

**TRAFMAN.**  
**SOLUTIONS**



# **SAW & CORE DIVISION - SAP FIELD SERVICE MANAGEMENT (FSM) TRAINING MANUAL**

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# Welcome to FSM Mobile App Manual

Welcome to the learning manual for the new Trafman Solutions business systems and processes. The aim of the systems and processes update is to provide robust digital platforms for our growing business that can increase efficiency both on site and in the office, which translates to a better service offering for our stakeholders.

## **The benefits of the new systems include:**

- Giving us a simpler way of working that provides better ability for effectively working alongside each other
- Ensuring an increase in ease of use for users
- Providing a streamlined approach makes it easier to do business with our stakeholders.
- Using a fully integrated BU-wide solution that benefits us all, and our stakeholders.
- More accurate timesheet submissions, pay and data.

Please use this manual as your handy reference guide should you need to go over what you have learnt in the face-to-face training sessions.

It's great to have you part of this exciting transformation of the Trafman Solutions business. Thank you for your commitment to the new ways of working.

## **Regards**

**Lucy Milkeraitis**

## **Want more training information?**

We have developed an online learning tool called Trafman Central. It's a place where you can learn more about our new central systems for the business.

Trafman Central is a place that provides employees with helpful information about the new systems, particularly those who are starting their learning journey. It's also a good place to return to, if you need a refresher on how to use the systems.

Use the following link to access **Trafman Central**:

<https://centralhub.trafman.com.au/>



Lucy Milkeraitis  
Trafman Solutions Business Unit Manager

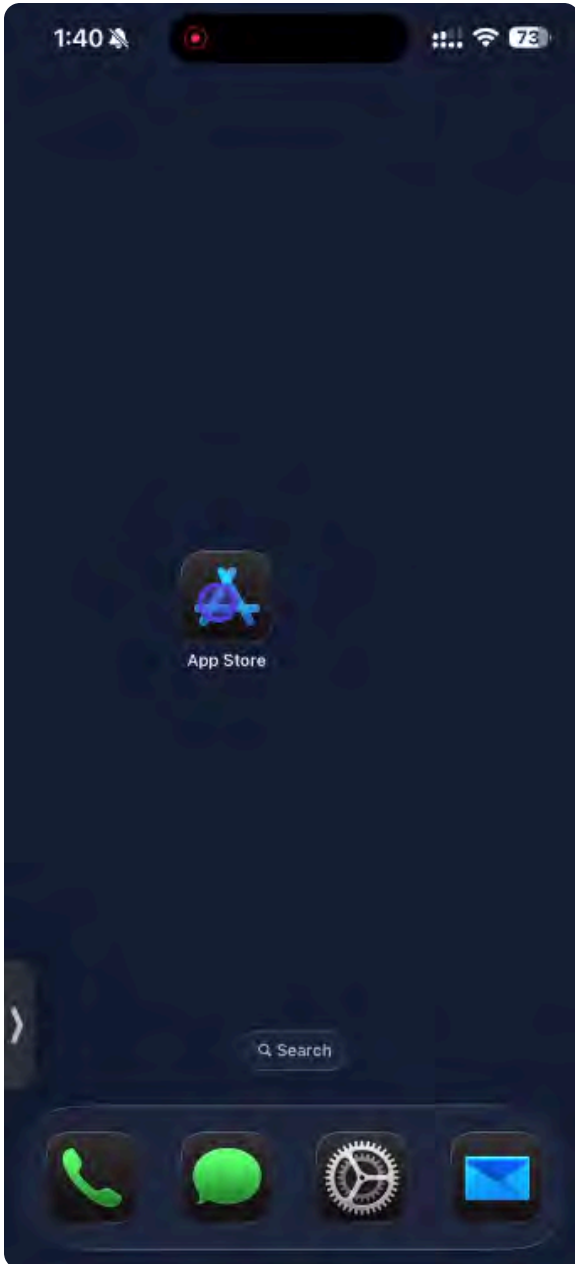
# HOW TO INSTALL SAP FIELD SERVICE MANAGEMENT APP (IOS)

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# How to Install SAP Field Service Management App (IOS)

