



# Process Documentation

*Department:*

Customer Support

*Last Updated:*

10/4/2024 10:06 AM

***NAME OF PROCESS***

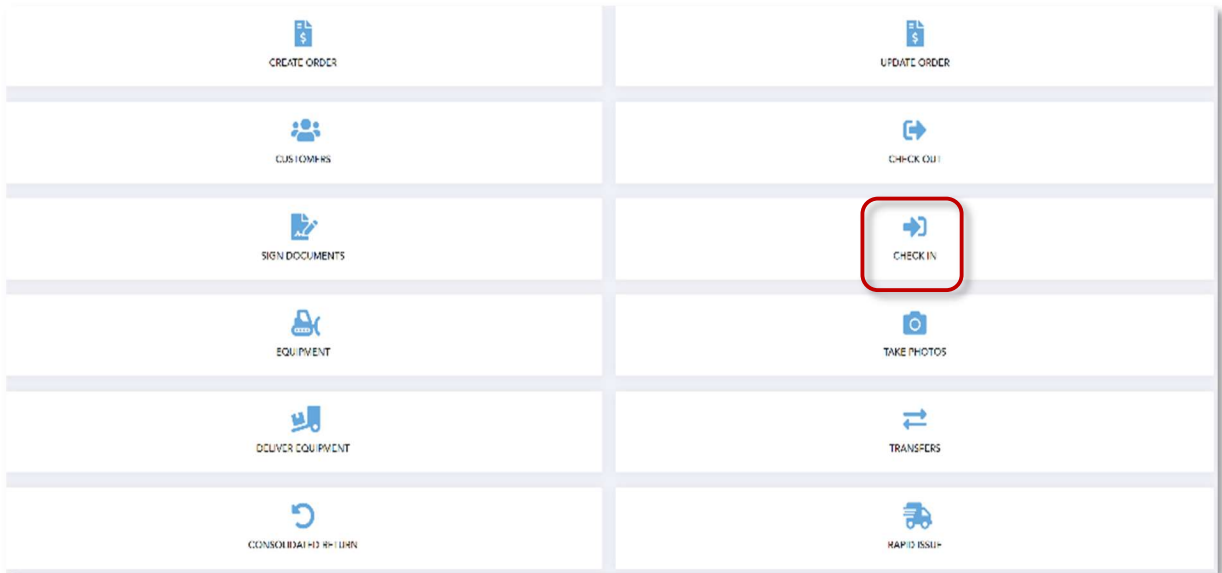
## Checking in Equipment [MobileLink]

***Use Case / Objectives***

InTempo MobileLink allows users to check in equipment from their mobile device. The following document will walk you through how to check in equipment on the MobileLink application using either the Customer (Name or Number), Equipment Number or Contract Number.

## Checking in Equipment Using MobileLink

1. Log into the **MobileLink** application using your credentials.
2. On the home page, click on Check In.



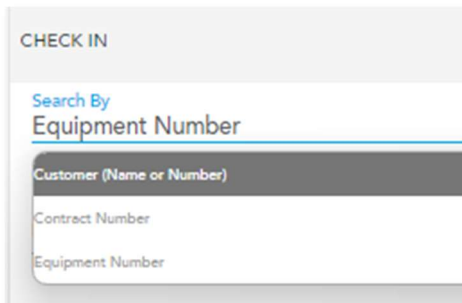
- a. The **Check In** screen displays. On this screen you will be able to search via *Equipment Number*, *Customer Name* or *Number* or *Contract Number*.



3. Click on the drop-down arrow  in the *Search By* field.



- a. A drop-down list opens displaying the options available.




