



Service **Autopilot**™

# MULTI-DAY JOBS

## USER GUIDE

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***“Everything you can imagine is real.”***  
***-- Pablo Picasso***

# Overview

Service Autopilot (SA) offers an enhanced Multi-Day functionality you can use when setting up services for clients. The biggest benefits of using the multi-day feature are the flexibility and ease of administration it gives you in setting up jobs that last more than one day. SA automatically modifies the Dispatch Board, as well as the Calendar to accommodate the set requirements for specific jobs.

Creating multi-day jobs is similar to creating other jobs, with one key difference:

- **Days** – The number of days assigned for a specific service. If more than one, the system automatically recognizes it as a multi-day job.

## Getting Started

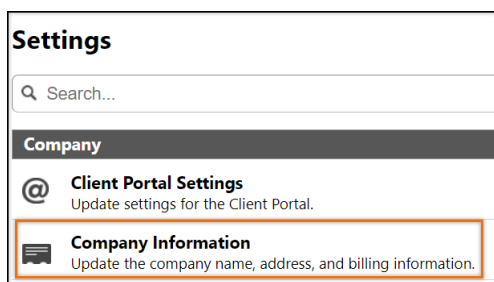
To get the most out of the Multi-Day functionality, you need to modify some of your company settings. The settings you choose will be the default and affect the multi-day jobs you create.

### Global Multi-Day Settings

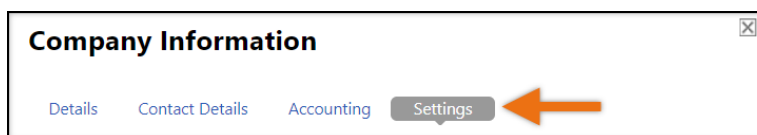
The Multi-Day feature allows you to manipulate the “Maximum Man Hours Per Day” and “Multi-Day Include Days” from the Company Information overlay.

To manage these settings, follow these steps:

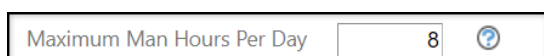
1. Go to **Settings > Company Information**.



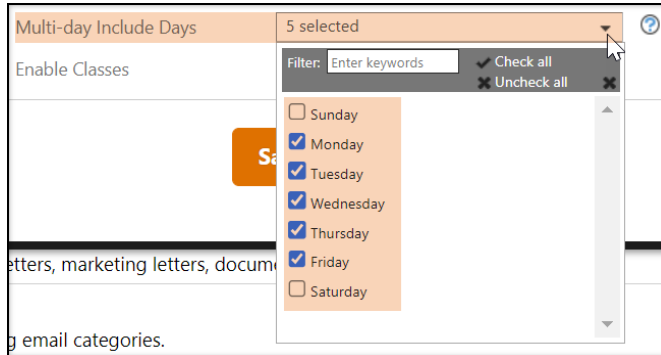
2. On the Company Information overlay, click the **Settings** tab.



3. Scroll down to edit the “Maximum Man Hours Per Day”. This setting determines how many hours are allocated per day per resource when setting the projected end date. This is how many hours one man can work in a day for the company.



4. Click the “Multi-Day Include Days” dropdown to select the days of the week you want to include for multi-day functionality. This setting determines how multi-day jobs are scheduled. For example, if you uncheck Saturday and Sunday because you don’t work weekends, the system skips those days when scheduling the job and continues onto the next available day.



5. When you’re done, click **Save Changes**.

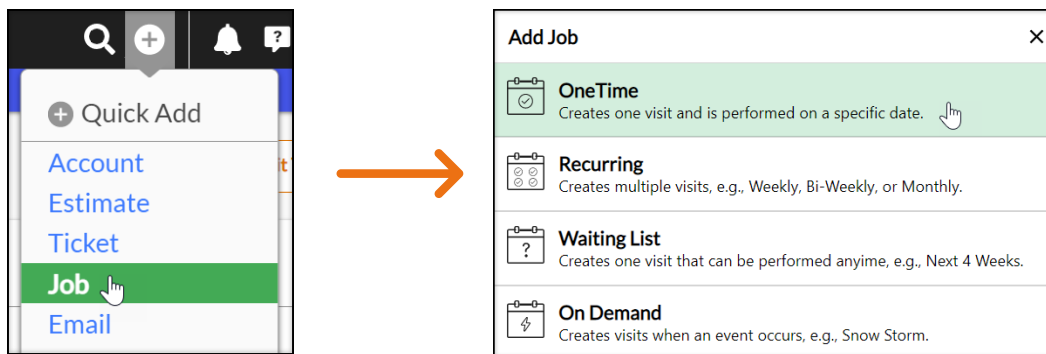


# Creating Multi-Day Jobs

There are a few areas within SA where you may set up a multi-day job.

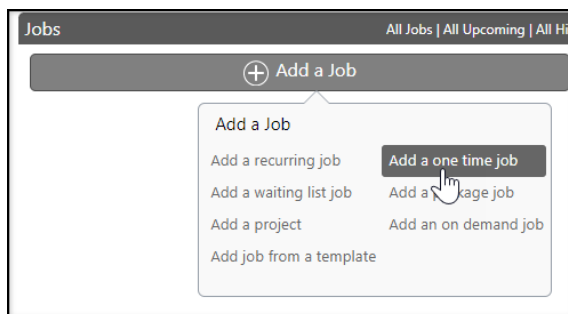
## One Time Jobs

1. Go to **CRM > Clients** or **CRM > Accounts**.
2. Search for a client and select them from your list.
3. Click the **Quick Add (+)** icon in the header then select **Job > One Time**.



OR

On the client's account screen, click **Add a Job** then select **Add a one time job**.



- In the New One Time Job overlay under the **Job** tab, fill in the required fields (shown in bold). In the top section:

**New One Time Job**

Job Details Notes Assets

Client: Rose, Johnny : 3220 Zenyatta Court

Contract: Select Contract...

Create a Work Order?  Yes  No

Is this job complete?  Yes  No

- Select a Client from the dropdown.
- Decide if you want to create a work order for this job.
- Mark whether or not the job is already complete.

In the bottom section:

Service	Start Date	Assigned To	Qty	Rate	B. Hrs	Team Size	Days	Start	End
<input type="text"/>	10/28/2022	Select Resource(s)	0.00	0.00	0.00	1	1		

Service Total: 0.00

- Use the dropdown menu to add a service to the job.
- If needed, change the “Start Date” for the service by clicking the calendar icon. This defaults to today’s date.
- Assign the job to a Resource or Team using the dropdown list. You can also do this on the Dispatch Board.
- Enter a quantity (Qty) for the service line item.
- Enter a rate for the service line item.
- Enter the budgeted hours (B. Hrs.) for the service line item.
- Enter the estimated team size. This number defaults to one if a resource is *not* assigned. If a team is assigned to the job, this number will display the number of resources on the team level. The Team Size *will* update everyday as resources clock-in and work the job.
- This field shows the number of Days needed for the service. This is based on the Maximum Man Hours per Day, the number of people on the job, and the budgeted hours for the job.

