conditions

Submit

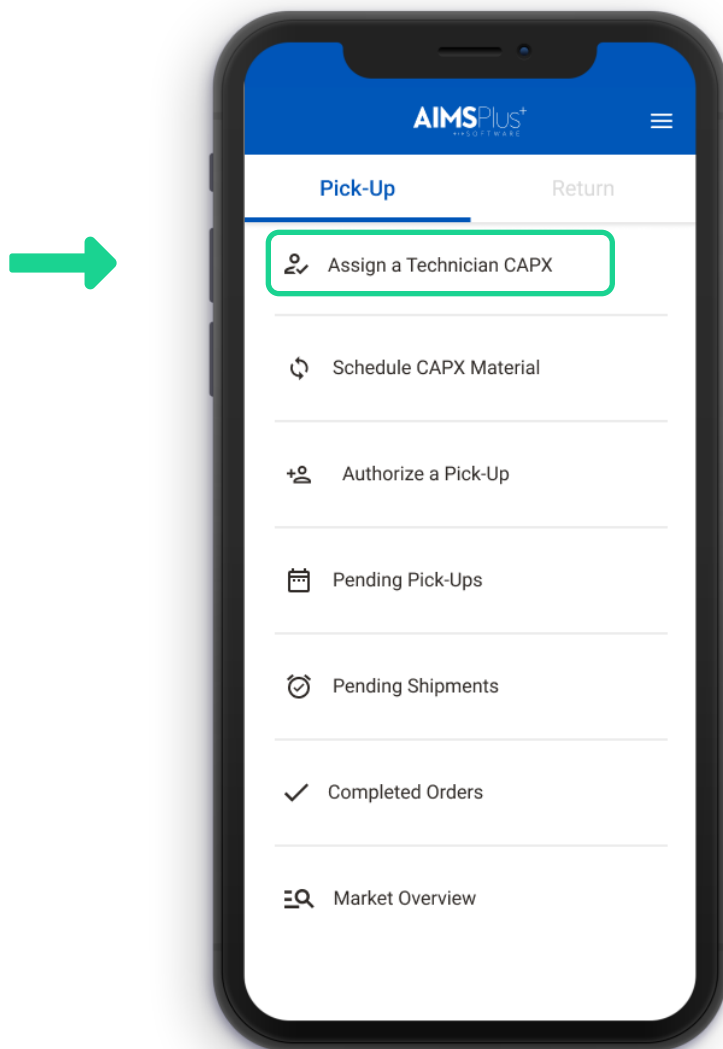
Accept Terms and Conditions then Submit!

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

Assign a Technician CAPX

As a technician manager you have the ability to assign material to a field technician for pick-up.

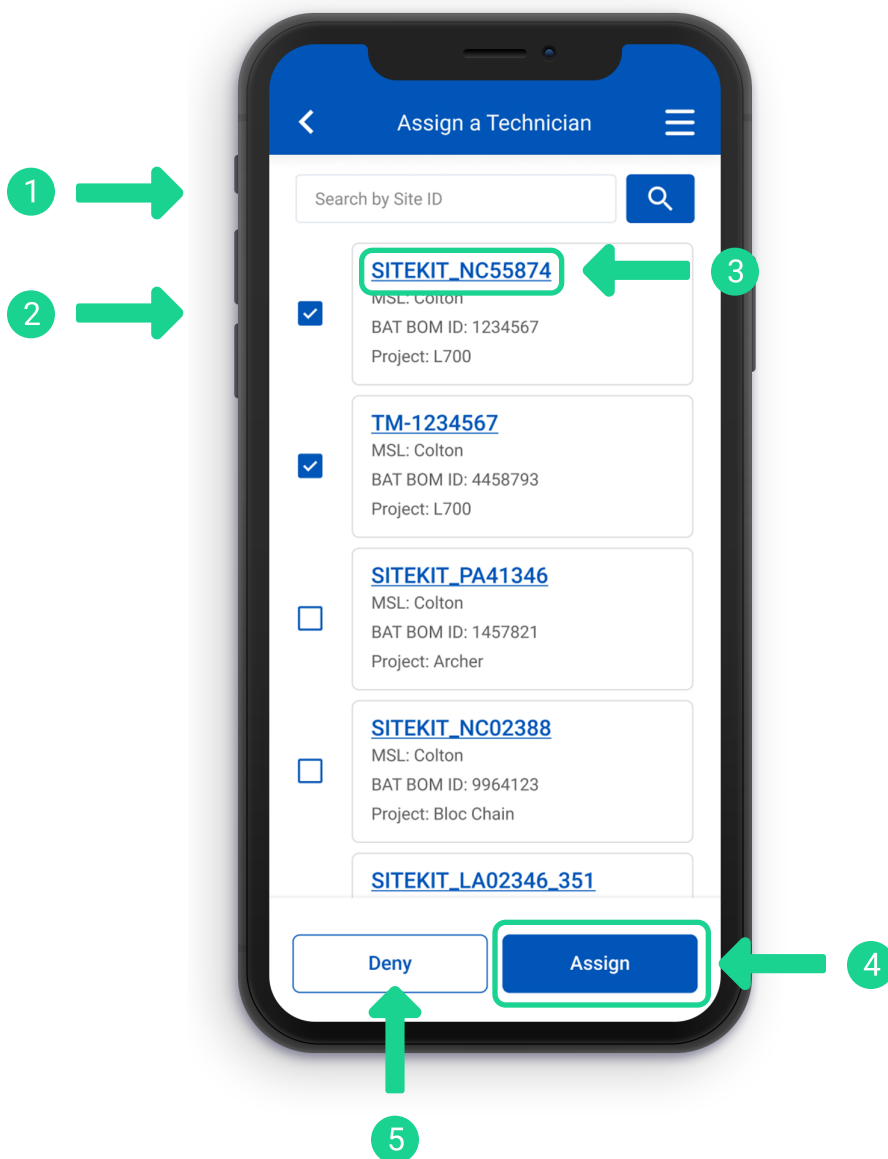
Assign a Technician CAPX



Navigate to Assign a Technician

Click on “Assign a Technician” from the home menu.

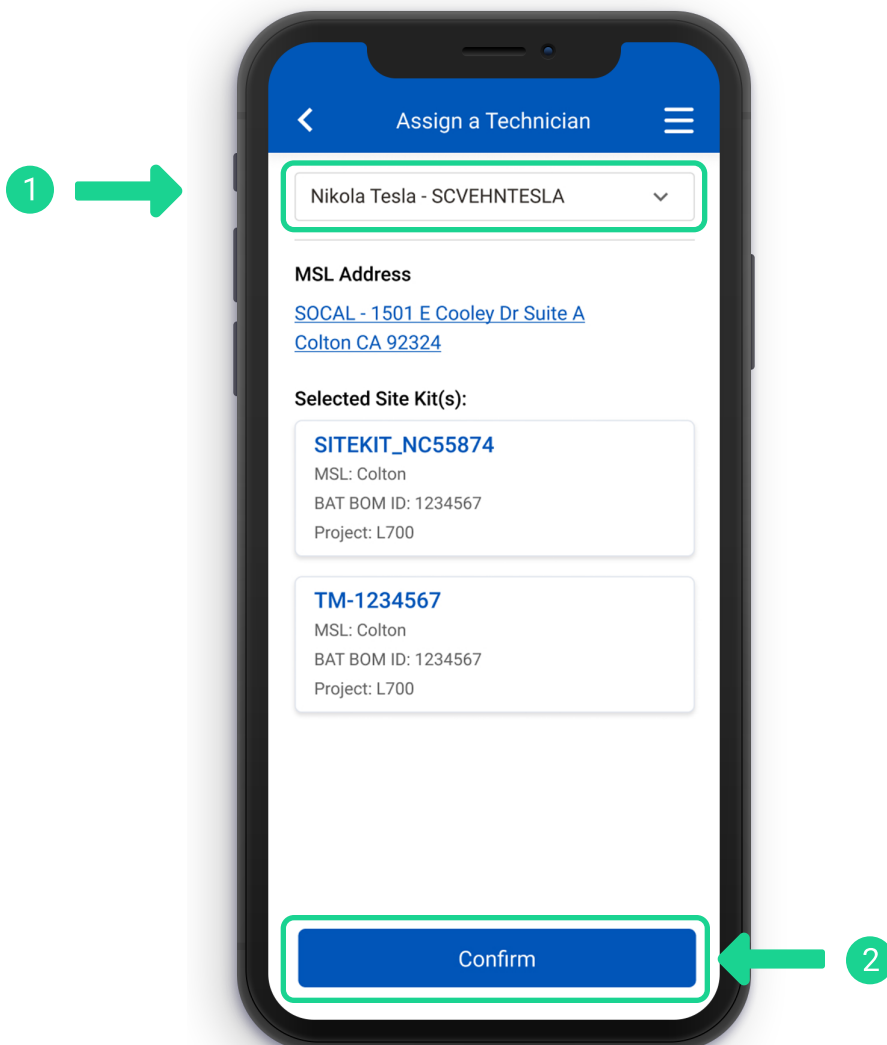
Assign a Technician CAPX



Select material to assign

1. You also have the ability to search available kits by Site ID
2. Select the kit(s) you would like to assign to a field technician
3. Packing slip details can be viewed by selecting a kit SAP
4. Select the 'Assign' button to continue in the assignment process
5. Select the 'Deny' button to remove material from all Tech views (Upon 'deny' material will exit the Tech Bucket and a notification will go to your PM indicating this is not a 'Tech order')

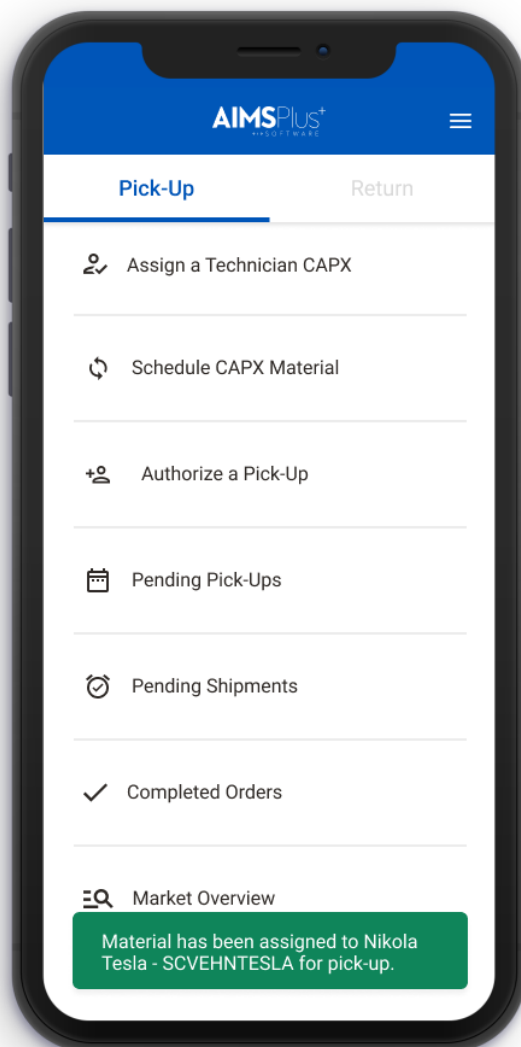
Assign a Technician CAPX



Confirm assignment

1. Select a technician from the dropdown (Only Techs with active accounts in the market will populate the dropdown)
2. Confirm material assignment

*Missing Techs will need to request an account.



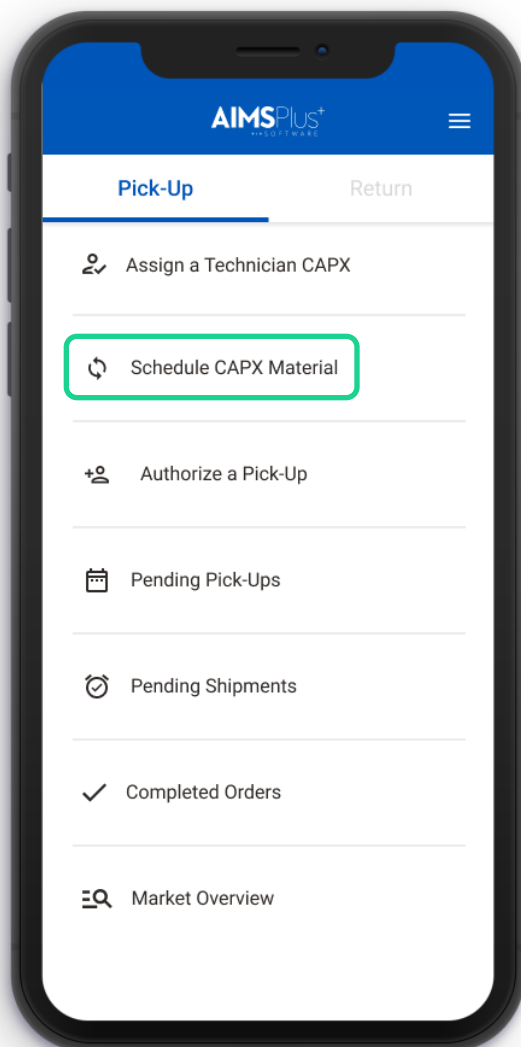
Assignment Confirmation

After confirming the assignment information, you are taken back to the home page.

