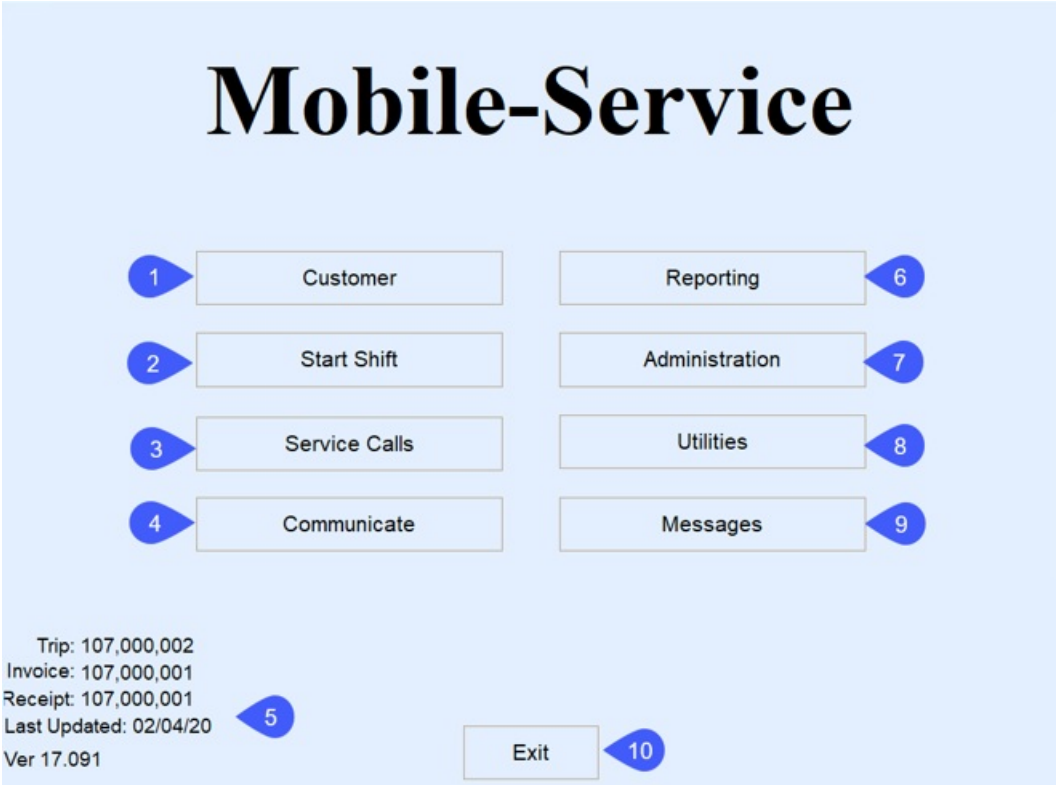
MobileService Main Menu

Last Modified on 06/23/2026 4:08 pm EDT



1. **Customer** – Review customer and tank information as well as any pending Service Orders, Proposals, Invoices, or Service Locations. This will be for informational purposes only as Service Orders, Proposals, and Invoices cannot be generated from this menu option.
2. **Start Shift** – Start a daily shift/trip report by indicating truck number, driver information, and odometer readings.
3. **Service Calls** – Review pending service calls prior to starting a shift.
4. **Communicate** – While within range of a wireless access point as an IT Professional, select **Communicate**.
    a. The truck computer will display a *Sending Delivery Files* progress bar then a *Receiving New Files* progress bar.
    b. The handheld will then show a *Checking for Program Updates* progress bar.
        - If an update is received, MobileService will close once the update is complete.
        - Reopen MobileService to verify the new update is in place.
    c. MobileService will return to the *Main Menu* upon completion of communication.
5. **Technical Specifications** – The last time counter files were transmitted to the truck computer as well as the current version number display.
6. **Reporting** – Review *Trip Reports*, *Re-Print Documents*, or *Print Current Trip Report*.
    1. **Trip Report** – By selecting this button, previous Trip Reports can be reviewed to determine if they have communicated to the server. Previous trips can also be reprinted as needed. If a checkmark is present in the *Sent* column, it is an indicator that the driver has communicated the trip. If the trip needs to be

resent, uncheck the *Sent* column and recommunicate the truck computer.

2. **Re-Print Documents** – Select the item to be printed (Invoice, Proposal, Trip, etc.) and select **Re-Print Document**.
3. **Print Current Trip Report** – When this option is selected, the system will print a copy of the active trip report if the technician has started a shift.

7. **Administration** – This is utilized by Authorized users only.
8. **Utilities** – Send a test page to the printer.
9. **Messages** – This feature is not available for MobileService.
10. **Exit** – Exit MobileService.