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**Important Note:** For planning purposes, you can change both the Team Size and Days fields. However, if you change the Days field then adjust the Team Size or B.Hrs, the Days field will automatically update based on those entries. You *must* click or tab out of the B.Hrs. and Team Size fields to trigger this calculation.

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- If the job is already complete, enter a Start and End time.

- j. Select each of these icons to do the following:
- **Percentage (%) Icon:** Add/Edit Discounts
  - **Gear Icon:**
    - **Update notes**
    - **Add product(s) to service**
    - **Edit budgeted hours override**
5. Click the **Details** tab at the top of the overlay to edit the following information as needed:
- Modify the “Maximum Man Hours Per Day” at the job level. This setting defaults to your company settings and determines how many hours are allocated per day per resource. Based on these hours, the system sets a projected end date for the multi-day job.
  - Modify the “Multi-day Include Days” at the job level. This setting defaults to your company settings and determines how multiple days are scheduled. If any days are unchecked, such as Saturday and Sunday, the system skips those days when scheduling and continues onto the next available day.

The screenshot shows the 'New One Time Job' overlay with the 'Details' tab active. The 'Multi-Day' section is highlighted with an orange border. It contains the following fields:

- Max Hours Per Day:** A text input field containing the value '8' with a blue gear icon to its right.
- Multi-day Include Days:** A dropdown menu showing '5 selected' with a blue gear icon to its right.

Other sections visible in the form include:

- Job:** Call Ahead (checkbox), Arrival Window (text input with '0.00' and '(Hours)'), Chemical Areas Treated (dropdown menu).
- Sales:** Sales Rep (dropdown menu), Source (dropdown menu), CSR (dropdown menu), Don't Apply Min Amount (checkbox).
- Accounting:** Payment Type (dropdown menu with 'Cash'), PO Number (text input), Date Sold (calendar icon, showing '10/28/2022'), When to Invoice (dropdown menu with 'Invoice Monthly'), Invoice Separately (checkbox with note '(Prevents other jobs from being invoiced with this job)').

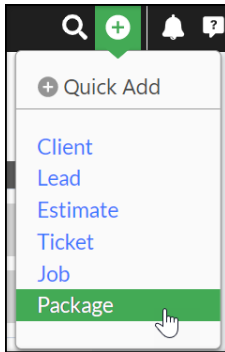
At the bottom of the form, there are 'Save' and 'Cancel' buttons.

6. Click **Save** at the bottom of the overlay.



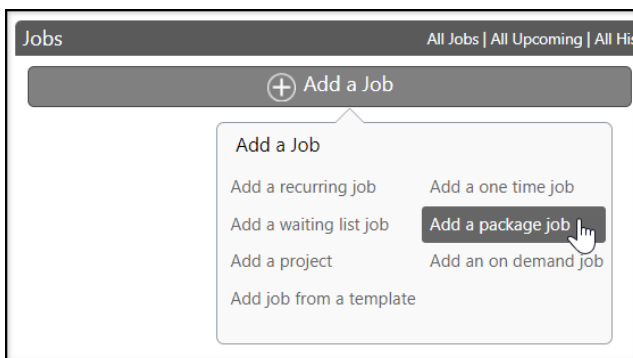
## Package Jobs

1. Go to **CRM > Clients** or **CRM > Accounts**.
2. Search for a client and select them from your list.
3. Click the **Quick Add (+)** icon in the header and select **Package** to add a package job.



OR

On the client account screen, click **Add a Job** then select **Add a package job**.



- In the New Package overlay under the **Job** tab, fill out the required fields (shown in bold). In the top section:

- Select a Client.
- Select a Package.
- Select a Package Renewal.
- Select any Conflict Days.
- Select a Package Discount.
- Edit the Package Service list.

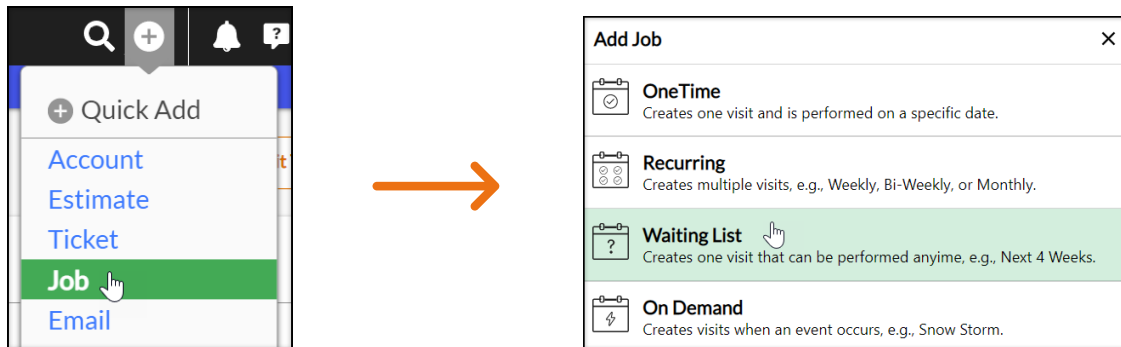
In the bottom section:

Inc	Service	Start	End	Min Days	Missed	Qty	Rate	B. Hrs	Team Size	Days	
<input checked="" type="checkbox"/>	<b>Round 1</b> Spring Application	3/15/2022	4/15/2022	0	Schedule	<b>b</b> 1.00	<b>c</b> 0.02	<b>d</b> 0.00	<b>e</b> 0	<b>f</b> 1	
<input checked="" type="checkbox"/>	<b>Round 2</b> Summer Application	6/1/2022	7/1/2022	0	Schedule	1.00	0.02	0.00	0	1	

- Choose to include specific services using the checkbox next to the service line item.
  - Modify the quantity (Qty) for a specific round or service.
  - Enter the rate for the service line item.
  - Enter the budgeted hours (B. Hrs.) for the service line item.
  - Enter the estimated Team Size. This number defaults to one if a resource is *not* assigned. If a team is assigned to the job, this number displays the number of resources on the team level. The Team Size *will* update everyday as resources clock-in and work the job.
  - This is the number of Days needed for this service. This will determine if the job is a multi-day job or not.
  - Select each of these icons to do the following:
    - Downward Arrow:** Autofill
    - Percentage (%) Icon:** Add/View Discount
    - Gear Icon:**
      - Update notes**
      - Add product(s) to service**
      - Edit budgeted hours override**
- Click the **Details** tab to adjust the “Maximum Man Hours per Day” and the “Multi-Day Include Days” on the job level as needed.
  - Click **Save** at the bottom of the overlay.

