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### **Daily Procedure for Technicians**

1. Check your email
2. Review Bluefolder before leaving your house for any changes made on your schedule.
3. Print all work orders and attachments necessary before leaving your house.
4. Read work orders thoroughly to insure you understand Scope of Work before leaving your house.
5. If you are unsure of the task given to you please call our Operation Manager immediately on the night before as well as before leaving your house.
6. Verify you have all materials and tools needed to complete SOW (Scope of Work) on all tickets before leaving your house.
7. Start GPS to destination (Google Maps)
8. Inform Operation Manager if you will be late to jobsite & send email to Dispatch [dispatch@westcoastcomm.com](mailto:dispatch@westcoastcomm.com) of your ETA (expected time of arrival)
9. Get in vehicle
10. Clock in with Patriot
11. Turn car on
12. Travel to first job location
13. Check in upon arrival with service company
14. Check in through email with our Dispatchers at [dispatch@westcoastcomm.com](mailto:dispatch@westcoastcomm.com)
  - Add in email subject line (PSA #) Example: 12456 IN 8:00 AM
15. Perform Scope of Work and ONLY the Scope of Work provided and contact Operations Manager to discuss any issues found. Look for and report other work opportunities to Operations Manager.
16. Follow 15 Minute Rule (if you have issues and can't fix within 15 minutes, call your Operations Manager) continue calls every 15 minutes until solution found.
17. Send paperwork and pictures for review to [dispatch@westcoastcomm.com](mailto:dispatch@westcoastcomm.com)
  - Add in subject line (PSA #) Example: 12456 REVIEW

INITIALS \_\_\_\_\_

18. Call your Operations Manager to review your Scope of Work before sending the Dispatch deliverables for the job (Pictures, paperwork)
19. Wait for Operations Manager to review deliverables and approve you to leave ( do not leave site without approval)
20. If Sentinel Job, must check out with dispatch as well, by calling 813 498 1930 (Lindsay)
21. Check out with site contact/Service Company and add 5 minutes to ticket checkout time to allow payment for loading vehicle and setting up deliverables.
22. Resend updated work order only with final checkout time added to Dispatch at [dispatch@westcoastcomm.com](mailto:dispatch@westcoastcomm.com) Example: 12456 OUT 10:00

**REPEAT STEPS #7 THRU #22 FOR THE REMAINING JOBS FOR THE DAY**

**PRIOR TO SIGNING OUT OF LAST JOB OF DAY DO THE FOLLOWING:**

- Review PSA for next day's jobs
- Verify you have all parts for tomorrows jobs
- Verify you have all tools needed for tomorrows jobs
- Complete call with Operations Manager to review tomorrows jobs

**Printed Name** \_\_\_\_\_

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_