



## **Web & Mobile Application User Manual**

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The following document provides information and screenshots on how to use the patent pending KLOKWORK system

## PRODUCT APPLICATION NOTIFICATION AND LIMITATIONS:

- KLOKWORK is a web-based application that resides on a web server
- Requires no hardware installations, available 24 hours a day, 7 days a week
- KLOKWORK is accessible on any Internet browser such as Chrome, Firefox, Internet Explorer and Safari
- KLOKWORK web application requires Internet availability at all times
- If Internet is unavailable and the KLOKWORK web application inaccessible, users will be required to manually enter information into the system once they regain Internet access
- KLOKWORK technicians that utilize the KLOKWORK mobile application (app) can scan into and out of work orders or record breaks with or without Internet availability. The KLOKWORK app will store scans and break information locally on the smartphone if no cellular or WiFi connectivity exists and allow technicians to continue working as normal. Once cellular or WiFi connectivity resumes the app will automatically push data to the KLOKWORK web application.
- Completing the new work order form is not possible without Internet availability as this process requires access to the web application

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## Using the Mobile App

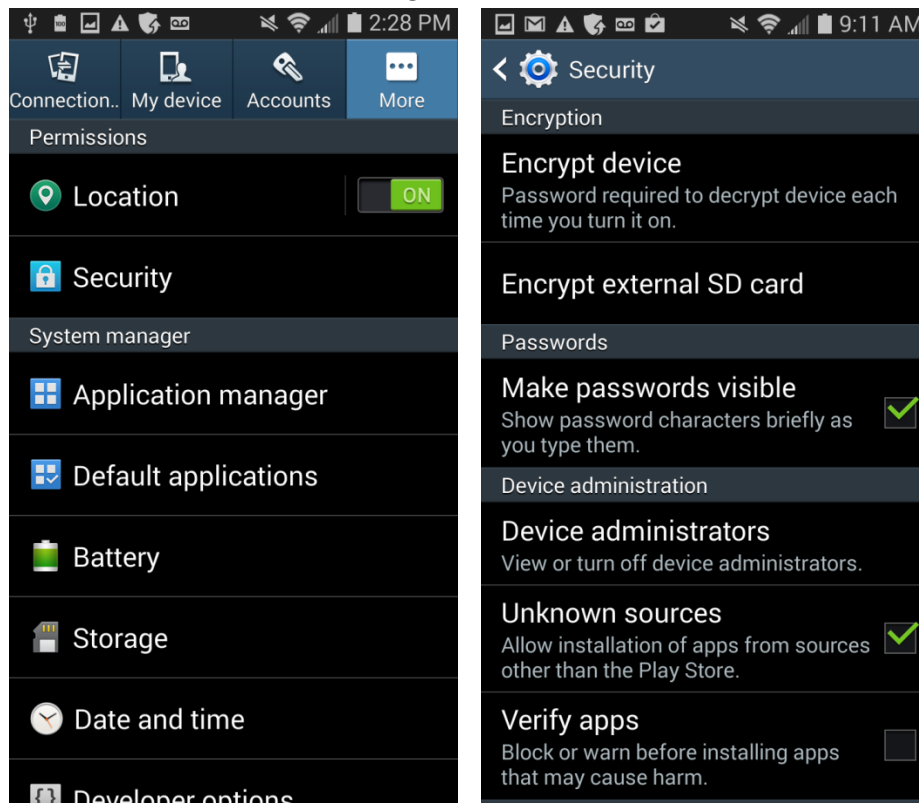
### Android Requirements

- An Android device using API level 11 is the minimum to be used.
- Cellular service or WiFi is required to use the KLOKWORK application.

### Changing a setting on the Android

KLOKWORK is not distributed on the Play Store and in order to install it onto your phone you may be required to change a setting. By default Android doesn't allow installation of apps from sources other than the Play Store. In that event you will have to allow permission to install KLOKWORK. The steps required are shown in the screen shots below:

1. Navigate to your settings page.
2. Click on "Security"
3. Check the box next to "Unknown Sources"
4. Save and close the settings.



## Download the KLOKWORK.apk file

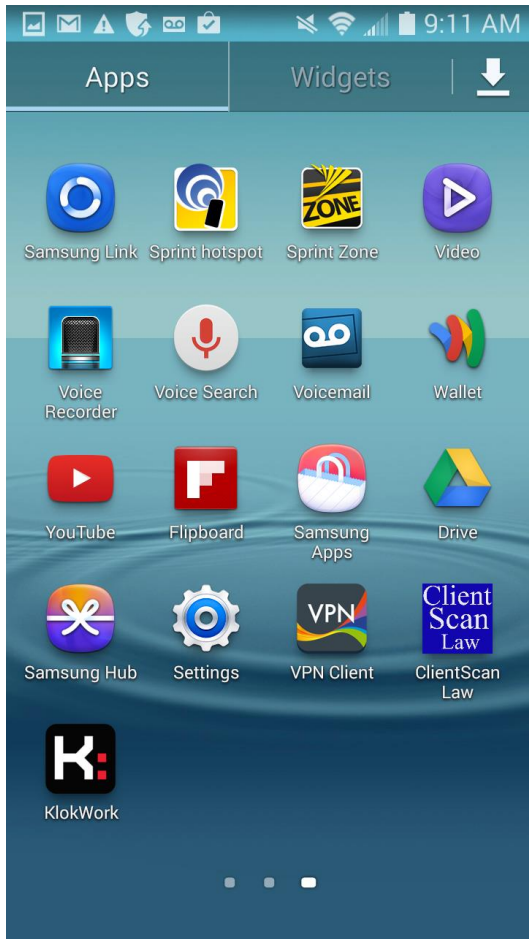
- The KLOKWORK.apk file will be emailed to you for easy download onto your mobile device
- Once the application is installed you notice a KLOKWORK icon on the main screen of your device