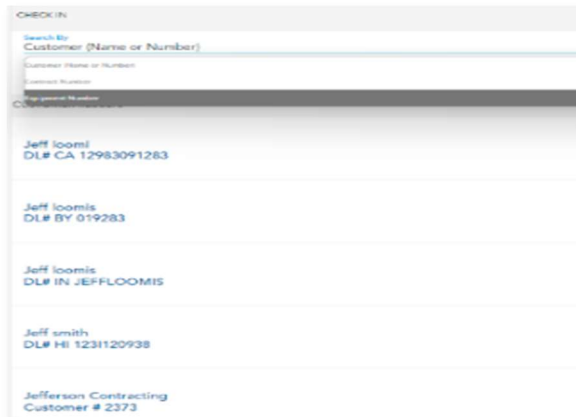
## To search by Customer (Name or Number)

4. Click on the *Customer (Name or Number)* in the list; otherwise, continue to the steps below for either searching by Contract Number or Equipment Number.
  - a. The *Check In* screen refreshes to display new search by criteria.



The screenshot shows the 'CHECK IN' interface. At the top, it says 'CHECK IN'. Below that is a 'Search By' dropdown menu currently set to 'Customer (Name or Number)'. Below the dropdown is a search input field with the placeholder text 'Search for Customer (Name or Number)' and a magnifying glass search icon on the right.

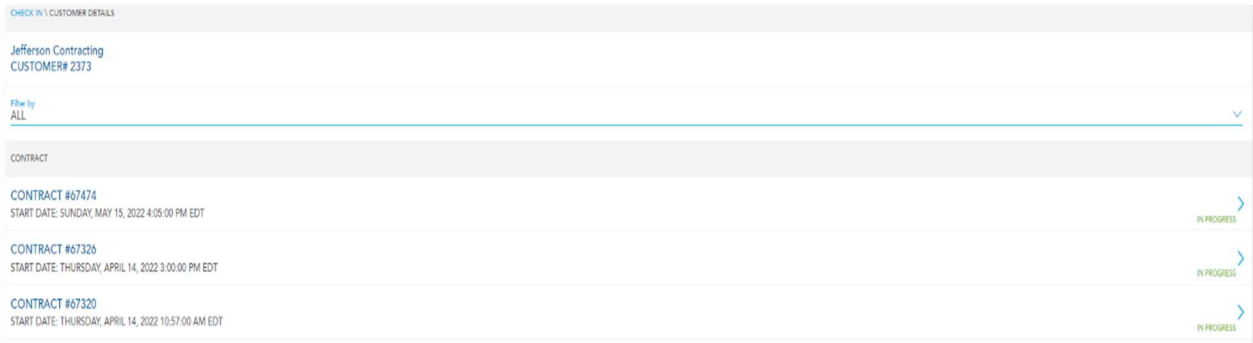
5. In the *Search for Customer (Name or Number)* field, type in all or part of the desired customer's information. Press enter or click on the search icon .
  - a. The **Check In** screen refreshes to display all options containing the value entered.



The screenshot shows the search results for the customer search. The results are displayed in a list format. Each result includes the customer name and a DL# (Driver License Number). The results are:

- Jeff loomi  
DL# CA 12983091283
- Jeff loomis  
DL# BY 019283
- Jeff loomis  
DL# IN JEFFLOOMIS
- Jeff smith  
DL# HI 1231120938
- Jefferson Contracting  
Customer # 2373

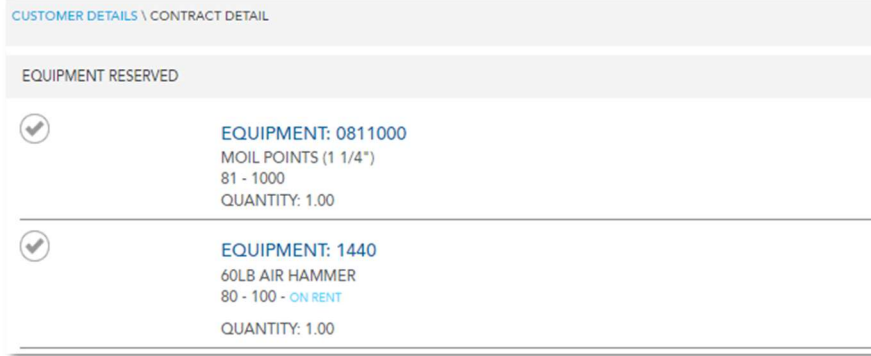
6. Click on the desired customer.
  - a. The **Check In** screen refreshes to display contracts for the selected customer.