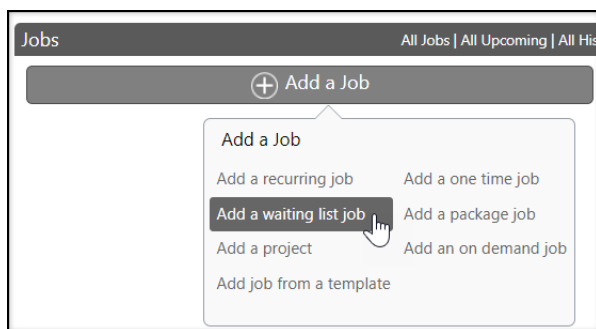
## Waiting List Jobs

1. Go to **CRM > Clients** or **CRM > Accounts**.
2. Search for a client and select them from your list.
3. Click the **Quick Add (+)** icon in the header then select **Job > Waiting List**.



OR

On the client account screen, click **Add a Job** then select **Add a waiting list job**.



4. In the New Waiting List Job overlay under the **Job** tab, fill out the required fields (shown in bold).

In the top section:

The image shows a screenshot of the 'New Waiting List Job' form. The form has a title 'New Waiting List Job' and four tabs: 'Job' (selected), 'Details', 'Notes', and 'Assets'. The form contains the following fields:

- Client**: A dropdown menu with the text 'Rose, Johnny : 3220 Zenyatta Court' and a red letter 'a' next to it.
- Contract**: A dropdown menu with the text 'Select Contract...'.
- Create a Work Order?**: Radio buttons for 'Yes' and 'No'. The 'No' option is selected, with a red letter 'b' next to it.
- Create Custom Package**: A checkbox that is currently unchecked.

- a. Select a client from the dropdown.

- b. Decide if you want to create a work order for this job.

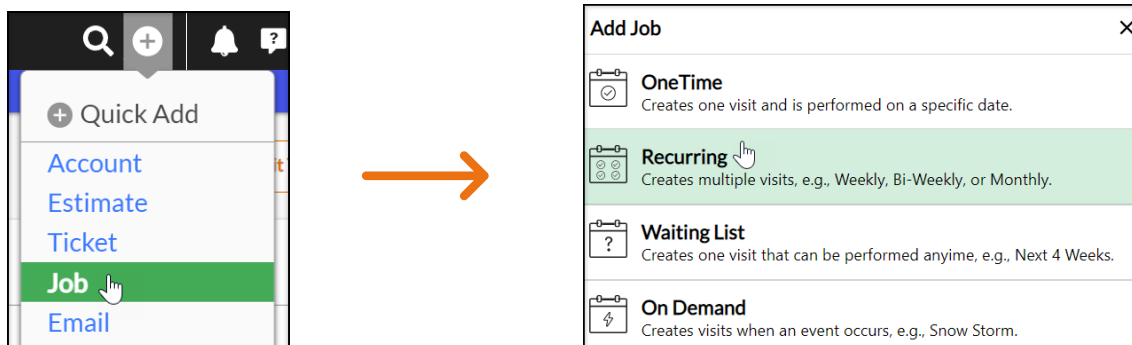
In the bottom section:

Service	Start Date	Complete by	Assigned To	Qty	Rate	B. Hrs	Team Size	Days	Start	End	
<input type="text" value="a"/>	<input type="text" value="10/28/2022"/>	<input type="text"/>	<input type="text" value="Select Resource(s)"/>	<input type="text" value="e 0.00"/>	<input type="text" value="f 0.00"/>	<input type="text" value="g 0.00"/>	<input type="text" value="h 1"/>	<input type="text" value="i 1"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="k"/>
										Service Total	0.00
										Product Total	0.00

- a. Use the dropdown menu to add a Service to the job.
  - b. If needed, change the “Start Date” by clicking the calendar icon. This defaults to today’s date.
  - c. Select a “Complete By” date by clicking the calendar icon.
  - d. Assign the job to a Resource. You can also do this from the Dispatch Board.
  - e. Enter a quantity (Qty) for the service line item.
  - f. Enter a rate for the service line item.
  - g. Enter the budgeted hours (B. Hrs.) for the service line item.
  - h. Enter the estimated Team Size. This number defaults to one if a resource is *not* assigned. If a team is assigned to the job, this field shows the number of resources on the team level. The Team Size *will* update everyday as resources clock-in and work the job.
  - i. This is the number of Days needed for this service. This will determine if the job is a multi-day job or not.
  - j. If the job is already complete, enter a Start and End time.
  - k. Select each of these icons to do the following:
    - **Percentage (%) Icon:** Add/Edit Discounts
    - **Gear Icon:**
      - **Update notes**
      - **Add product(s) to service**
      - **Edit budgeted hours override**
5. Click the **Details** tab to adjust the “Maximum Man Hours per Day” and the “Multi-Day Include Days” at the job level as needed.
  6. Click **Save** at the bottom of the overlay.

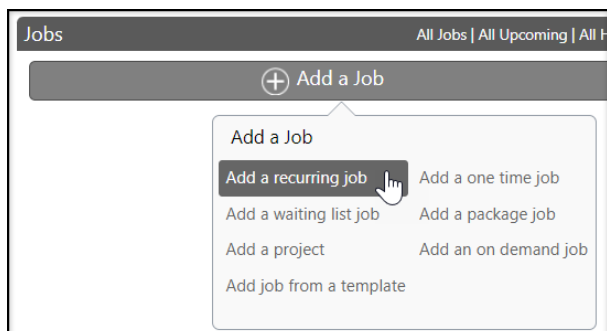
## Recurring Jobs

1. Go to **CRM > Clients** or **CRM > Accounts**.
2. Search for a client and select them from your list.
3. Click the **Quick Add (+)** icon in the header then select **Job > Waiting List**.



OR

On the client account screen, click **Add a Job** then select **Add a recurring job**.



4. In the New Recurring Job overlay under the **Job** tab, fill out the required fields (shown in bold). In the top section:

The screenshot shows the 'New Recurring Job' form. At the top, it says '8/14/2023 - Week 33 (Odd Week)'. Below that are tabs for 'Job', 'Details', 'Notes', and 'Assets'. The 'Job' tab is selected. The form has three main sections: 'Client', 'Contract', and 'Schedule'. The 'Client' section has a text input field containing 'Rose, Johnny : 3220 Zenyatta Court' and a dropdown arrow labeled 'a'. The 'Contract' section has a dropdown menu labeled 'Select Contract...'. The 'Create a Work Order?' section has two radio buttons: 'Yes' and 'No', with 'No' selected and labeled 'b'. The 'Schedule' section has a dropdown menu labeled 'Select Schedule...' and labeled 'c'.

- a. Select a Client.
- b. Decide if you want to create a work order for this job.
- c. Select a Schedule.