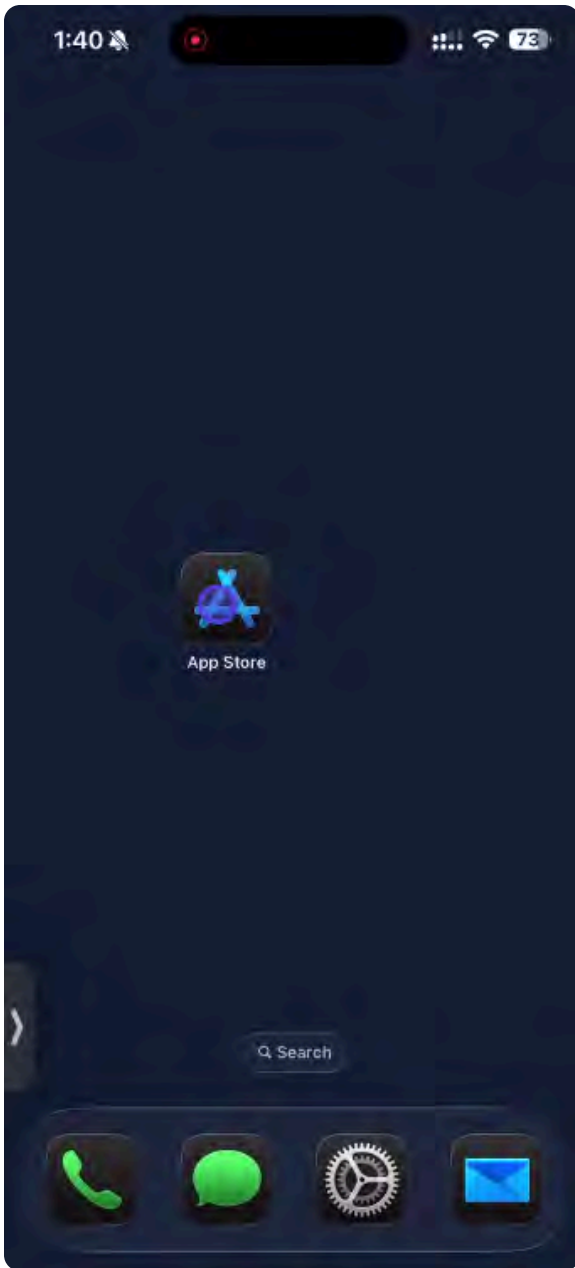
Created on Jan 30, 2026 by Jarred Bester



[WATCH RECORDING →](#)