You will receive a confirmation toast at the bottom of the screen stating that 'Material has been assigned to the selected Tech for pick-up'

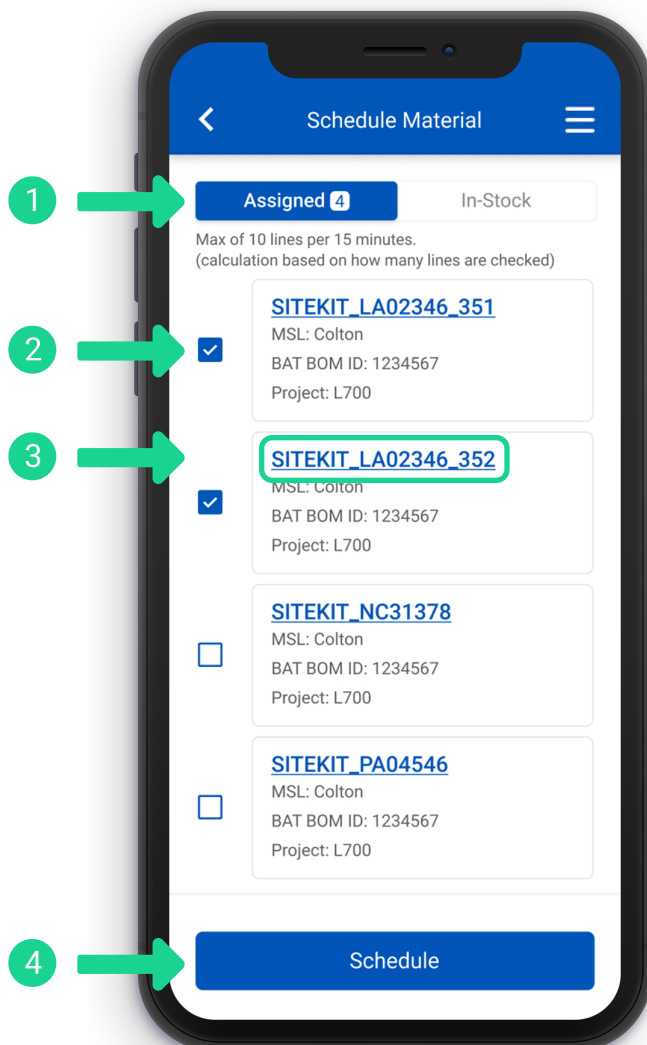
Schedule Material

Technicians have the ability to schedule assigned or in-stock material for pick-up.



Navigate to Schedule Material

Click on “Schedule Material” from the home menu.



Select material to schedule

1. Choose between material directly assigned to you or material available for call-off.
2. Select material to schedule for pick-up (Multiple picks can be selected)
3. Packing slip details can be viewed by selecting a kit SAP
4. Select the 'Schedule' button to continue in the schedule process

Required time to schedule the pick-up is based on the number of lines chosen with a max of 10 lines per 15 minutes.

(i.e. 10 lines requires 15 minutes while 40 lines would require 1 hour).

Assigned 4

The 'assigned' tab represents material that has been directly assigned to you.

In-Stock

The 'in-stock' tab represents available material ready for call-off (Available to any Tech in the market).

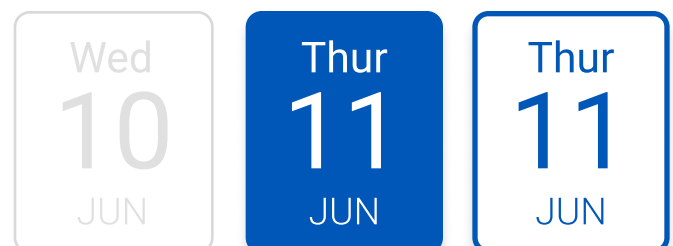
The screenshot shows the 'Schedule a Pick-Up' screen. At the top, there's a back arrow, the title 'Schedule a Pick-Up', and a menu icon. Below this, the 'MSL Address' is listed as 'SOCAL - 1501 E Cooley Dr Suite A, Colton CA 92324'. Under 'Selected Site Kit(s)', two kits are listed: 'SITEKIT_LA02346_351' (6 Pallets) and 'SITEKIT_LA02346_352' (3 Pallets). The 'Select Pick-Up Date' is set to 'Thursday, June 11, 2020'. A calendar view shows dates from Monday, June 8 to Friday, June 12. The date June 11 is highlighted in blue. Below the calendar, the 'Available Times' dropdown is set to '8:15 AM - 8:30 AM'. At the bottom, there is a blue 'Schedule' button. Three green callout boxes with arrows point to the calendar, the time dropdown, and the 'Schedule' button, labeled 1, 2, and 3 respectively.

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).

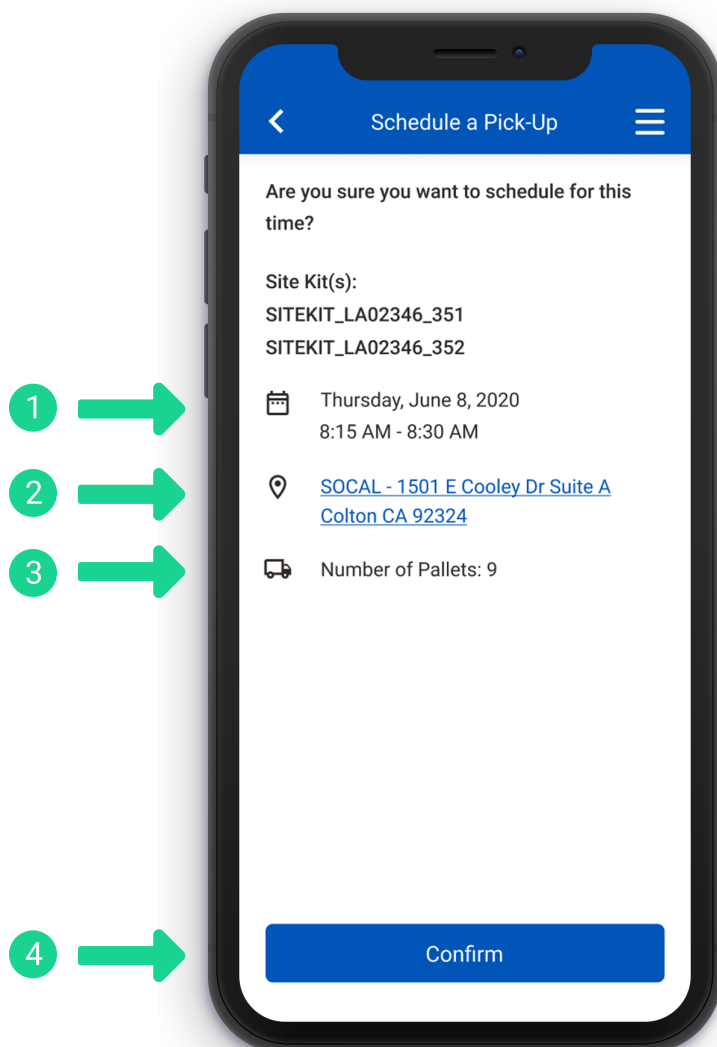
Required time to schedule the pick-up is based on number of lines chosen with a max of 10 lines per 15 minutes.



unavailable

selected

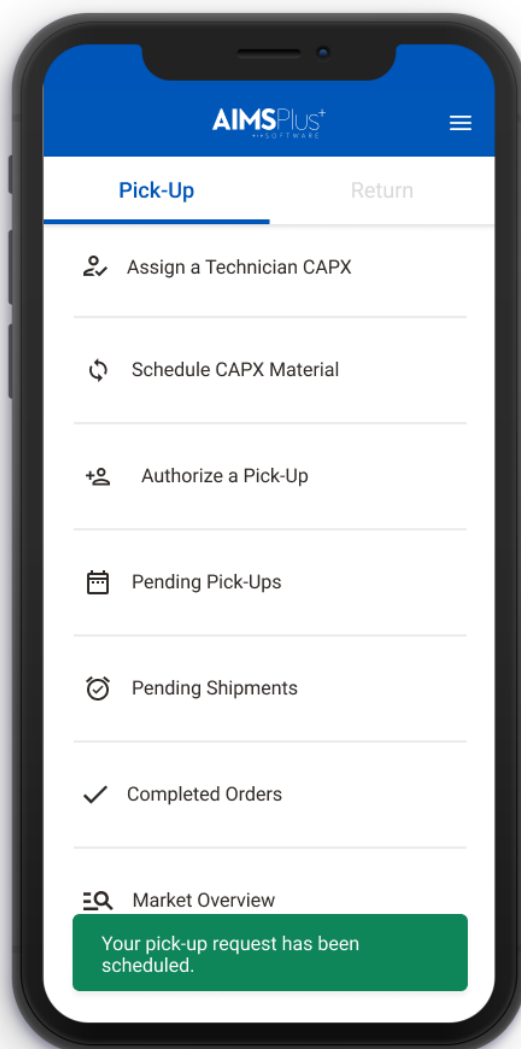
available



Confirm the pick-up

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

1. Pick-up appointment date/time
2. Pick-up location
3. Number of pallets
4. Select 'Confirm' to submit the request



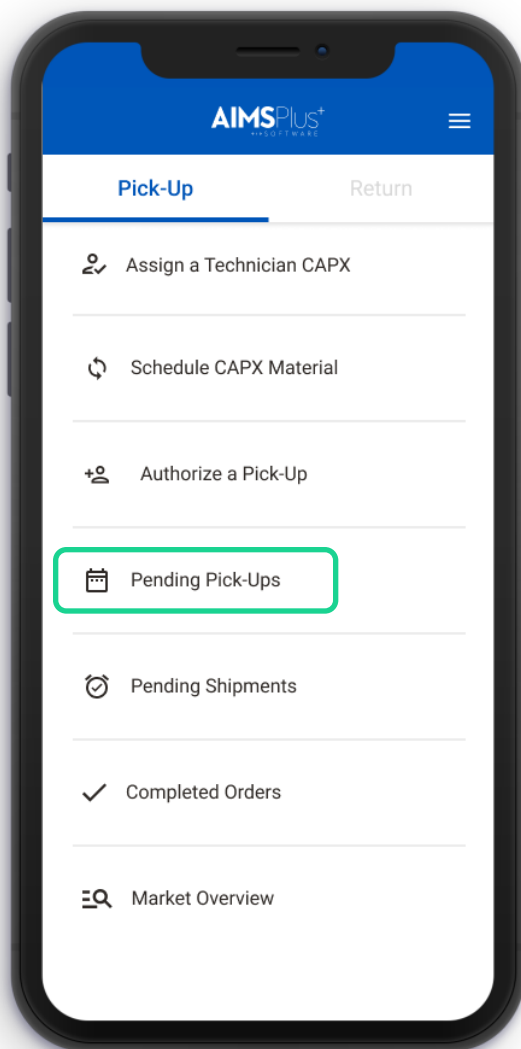
Scheduled Pick-Up Confirmation

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'

Pending Pick-Ups

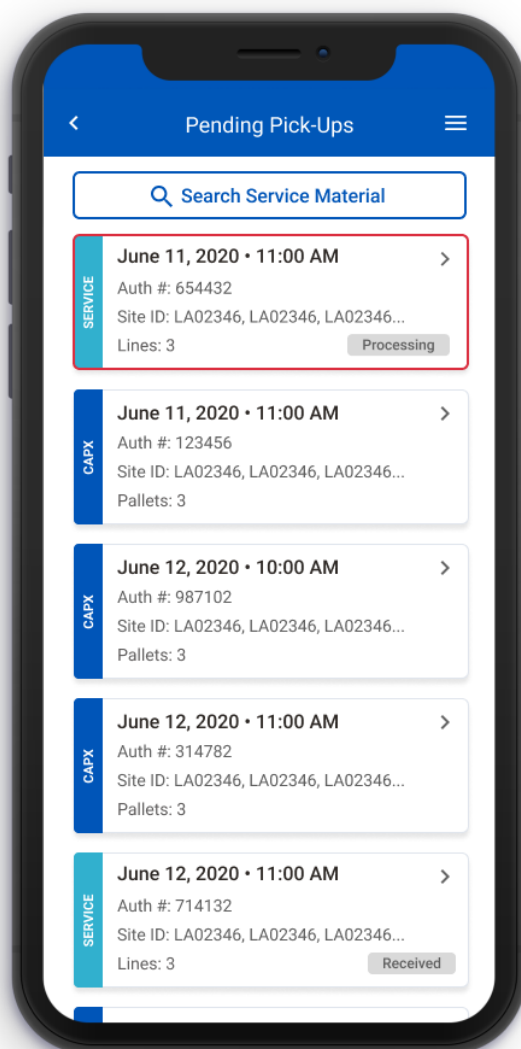
Pending Pick-Ups begins the 'Goods Acceptance' process. Goods acceptance must be performed by a person physically at the MSL with an active AIMS+ app account.



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.



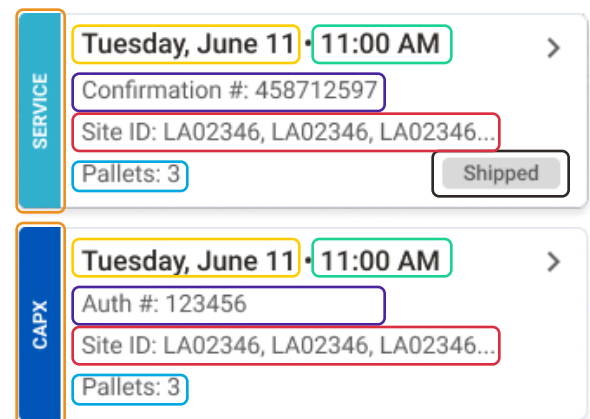
*If a pick-up is late, the pick-up card will be outlined in red.