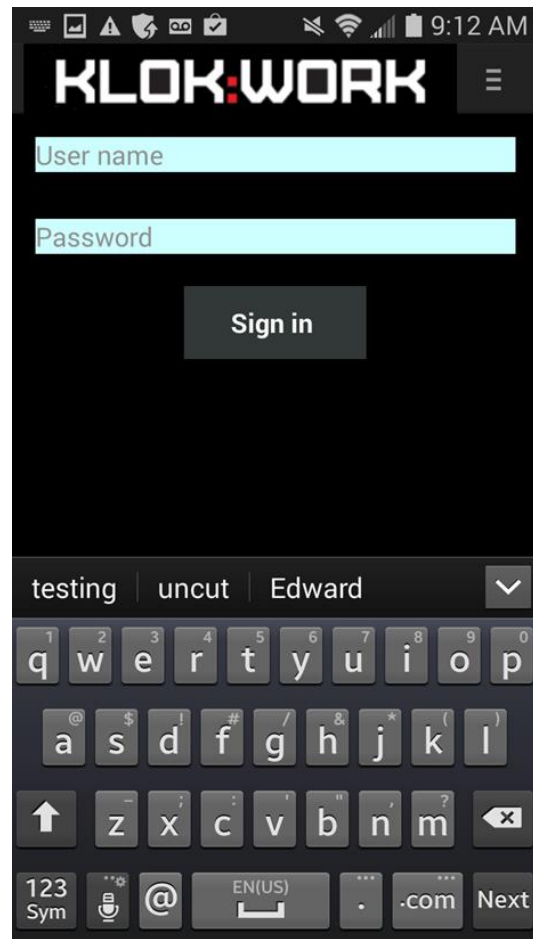
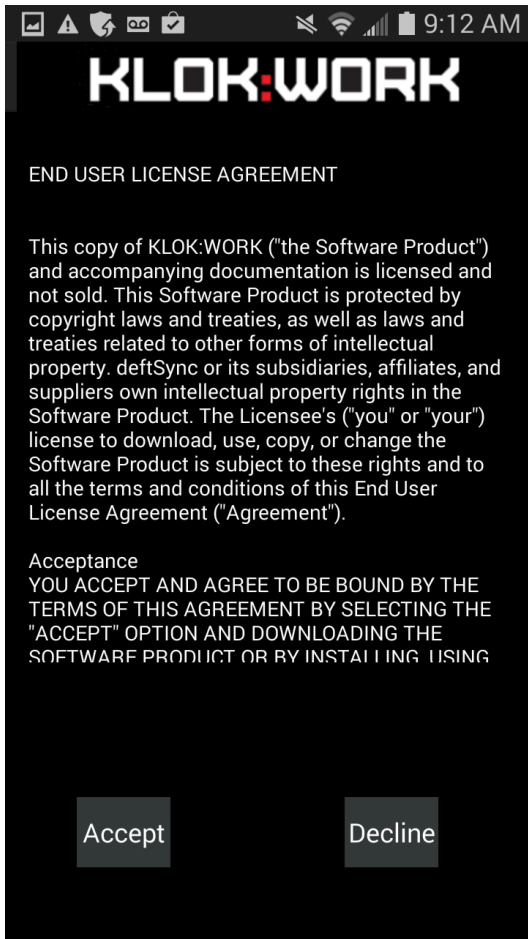
## License Agreement

- Tapping the KLOKWORK icon will open KLOKWORK. The first page displayed is the End User License Agreement page. The End User License Agreement will be displayed with two buttons “Accept” and “Decline”. The agreement must be accepted in order to use the KLOKWORK Application. This screen will only be displayed on the initial startup of the application.

## Log In

- You will be assigned a unique user name and password and this will be sent you in an email
  - Enter this user name and password exactly as it appears to you.
    - Case does matter.
  - Once you have entered the user name and password you simply tap the “Sign In” button.
    - Cellular connection or WiFi connection is required to login into the application
  - Once you tap the “Sign In” button, your user name and password are then sent to the server for validation purposes
  - Once the correct response is received from the server your user name and password will be stored and you can open the application anytime without reentering your user name and password.
  - If you choose to “Log Out”, the app will remove your user name and password

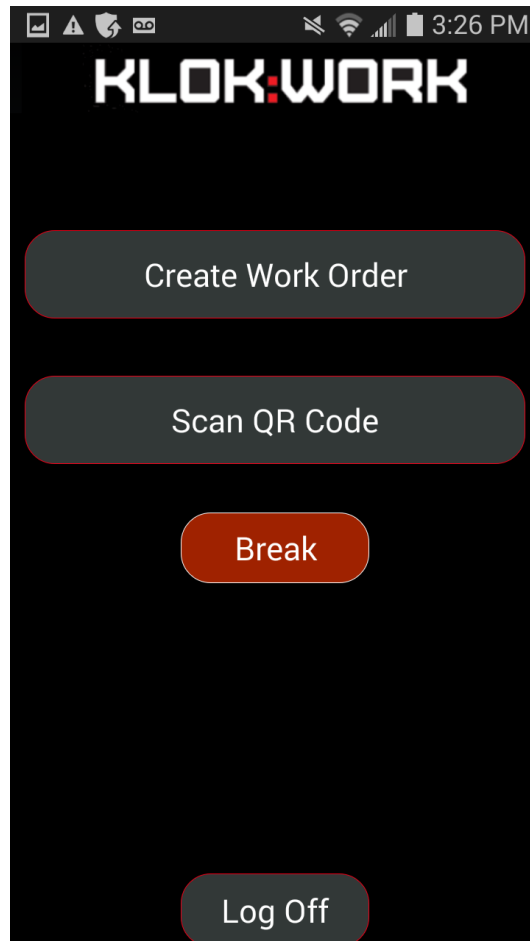




## Main Screen Layout

- On the Main Screen you will notice three buttons, "Create Work Order", "Scan QR Code" and "Log Out"
- Create Work Order: opens the Bar Code scanner and allows the user to scan VIN bar code.
  - Once the scan occurs the VIN and current time stamp are sent to the server via Cellular or Wi-Fi
- Scan QR Code: opens the Bar Code scanner and allows the user to scan a Valid QR code
  - Once the scan occurs the QR code information, current time stamp and the Technicians name are sent to the KLOKWORK server via Cellular or WiFi

- If for whatever reason the user does not have any Internet connection at the time of the scan, the information is stored to a local database on the device. Once the connection is regained the information is automatically sent to the KLOKWORK webserver



## Creating a WorkOrder



- To create a work order simply tap the “Create Work Order” button, this will open a full screen bar code scanner
- Use the Bar Code Scanner to scan the Vehicle Identification Number (VIN) normally located on the inside of the vehicle’s driver side door
- Once a valid VIN has been scanned the scanner will close and the main KLOKWORK screen will be displayed
- Next you can create another Work Order or use the devices “Back button” to exit the application
- If any other type of bar code is scanned while attempting to create a work order, a message will be displayed stating “Scan VIN bars only”. This validation ensures that no erroneous data is transmitted

## Scanning a QR Code

- The QR code that has been generated is attached to the vehicle
- To scan in the technician assigned to perform work on the vehicle will run the KLOKWORK application on his/her personal device
- Once logged in, the technician will press the “Scan QR Code” button on the main screen.
- A full screen bar code scanner will be activated and the technician will simply scan the QR code
- The logged in screen displays information to the technician any time they run the application.
  - This information is the timestamp of which they scanned into a task on the current vehicle
  - On logged in screen there is a button “Scan Out”. Once the technician has completed their task he/she will simply press the scan out button and rescan the QR code attached to the vehicle. Once the scan occurs the QR code information, current time stamp and Technicians name are transmitted

## Manual Scan In or Out and Break

A technician can scan into or out of a job without the use of the mobile app. On the Open Orders page (figure 1) in the Actions column is a “Scan” button. This allows the technician to scan a job without having to scan the QR code with the mobile app. Also located on the Actions bar is a “Break” button which can be used to record break times.