In the bottom section:

Service	Initial Start	Start Recurring	Assigned To	Qty	Rate	B. Hrs	Team Size	Days	Start	End	
<input type="checkbox"/> Mulch Installation <b>a</b>	08/18/2023 <b>b</b>	<input type="checkbox"/> <b>c</b>	2 selected <b>d</b>	1.00 <b>e</b>	150.00 <b>f</b>	32 <b>g</b>	2 <b>h</b>	2 <b>i</b>	<input type="text"/> <b>j</b>	<input type="text"/>	% <b>k</b>
<input type="button" value="Add Service"/>										Service Total	150.00

- a. Use the dropdown menu to add a service to this job.
  - b. Enter the Initial Start date for the job.
  - c. Enter the date you want the job to Start Recurring
  - d. Assign resources to the job. You can also do this on the Dispatch Board later.
  - e. Enter a quantity (Qty) for the service line item.
  - f. Enter a rate for the service line item.
  - g. Enter the budgeted hours (B. Hrs.) for the service line item.
  - h. Enter the estimated Team Size. This number defaults to one if a resource is *not* assigned. If a team is assigned to the job, this field shows the number of resources on the team level. The Team Size *will* update everyday as resources clock-in and work the job.
  - i. This is the number of days needed for this service. This determines if the job is classified as multi-day.
  - j. If the job is already complete, enter a Start and End time.
  - k. Select each of these icons to do the following:
    - **Percentage (%) Icon:** Add/Edit Discounts
    - **Gear Icon:**
      - **Update the notes**
      - **Add products to a service**
      - **Stop the service from reoccurring**
      - **Edit budgeted hours override**
5. Add additional services by clicking the **Add Service** button.
  6. Click the **Details** tab to adjust the “Maximum Man Hours per Day” and the “Multi-Day Include Days” at the job level as needed.
  7. Click **Save** at the bottom of the overlay.

## Projects

With Projects, Multi-Day functionality offers the “Duration” field, which works the way Number of Days does. When you change the “Days” field using the dialog, the system will update the “Duration” (number of days) to that number. After you set up the project, SA will use the duration number to schedule the actual job.

Multi-day jobs are automatically flagged or marked when you create a Project with a duration of more than one day. After you’ve started the project, editing the duration of the job will switch the multi-day flag on or off.

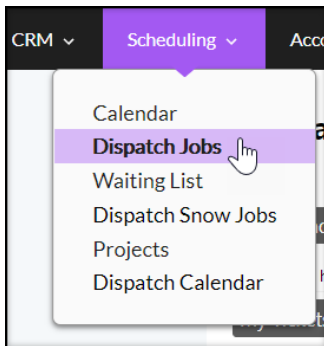
For example, if the duration is less than or equal to 1, the multi-day flag stays off. If it’s more than 1, the flag will appear.

# Dispatching a Multi-Day Job

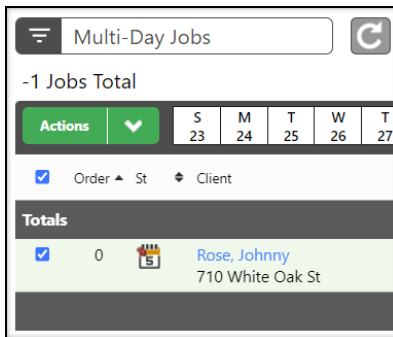
SA allows you to dispatch multi-day jobs from different sections within the Scheduling function, depending on the type of job you created.

## Dispatching a Job from the Dispatch Board

1. Go to **Scheduling > Dispatch Jobs**.



2. From the Dispatch Board, select the multi-day job by selecting the checkbox next to it. A multi-day job is designated by a Status icon that resembles a calendar with a pin.

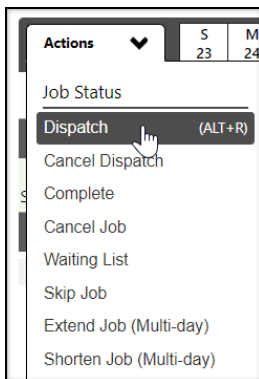


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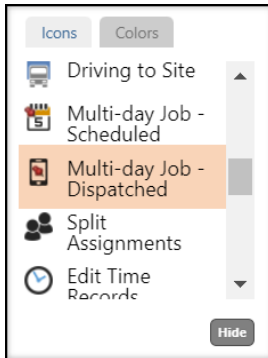
**Note:** You can now include a daily **Amount** column on the Dispatch Board. This column divides the service total by the multi-day instance to give a realistic value of the total revenue for each given day.

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3. Hover over the **Actions** menu and then click **Dispatch**.



- Once dispatched, the job shows the following Status icon:



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**Note:** After dispatch, you'll see multiple instances of the same job on the **Dispatch Board** and **Dispatch Calendar** (depending on the parameters or days set during the creation of a multi-day job).

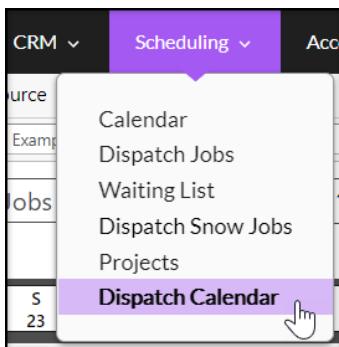
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## Dispatching a Job from the Dispatch Calendar

You can do this in two ways.

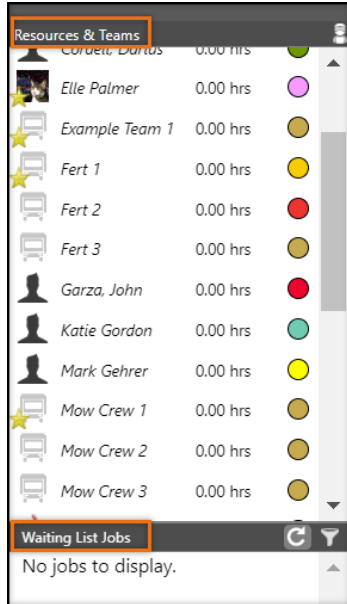
### Method 1

- Go to **Scheduling > Dispatch Calendar**.

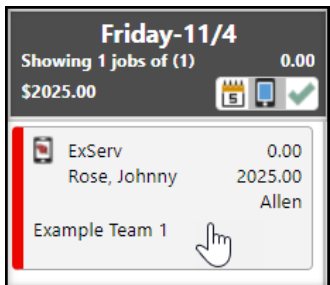




2. From the Dispatch Calendar's left panel, select one of the following options:
  - **Resources & Teams** - Allows you to see jobs assigned to specific resources and teams.
  - **Waiting List Jobs** - Allows you to see all waiting list jobs, which you can drag and drop over the desired date.



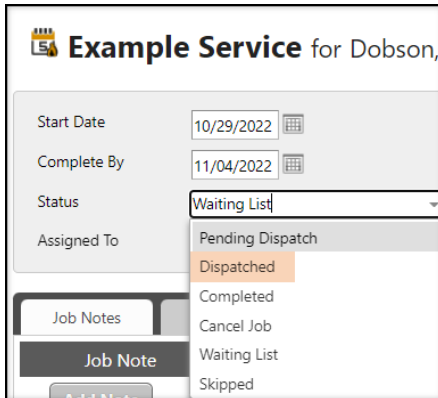
3. Click on a job card.