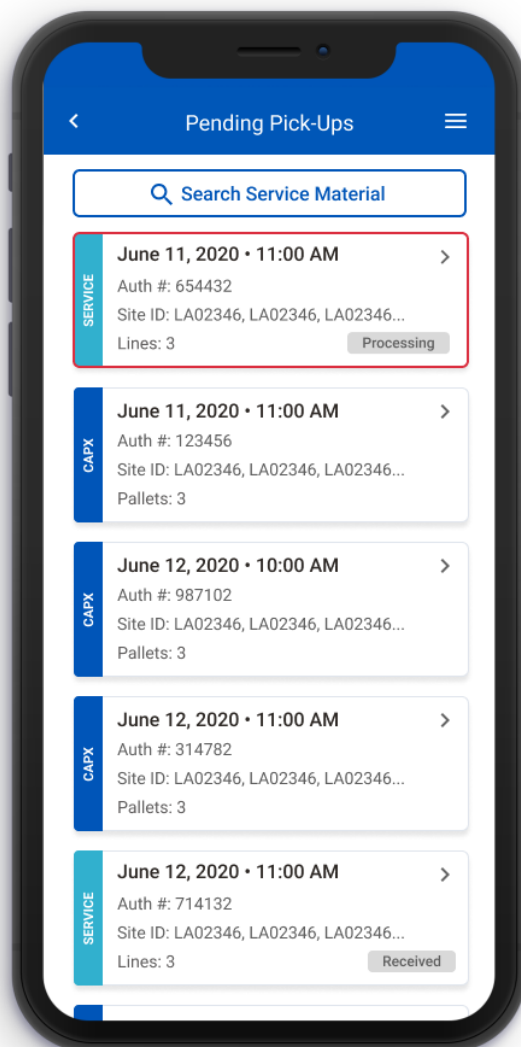
Understanding Pending Pick-Ups

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

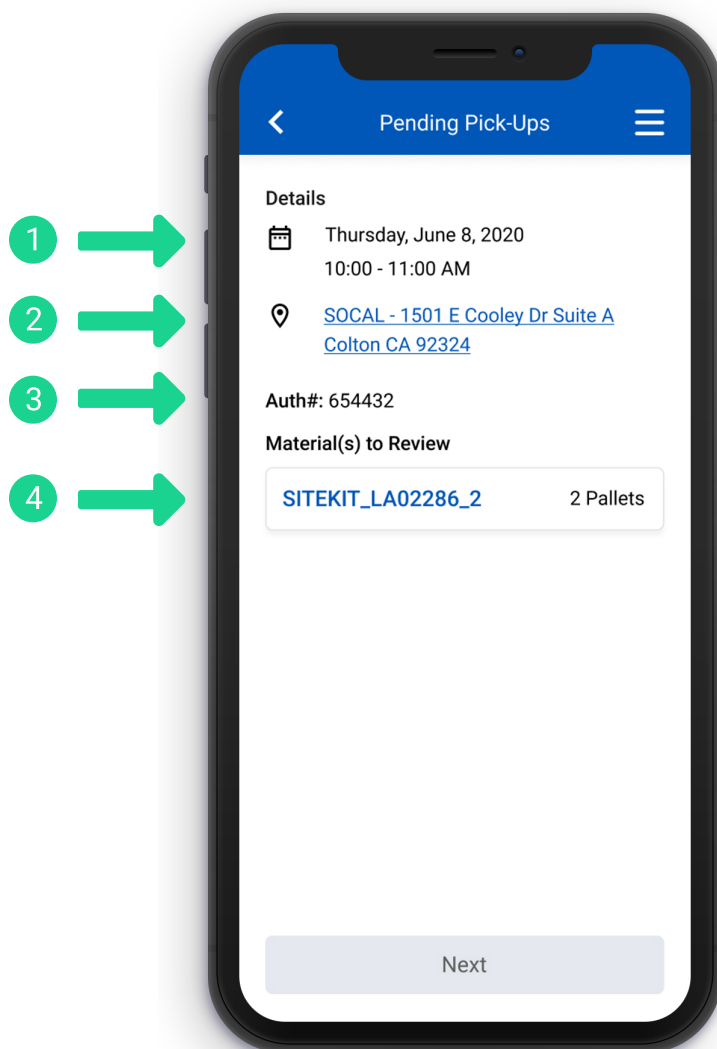




Select a 'Material Card' to begin review

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

<

Pending Pick-Ups

☰

SAP: SITEKIT_LA02346_351

↓ Export

BAT BOM ID: 3827174

Site ID: LA02346

Project: L700

CX Week: 00 (Month 00 - Month 00)

Pallet(s):

LPN: 2000000000

^

Antenna Control Cable AISG 2.0 3M

SAP: 12771

QTY: 3

Approve

2F SM Outdoorcon-LC w/ cover 10M

SAP: 31437

QTY: 1

Approve

USED Radio 4415 B25

SAP: 34021

QTY: 3

1. TM09280061

Approve

2. TM09439606

CAPX

<

Pending Pick-Ups

☰

Auth #: 654432

↓ Export

Site ID: LA025478

Priority: 1

Lines: 12

Tech: John Doe

Vehicle ID: LAVEHJDOE

Pallet(s)

LPN: 2000000000

^

Antenna Control Cable AISG 2.0 3M

SAP: 12771

QTY: 3

TMS/TMP #: TMS1234567

TMS/TMP #: TMS3214851

TMS/TMP #: TMS7894518

Approve

2F SM Outdoorcon-LC w/ cover 10M

SAP: 31437

QTY: 1

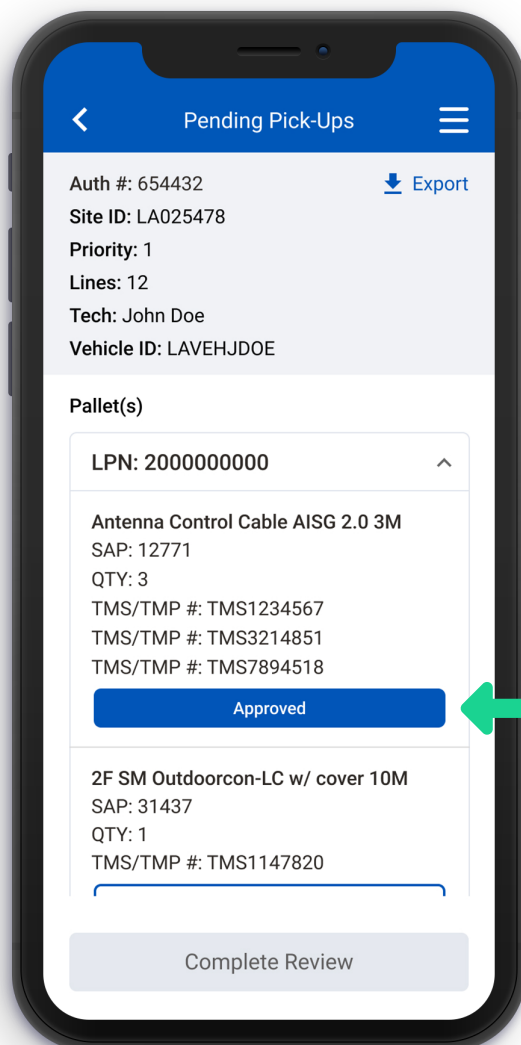
TMS/TMP #: TMS1147820

Approve

USED Radio 4415 B25

SAP: 34021

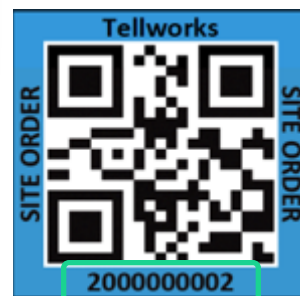
Service (CHAT)



Approve all material

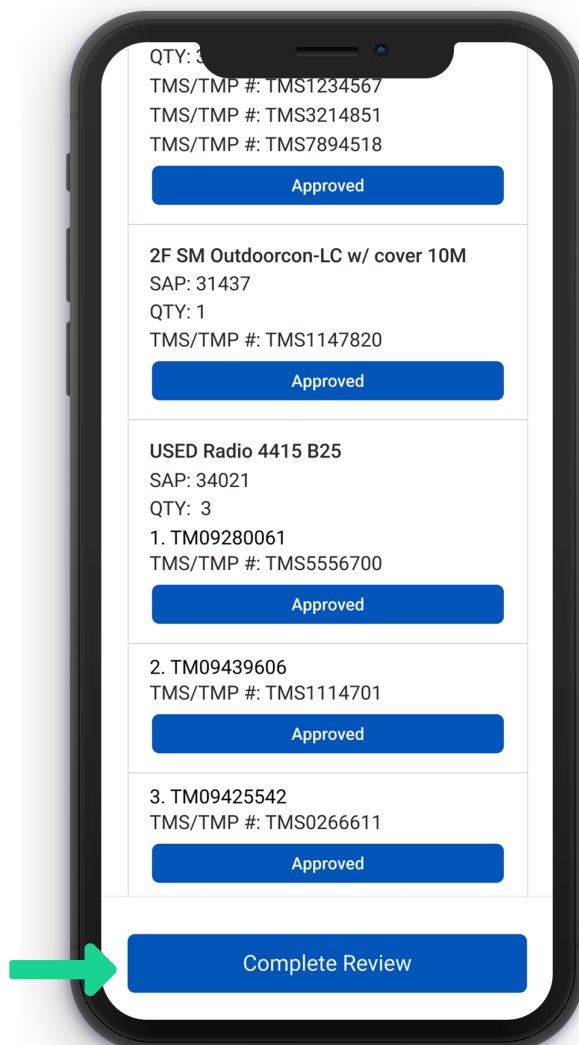
As material is reviewed and accepted, click the 'Approve' button. All pallets are identified by LPN with the material that is physically on that pallet listed under the LPN code in the app. The material line includes a description of the material, SAP code, and the quantity.

*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)

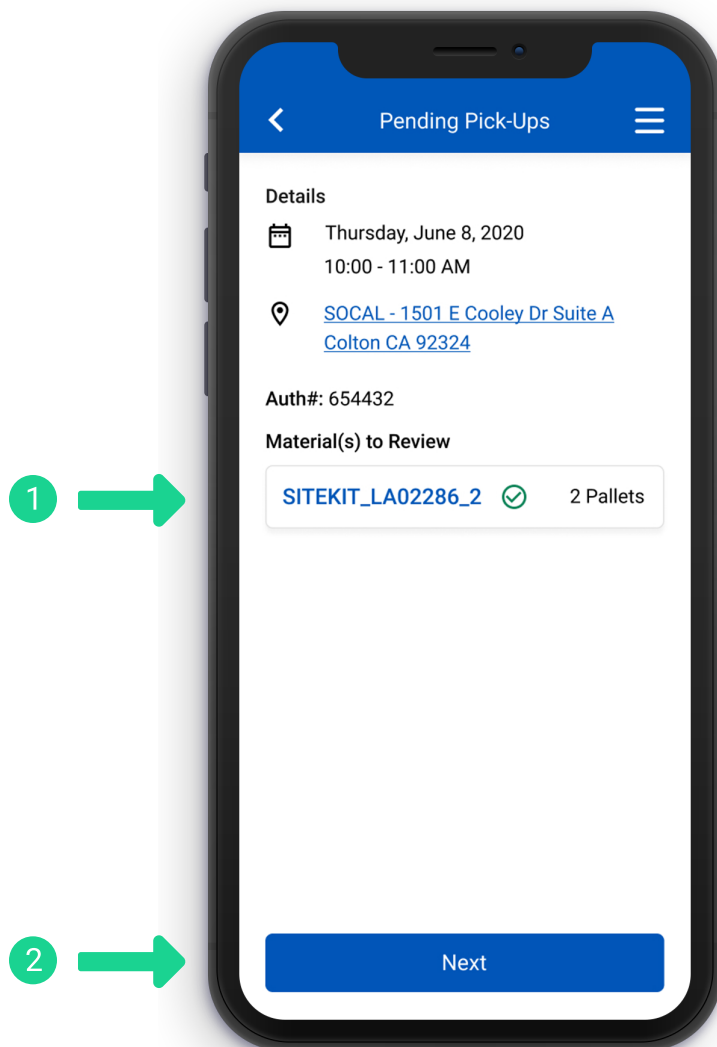


Complete Review

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.

< Pending Pick-Ups ≡

By signing below, the customer acknowledges the receipt of all materials listed on this app with no error. The undersigned hereby acknowledges the receipt and tendered goods detailed of this list. Furthermore, the undersigned acknowledges that tendered goods underwent proper inspection and without any visible defect.

Your Information

Name: John Doe
Phone: 000-000-0000
Email: JohnDoe@Ericsson.com

Input Signature

John Doe

Confirm Pick-Up

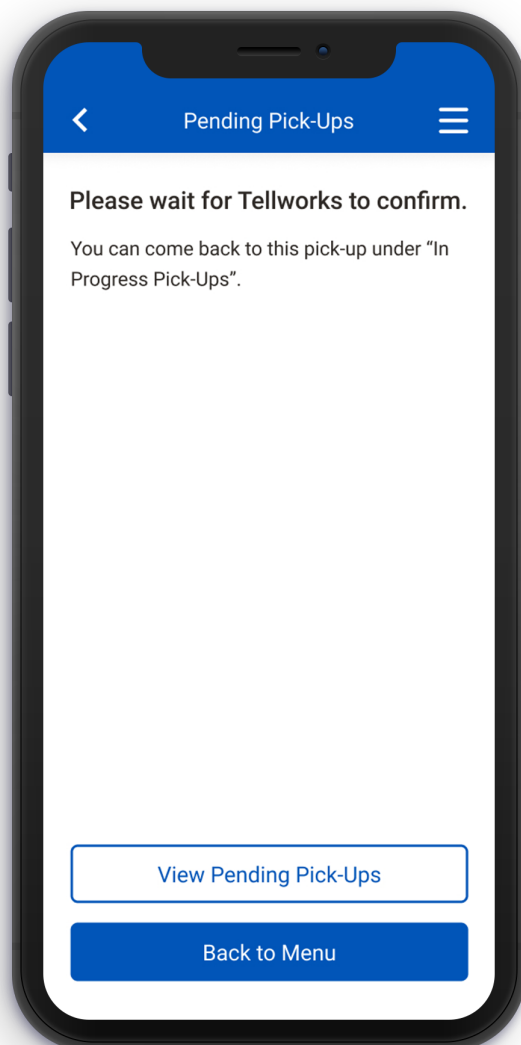
1 →

2 →

3 →

Sign to complete goods acceptance

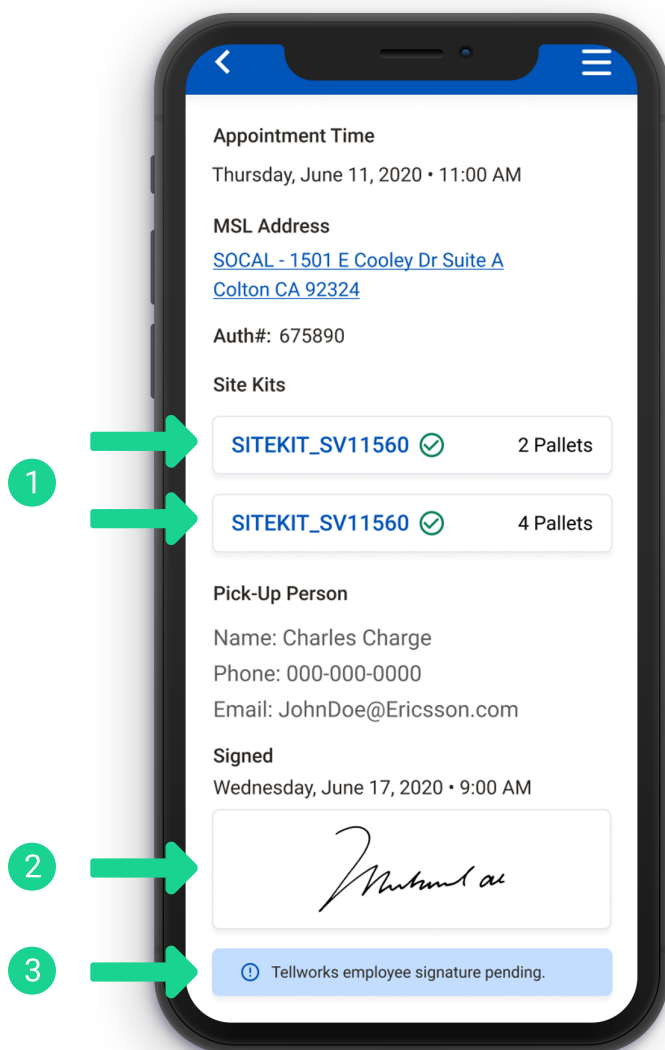
1. Goods Acceptance screen displays the user information (Name, Phone, & Email).
2. You will digitally sign for the material, replacing the physical signature on the packing slip. This will be stored as half of the digital handshake acknowledging acceptance and initiating the exchange of custody.
3.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