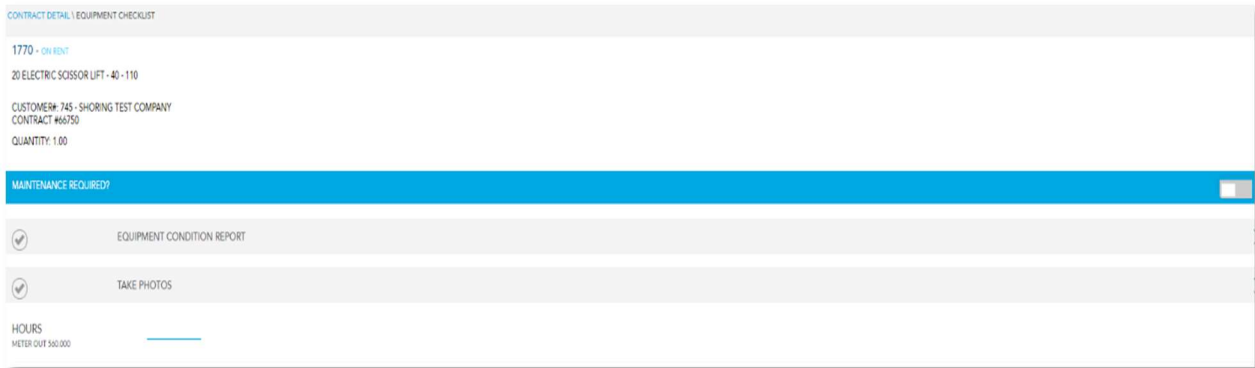
The screenshot shows the 'CHECK IN | CUSTOMER DETAILS' screen. The customer name is 'Jefferson Contracting' and the customer number is 'CUSTOMER# 2373'. Below this is a 'Filter by' dropdown menu set to 'ALL'. The main section is titled 'CONTRACT' and lists three contracts:

| CONTRACT #      | START DATE   | STATUS      |
|-----------------|--|-------------|
| CONTRACT #67474 | START DATE: SUNDAY, MAY 15, 2022 4:05:00 PM EDT      | IN PROGRESS |
| CONTRACT #67326 | START DATE: THURSDAY, APRIL 14, 2022 3:00:00 PM EDT  | IN PROGRESS |
| CONTRACT #67320 | START DATE: THURSDAY, APRIL 14, 2022 10:57:00 AM EDT | IN PROGRESS |

7. Click on the desired contract.
  - a. The screen refreshes to display the equipment reserved on the selected contract.



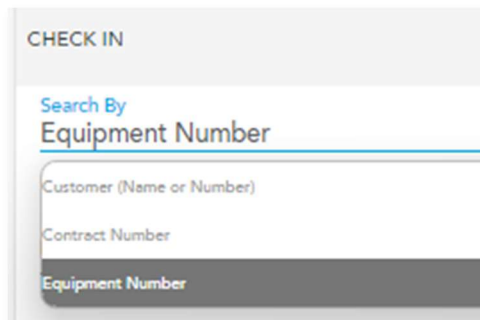
8. Click on the piece of equipment you would like to check in.
  - a. The **Contract DetailEquipment Checklist** screen opens displaying data for the selected piece of equipment.
    - i. On this screen, you will be able to document the condition of the equipment when it is returned. As part of this process, you can add pictures and determine if maintenance is required.



9. Continue to the **Enter Maintenance Requirements Details** section.

### To search by Equipment Number

1. Click on *Equipment Number* in the list.






- a. The **Check In** screen refreshes to display new search by criteria.