You can also drag and drop a job card from the Waiting List Jobs onto a calendar day then click it. This opens the Edit Visit overlay.



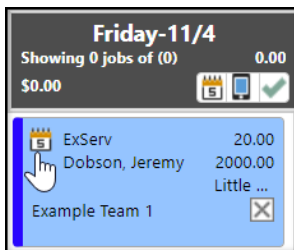
- From the “Status” dropdown, select **Dispatched**.



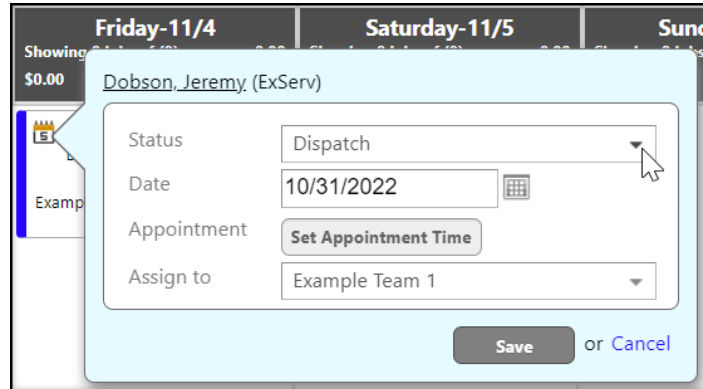
- If the job isn't already assigned to a Resource, click the “Assigned To” dropdown and select a Resource.
- Be sure to click **Save** at the bottom of the editor.

## Method 2

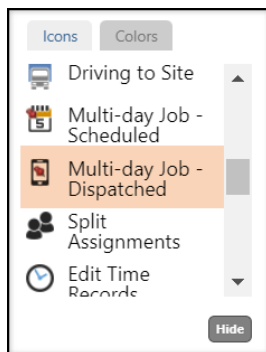
- Follow steps 1-3 from [Method 1](#).
- Click the **Multi-Day Job – Scheduled Icon** on the top-left corner of any job card.



3. A dialog containing job information appears:
  - a. From the “Status” dropdown, select **Dispatch**.
  - b. Click **Save**.



4. Confirm the Status icon has updated to **Multi-Day Job – Dispatched**.



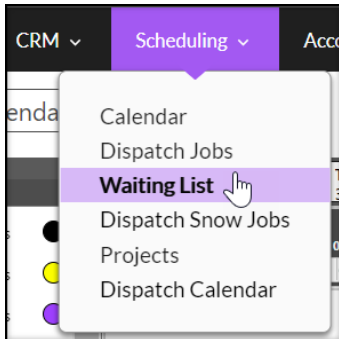
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**Note:** After dispatch, you’ll see multiple instances of the same job on the Dispatch Board and Calendar, depending on the parameters or days set during the creation of a multi-day job.

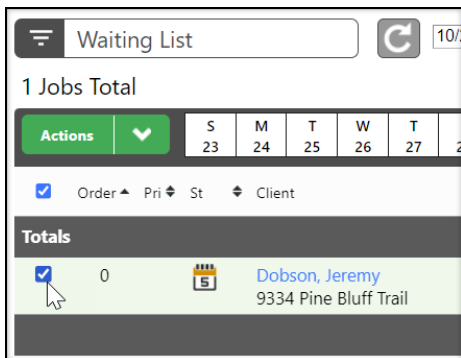
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## Dispatching a Job from the Waiting List

1. Go to **Scheduling > Waiting List**.



2. From the Waiting List, select the job by clicking the checkbox next to it.

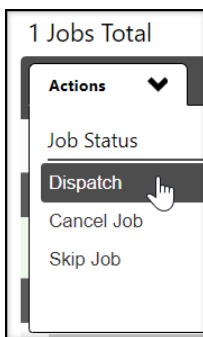


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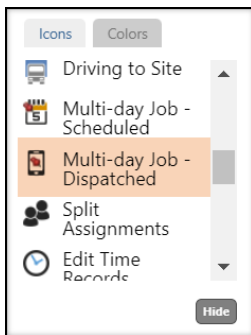
**Note:** The job will not appear to be a multi-day job until it is dispatched.

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3. Hover over the **Actions** menu.
4. Click **Dispatch**.



5. Once the job is dispatched, you'll see the **Multi-day Job - Dispatched** icon, which shows the job has been dispatched:



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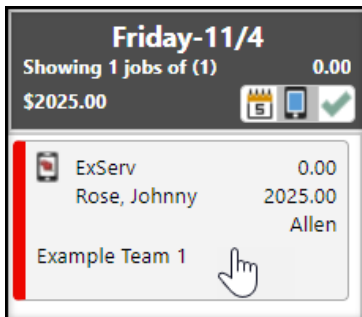
**Note:** After dispatch, you'll see multiple instances of the same job on the Dispatch Board or Calendar, depending on the parameters or days set during the creation of a multi-day job.

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# Using the Edit Visit Overlay

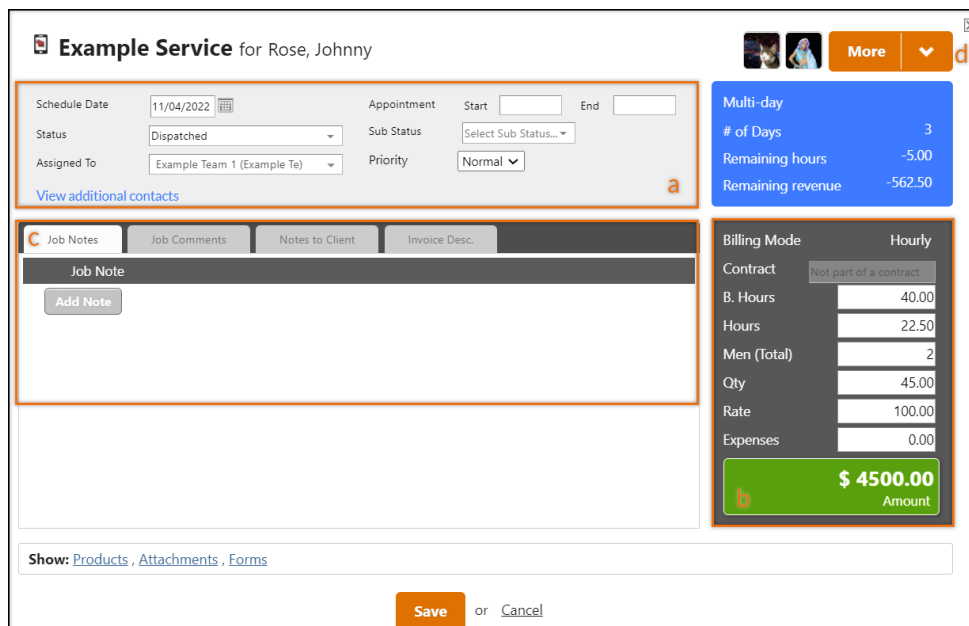
There are several ways to access the Edit Visit overlay for a job. For this example, we'll use the **Dispatch Calendar**.