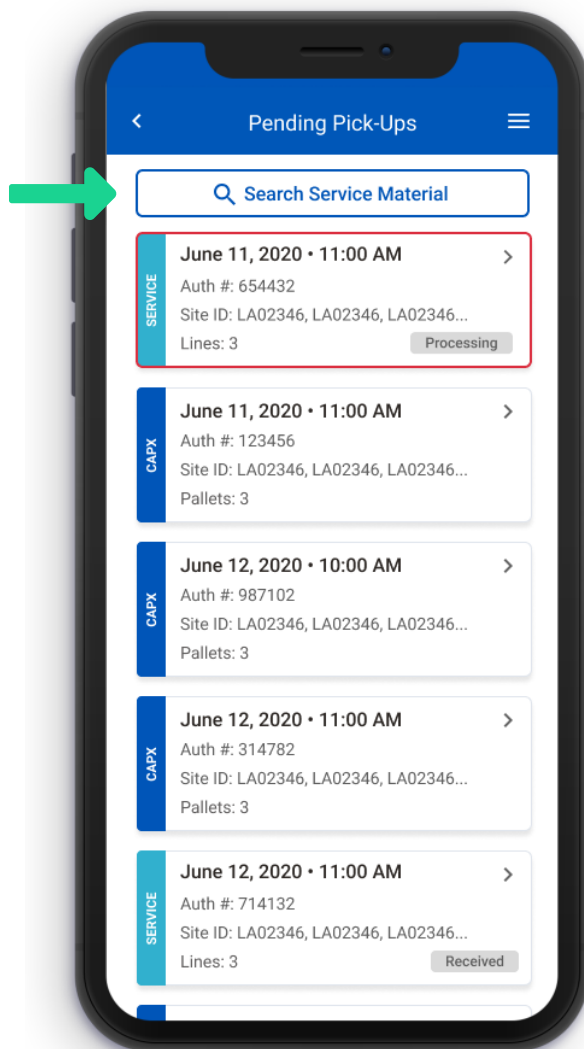
1. Selecting 'View Pending Pick-Ups' will take you back to the Pending Pick-Up card view
2. Selecting 'Back to Menu' will take you to the home page



Awaiting MSL Approval

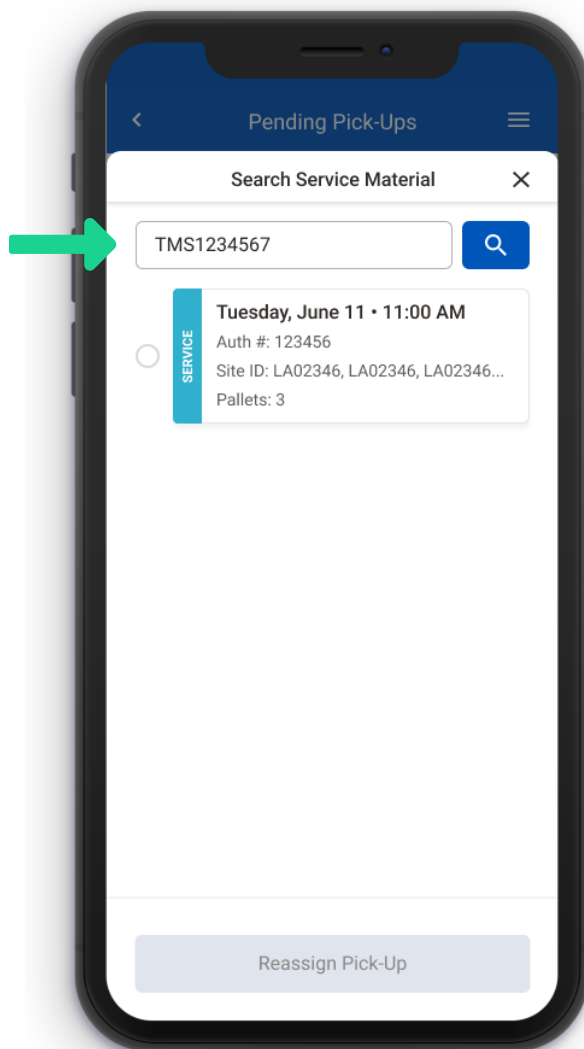
1. Site Kit ID is clickable to view all approved materials in detail
2. Recorded signature of the employee who performed the Goods Acceptance
3. Message will appear to show that GC is waiting for Tellworks to deploy the material and complete the digital handshake

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



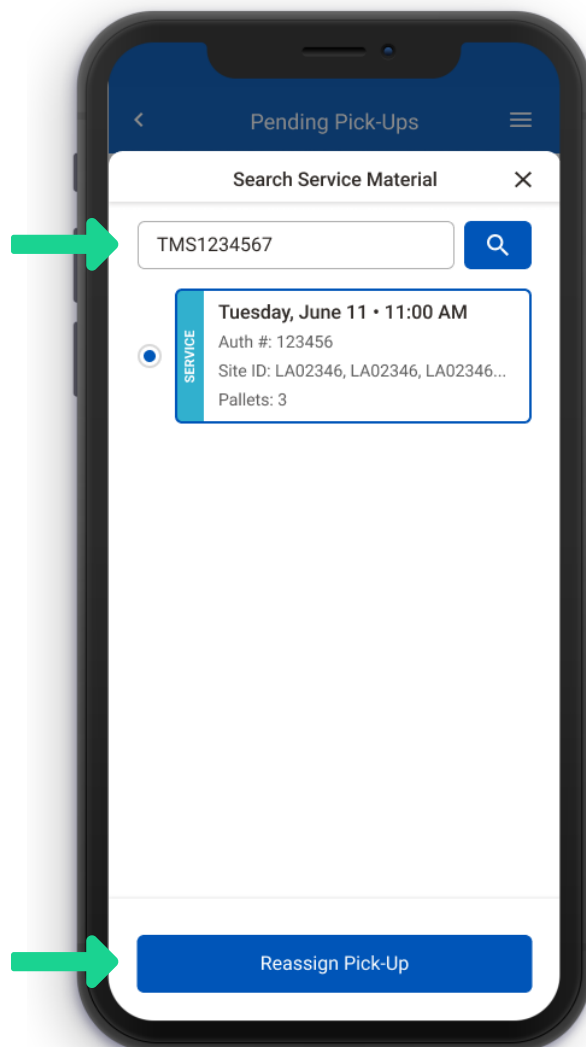
Reassign a Pick-Up

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.



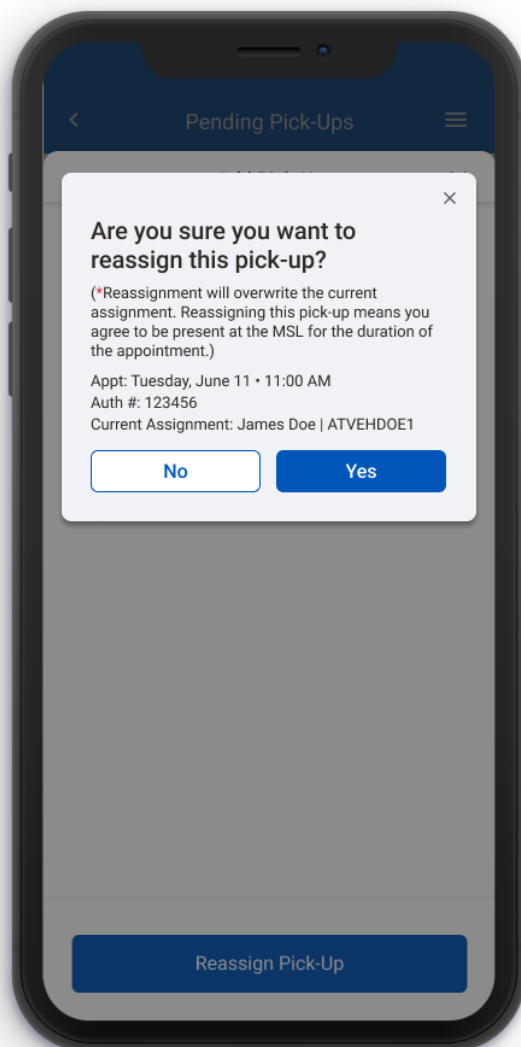
Reassign a Pick-Up

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



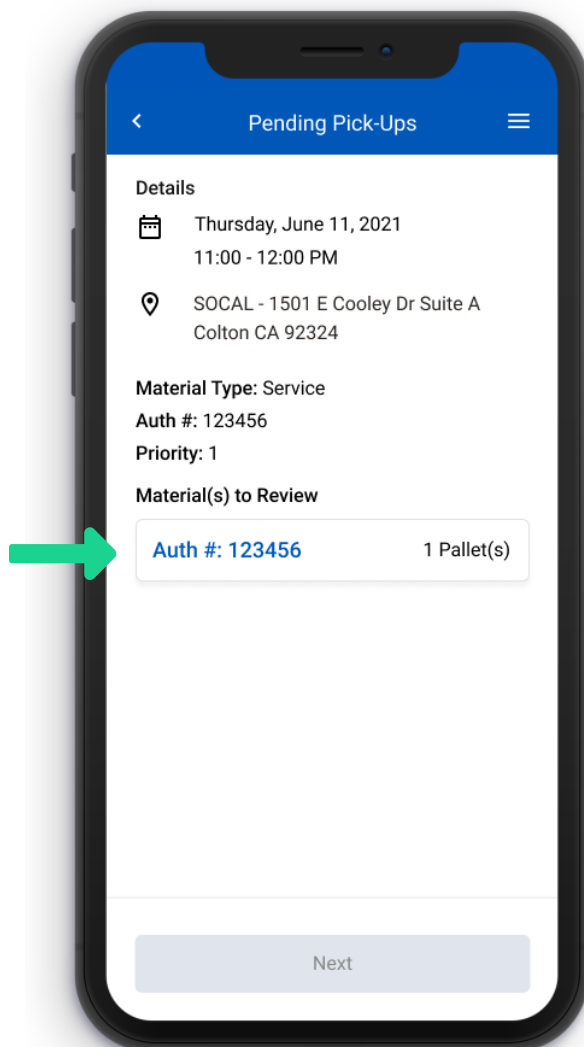
Reassign a Pick-Up

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.

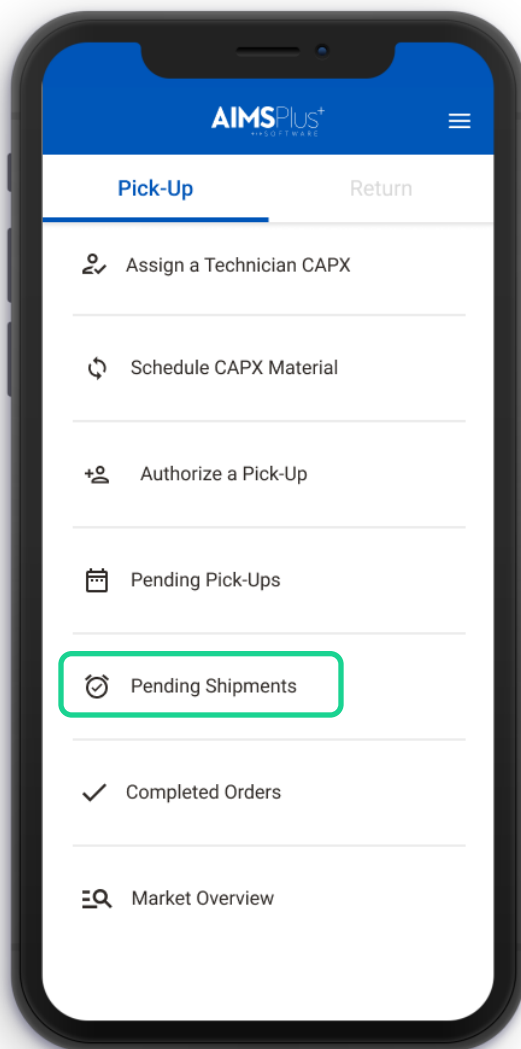


Reassign a Pick-Up

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.