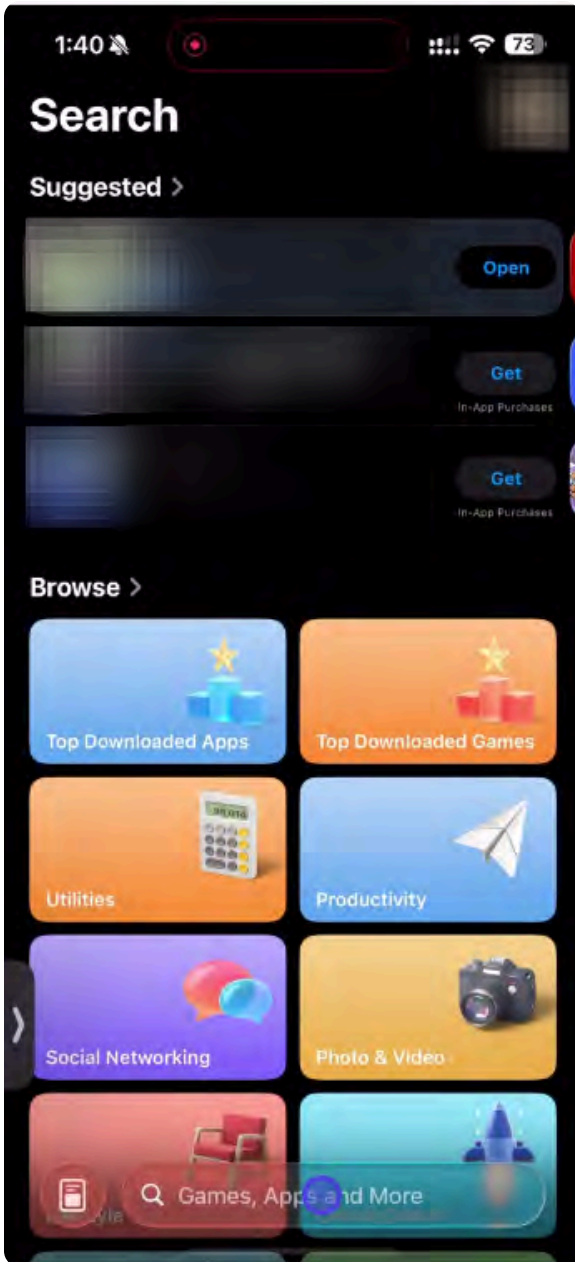
# 1 Open Apple Store App

[VIEW PAGE →](#)



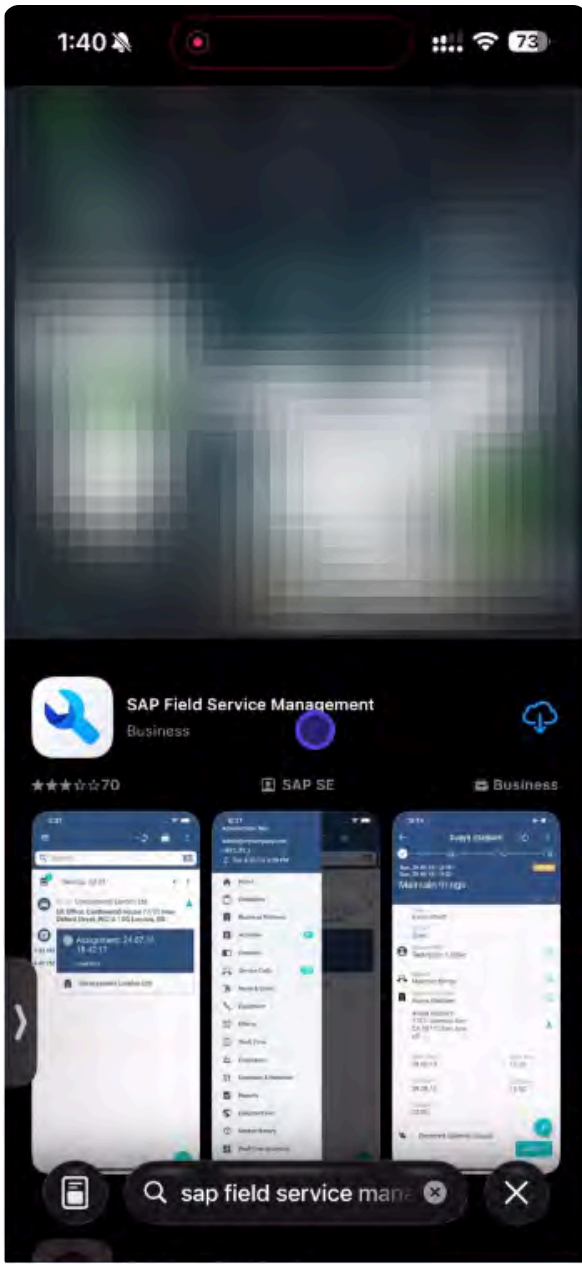
## 2 Click on Search bar

[VIEW PAGE →](#)



