

Create a Service Call in Gimme Field

There are two ways to create a service call (service ticket) in Gimme Field depending on the user role. Any Gimme Field user with the **Driver** role or **Service** role assigned in Gimme VMS's **user permissions** can create service calls.

For users with the **Driver** user permission, service calls can be created **from an open visit**:

1. Select a visit on the **Schedule** screen
2. Tap on the **red three dot menu button**
3. Tap **Create Service Call**
4. Tap the **Camera Icon** to take photos of the equipment
5. Enter details about the issue in the **Description** text box
6. Tap **Save**

[Video: Create a Service Call in Gimme Field]

For users with the **Service** role and/or **Driver** role for user permissions OR if the POS is not scheduled, create a service call from the **Maintenance** screen:

1. From the **Schedule** screen, tap the top left, black three-line menu button
2. Select **Service Calls**
3. Tap the red **+** button at the top right of the screen
4. Tap the **Select POS** button
5. Search and select a POS

Note: if the search bar is missing, swipe down on the screen to reveal it

6. Tap the **Camera Icon** to take photos of the equipment
7. Enter details about the issue in the **Description** text box
8. Tap **Save**