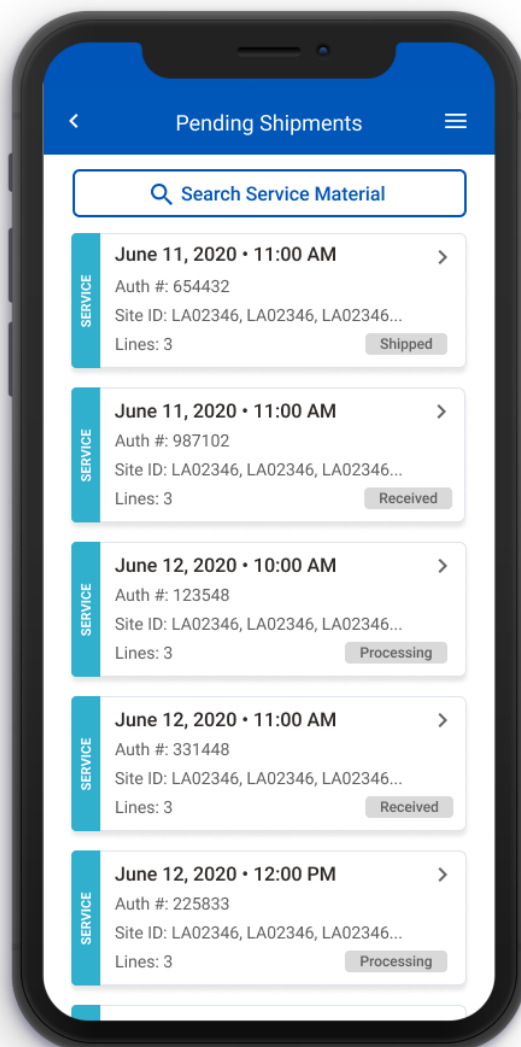
Pending Shipments

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.

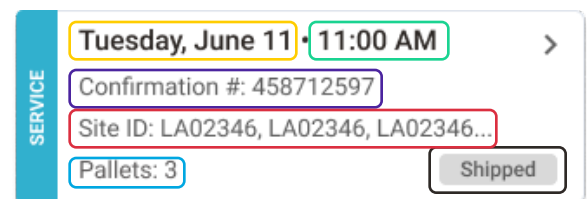


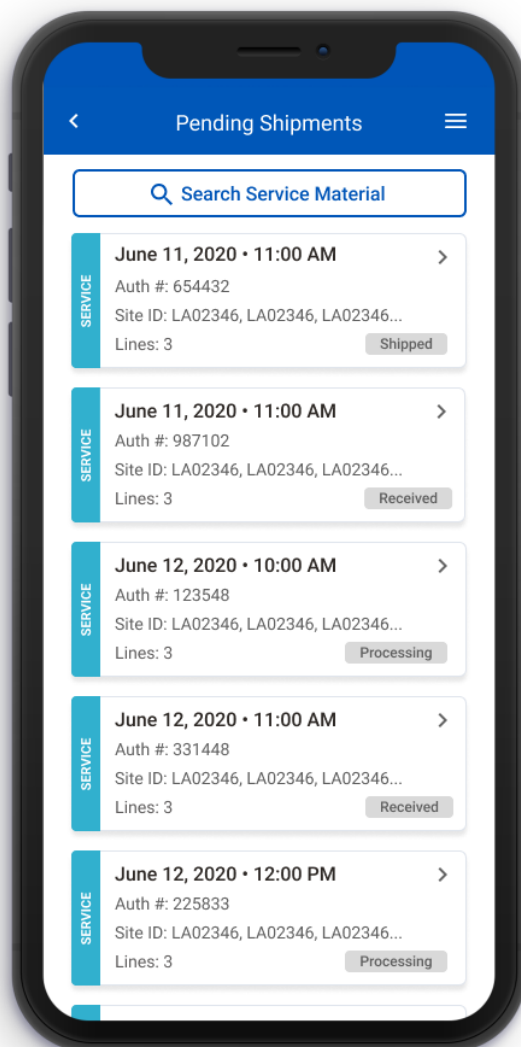
Understanding Pending Shipments

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

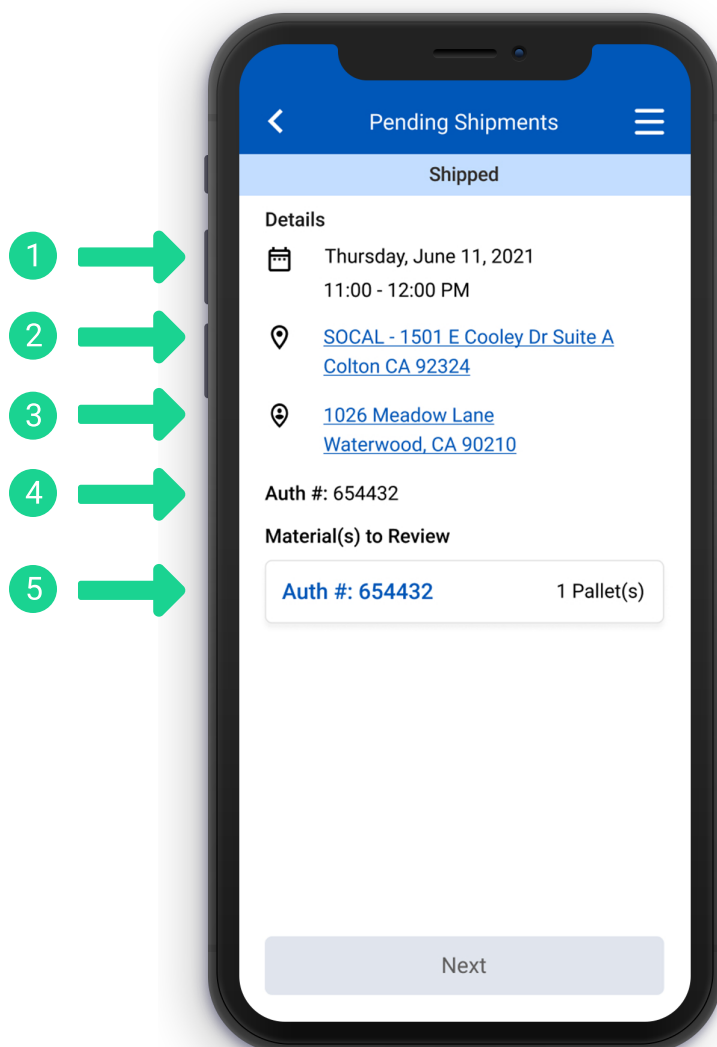




Select a 'Material Card' to begin review

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.

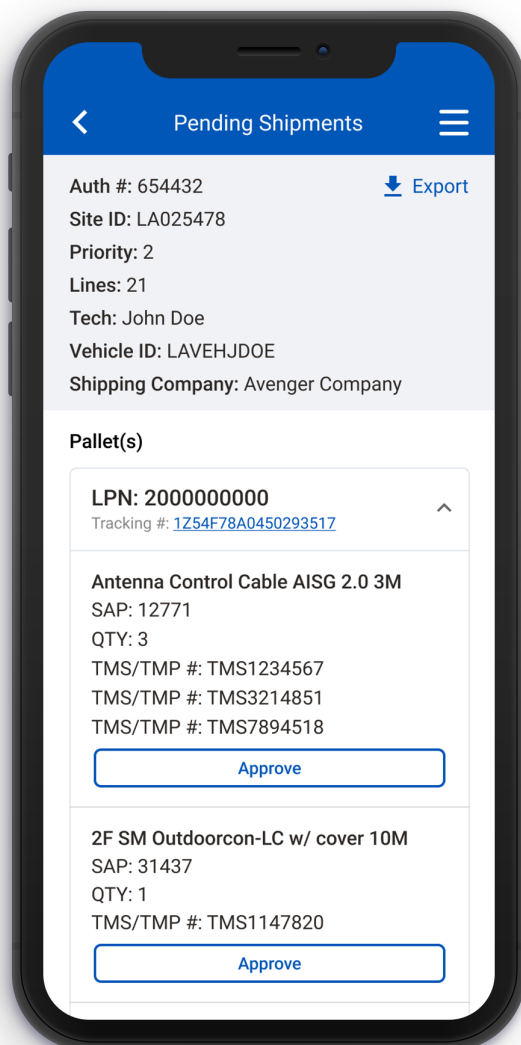


Select an 'Auth #' to begin review

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

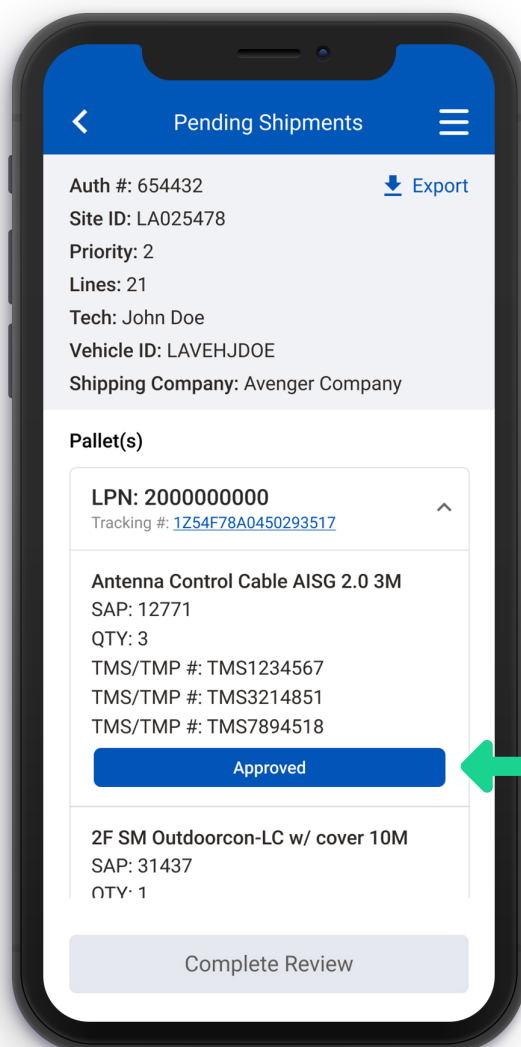
*All kits must be reviewed and approved to continue goods acceptance.



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.

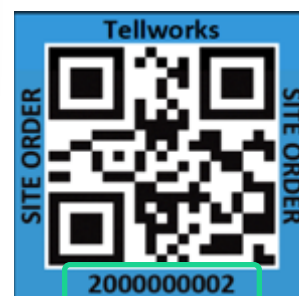
*A tracking number is assigned per LPN.



Approve all material

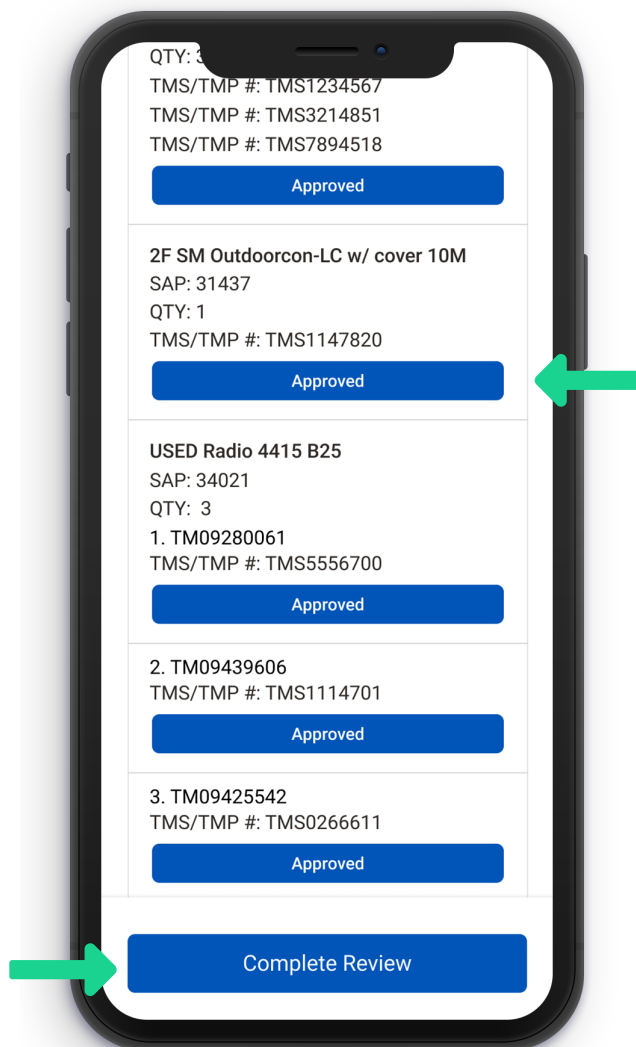
As material is reviewed and accepted, click the 'Approve' button. All pallets are identified by LPN with the material that is physically on that pallet listed under the LPN code in the app. The material line includes a description of the material, SAP code, and the quantity.

