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GENERAL FAQ

The FAQs appearing in this document are geared towards answering questions specifically related to the MM360 integration. Please refer to our [FAQs and Training resources](#) for general questions regarding Dispatch functionality.

DISPATCH PORTAL

Why am I not able to log into work.dispatch.me?

Please ensure you have checked off the Dispatch Portal Access flag on your Employee record.

I own multiple franchises. How can I see them all from work.dispatch.me?

Make sure that you have an employee record for each of the franchises that you own populated with your mobile number and email, and that you have checked off the Dispatch.me and Dispatch Portal Access flag. Once you have done so you'll be able to jump between franchises in the Dispatch portal.

Why are my Work Orders not showing up in the Dispatch Portal (work.dispatch.me)?

Please confirm that the "Dispatch.me" checkbox has been checked off for your location. Otherwise they may not yet have been sent out. Currently reminder notifications are sent out to customers at around 2pm the previous day. Once they have been sent out they will start showing up in the Dispatch Portal.

Why are Work Orders showing up in the Dispatch Portal but not showing as assigned to the captain showing in MM360?

Work Orders are only assigned in Dispatch for the current day when you tell it to. We know that you are often tweaking the schedule in the morning due to last minute changes. As such, we don't yet want to notify the captains of their assignments. When you are ready to send out the schedule, simply enter a Send Schedule record for your location and it will get sent out.

Why are my Work Orders showing up in a different order in the Dispatch Portal than what is shown in MM360?

This is a known issue and we are working to resolve. It does however show up in the correct order on the captain's app.

Can I use the Dispatch Portal to make updates to the Work Orders (e.g. dragging them around the schedule)?

You can but bear in mind that MM360 is the master and schedule changes made in the Dispatch Portal may be overwritten by changes made in MM360. For this reason, we recommend using the Dispatch Portal as a view only/reporting tool.

DISPATCH MOBILE APP

Why are the Work Orders not showing up on the Dispatch captain mobile app?

Work Orders only show up after you've entered a Send Schedule record for the day to ensure the schedule has been set before you notify the team. You've entered a Send Schedule record and it's still not showing? Please ensure you only enter the 4 digits of your location code and nothing more. Still not showing up? Please make sure the user is "pulling

down” to refresh the current view. As a general best practice – have the users get used to pulling down regularly to ensure updates are reflected.

What date should I specify in the Send Schedule form?

Only today’s date! At the moment you can only send a schedule for the current date. If you specify a date in the future the schedule won’t go out until that date arrives. And when it does, it will go out first thing. So best to only specify today’s date in this form. We are working on a feature whereby you’ll be able to click a “Send Schedule” button on the Schedule Dashboard and when that is ready it will replace this function.

Work Orders are not showing up for a particular captain?

Have you enabled this captain for Dispatch from the Employee record in MM360? Please be sure to do so.

Why are changes made in MM360 not yet reflected in Dispatch?

The changes are queued up and sent over every few minutes. This process also is more “forgiving” if you need to make several changes during the course of the day. Meaning that you should have time to make a few changes before all those changes are reflected/notified to the field.

Are the updates made in the mobile app sent back to MM360?

Absolutely! All status, notes, pictures, ratings are sent back. The following fields exist on the Work Order:

- Dispatch Rating – Rating given by customer
- Dispatch Rating Message – Rating message from customer
- Dispatch Status – contains the current field status. For example, if the captain has select “On My Way”, the status will as “enroute”
- Dispatch Status Reason – contains any reason codes. For example, when completing there are a number of completion reasons to be chosen from. This field will contain those reasons.
- Dispatch Departed Date/Time – Time captain tapped On My Way
- Dispatch Started Date/Time – Time captain tapped Started
- Dispatch Completed Date/Time – Time captain tapped Completed
- Driver Answer Given – this should anyway be reflected in the Close Out process.