A flash message will appear at the top of the webpage with the following scan detail:

- The timestamp when the scan button was selected
- The Order Number
- The Customer name

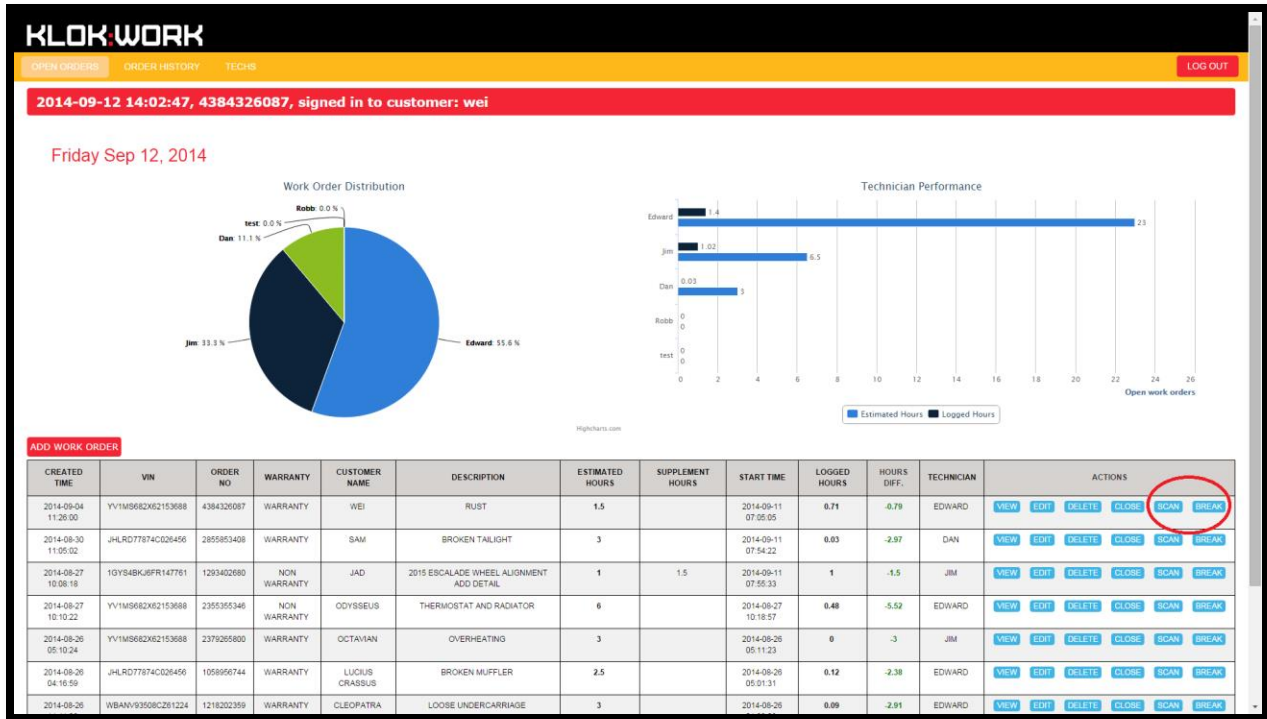


Figure 1: Manual Scan or Break

## Using the Web Application

DeftSync will provide system users a custom URL web address to the KLOKWORK application

### Logging into the KLOKWORK website

- Web application can be viewed on any computer or mobile device with an Internet browser – i.e. Chrome, Firefox, Internet Explorer, Safari
- DeftSync will provide user with login name and password to access the website

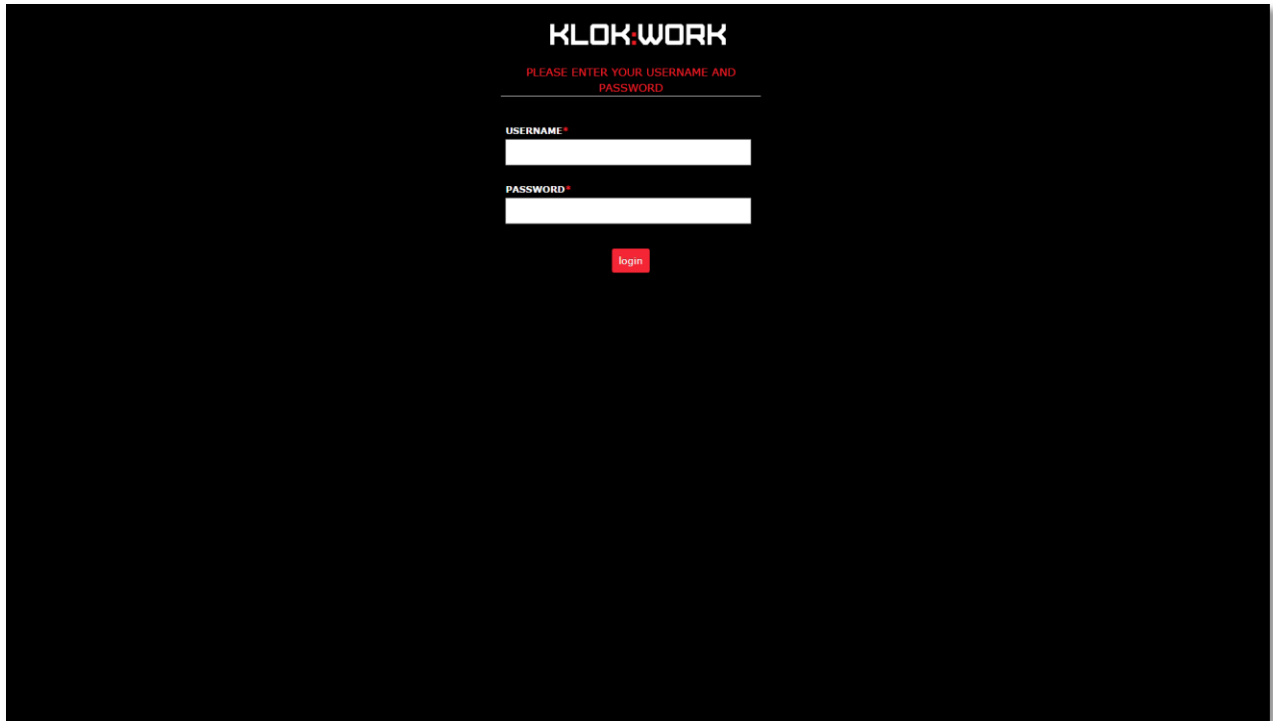


Figure 2: User Login

## Home Page

After user logs in they will be directed to the Home page of the application as shown in Figure 3

## Actions

The ACTIONS bar is located on the second to last column of the table on the OPEN ORDERS page

Once a work order is created by the user the ACTIONS column will contain buttons for VIEW, EDIT, DELETE, CLOSE, SCAN and BREAK

- VIEW—this button will allow the user to view and print the QR code and to see any scans that were made by the technicians
- EDIT—this button allows the user to edit the work order
- DELETE—this button allows the user to delete the work order item from the system

- CLOSE – this button is used to send the work order record to the ORDERS HISTORY page. When the job is completed, the user selects this button to remove the order from the OPEN ORDERS page and close the job. Note that the record detail is saved and viewable in the ORDERS HISTORY page. Unlike the DELETE button which removes the record completely from the system

## Timecard

The TIMECARD bar at the end of the OPEN ORDERS table contains the SCAN and BREAK buttons. This feature allows technicians to scan into or out of a work order and record breaks from the web application. These buttons provide the same capability as the mobile app.

