

SOP 08 | Property setup

Maintain standing start instructions

Give setup participants and associates the information they need before starting.

For Web and mobile · Administrator / Supervisor

Before you start Prepare short, property-specific instructions. Do not put access codes or private credentials in notes.

Open Manage > Service defaults > Standing instructions

Step 1 Open the instructions

Select the property in Service defaults, then find Standing instructions. On mobile open Standing instructions for that property.

Step 2 Write the two messages

Use Before property setup for setup participants and Before an associate route for workers. Leave a message empty when no special instruction is needed.

Step 3 Review the message style

Use the warning option only when the information changes what the person should do. Check names, entrances and current hazards.

Step 4 Save and verify

Enter the reason and select Save start notes. Verify the saved text and version. Associates review the applicable message during route preparation.

Check your result The property displays the saved start notes.

If something goes wrong A saved note does not replace direct escalation for an immediate safety issue.

See the picture reference on the next page.

SOP 08 Picture reference

Maintain standing start instructions

Standing instructions

Display style

Note

Warning

Before property setup

Example: Use the south entrance. Construction is active near Building C.

Before an associate route

Example: Begin at the clubhouse and report blocked access.

Why are these notes being saved?

Initial property instructions or approved update

Save start notes

Step 2 · Separate setup instructions from the message associates read before a route.
Application screenshot with training data.