1. Go to **Scheduling > Dispatch Calendar**.
2. Click on a job card to see the Edit Visit overlay.



The Edit Visit overlay contains four sections that allow you to manipulate different aspects of a job:

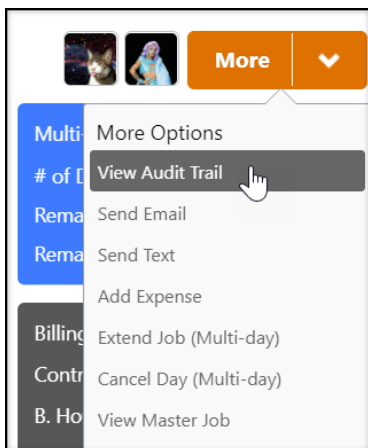
- a. **Job Scheduling Information** – From this section you can modify the job's scheduling date, appointment time, status, assigned resources, and priority.
- b. **Job Details**– This section lists details associated with the job at the time of its creation. You can modify these details as needed.
- c. **Notes**– In this section, you can create job-related notes targeted to internal and external audiences.
- d. **More** – This dropdown lets you choose different options associated with the job, such as viewing the audit trail, sending an email or text, accessing the master job, cancelling the job, and adding days to the job.



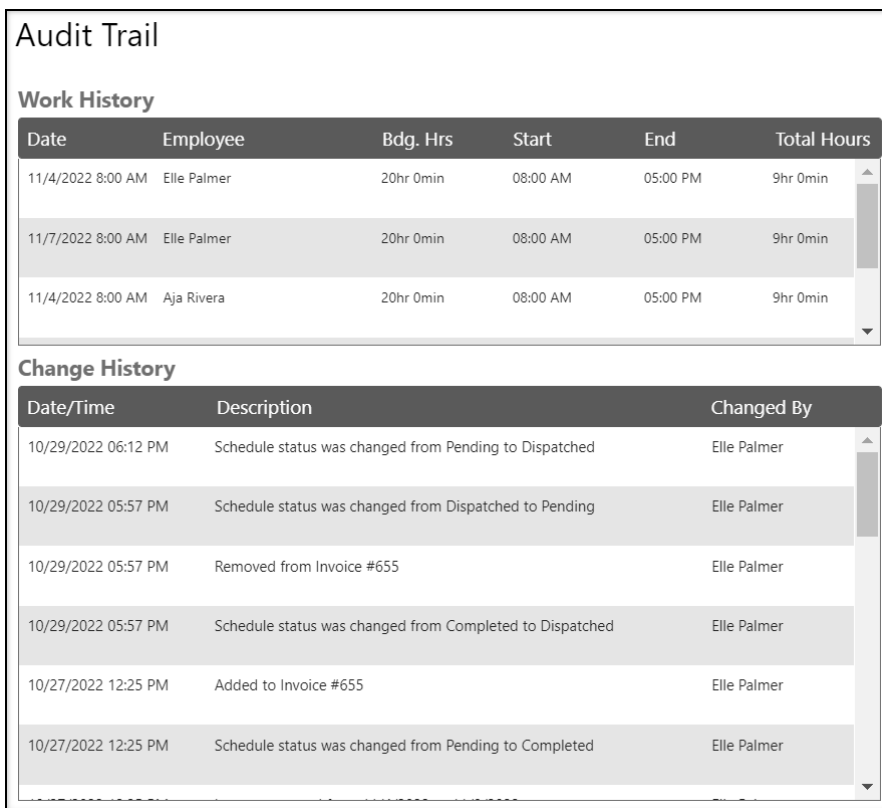
## Checking the Audit Trail

The Audit Trail always tracks Change History. With a few exceptions, anything inside section “a” from the above image is tracked in the Audit Trail. You can get to the Audit Trail for a specific multi-day job from the Edit Visit overlay.

1. Hover over the **More** menu in the top right corner of the Edit Visit overlay.
2. Click **View Audit Trail**.



3. The Audit Trail dialog appears and displays the Change History of the multi-day job.

A screenshot of the 'Audit Trail' dialog box. It is divided into two sections: 'Work History' and 'Change History'.  
**Work History**

Date	Employee	Bdg. Hrs	Start	End	Total Hours
11/4/2022 8:00 AM	Elle Palmer	20hr 0min	08:00 AM	05:00 PM	9hr 0min
11/7/2022 8:00 AM	Elle Palmer	20hr 0min	08:00 AM	05:00 PM	9hr 0min
11/4/2022 8:00 AM	Aja Rivera	20hr 0min	08:00 AM	05:00 PM	9hr 0min

  
**Change History**

Date/Time	Description	Changed By
10/29/2022 06:12 PM	Schedule status was changed from Pending to Dispatched	Elle Palmer
10/29/2022 05:57 PM	Schedule status was changed from Dispatched to Pending	Elle Palmer
10/29/2022 05:57 PM	Removed from Invoice #655	Elle Palmer
10/29/2022 05:57 PM	Schedule status was changed from Completed to Dispatched	Elle Palmer
10/27/2022 12:25 PM	Added to Invoice #655	Elle Palmer
10/27/2022 12:25 PM	Schedule status was changed from Pending to Completed	Elle Palmer

# Editing a Multi-Day Job

You can edit multi-day jobs in various ways to meet your business needs. Changes that occur in a particular instance of a multi-day job will only affect that instance, unless the job is canceled. This section describes editing a multi-day job using the Dispatch Board and Calendar.

## Adding Additional Days to Multi-Day Jobs

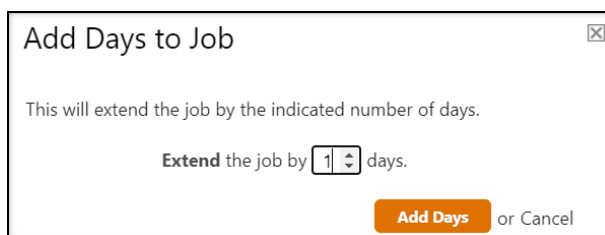
You can do this from the Dispatch Board or Dispatch Calendar.

### Dispatch Board

1. Go to **Scheduling > Dispatch Board**.
2. Set the Date Range and click **Load Date Range** or click **Load Today Only**.
3. The Dispatch Board appears. Select a multi-day job instance from the list.
4. Hover over the **Actions** menu.
5. Click **Extend Job (Multi-Day)**.
6. From the dialog, select the number of days you want to extend this job by.
7. Click **Apply**. The additional day appears on the Dispatch Board.