- SCAN – this button allows the technician to scan in and out of work orders
- BREAK— this button is used to record technician breaks. If the technician is scanned into a work order, when he selects the break button the system will automatically scan the technician out of the order and start the clock on his break. Selecting the break button again will end the technicians break

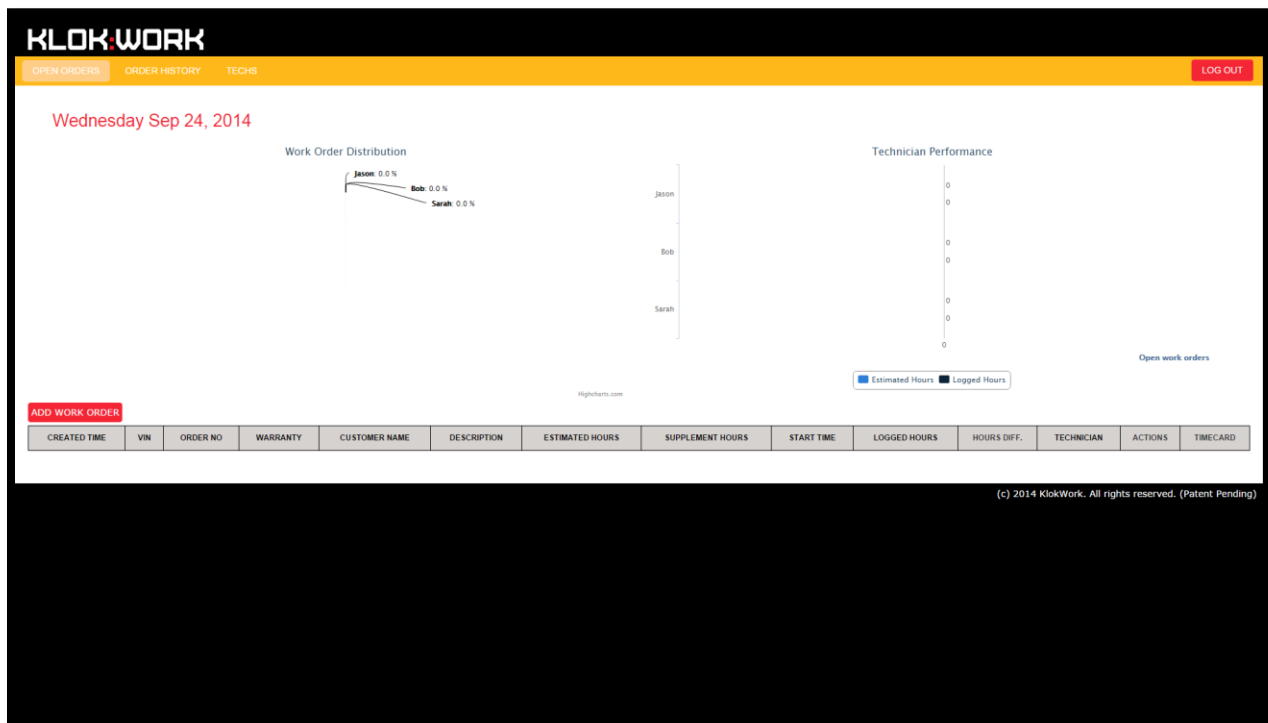


Figure 3: Home page

## Adding Technicians to the System

The first step of the KLOKWORK process is to add technicians to the system. This is accomplished by clicking the TECHS tab at top of screen and selecting NEW TECHNICIANS (Figure 4)

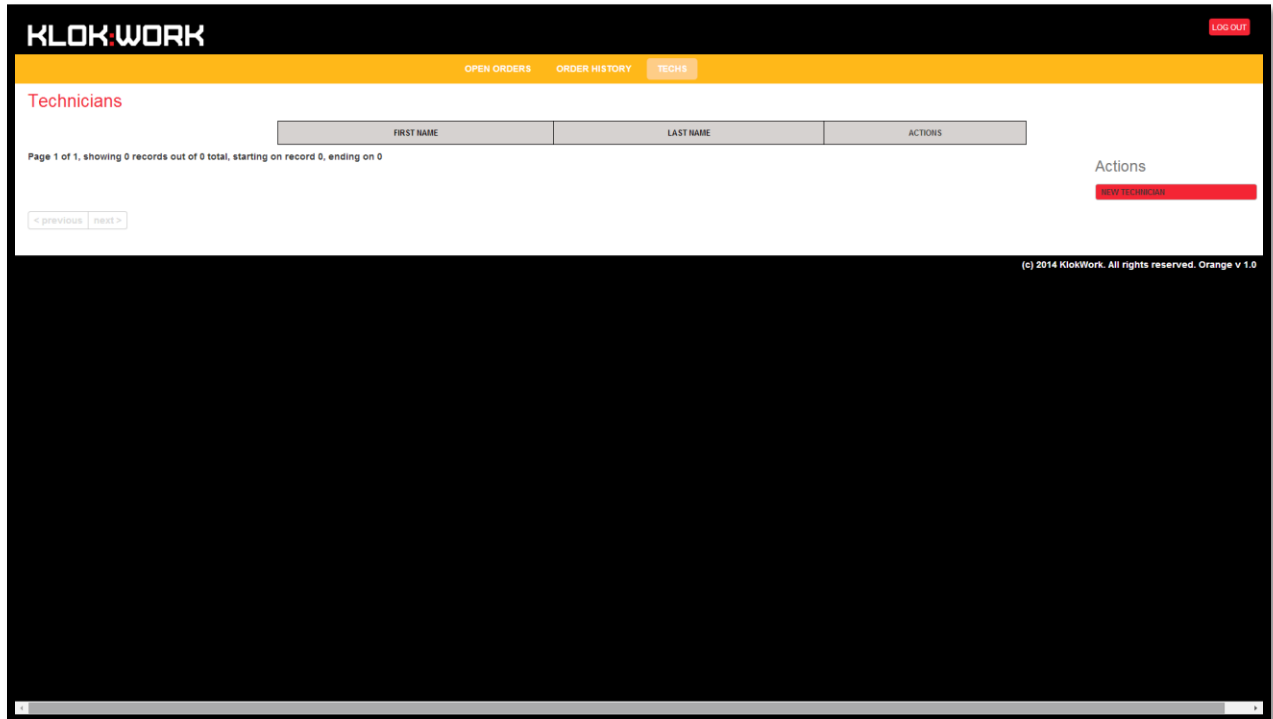


Figure 4: Technicians

By clicking the NEW TECHNICIANS button a form will appear to add the technician FIRST NAME, LAST NAME, AND PHONE NUMBER

Hit the submit button and the technician is added to the system. Repeat the steps to add other technicians

KLOKWORK

LOG OUT

OPEN ORDERS ORDER HISTORY TECHS

ADD TECHNICIAN

Actions

ADD TECHNICIAN

ADD WORK ORDER

NEW WORK ORDER

FIRST NAME\*

LAST NAME\*

PHONE NUMBER\*

submit

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Figure 5: Add Technician

## Create Work Order

Work orders are generated by scanning the vehicle VIN with the mobile application or manually by selecting the “ADD WORK ORDER” button on the OPEN ORDERS page

### Scanning a VIN

After a new work order has been created by the mobile app scan process, go to the web application on computer or mobile device, refresh the page and the new work order with the VIN will appear on the OPEN ORDERS table

The KLOKWORK web application will automatically generate a 10-digit work order number for each VIN that is scanned or when the user manually creates the work order

To submit the work order into the system the user must select the “EDIT” button under the “ACTIONS” column (Figure 6)