CHECK IN

Search By  
Equipment Number

Equipment Number

- b. From here, you can search by the equipment number, scan a QR code, or scan the equipment's barcode. NOTE: To search by the equipment number, you will need to know the whole number, not a partial number.
  2. If you know the full equipment number, type it in the *Equipment Number* field and click on the Search icon ; otherwise, click on the Barcode icon .
    - a. If you search by equipment number, the next steps will be the same as those followed above for searching by *Customer (Name or Number)*.
    - b. The steps below are for using the *Barcode icon* .
      - i. The camera tool opens.
  3. Take a picture of the equipment's barcode or QR code.
    - a. The **Contract Detail\Equipment Checklist** screen opens displaying data for the scanned piece of equipment.
      - i. On this screen, you will be able to document the condition of the equipment returned, including adding pictures and determining whether maintenance is required.

CONTRACT DETAIL \ EQUIPMENT CHECKLIST

1770 - ON REPT

00 ELECTRIC SCISSOR LIFT - 40 - 110

CUSTOMER: 745 - SHORING TEST COMPANY  
CONTRACT #66750  
QUANTITY: 1.00

MAINTENANCE REQUIRED?

EQUIPMENT CONDITION REPORT

TAKE PHOTOS

HOURS  
METER OUT 500.000

- ii. Continue to the Enter Maintenance Requirements Details section.

## Check-in Equipment by Contract Number

1. Click on Contract Number in the list.

CHECK IN

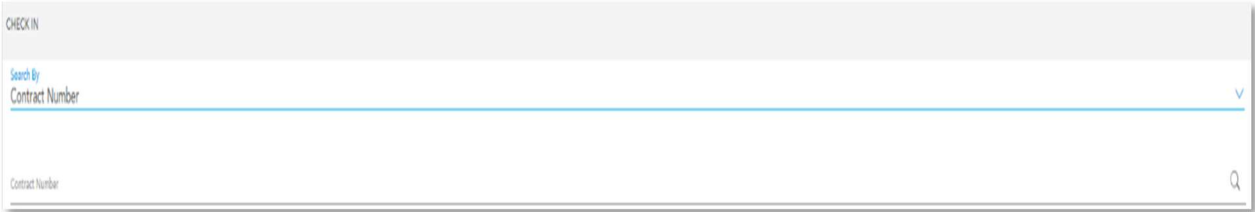
Search By  
Equipment Number

Customer (Name or Number)

**Contract Number**

Equipment Number

1. The **Check In** screen refreshes to display new search by criteria. NOTE: To search by the contract number, you will need to know the whole number, not a partial number.

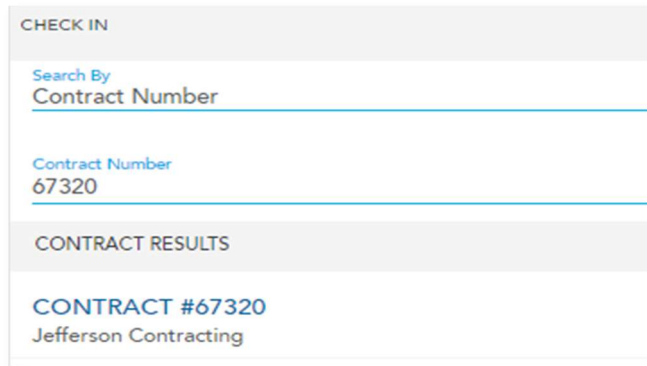


CHECK IN

Search By  
Contract Number

Contract Number

2. If you know the full contract number, type it in the *Contract Number* field and click on the *Search* icon.
  1. The **Check In** screen refreshes to display any results for the value entered.



CHECK IN

Search By  
Contract Number

Contract Number  
67320

CONTRACT RESULTS

**CONTRACT #67320**  
Jefferson Contracting

3. Click on the corresponding contract for equipment check-in. NOTE: If you are unable to find the correct contract, you may need to check in the equipment using one of the methods in the sections above.
  1. The **Customer Details\Contract Details** screen opens, displaying any equipment reserved on the selected contract.