### Dispatch Calendar

1. Go to **Scheduling > Dispatch Calendar**.
2. In the Dispatch Calendar, click the dispatched job card to access the Edit Visit overlay.
3. Hover over the **More** menu in the top right corner of the Edit Visit overlay.
4. Click **Extend Job (Multi-day)**.
5. From the dialog, select the number of days you want to extend this job and click **Add Days**.



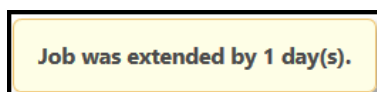
Add Days to Job

This will extend the job by the indicated number of days.

Extend the job by  days.

**Add Days** or Cancel

The system automatically adds the selected days for the job in the Dispatch Board or Calendar overlay (this will vary depending on the day of the week and the business days under your **Company Settings**). A message like the following appears, confirming the action:



6. When the Add Days dialog disappears, click **Save**.

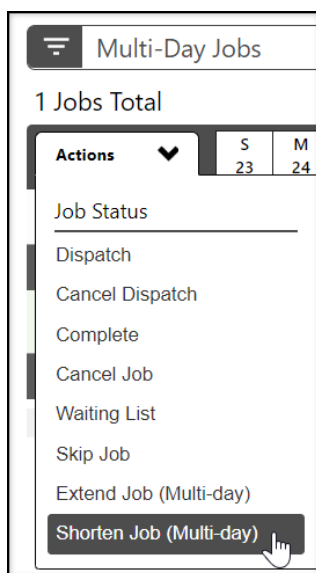


## Deleting a Day from a Multi-Day Job

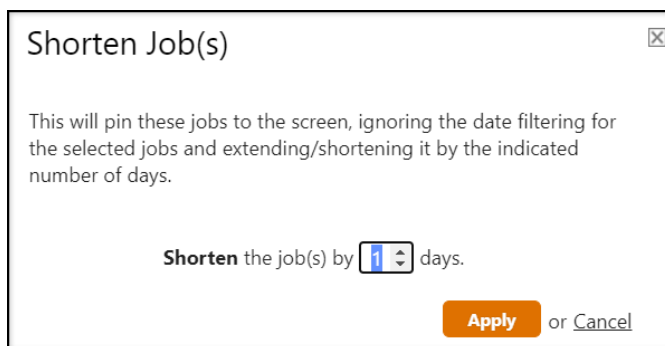
You can do this from the Dispatch Board or Dispatch Calendar.

### Dispatch Board

1. Go to **Scheduling > Dispatch Board**.
2. Select a job instance from the job list.
3. Hover over the **Actions** menu then click **Shorten Job**.



4. Select the number of days you want to shorten the job by.



5. Click **Apply**.

### Dispatch Calendar

1. Go to **Scheduling > Dispatch Calendar**.
2. Click on a dispatched job card.

3. Hover over the **More** menu in the top right corner of the Edit Visit overlay.
4. Click **Cancel Day**.
5. A Cancel Day dialog will prompt you to confirm your selection. Click **OK**.
6. Once you confirm the selection, the system will bring you back to the Dispatch Board.

## Skipping a Day from a Multi-Day Job

You can do this from the Dispatch Board or Dispatch Calendar.

---

**Important Note:** Skipping all Multi-Day job instances will result in skipping the *entire* job.

---

### Dispatch Board

1. Go to **Scheduling > Dispatch Board**.
2. Set the date range and click **Load Date Range** or click **Load Today Only**.
3. From the results on the grid, select a scheduled multi-day job instance.
4. Hover over the **Actions** menu.
5. Click **Skip Job**.
6. On the Skip Work dialog, enter a reason for skipping the job. Please note that the information you enter here *will* appear in the **Notes to Office** section.
7. Click **Skip**. The instance of the multi-day job disappears from the Dispatch Board.

---

**Note:** Skipping a day for a multi-day job removes that specific instance from the Dispatch Board. The skip icon will not appear on the Dispatch Board until you skip the last instance for the multi-day job.

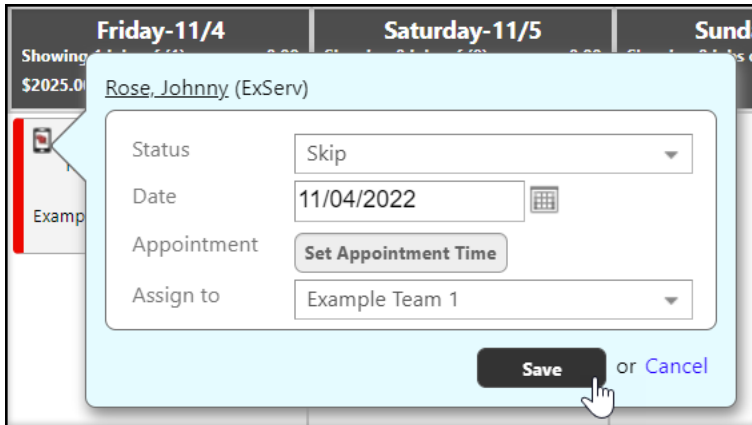
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## Dispatch Calendar

1. Go to **Scheduling > Dispatch Calendar**.
2. Click the **Multi-Day Job – Dispatched** icon for any of the dispatched job cards.



3. Select **Skip** from the "Status" dropdown.
4. Click **Save**.

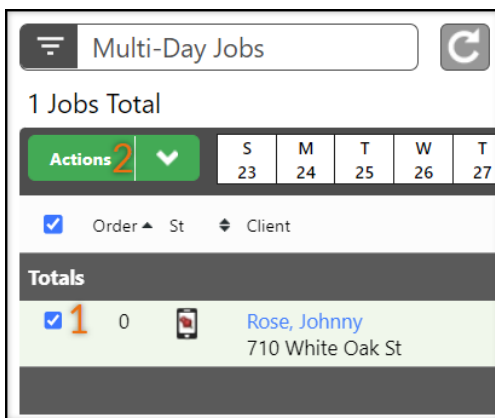


## Completing a Multi-Day Job

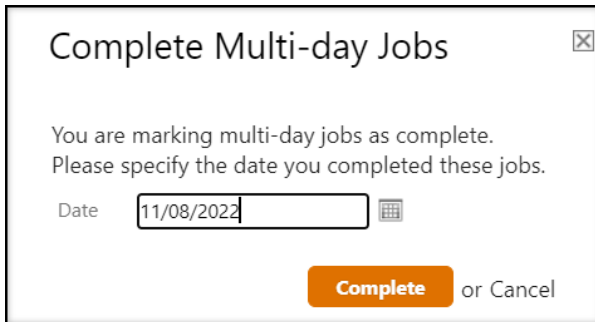
You can do this from the Dispatch Board or Dispatch Calendar.