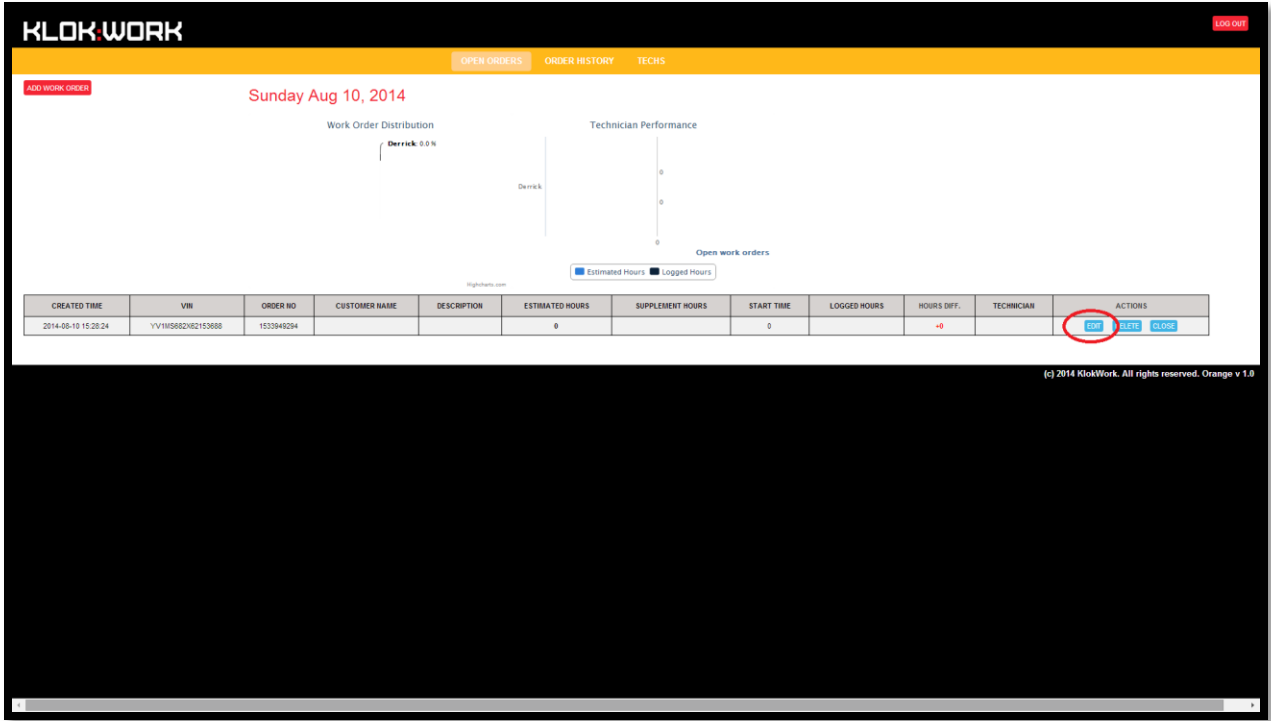


Figure 6: Edit

Selecting the EDIT button will open up the "EDIT WORK ORDER" form. A new work order is created after the form has been submitted

**KLOKWORK** LOGOUT

OPEN ORDERS **ORDER HISTORY** TRUCKS

**EDIT WORK ORDER**

VIN  
YV1M5682X62153688

ORDER ID:  
1533949294

CUSTOMER NAME:  
\_\_\_\_\_

Description  
\_\_\_\_\_

ESTIMATED HOURS:  
0

Supplement Hours  
\_\_\_\_\_

Technician  
Dennis

**submit**

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Figure 7: Edit work order

## Manual Work Order Creation

Select the ADD WORK ORDER button located on the OPEN ORDERS page (Figure 8)



**KLOKWORK**

OPEN ORDERS ORDER HISTORY TECHS LOG OUT

Wednesday Sep 24, 2014

Work Order Distribution

Technician Performance

Open work orders

Estimated Hours Logged Hours

HighHours.com

ADD WORK ORDER	CREATED TIME	VIN	ORDER NO	WARRANTY	CUSTOMER NAME	DESCRIPTION	ESTIMATED HOURS	SUPPLEMENT HOURS	START TIME	LOGGED HOURS	HOURS DIFF.	TECHNICIAN	ACTIONS	TIMECARD
----------------	--------------	-----	----------	----------	---------------	-------------	-----------------	------------------	------------	--------------	-------------	------------	---------	----------

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Figure 8: ADD WORK ORDER

Type in items on ADD WORK ORDER form and submit (Figure 9)

The screenshot shows the 'ADD WORK ORDER' form in the KLOKWORK application. The form is titled 'ADD WORK ORDER' and is located in the top right corner of the page. The form includes the following fields:

- CREATED TIME:** A date and time picker showing August 9, 2014, 3:43 pm.
- Via:** A large text input field.
- ORDER HQ:** A text input field containing the value 2136944553.
- CUSTOMER NAME:** A text input field.
- Supplement Hours:** A text input field.
- Description:** A large text input field.
- ESTIMATED HOURS:** A text input field.
- Technician:** A text input field.

A red 'submit' button is located at the bottom center of the form.

Figure 9: Add work order form

## QR Code

Once a new work order is submitted a VIEW button will appear on the ACTIONS column as shown in Figure 10

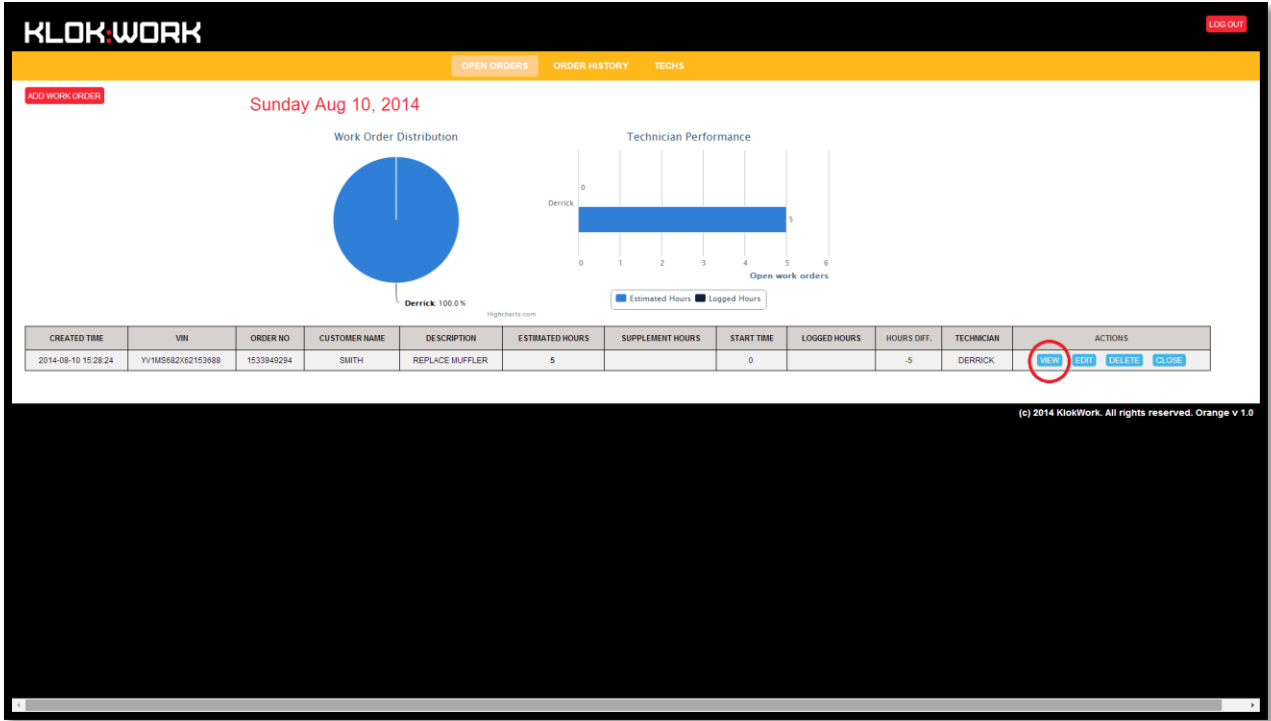


Figure 10: View button

Click on the VIEW button to generate the QR code for the work order. The QR code can be printed from here and placed on the vehicle dashboard for easy scanning by the technicians (Figure 11)