CUSTOMER DETAILS \ CONTRACT DETAIL

EQUIPMENT RESERVED

|                                     |   |
|-------------------------------------|---|
| <input checked="" type="checkbox"/> | <b>EQUIPMENT: 0811000</b><br>MOIL POINTS (1 1/4")<br>81 - 1000<br>QUANTITY: 1.00  |
| <input checked="" type="checkbox"/> | <b>EQUIPMENT: 1440</b><br>60LB AIR HAMMER<br>80 - 100 - ON RENT<br>QUANTITY: 1.00 |

4. Click on the piece of equipment you would like to check in.
  - a. The **Contract Detail\Equipment Checklist** screen opens, displaying data for the selected piece of equipment.

- i. On this screen, you will be able to document the condition of the equipment when it is returned. As part of this process, you can add pictures and determine if maintenance is required.

CONTRACT DETAIL | EQUIPMENT CHECKLIST

1770 - ON RENT  
20 ELECTRIC SCISSOR LIFT - 40 - 110  
CUSTOMER: 245 - SHORING TEST COMPANY  
CONTRACT #6750  
QUANTITY: 1.00

MAINTENANCE REQUIRED?

EQUIPMENT CONDITION REPORT

TAKE PHOTOS

HOURS  
METER OUT 500.000

5. Continue to the **Enter Maintenance Requirements Details** section.


## Enter Maintenance Requirement Details

1. If maintenance is required, click on the toggle in the *Maintenance Required* bar.

CONTRACT DETAIL | EQUIPMENT CHECKLIST

0811000  
MOIL POINTS (1 1/4") - 81 - 1000  
CUSTOMER: 2373 - JEFFERSON CONTRACTING  
CONTRACT #67320  
QUANTITY: 1.00


MAINTENANCE REQUIRED?


2. Click on the arrow  next to *Equipment Condition Report*.

CONTRACT DETAIL | EQUIPMENT CHECKLIST

0811000  
MOIL POINTS (1 1/4") - 81 - 1000  
CUSTOMER: 2373 - JEFFERSON CONTRACTING  
CONTRACT #67320  
QUANTITY: 1.00

MAINTENANCE REQUIRED?

EQUIPMENT CONDITION REPORT 

TAKE PHOTOS 

QUANTITY

SAVE RETURN EQUIPMENT

- a. The **Equipment Condition Report** screen opens for the selected piece of equipment. **NOTE:** Depending on the type of equipment you are checking in, this screen may look different and require additional information to check in the equipment. ALL fields are required.

CONTRACT DETAIL \ EQUIPMENT CHECKLIST

EQUIPMENT CONDITION REPORT

Jefferson Contracting  
 CUSTOMER# 2373  
 CONTRACT #67320  
 MOIL POINTS (1 1/4")  
 CAT/CLASS 81-1000  
 Equipment Number: 0811000  
 QUANTITY: 1.00

Quantity Pickup

Item Condition Good Damaged see comments

- 3. Type in the quantity returned in the *Quantity Pickup* field and click on the appropriate option in the *Item Condition* field.

CONTRACT DETAIL \ EQUIPMENT CHECKLIST

EQUIPMENT CONDITION REPORT

Jefferson Contracting  
 CUSTOMER# 2373  
 CONTRACT #67320  
 MOIL POINTS (1 1/4")  
 CAT/CLASS 81-1000  
 Equipment Number: 0811000  
 QUANTITY: 1.00

Quantity Pickup 1

Item Condition Good Damaged see comments

- 4. Click on the *Save* button.

CONTRACT DETAIL \ EQUIPMENT CHECKLIST

EQUIPMENT CONDITION REPORT

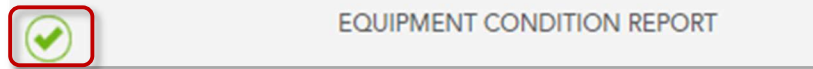
Jefferson Contracting  
 CUSTOMER# 2373  
 CONTRACT #67320  
 MOIL POINTS (1 1/4")  
 CAT/CLASS 81-1000  
 Equipment Number: 0811000  
 QUANTITY: 1.00