### Dispatch Board

1. From the Dispatch Board, select a job instance.
2. Hover over the **Actions** menu and click **Complete**.

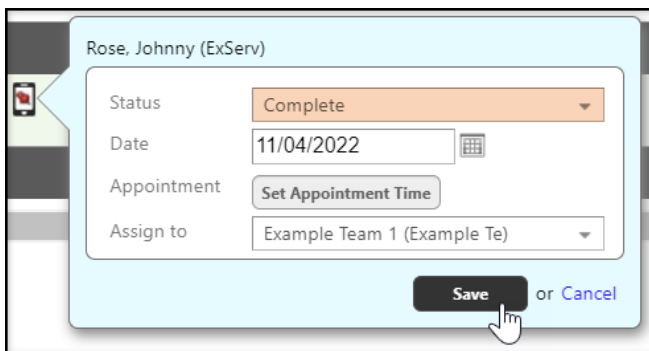


3. Once the job is complete, specify the date of completion on the dialog box.

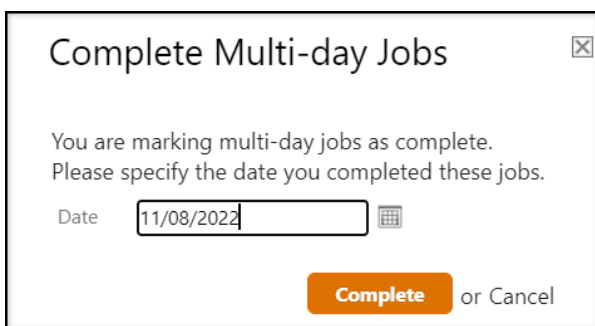


## Dispatch Calendar

1. From the Dispatch Calendar, click a job instance card.
2. Select **Complete** from the "Status" dropdown. Be sure to **Save** your changes.



3. Once a job is complete, specify the date of completion on the dialog box.



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**Note:** If the completion date is set during the original scheduled period, the system recalculates and adjusts the days accordingly. For example, if my multi-day job is set to end on the ninth but I set the completion date to the eighth, the system will remove the occurrence scheduled for the ninth.

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# Understanding Multi-Day Job Invoicing

Multi-Day job invoicing differs from standard invoicing because the system only invoices once for the entire multi-day job. This simplifies your invoices. Your clients see the job as a single, multi-day event even though the system creates multiple occurrences of the job on different days.

This example shows three instances of the same job on the Dispatch Calendar.

Wednesday-11/2	Thursday-11/3	Friday-11/4
Showing 1 jobs of ... 0.00 \$1800.00	Showing 1 jobs of ... 0.00 \$1800.00	Showing 1 jobs of ... 0.00 \$900.00
<ul style="list-style-type: none"> <li>ExServ 0.00</li> <li>Rose, Johnny 1800.00</li> <li>Allen</li> </ul> Example Team 1	<ul style="list-style-type: none"> <li>ExServ 0.00</li> <li>Rose, Johnny 1800.00</li> <li>Allen</li> </ul> Example Team 1	<ul style="list-style-type: none"> <li>ExServ 0.00</li> <li>Rose, Johnny 900.00</li> <li>Allen</li> </ul> Example Team 1

Since the job is complete, the invoice only shows the *one* job instance and its total, regardless of how many job cards appear on the Dispatch Board or Dispatch Calendar.

Name	Invoice Description	Date	Tax	Rate	Hours	Men	Qty	Total
Example Service Class:	Example Service	11/04/2022	Tax	100.00	22.50	2	45.00	4500.00 ✖

# Routing Multi-Day Jobs

The system’s practice of dividing multi-day jobs into daily instances keeps routing easy. Since each routing option is dedicated to a job instance *within* a multi-day job assignment, you can route multi-day jobs the way you route one-day jobs.

# Managing Multi-Day Jobs on the Mobile App

You can manage a Multi-Day job from the Mobile App once it's been dispatched. Assigned resources can modify the following multi-day job elements:

- Appointment Time
- Job Route
- Resource Reassignment
- Job Sub-Status

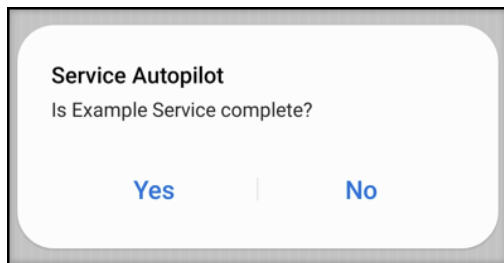
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**Important Note:** If a Multi-Day job has been initiated, it'll continue to appear on the **My Schedule** screen until it has been completed or canceled.

On the other hand, if a Multi-Day job is *not* initiated within its original scheduled timeframe, it will *no* longer show up indefinitely. You'll have to scroll back to one of the scheduled days.

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## Completing a Multi-Day Job



The SA mobile apps will prompt you to confirm if a stop has been completed when you back out of any multi-day occurrence.

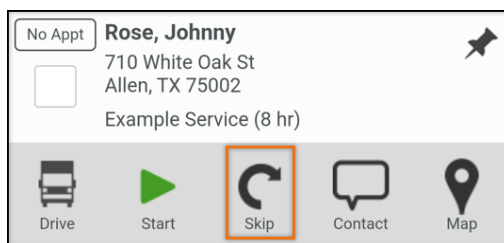
Press **Yes** to complete the job occurrence.

## Skipping a Multi-Day Job

If a multi-day job wasn't started when you skip it on the app, the job instance will disappear without affecting the rest of the multi-day job instances. In this case, the **Skip** icon will not appear on the mobile app, but the main site will display a lower day count.

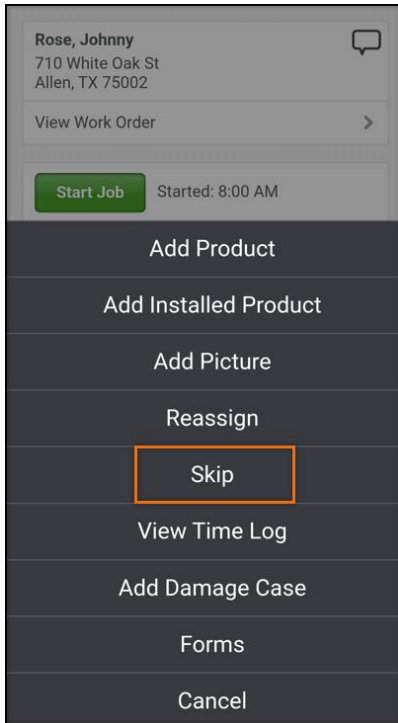
You can skip a multi-day job instance in two ways:

1. Go to the **My Schedule** screen and click **Skip** under the job occurrence.



OR

On the Job Detail screen, click **Options > Skip**.



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**Important Note:** The system will convert a multi-day job to a one-day job if all but one day is skipped. For example, if two days are skipped out of a three-day job, the system will recognize it as a one-day job and apply all the rules and dependencies to that occurrence.

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