All scans on the particular QR code by the technicians can be seen on this same page under the SCANS table (Figure 11)

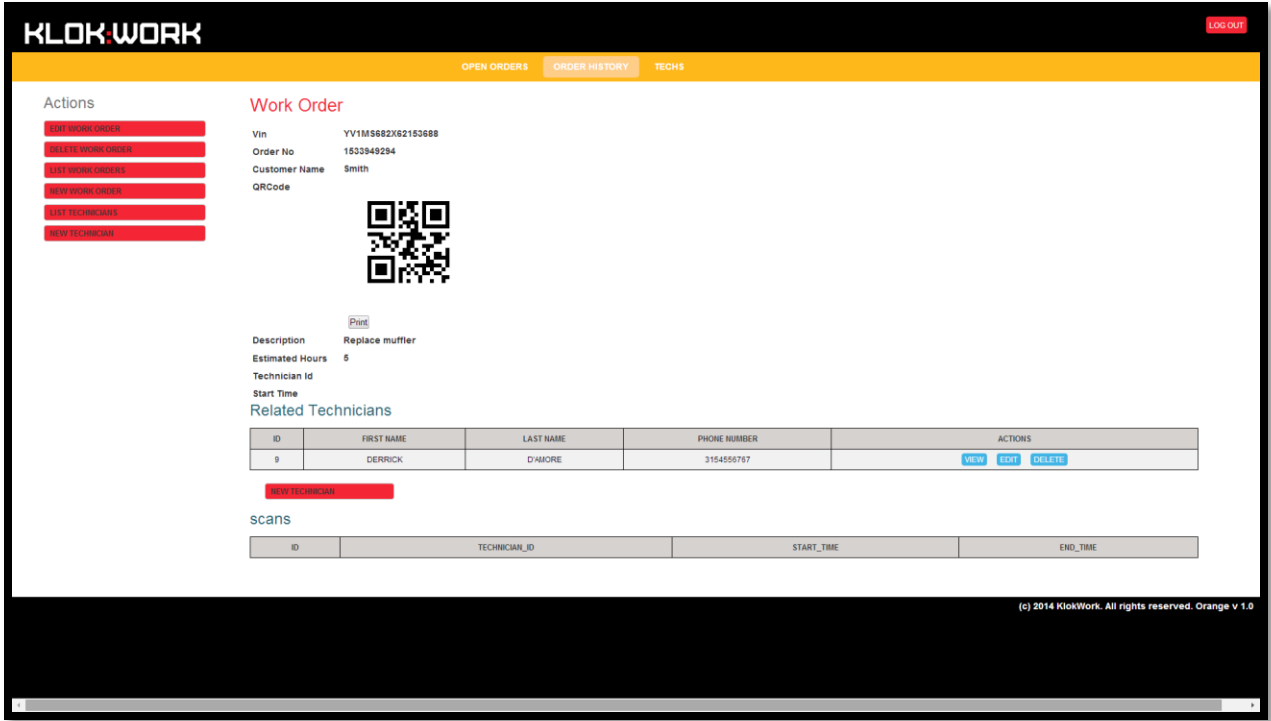


Figure 11: Print QR code

## Order History

The ORDER HISTORY page displays all work orders that were closed by the user. Similar to the OPEN ORDERS table, the user can sort the history table in ascending or descending order by clicking any of the column names.

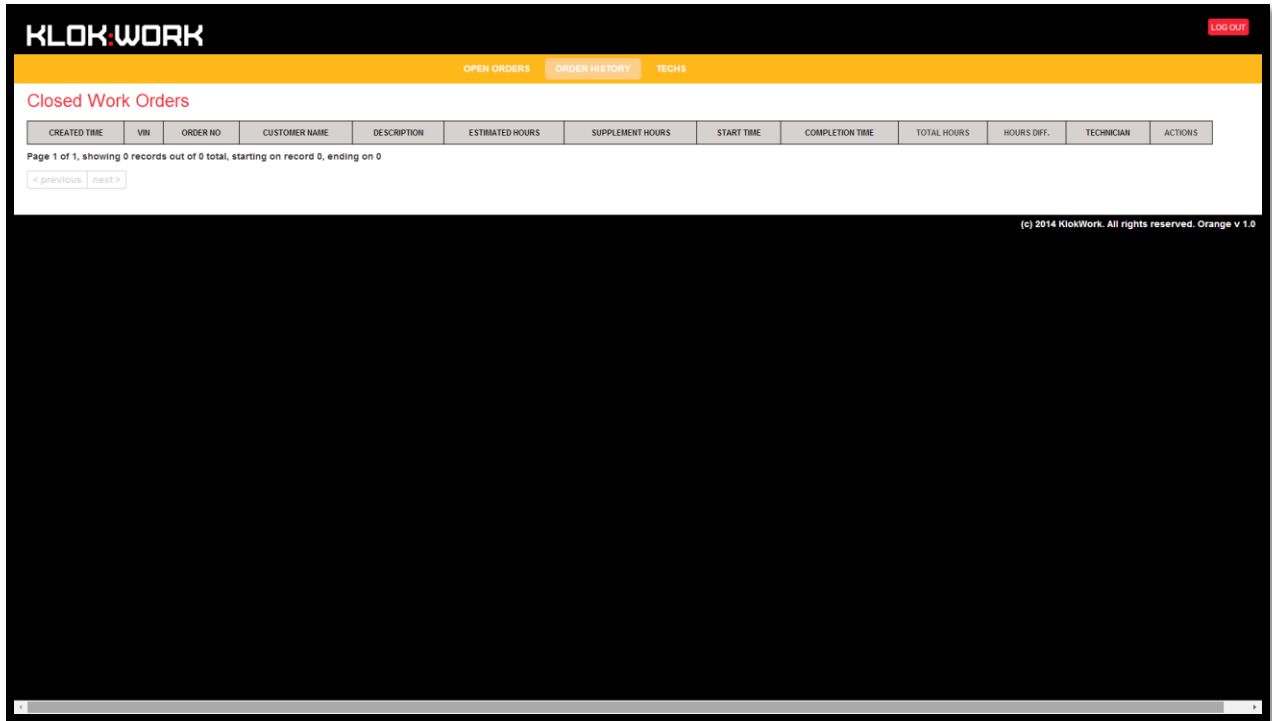


Figure 12: Order History

## Viewing Open Orders

The OPEN ORDERS page displays two charts and the open orders table:

Work Order Distribution—pie chart that shows the user how the technician work orders are distributed within the shop

- Technician Performance—line chart that shows the technician’s estimated hours versus the actual hours worked on their orders
- Open Orders—table that displays up-to-date progress on work orders
  - Created Time – date and time when order was created
  - VIN –vehicle identification number
  - Order Number—10 digit random number generated by the system
  - Customer Name – vehicle owner
  - Description—brief description of work being performed on vehicle
  - Estimated Hours—the work estimate according to the estimating software or other means of determining the work order estimate
  - Supplement Hours—hours added to the job after the initial estimate