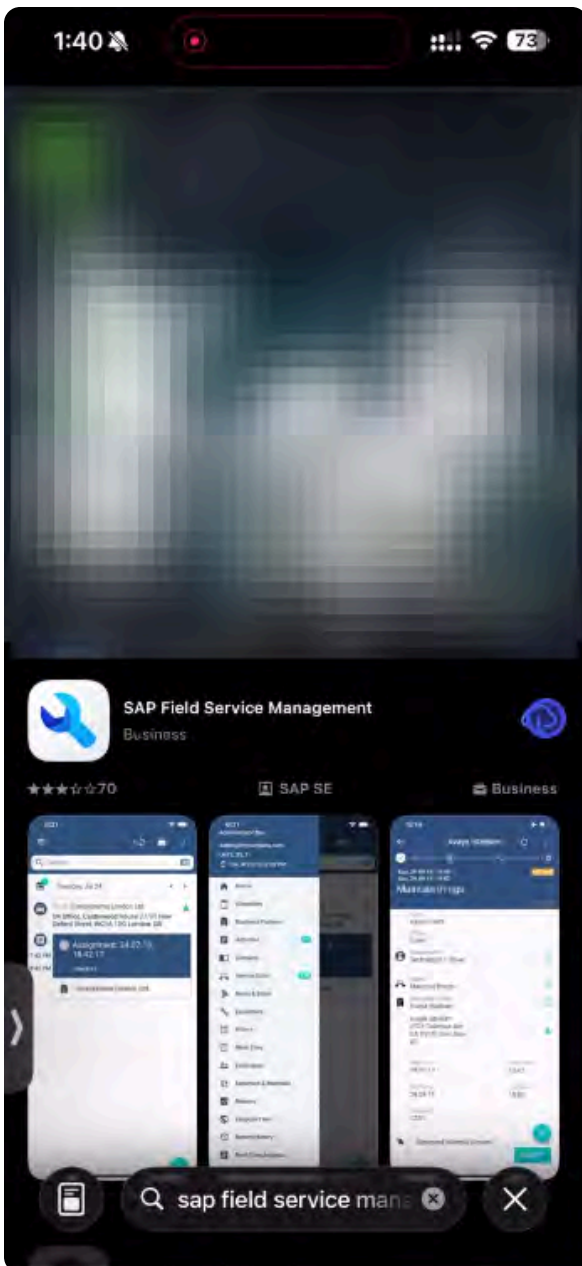
### 3 Type "SAP Field Service Management"

[VIEW PAGE →](#)



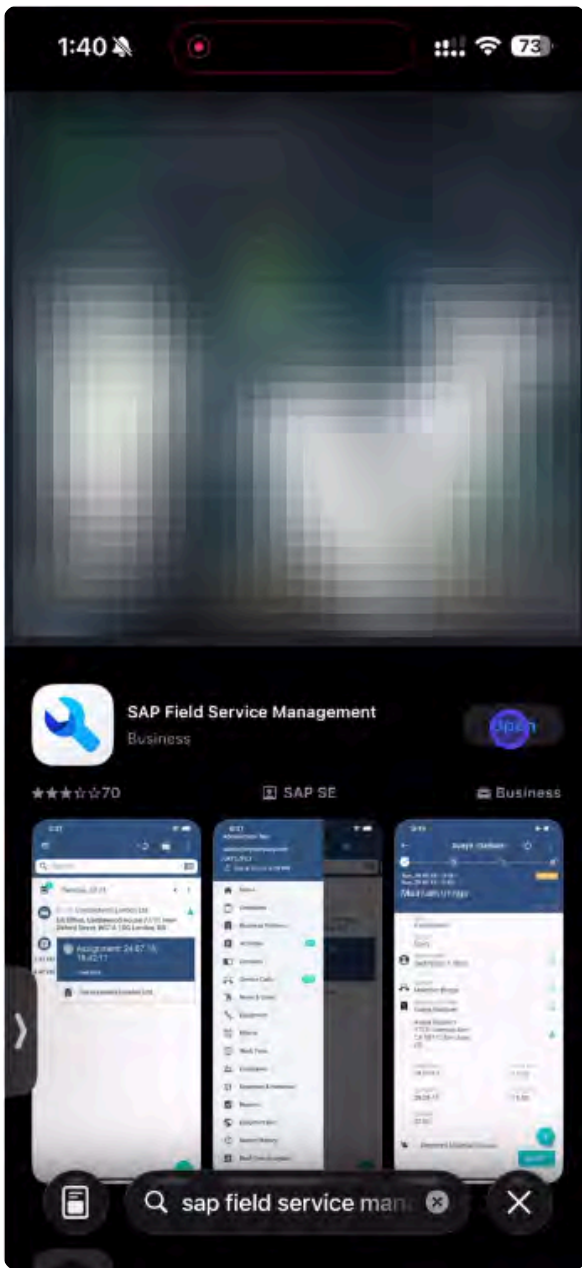
#### 4 Click to Download

[VIEW PAGE →](#)