*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)

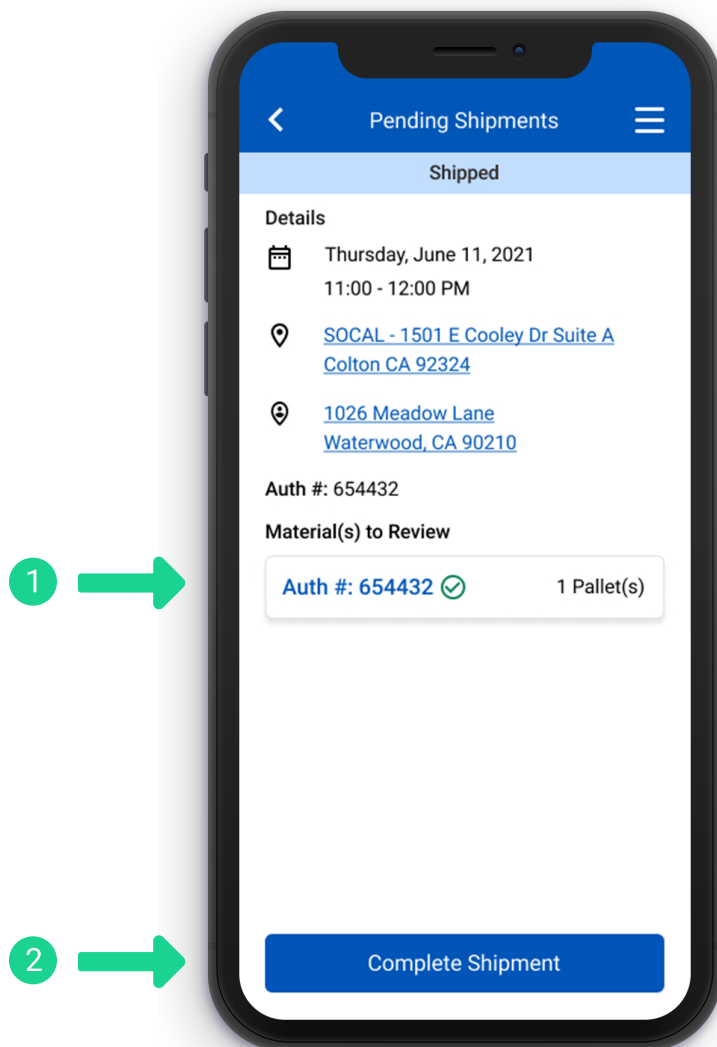


Complete Review

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

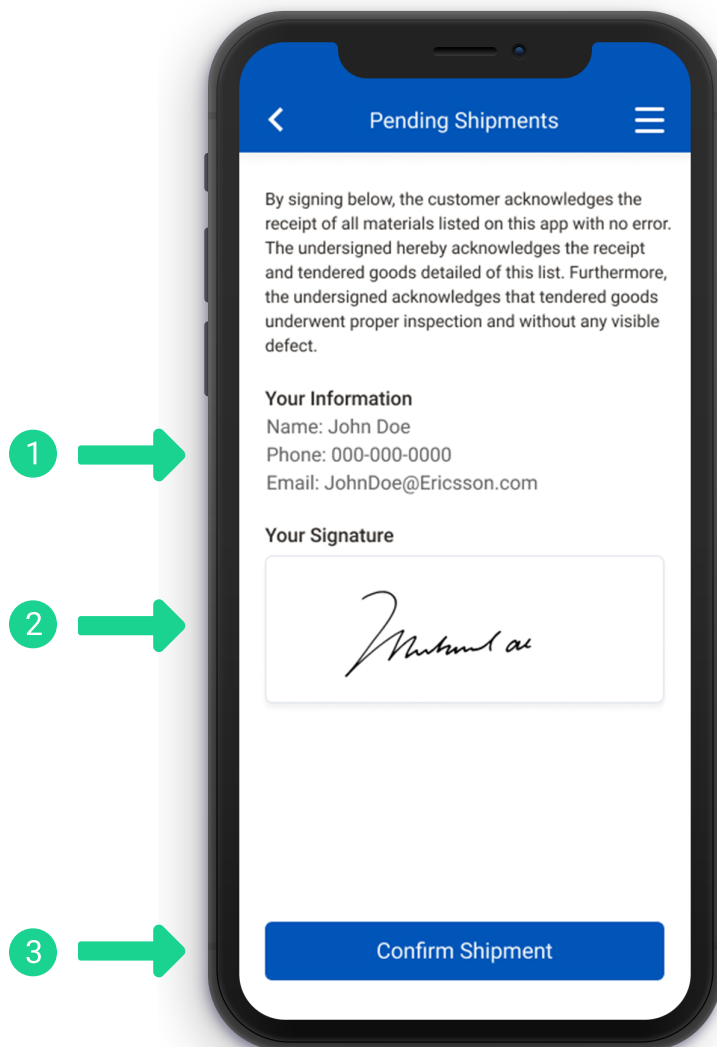
1. After reviewing and approving all products, the 'Complete Review' button will turn blue
2. Click 'Complete Review' to continue

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.



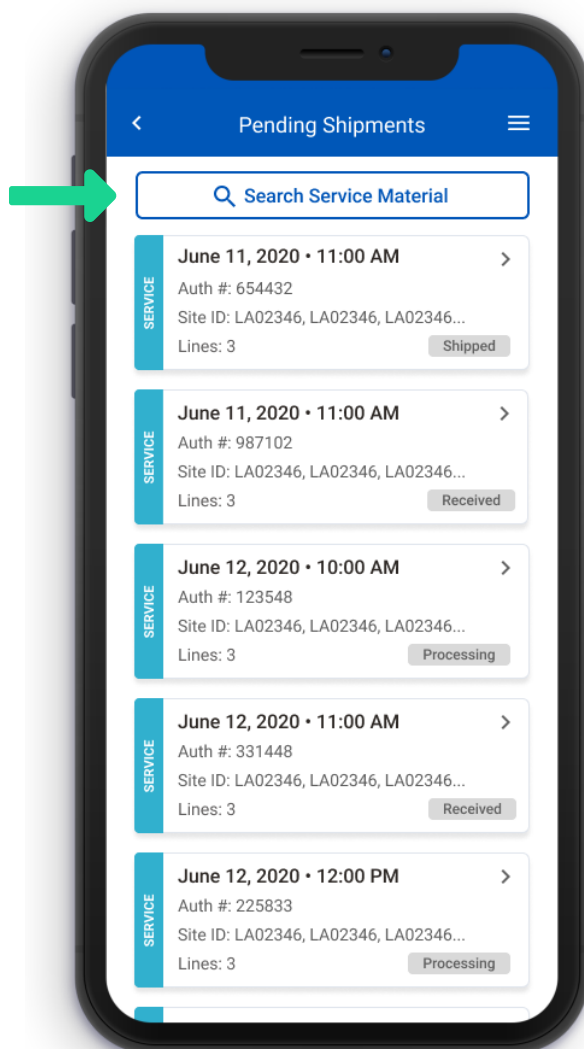
Complete Pick Authorization

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.



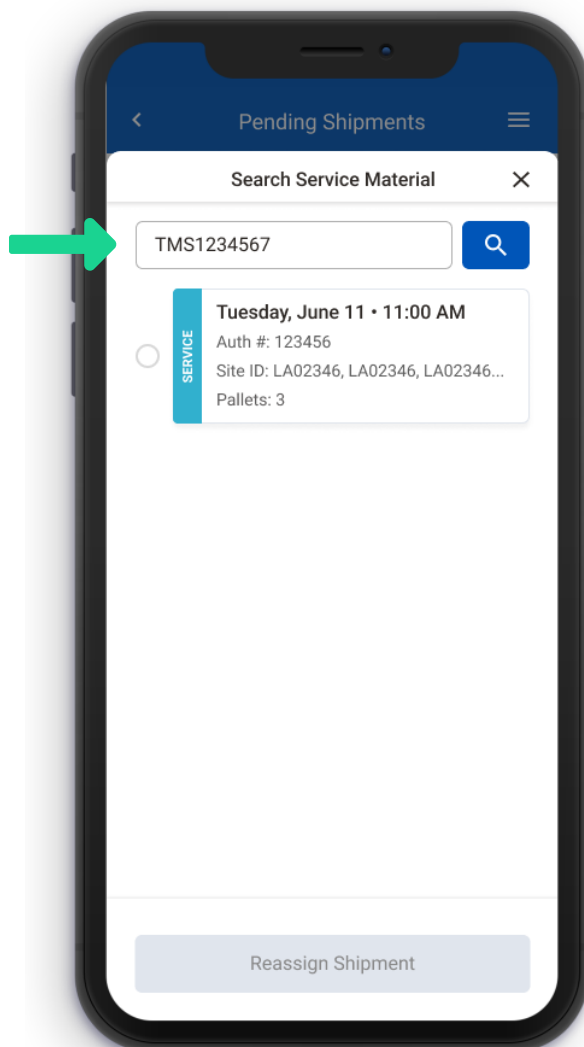
Sign to complete goods acceptance

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.



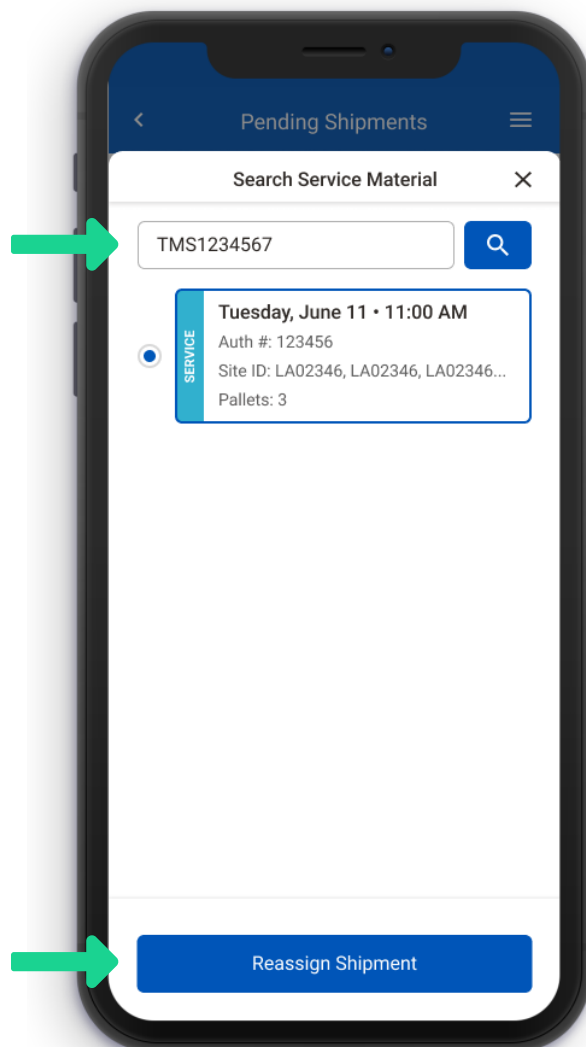
Reassign a Shipment

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.



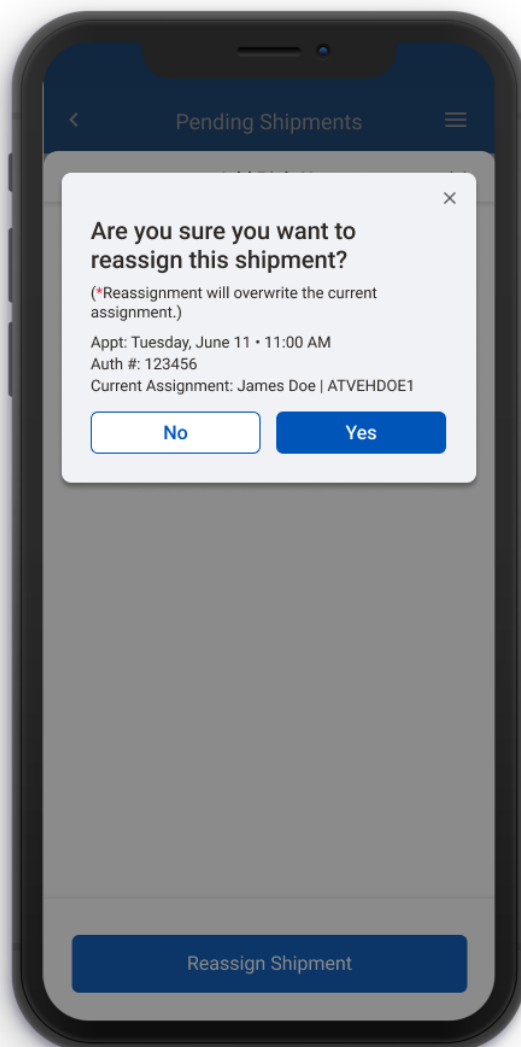
Reassign a Shipment

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



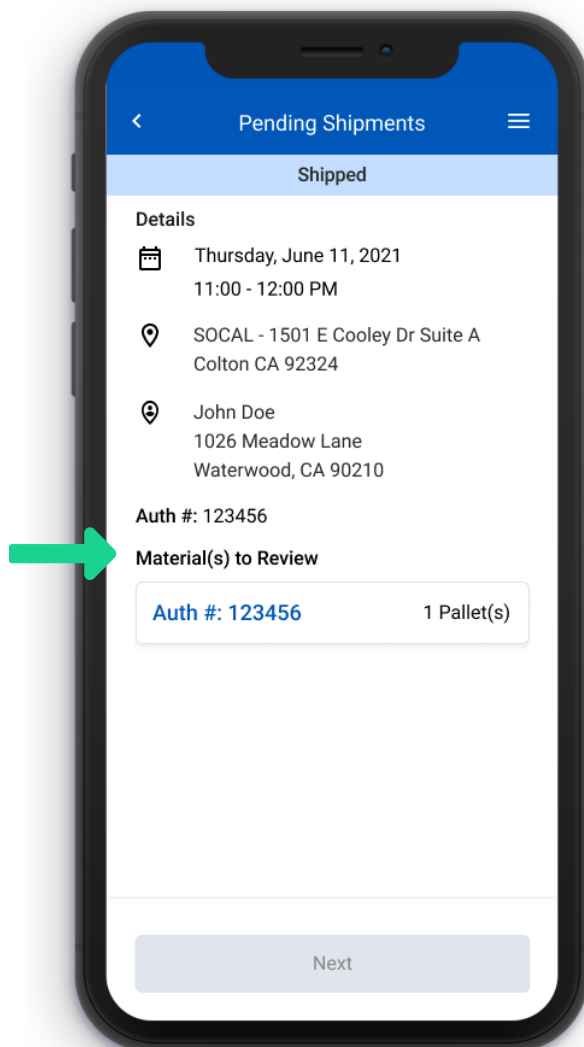
Reassign a Shipment

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.

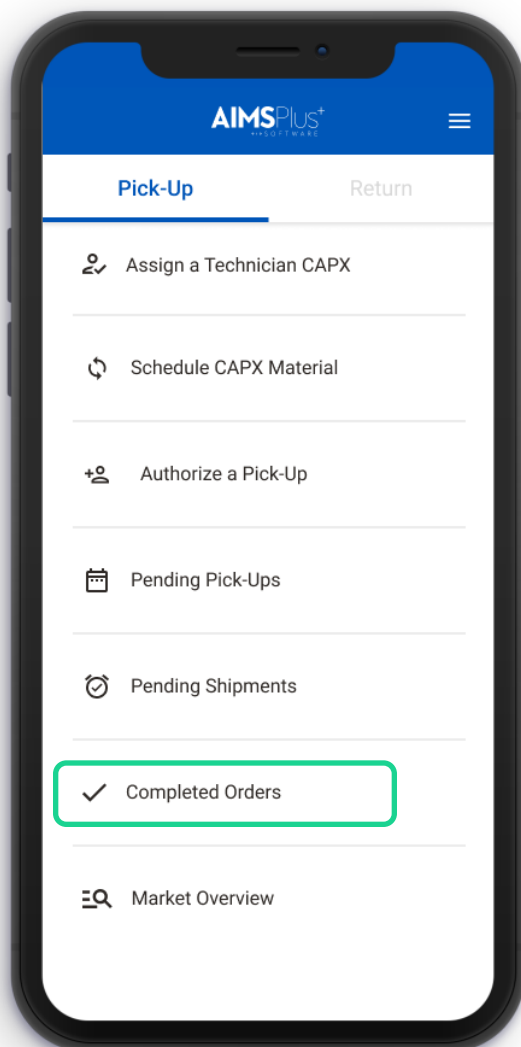


Reassign a Shipment

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.