- Start Time – the date and time stamp when the technician began work on the vehicle
- Logged Hours—the up-to-date hours performed on the work order
- Hours Diff—the difference in time between the estimated hours and the logged hours
- Technician—the name of the technician assigned to the job. Note that multiple techs can work on any work order
- Actions—contains buttons to VIEW, EDIT, DELETE, and CLOSE
- Timecard – contains buttons to SCAN or BREAK

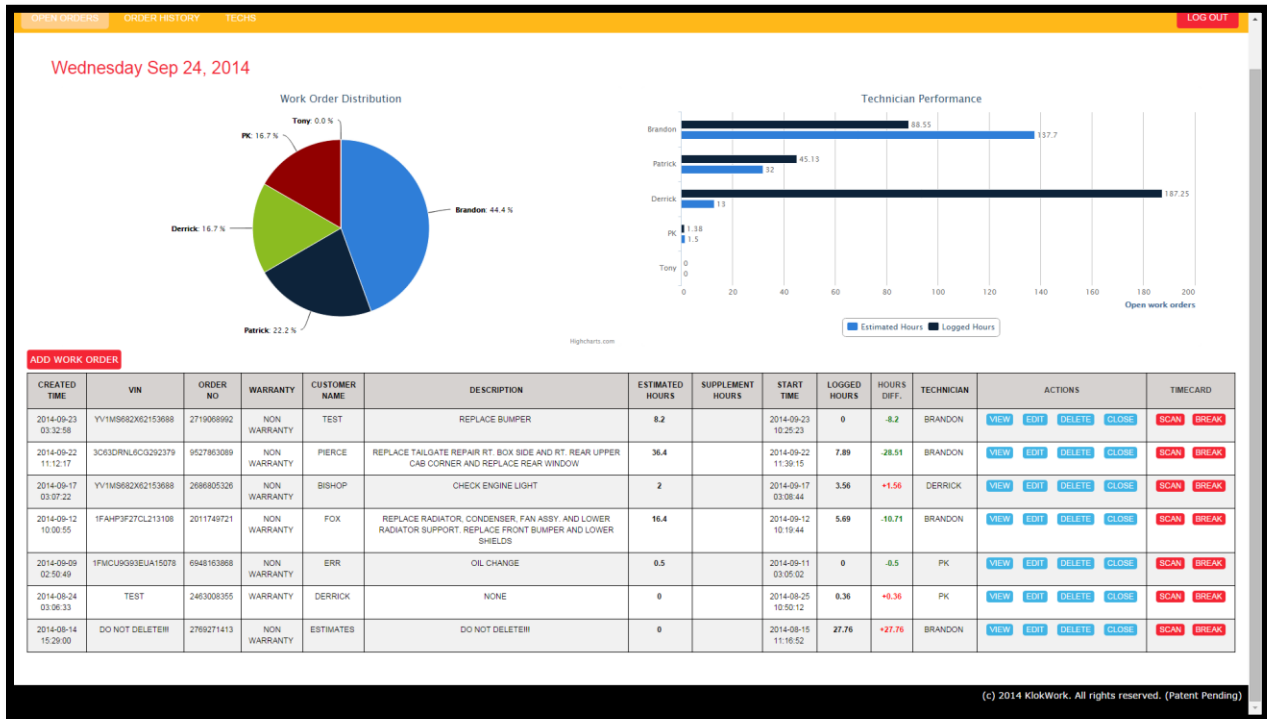


Figure 13: Open orders

## View Technician Work History

On the TECHS page the user can view each technician’s work history by clicking the VIEW button under the ACTIONS column

The Technician page will contain two tables:

- Totals—displays up-to-date work history detail
  - Orders Completed—total orders completed

- Estimated Hours—total hours according to estimating method
- Total Hours—total hours worked on orders
- Total Supplement Hours—total supplemental hours on all orders
- Hours Differential—the total hours difference between estimate hours and total hours
- Percent Differential—the efficiency percentage of the technician
- Closed Work Orders—displays all work orders completed

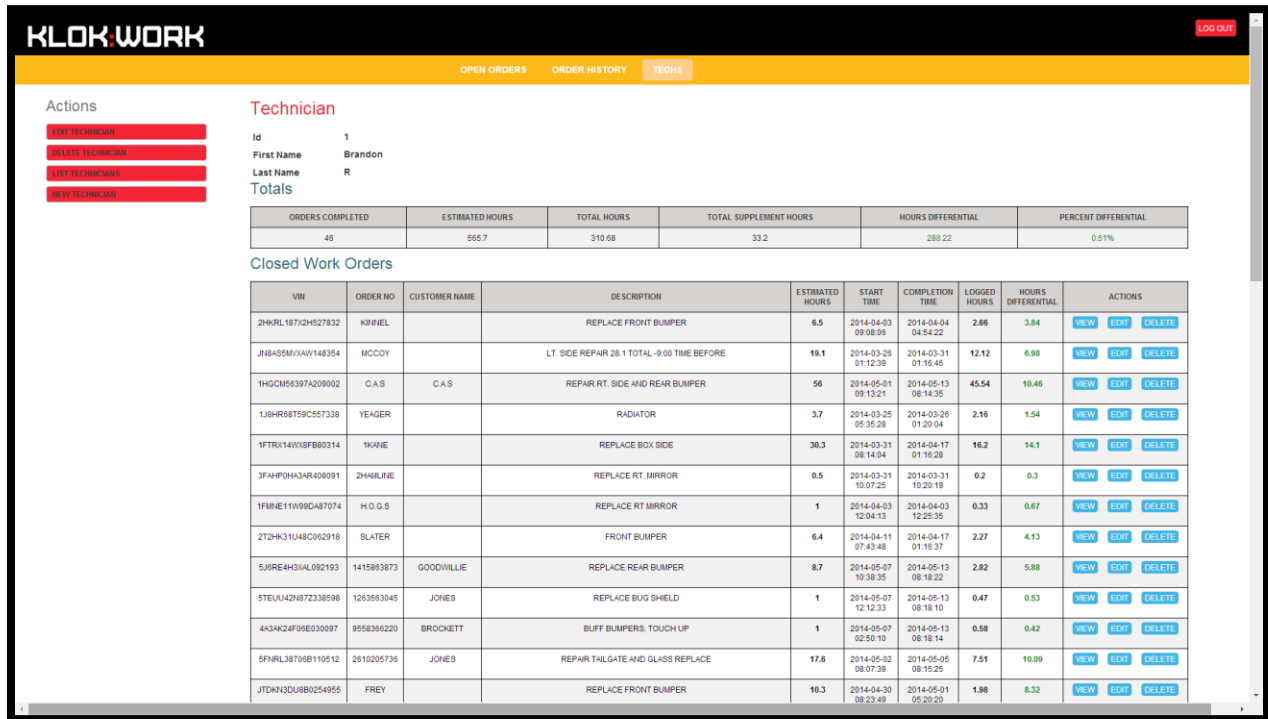


Figure 14: Technician data

## View Technician Status

To see the current status of the technicians the user can click on the TECHS tab. For each technician in the system whether they are scanned into a work order, not scanned into a work order or on break is displayed in the Status column as shown in Figure 15.