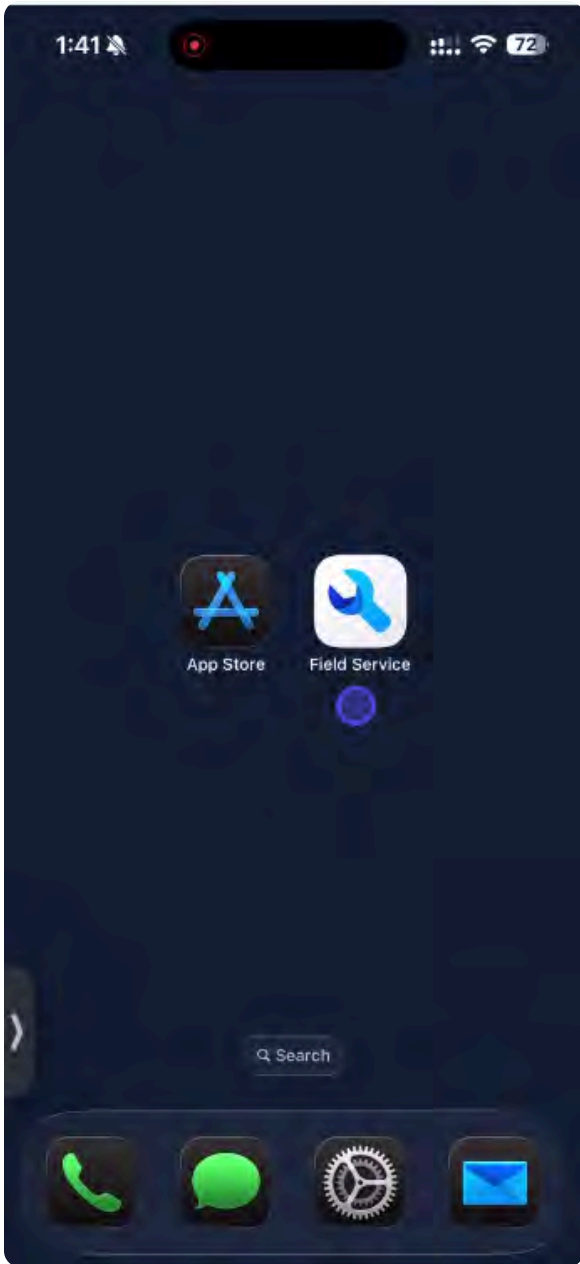
5 Once the button changes to "Open", the install is complete.

[VIEW PAGE →](#)



6 The App will now be on your device as "Field Service"

[VIEW PAGE →](#)





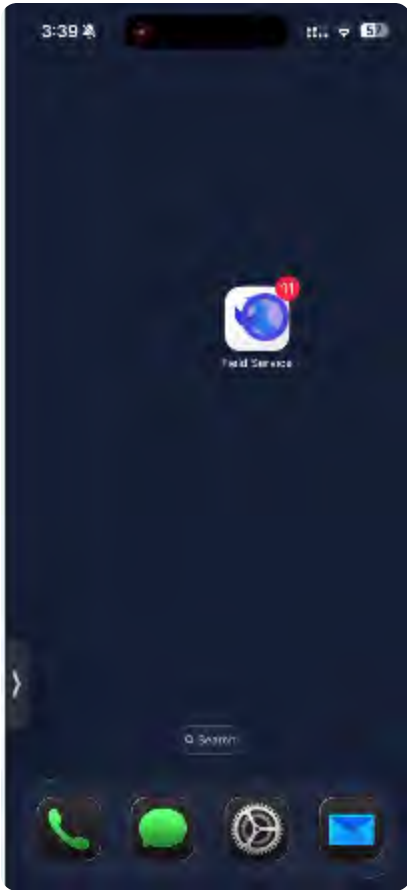
**FSM MOBILE  
APP - S&C  
- ACTIVITY REVIEW**



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# FSM Mobile APP - S&C - Activity Review

