

SiteFotos Mobile App Work Order Instructions

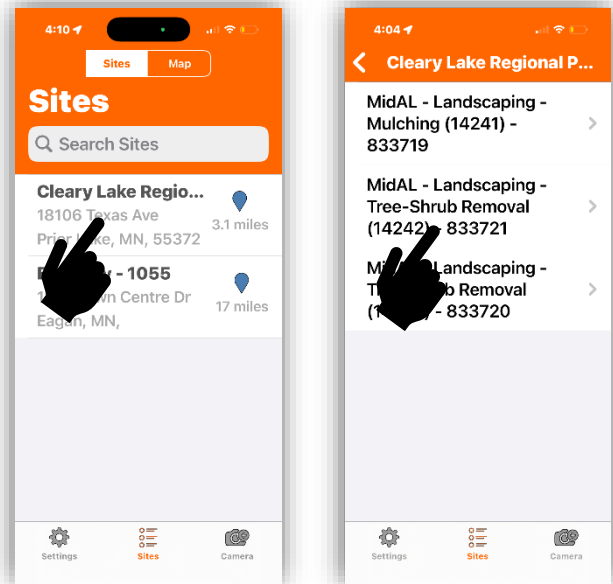
IMPORTANT

- ✓ To receive payment, all work orders must be completed in the correct SiteFotos work order form on the same day service is performed.
- ✓ Taking pictures in the app without completing the work order form is not valid proof of service and may delay payment.

REQUIRED STEPS

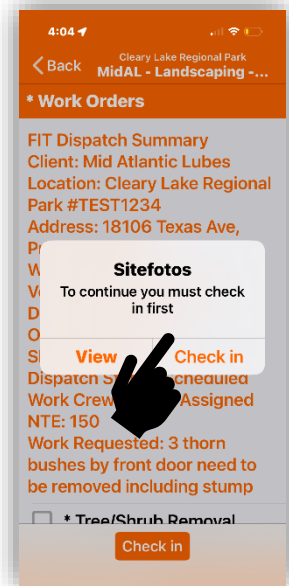
1. Open the Correct Work Order

- Open the SiteFotos app onsite
- Select the correct location
- Open the work order with the correct Work Order Number and/or Dispatch Number
- Do NOT use the camera-mode only, because camera mode does not attach your photos to the work order to confirm completion
- Do NOT complete work outside the work order form
- The work order will not be visible in the app unless you are within several miles of the jobsite.



2. Check In Before Starting Work

- Once on the job site, press "Check In" before work begins
- You must be physically onsite to check in
- The check in records your arrival time
- If expected work orders are not showing in your app, contact Exterity via the email at the bottom of the second page of this document.



3. Complete the Service and other Client Forms

Select all services completed during your visit.

Examples but not limited to:

- ✓ Mow/Trim
- ✓ Pruning
- ✓ Tree or Shrub Removal

If there is more than one work order at the site, each work order must be opened, completed, signed, checked out, and submitted separately. If the work order form includes safety checklists, inspections, site conditions, or other required information, **complete those sections before submitting the work order**. Client work order forms may vary based on customer requirements. Complete all required sections of the form provided for that client.

4. Take Required Photos

Required:

- Minimum 6 photos after services are complete
- Photos must clearly show completed work
- Photos and the completed form must be submitted onsite on the same day service is performed

Optional: Before photos, valuable if damage or issues are present

Poor quality, blurry, dark, or incomplete photos may delay payment.

5. Sign and Check Out

Before leaving the property:

- Add your signature & press "Check Out"
- Confirm the work order shows as completed. In SiteFotos, completed orders show an orange check mark.
- Do NOT leave the site without checking out.

Work orders left checked in or submitted late may delay payment.

Common Mistakes That Delay Payment

- Taking pictures without opening the work order form
- Forgetting to check out
- Uploading fewer than 6 after photos
- Completing forms days later instead of onsite
- Uploading unclear or incomplete photos
- Selecting the wrong work order

If the app is not working, take photos of the work and contact Exterity at:

ClientSuccess@TrustExterity.com

Include the site name, work order number, dispatch number, service date, and photos.