You aren’t seeing these at the moment? Please speak to your MM360 administrator. We are also working on an initiative to have the statuses be reflected on the MM360 Schedule Dashboard. This will enable you to have an overview of the field status in a single pane of glass.

My numeric keypad is missing the period. Huh?

This happens for some very specific versions of Android. Here are the steps to resolve:

1. Go to the play store and search for the Google keyboard and download it
2. Go to settings > language and input > keyboard
3. Choose add keyboard, choose the google keyboard (it's called gboard) and then change your default keyboard to that



Re-assignment didn't work?

If the captain the Work Order is assigned to is not set up on Dispatch, this will just show as unassigned in the Dispatch Portal. Please wait up to 10 minutes for re-assignments to take effect.

APPOINTMENT TIMES

All appointment time windows are showing 8am-5pm (or thereabouts). Can they be more specific?

Absolutely! And we'd love to do it this way as we feel that would improve the customer experience. The problem that we encountered when trying to set it up this way was that the MM360 not before /out by "cheat sheet" codes sometimes reflect an order rather than a time window. And they are also not consistently used from franchise to franchise. This makes it difficult to determine how to map the time windows. There is currently an initiative to explore how we can improve/standardize this process. If you feel that this will help you please make sure your voice is heard which can only help to raise the priority of this item.

The appointment times are showing from 5am-3pm (or thereabouts). Why are they off?

You need to set up the Time Zone which is present on the Location record in MM360. If you haven't done that EST is used as the default. After the time zone has been set, new Work Orders will start showing up with the correct times. Still having time zone issues? Please check that the time zone of the users under Settings in the Dispatch Portal are correct.

NOTIFICATIONS

Which fields are used for sending customer notifications?

The Mobile Phone and Primary Email on the MM360 Customer record.

What notifications are sent out?

Please see the [notifications templates](#) document.

Who is notified when a customer enters a review or replies to a message?

All employees who have the "Dispatch Portal Access" checked off. Make sure the email is set for these users. In the very near future these updates will also be sent to the Inbox of the Dispatch Portal.

Is the customer Email Opt Out flag respected for notifications?

For the time being yes. We are looking to add a new "service" notification opt out flag specifically for service rather than marketing notifications (as the current flag was designed with marketing notifications in mind which is quite different from receiving an "on my way" service notification). Once this flag has been added we will be monitoring that instead.

CLOSE OUT

Do payments submitted via the app overwrite payments entered by the back office?

No. Payments submitted from the app write a new payment entry and the note on there will be a note on the payment record reading "Collected from field app". If the payment is updated via the field app, this entry will reflect that update.



Why are close out form updates not showing in 360?

We prevent the close out from being updated after the 360 work order is completed (or technically when it no longer has a “Scheduled” status). Not when the Dispatch Job is completed. This is to prevent field updates from overwriting office updates.

For example:

1. User updates close out → 360 updated
2. User completes job
3. User updates close out again → 360 updated
4. Work Order in 360 is Completed
5. User updates close out again → 360 NOT updated

We similarly will only overwrite the “Time In” and “Time Out” if they do not yet have a value

CAPTAIN MANAGEMENT

What is the correct procedure for re-assigning a mobile phone to another captain in the same location?

Dispatch only allows a single phone number to be associated with a single captain at a time. Therefore, if you provide the same mobile number to a different captain in the same location, the system will assume that you are transferring that phone over from an old employee to a new one. And as such we will disable the first employee and enable the second one in Dispatch.me. We will also send out a “warning” email to the email address appearing on the Location record letting you know that this has happened? You did it by mistake? Just reverse the action.

What is the correct procedure for re-assigning a mobile phone to another captain in a different location?

Dispatch only allows a single phone number to be associated with a single captain at a time. If you try and re-use a mobile phone # in for a captain in a different location, the system will prevent you from doing so. And you’ll receive an “error” email to this effect to the email address appearing on the Location record. So what is the correct procedure for doing so?

1. Go to the employee in the first franchise and mark as inactive
2. Add the mobile phone to the employee in the second franchise.