

SOP 39 | Associate work

Follow the route and report an issue

Perform the assigned work while checking recording health.

For Mobile · Associate

Before you start An authorized active run and the assigned unit list must be available.

Open Your route

Step 1 Review the route

Read the instructions and use the route map or Assigned units to understand the work.

Step 2 Work the assigned units

Walk the route normally with the phone carried consistently. Routine associate runs do not require scanning or tapping at every unit.

Step 3 Read evidence status

Watch supporting visit evidence, unresolved units, GPS accuracy and upload warnings. Those are evidence indicators, not proof that each unit was serviced.

Step 4 Report an issue

Use Report an issue and contact the supervisor shown. Describe blocked access, equipment problems or unresolved work.

Step 5 Finish when work ends

Select Finish route when done. If scheduled time has ended but the run is still active, complete closeout; the displayed separate safety cutoff still applies.

Step 6 Check your teammates

During a shared property run, orange pins show fresh coworker positions. Tap a T unit marker for attributed team evidence. Team confirmations do not silently increase your personal totals. Stopped or stale coworker positions disappear.

Check your result You reach route review with an accurate understanding of the work performed and any exceptions.

If something goes wrong If route or unit data is unavailable, refresh when connected and contact your supervisor. Do not claim all units were hit when unsure.

See the picture reference on the next page.

SOP 39 Picture reference

Follow the route and report an issue



Step 2 · Associates work the route without tapping every unit. Supporting evidence is not service proof.

Workflow illustration. Follow the complete numbered instructions on the previous page.