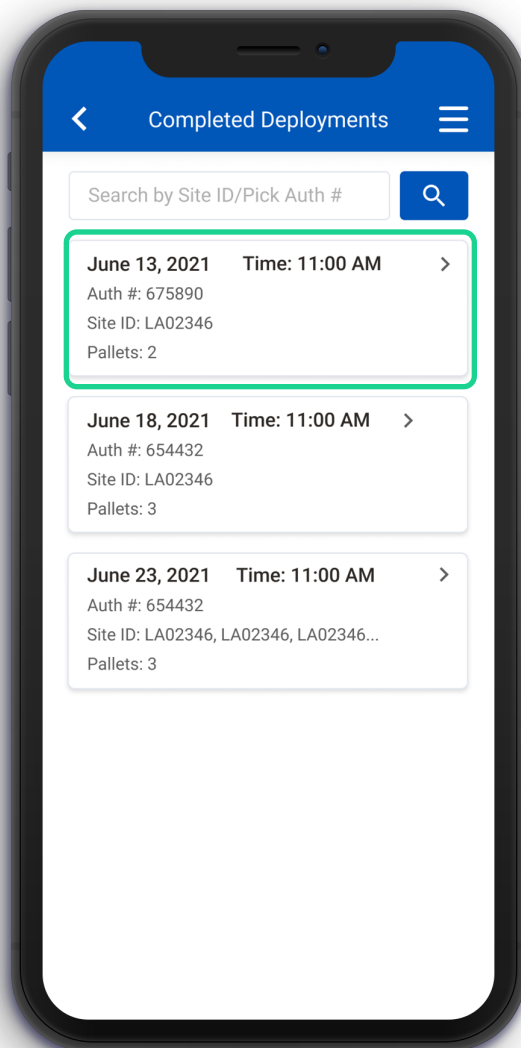
Completed Pick-Ups

Technicians 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.

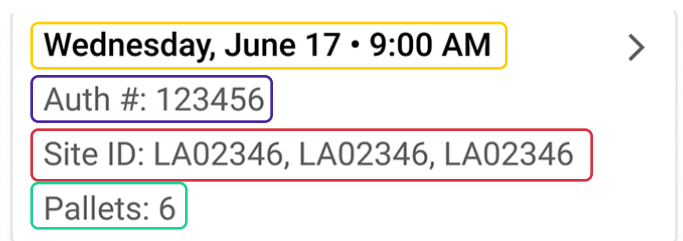


Completed Pick-Ups Process

Click on the current in completed pick-up card.

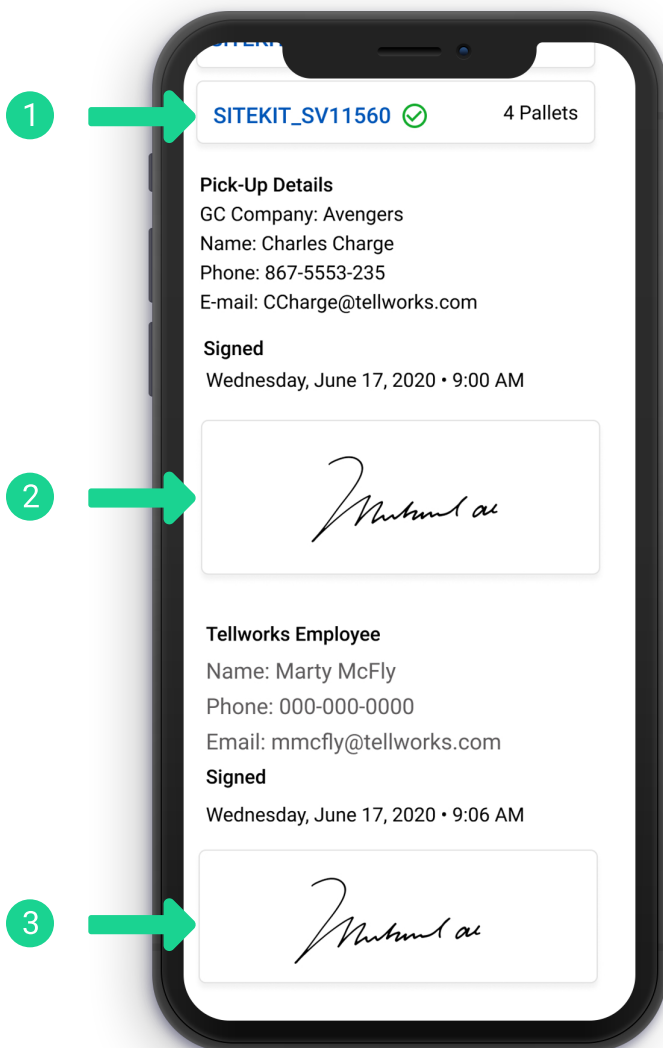
Each card represents a deployment. All deployments have:

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



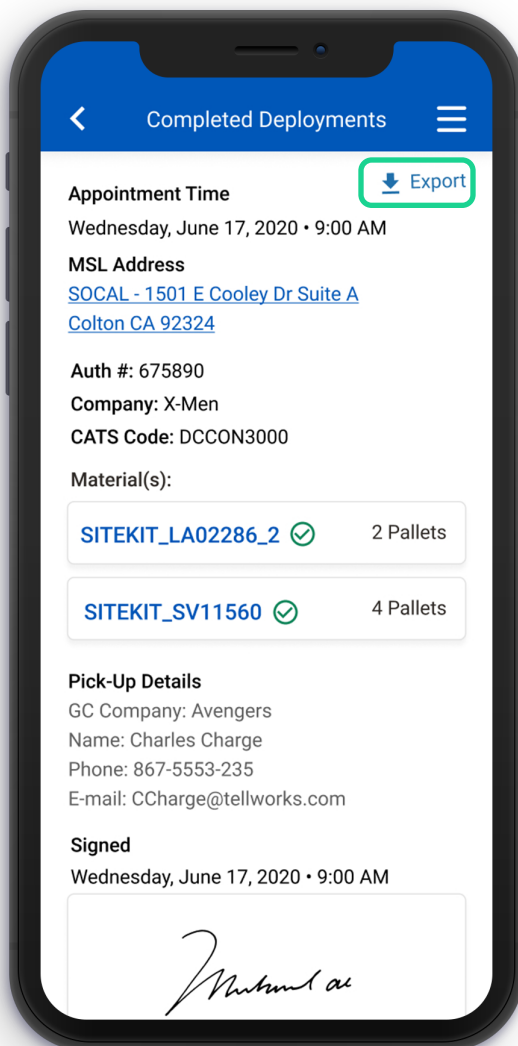
*Completed Pick-Up cards are available for **two weeks** following pick-up.

*All deployments are available via search but will not proactively show if older than two weeks.



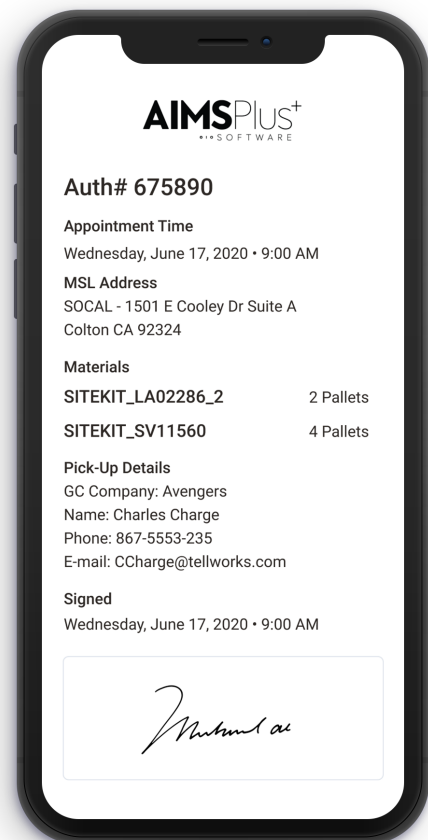
Completed Pick-Ups Process

1. Site Kit ID/Auth # 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

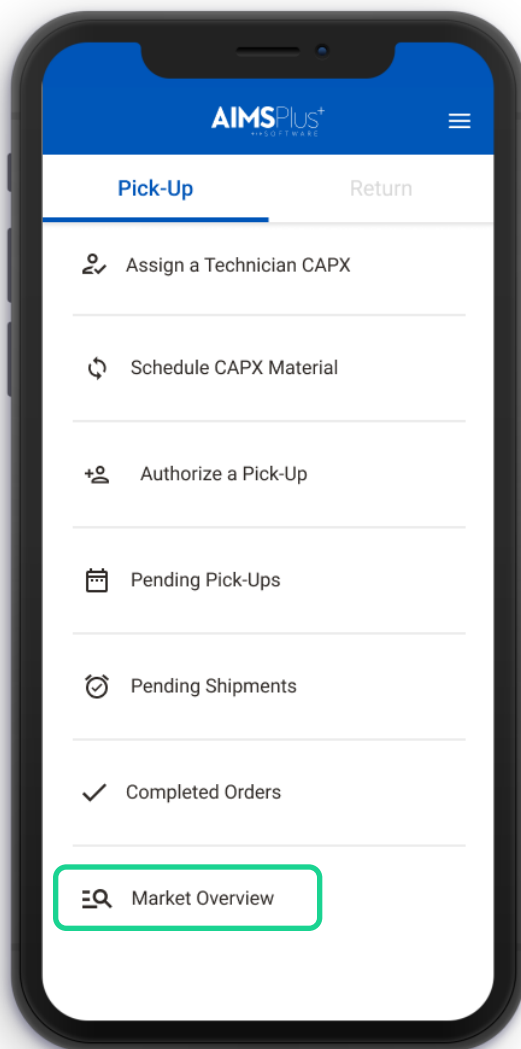
Users have the ability to export the deployment details to the device in use.



*Digital receipt

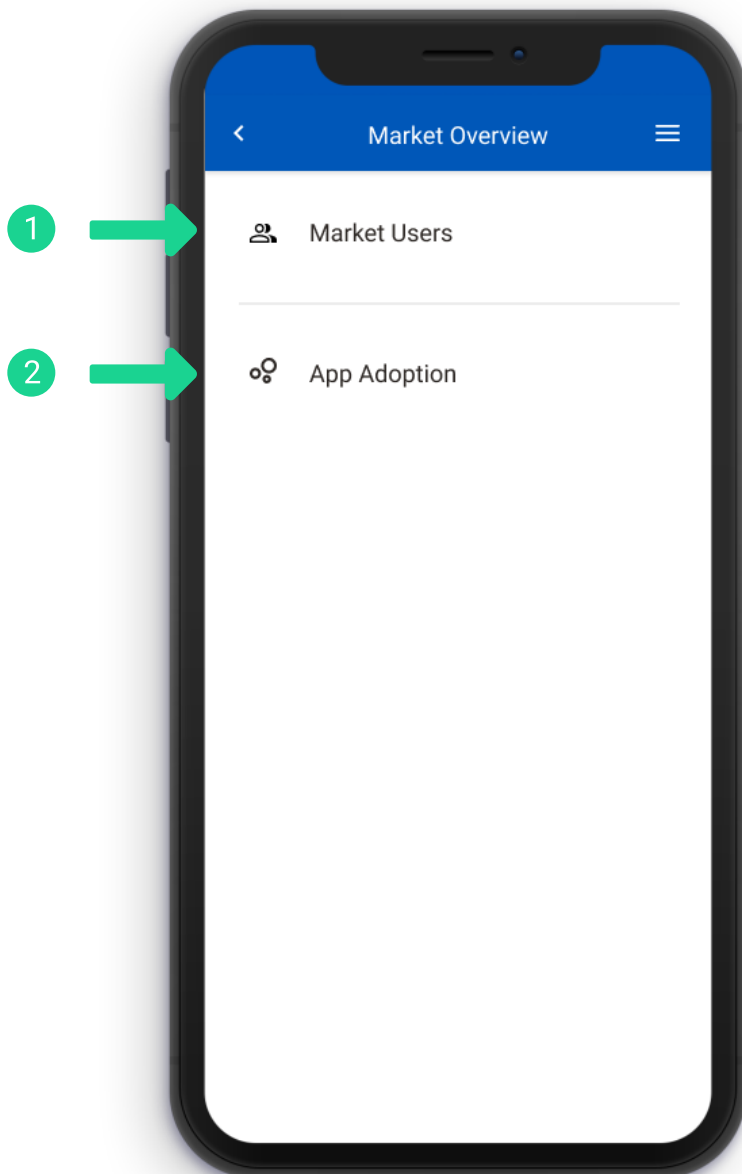
Market Overview

Technicians have the ability to view market users and app adoption reports.



Navigate to Market Overview

Click on “Market Overview” from the home menu.