Quantity Pickup 1

Item Condition Good Damaged see comments

Save

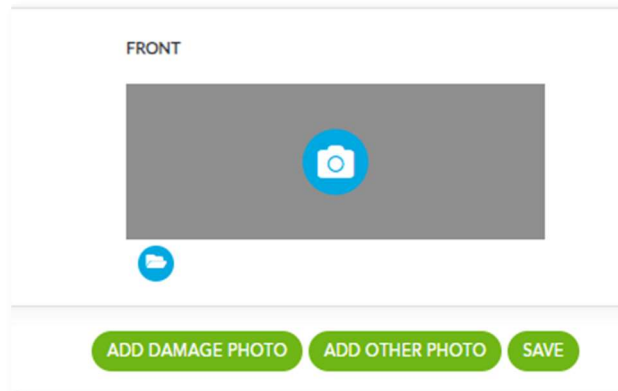
- a. The **Contract Detail\Equipment Checklist** screen displays and the *Equipment Condition Report* now displays a completed check.



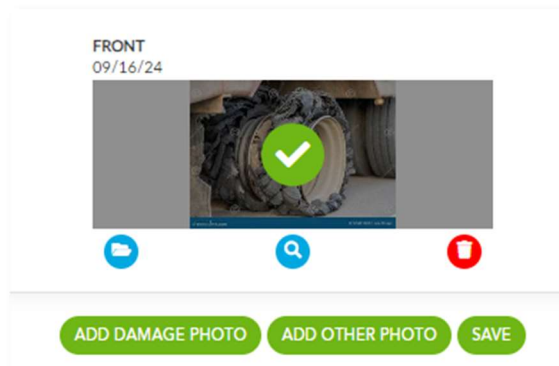
5. Click on the arrow > next to *Take Photos* if damage is present and needs to be documented. If no pictures are needed, you can enter the quantity in the *Quantity* field, click on the *Save* button and skip the following steps.



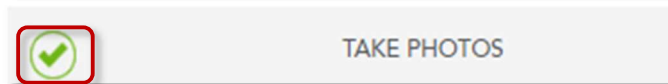
- a. The option to take photos of the returned equipment is now available. It will prompt you to add images of the front, side, side, and back of the equipment.



- b. If there is damage, click on the *Add Damage Photo* button and either upload a file or take a new picture depicting the damage to the equipment. Once the photo uploads, it will display on the screen with a GREEN checkmark.



- c. You can add additional photos by repeating the steps above or click on the [Save](#) button to continue.
  - i. If you chose to add more photos, those will display once uploaded. Click on the [Save](#) button once all photos are uploaded.
  - ii. If you chose the save option, the **Contract Detail\Equipment Checklist** screen displays and the [Take Photos](#) now displays a green check, indicating that the process is complete.



- d. In the [Quantity](#) field, type the number of pieces of equipment returned.

A screenshot of a form field labeled "QUANTITY". The input area is empty and has a red rectangular border around it.

- e. Click on the [Save](#) button.
  - i. The **Equipment Reserved** screen displays and the piece of equipment returned displays a green check, indicating the process is complete.

| CUSTOMER DETAILS \ CONTRACT DETAIL  |  |
|---|--|
| EQUIPMENT RESERVED  |  |
|  | EQUIPMENT: 0811000<br>MOIL POINTS (1 1/4")<br>81 - 1000<br>QUANTITY: 1.00  |
|  | EQUIPMENT: 1440<br>60LB AIR HAMMER<br>80 - 100 - ON RENT<br>QUANTITY: 1.00 |

- ii. If there are additional pieces of equipment to return, you can complete the steps above for each additional piece of equipment or you can click on the [Save](#) button. This completes the process.

| CUSTOMER DETAILS   CONTRACT DETAIL |  |
|------------------------------------|--|
| EQUIPMENT RESERVED                 |  |
| ✓                                  | EQUIPMENT: 0811000<br>MCIL POINTS (1 1/4")<br>81 - 1000<br>QUANTITY: 1.00                  |
| ✓                                  | EQUIPMENT: 1440<br>60LS AIR HAMMER<br>85 - 100 - <a href="#">CURRENT</a><br>QUANTITY: 1.00 |

SAVE