Frequently asked questions – Variable Snow Work Orders and Billing

1. **How long does Caliber keep photos uploaded through the app?**
   Caliber holds the photos uploaded into UtilizeCore for all work orders completed in the application indefinitely. If the application is used, Caliber can assist in locating before and after photos of slip and fall related incidents and lawsuits.

2. **How does "Must Return" functionality work?**
   Caliber would like to group work orders by service frequencies, for snow, a single storm would typically constitute multiple trips to a single site. Must Return is used to ensure you always have a work order available for the duration of time services are required. Must return should be used for the duration of the storm until site conditions can be deemed safe. Must Return trips not checked into for snow are not counted against any compliance scoring. If in doubt, use Must Return.

3. **How does Pause Trip functionality work?**
   Pause trip functionality will allow you to pause a work order, and check into another work order. You can have multiple work orders paused at the same time and can resume the work order to continue capturing the services performed during the duration of time onsite.

4. **What if there isn't a good cell phone signal on a site?**
   If the site you are going to doesn't have reliable cellular service, the work order can be checked into within a 2-mile radius of a site location. Once you are checked in, photos will store locally in the application until a reliable data connection is available to synch the photos back to an application.

5. **What should I do if I am unable to check into a work order?**
   Contact your account manager if you are unable to check into a work order. If it is for connectivity related issues, checking into a site where there is service before arriving within 2 miles of the site where connectivity is available is an option. If there is another issue, such as no work order is available to check into, contact your account manager for assistance. Please capture all photos and work performed if you are unable to check in.

6. **What should I do if I forget to check in or check out of a work order?**
   Due to the Geofence enabled to a 2-mile radius, you would be able to check in or out and complete the work order if close to the site and complete work order tasks.

7. <u>What if there is not a work order for me to check into?</u>
   Capture all before and after photos, check in and out times and communicate those with your account management team.

8. <u>What should I do if I am the supervisor checked into a work order, and need to check into a nearby work order where another crew is working?</u>
   Using the Pause Trip functionality, a supervisor can check into multiple sites at the same time, and resume trips as they move between work orders.

9. <u>Is there training documentation available?</u>
   Yes. Caliber has published training documentation for each contracted service type on the DEN can be found <u>here.</u> Short videos, PDF documentation and a webinar recording are all available.

10. <u>Is the training documentation also available in Spanish?</u>
    Yes. The second half after the English version of each training document for variable snow is provided in Spanish as well. The UtilizeCore application can also be switched to Spanish. Access how to change the language of the app <u>here.</u>

11. <u>What does this icon mean?</u>

    This photo means that photos from an existing work order need to be "synced" or uploaded into the work order for completion.

12. <u>How do I sync photos that have not uploaded?</u>
    Please see documentation <u>here.</u>