

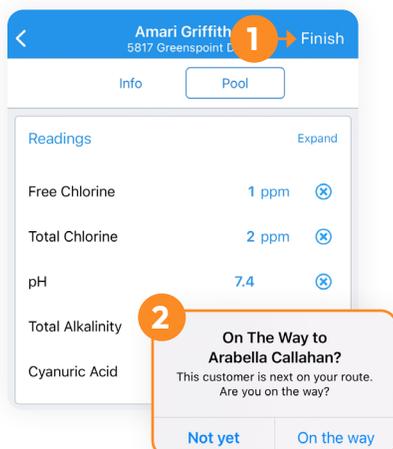
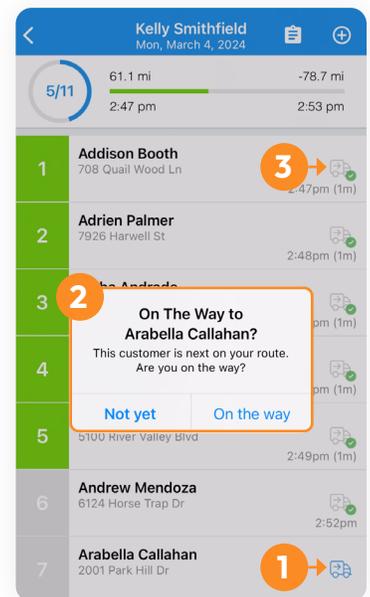
Service texts: Technician training guide

This guide provides step-by-step instructions on how to use service texts within the Skimmer app to help you efficiently communicate with your customers about your arrival time, service completion, and any unforeseen delays with customers.

Using service texts in the mobile app:

“On The Way” notification:

1. Look for the blue truck icon with an arrow next to each stop on your daily route.
2. Tap the truck icon for your next stop. An “On The Way” pop-up will appear, allowing you to click and confirm you’re on the way.
3. The truck icon will turn gray with a green checkmark to indicate that a notification has been successfully sent.

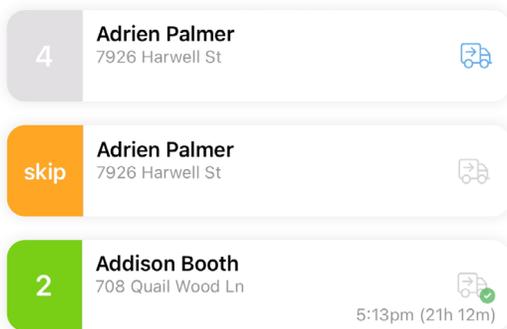
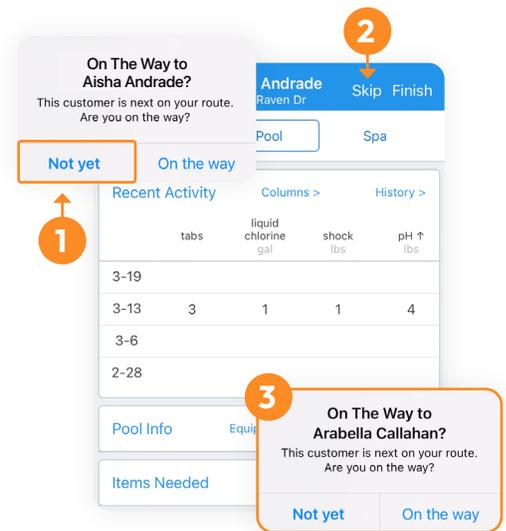


“Finish” notification:

1. Finish a service stop and tap “Finish” on the route stop screen to notify the customer that the routine pool service or work order has been completed.
2. You will automatically receive the “On The Way” pop-up for your next customer stop. Either Tap “On the way” to send a notification (if ready). Or, if you are not ready to head to the next stop (e.g., you are still finishing tasks, or grabbing supplies), tap “Not yet”. You can then simply click on your next stop when you are ready to leave to notify them that you are on the way.

“Skipped stop” notification:

1. If you need to skip a stop, tap “Not yet” when you get the “On The Way” pop-up.
2. Then, access the route stop and mark it as “Skipped”.
3. The “On The Way” pop-up will appear for the next customer stop.



Truck icons and what they mean:

1. **Blue truck:** Tap to confirm “On The Way”.
2. **Gray truck:** Not tappable. Signifies either a skipped or completed stop without sending an “On The Way” notification.
3. **Gray truck with green check mark:** Signifies that an “On The Way” notification was sent.

Important notes:

- If you finish a route stop but didn’t previously confirm that you were on the way, the truck icon will gray out, and will not display the green check mark. You’ll also get the same gray icon with no check mark for skipped stops.
- Some text delivery may fail due to customer opt-outs, carrier issues, or other network problems and in those cases, **you will not be notified** and will still be able to send text notifications out.
- If in a low-signal area, service texts are queued and are automatically sent when a strong signal is restored.
- Ensure you are using the **latest version of the Skimmer mobile app**.

Need more help?

- [Watch our tutorial video](#) on how to use service texts.
- Contact our dedicated support team at support@getskimmer.com for any further assistance.

