



K8 Field Service App - Key functionality summarised

This document summarises the key features available within K8 Field Service App, designed for engineers and technicians..

K8 Field Service App

Is a mobile application that allows your Field Service team to work remotely and stay connected with your service desk. Each remote team member can view and complete jobs in their queue, including capturing photos or signatures. Changes are synced with K8 MFS when the device is connected via the network, or public internet.

Supported Operating Systems and operating requirements:

Adroid

- Android 4.4 (Kit Kat) or higher
- Camera (image capture)
- Location permission (optional, geolocation updates)
- Photos/Media/Files permission (optional, gallery / camera roll access)

iOS

- iOS 9 or higher
- Camera (image capture)
- Location permission (optional, geolocation updates)
- Background App Refresh (optional, keeps K8 in sync with progress while app is not visible – this is also done while app is displayed)

K8 Manufacturing and Field Service

- The app is compatible with K8 Manufacturing & Field Service v13.2 and later
- The app connects to your system, meaning you have control over which users and devices can connect. No information is stored on a central server.

Overview

The K8 Field Service app enables engineers to access the K8 Manufacturing & Field Service system from supported mobile devices. The app connects via Wi-Fi or mobile data and synchronizes the engineer's work queue. They can work offline, or in areas with poor signal, and changes automatically sync when they regain connectivity.

Features

- View job details and history, customer information, and parts required
- View and complete jobs in your queue
- Search site, van and warehouse stock
- Attach photos
- Capture customer signature digitally ("sign on glass")
- Job queue is regularly synchronized, keeping the engineer and service desk up-to-date with progress.



K8 MFS Summary Factsheet

Flexibility and Configuration

The K8 Field Service app is configured with a standard workflow – for instance, checking the equipment’s serial number before commencing work and capturing a customer’s signature afterwards. These fields are customisable and can be changed depending on the type of job, for instance “Customer Training” can show a list of attendees. You can decide what fields the engineers see.

- Confirm details when on-site e.g. equipment serial numbers, make and model
- View customer details, equipment service history
- Look-up fields, such as the fault/reason for visit
- Call progression functions, such as breakdown codes, parts fitted/required, signature capture
- Define compulsory fields that an engineer must complete before continuing
- Colour code jobs based on type

Despatch module

The Despatch “Pick and Pack” module enables your warehouse staff to quickly pack items into boxes ready for shipping, and can verify every scan to ensure the correct products are being shipped. Once the items are boxed, the scans are submitted to K8 MFS and matched for shipping and invoicing.

- Create multiple picks, each pick can contain multiple boxes and items
- Scanning supports most barcode formats in 1D and 2D, and common K8 MFS barcode options (Product / Batch / Link)
- Compatible with Motorola DataWedge devices for hardware scanning. Can also use the rear camera if present
- “Validate scan” option to ensure every item packed is valid – unknown items will be rejected
- Scans are submitted to K8 MFS for shipping and invoicing

About Kerridge Commercial Systems (KCS)

We provide specialist software, services and support to deliver fully integrated trading and business management solutions to distributive trades customers, large and small – wherever they are in the world. Immersed in the distributive trades for over 40 years, our technical experts are thought leaders in trading and management technology, and our innovative and flexible approach ensures our customers partner with us for the long-term.

Our mission is simple: to design and deliver high performance, integrated ERP solutions that enable our distributive trade customers to source effectively, stock efficiently, sell profitably and service competitively.

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