**KLOKWORK**

OPEN ORDERS ORDER HISTORY **TECHS** LOG OUT

### Technicians

**NEW TECHNICIAN**

FIRST NAME	LAST NAME	STATUS	ACTIONS
EDWARD	[REDACTED]	SCANNED IN AT 2014-09-12 14:02:47	<a href="#">VIEW</a> <a href="#">VIEW BREAKS</a> <a href="#">EDIT</a> <a href="#">DELETE</a> <a href="#">DOWNLOAD</a>
JIM	[REDACTED]	NOT SCANNED OR ON BREAK	<a href="#">VIEW</a> <a href="#">VIEW BREAKS</a> <a href="#">EDIT</a> <a href="#">DELETE</a> <a href="#">DOWNLOAD</a>
DAN	[REDACTED]	ON BREAK SINCE 2014-09-12 14:18:36	<a href="#">VIEW</a> <a href="#">VIEW BREAKS</a> <a href="#">EDIT</a> <a href="#">DELETE</a> <a href="#">DOWNLOAD</a>
ROBB	[REDACTED]	NOT SCANNED OR ON BREAK	<a href="#">VIEW</a> <a href="#">VIEW BREAKS</a> <a href="#">EDIT</a> <a href="#">DELETE</a> <a href="#">DOWNLOAD</a>
TEST	TEST	NOT SCANNED OR ON BREAK	<a href="#">VIEW</a> <a href="#">VIEW BREAKS</a> <a href="#">EDIT</a> <a href="#">DELETE</a> <a href="#">DOWNLOAD</a>

Page 1 of 1, showing 5 records out of 5 total, starting on record 1, ending on 5

< previous next >

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Figure 15: Tech Status

## Download Tech Data to Excel Sheet

The KLOKWORK web application allows the user to download technician work order data

1. Click on TECHS
2. Choose Technician and click on DOWNLOAD under the ACTIONS column
3. Enter the desired Start and End Date
4. Open Excel sheet



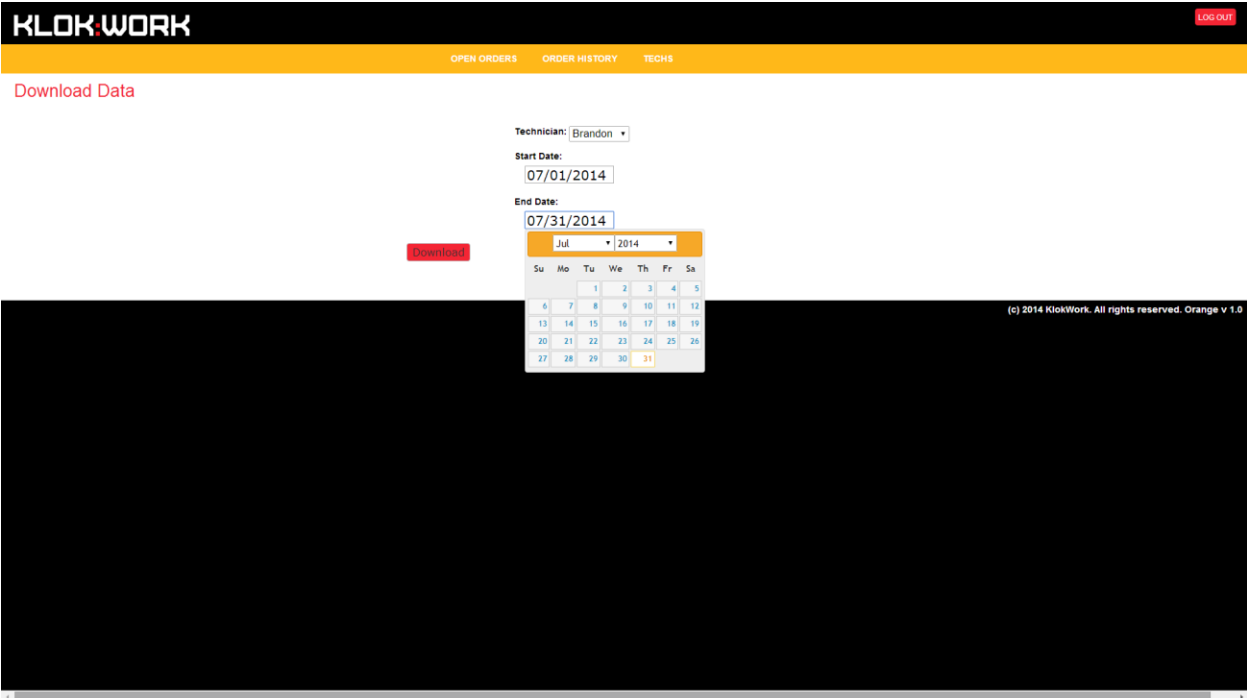


Figure 16: Select start & end Date

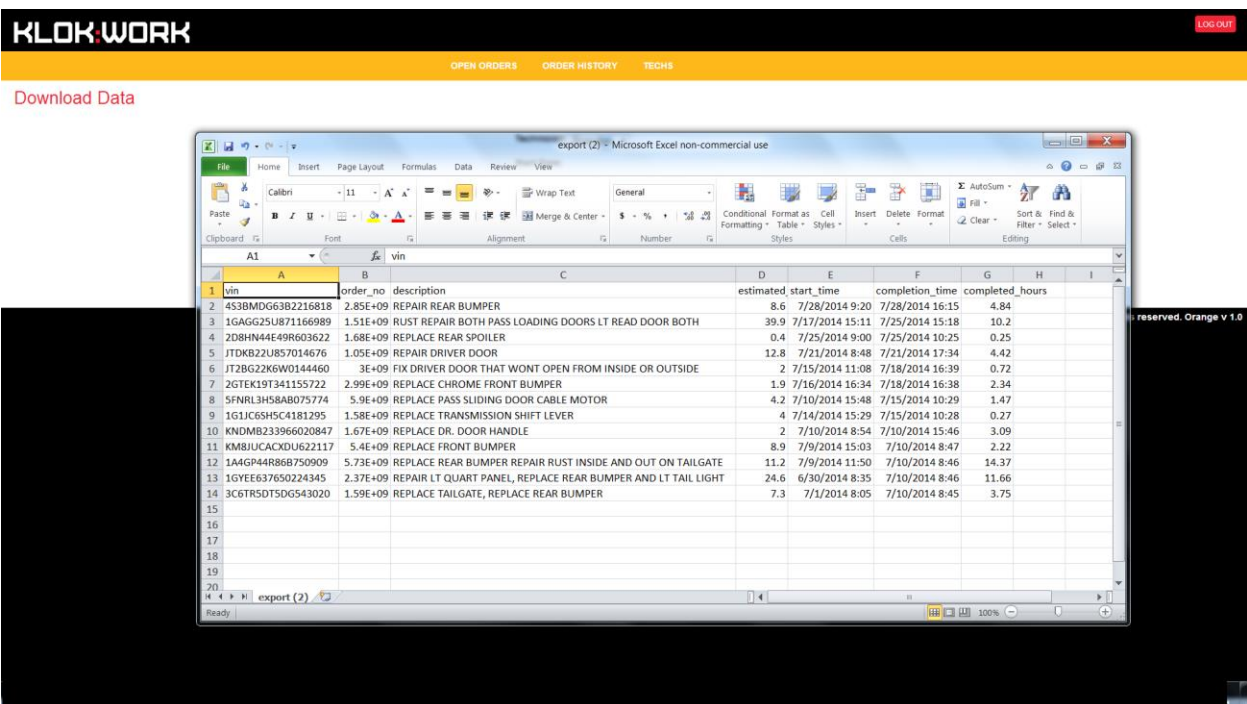


Figure 17: Excel sheet Tech data