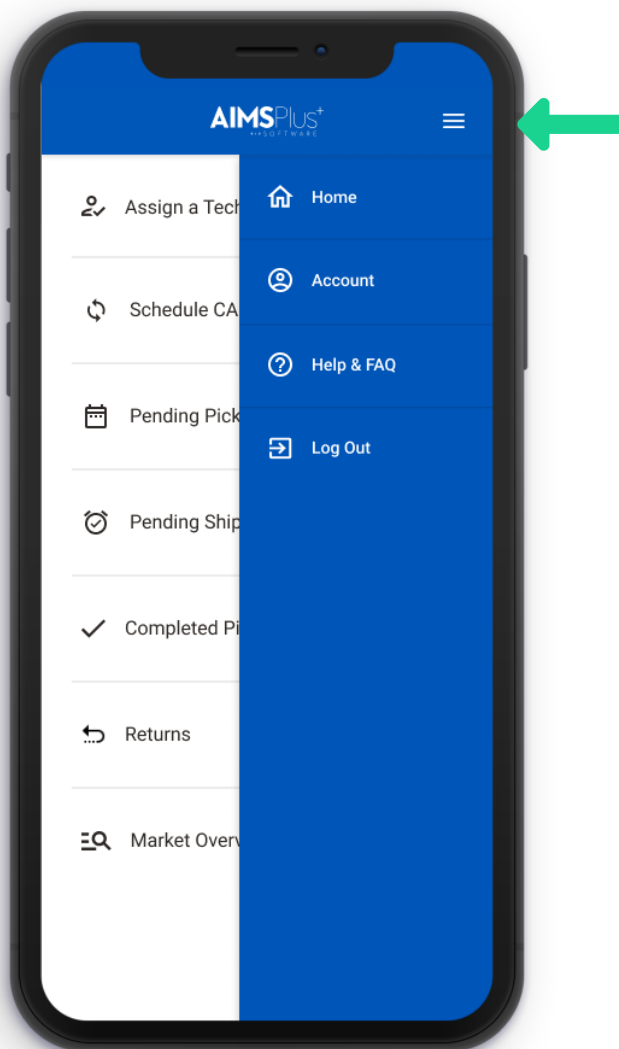


Understanding Market Overview

1. Select 'Market Users' to view reports on users in your market.
2. Select 'App Adoption' to view adoption reports.

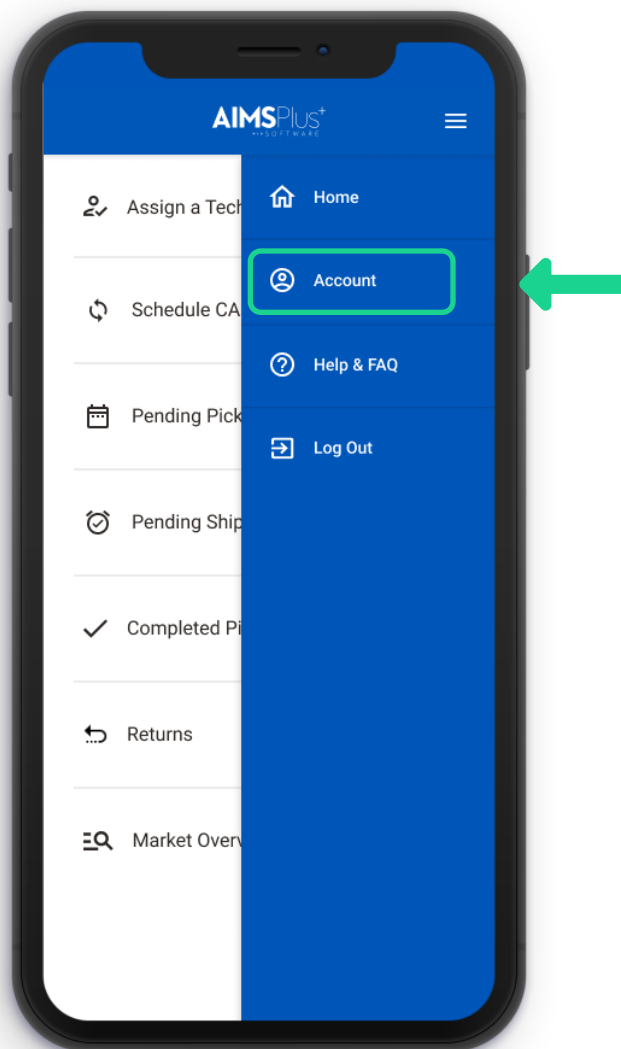
Account Information

All users have access to their account where users can review profile information, markets, and change the current password.



Navigate to Account

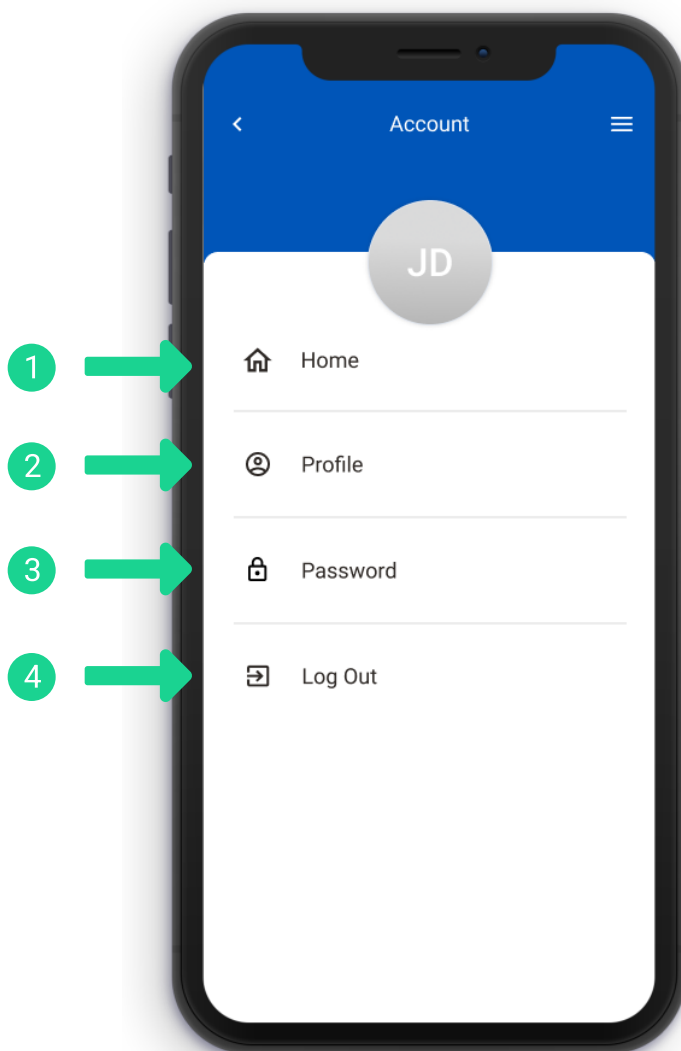
Click the hamberger menu from any page to pull out quick access to Account and other features.



Navigate to Account

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

Click on 'Account' to access the Account homepage.



Understanding the Account Homepage

Our Account homepage includes access to the following:

1. Home menu
2. Profile
3. Password
4. Log Out

Profile

Username
User123456

Role
T-Mobile Field Technician Manager

First Name
Jimmy

Last Name
Doe

Phone Number
444 444 4444

Email Address
jdoe@company.com

Markets

Market: Austin/San Antonio
Company: T-Mobile
CATS Code/Vehicle ID: AUVEHJDOE

Understanding Your Profile

The profile page displays information regarding your username, role, name, phone number, email address, and markets. You have the ability to edit the following fields:

1. First Name
2. Last Name
3. Phone Number

The image shows a mobile application interface for changing a password. The screen has a blue header with a back arrow, the word 'Account', and a menu icon. Below the header is a circular profile picture placeholder with the initials 'JD'. The main content area is titled 'Change Password' and contains three input fields: 'Current Password', 'New Password', and 'Confirm Password'. A green box highlights the 'Forgot Password?' link next to the 'Current Password' field. Three green arrows with numbers 1, 2, and 3 point to the 'Current Password', 'New Password', and 'Confirm Password' fields respectively. At the bottom of the screen is a 'Save' button.

1 →

2 →

3 →

Account

JD

Change Password

Current Password [Forgot Password?](#)

New Password

Confirm Password

Save

Changing Your Password

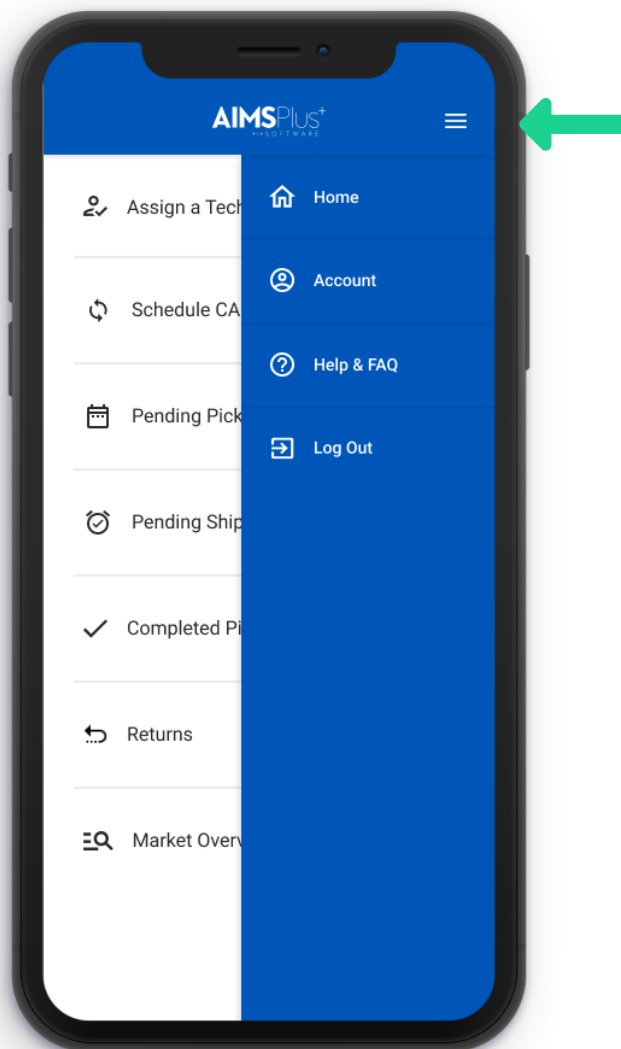
To change your current password edit the following fields:

1. Enter your current password
2. Enter your new password
3. Re-enter your new password for confirmation

*****If you have forgotten your password, select the link to reset your password and create a new one.

Help Center

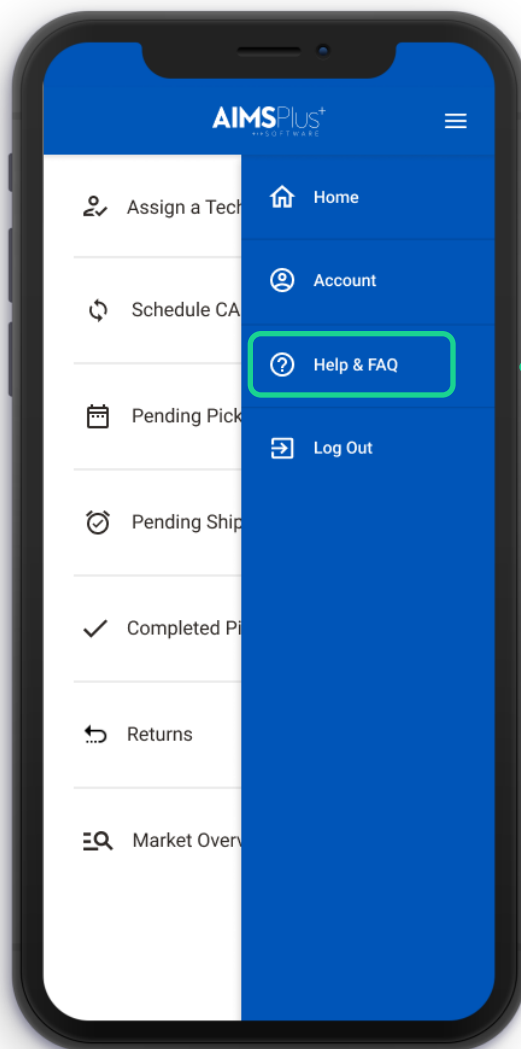
All accounts have access to the Help Center where users can find published answers, trainings, and training documents, as well as, submit a ticket directly to Tellworks for individual assistance.



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.

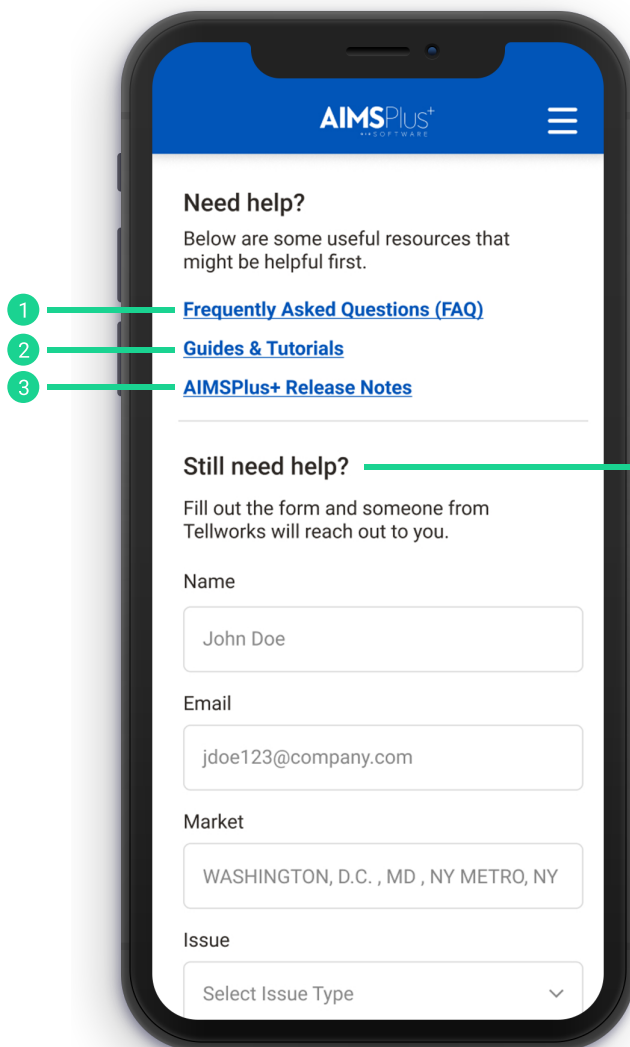


Navigate to the Help Center

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 Type
3. Enter issue, feedback, or questions here.