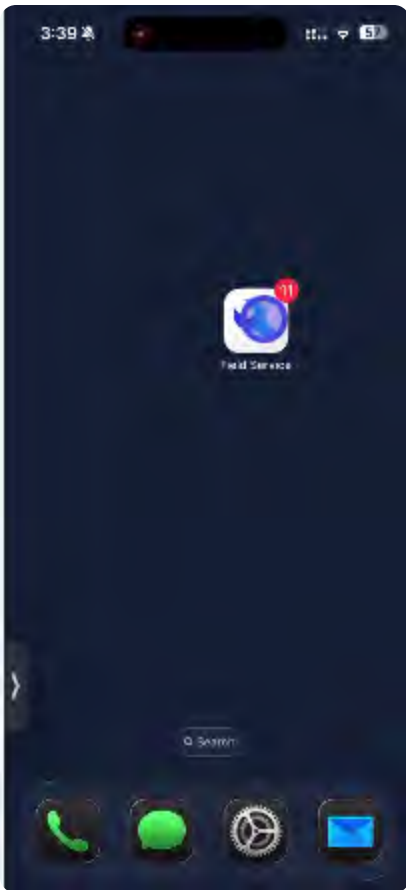
Created on Dec 15, 2025 by Jarred Bester



[WATCH RECORDING →](#)

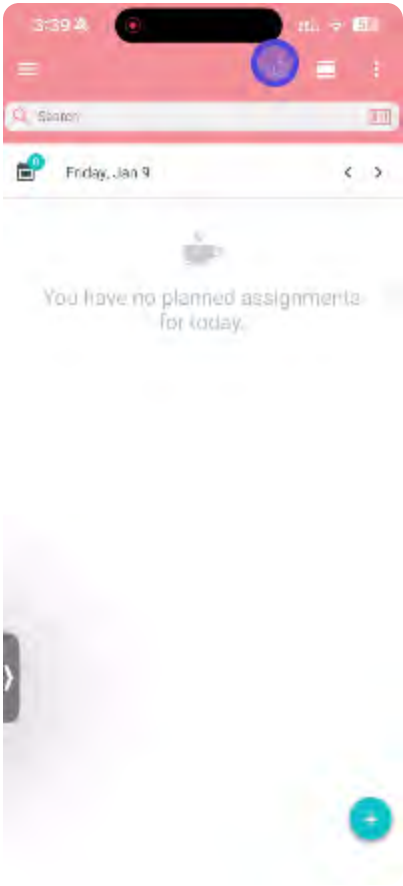
# 1 On Mobile, Navigate to the "Field Service" Application

[VIEW PAGE →](#)



2 Once date is selected, Click on the "Sync" button.

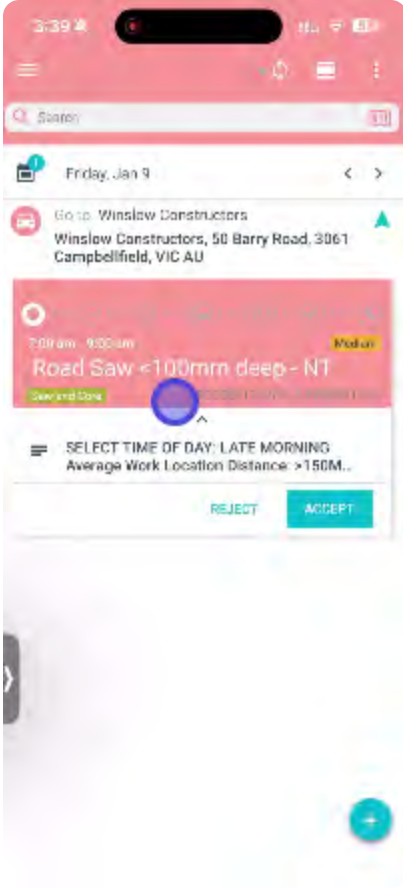
[VIEW PAGE →](#)



3 Once synchronisation has been completed, Service Calls will drop in for action.

[VIEW PAGE →](#)

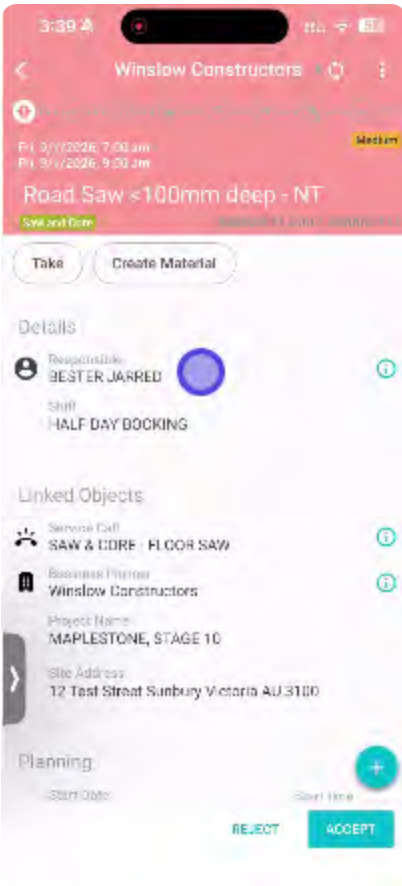
In order to understand the Service Call requirement, clicking onto the card will expose the details.



