

Change the visit type (Collect or Service) in Gimme Field

A visit scheduled as *Service* does not include **Collect Money** on the checklist, meaning, there isn't a way to record a money bag in Gimme Field and, if counted in the Money Room, will create an **unassigned bag**.

If the driver physically collects money for a visit scheduled as *Service*, he/she will need to change the visit type in order to enter the money bag number.

On the other hand, if a visit is scheduled as *Collect*, but the driver does not physically collect money the driver can either enter the money bag number in Gimme Field and turn in an empty bag or change the visit type from *Collect* to *Service* and complete the visit without entering a money bag number. **If the driver does not enter a money bag number for a Collect visit, the visit will remain incomplete and will not sync to Gimme VMS!**

How to change the visit type in Gimme Field

Important: the visit type must be changed BEFORE the visit is synced!

1. From the **Schedule** page, open a visit
2. Select the **red three-dot menu** in the top right of the screen
3. Select **collect** or **service** to change the visit type

[Video: Change the visit type (Collect or Service) in Gimme Field]

If the visit is completed and synced in Gimme Field, the visit type cannot be changed in the app. An admin must follow the steps to **change a visit type in VMS**.