## 4 Within the Service Call, the details can be reviewed

[VIEW PAGE →](#)

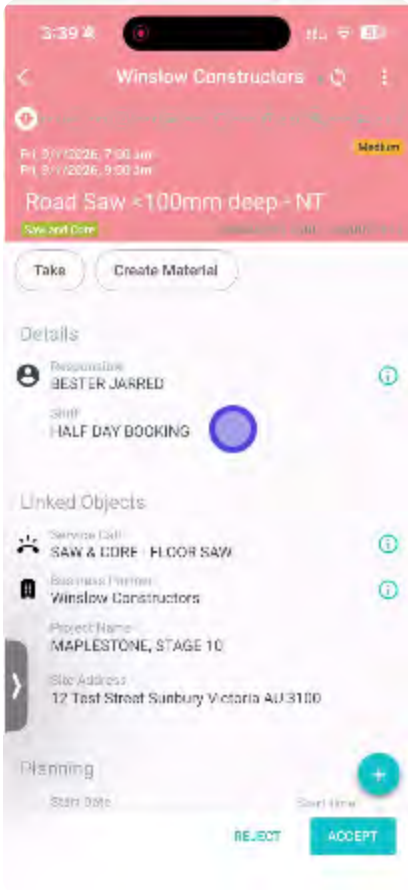
Responsible = The resource the Service Call is allocated to.



## 5 Shift Type is defined (i.e. "HALF DAY BOOKING")

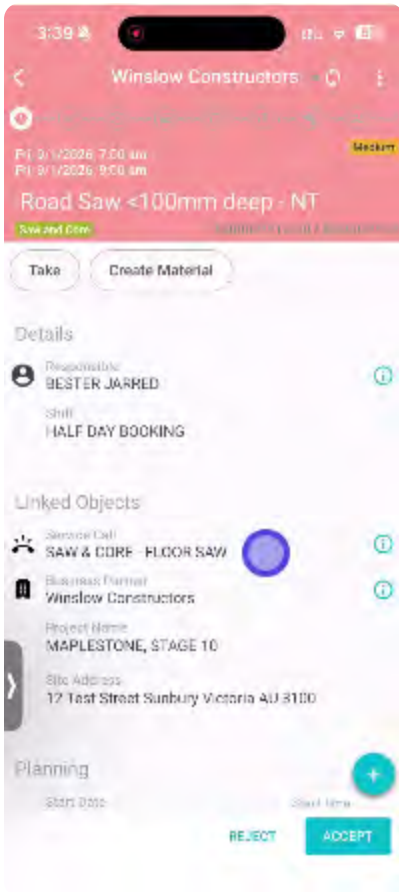
[VIEW PAGE →](#)

Half Day is the minimum shift type in the system by standard.



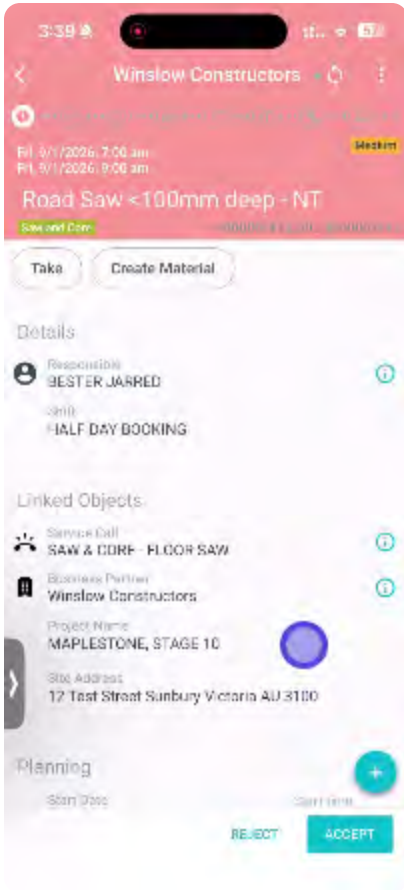
## 6 Service Type is defined (i.e. "SAW & CORE - FLOOR SAW")

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## 7 Client & Project related details are defined

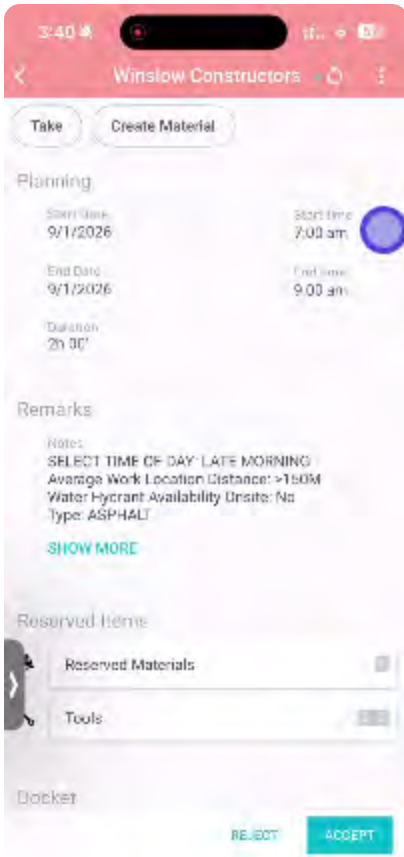
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## 8 Planned date and time is defined (i.e. "09/01/2026 - 7:00am")

[VIEW PAGE →](#)

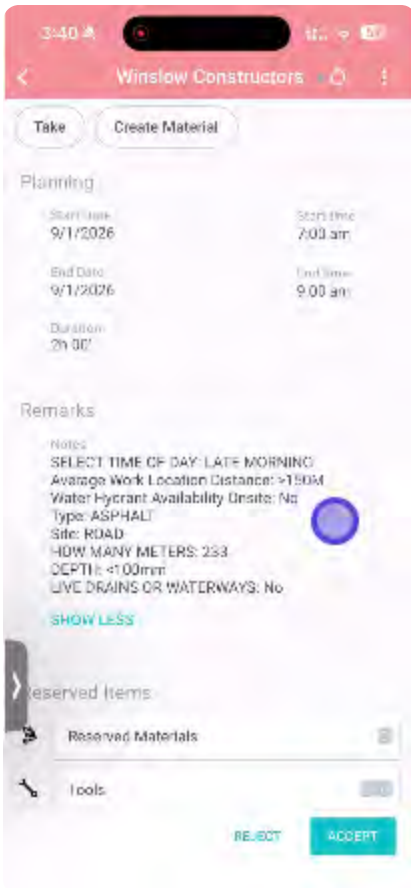
This information is based on the Scheduler's allocation.



9

Questions answered by the Client in the Customer Portal will be visible under remarks.

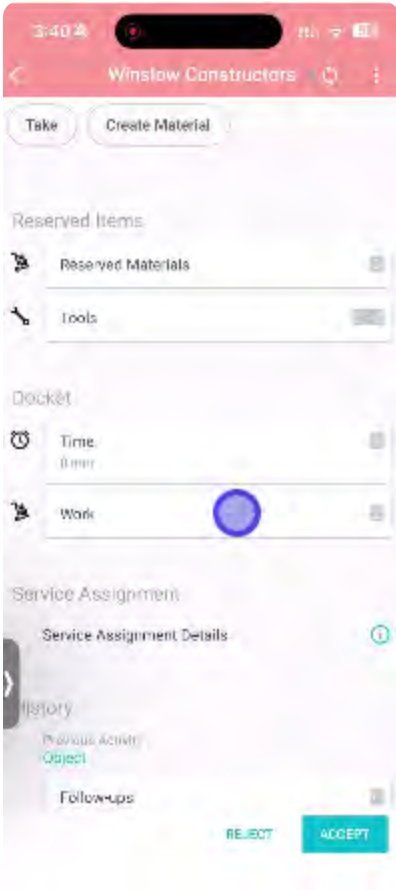
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10 The activities requested and the quantities for each are available in the proposed Docket under "WORK".

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Activities are the specific line items which are billable to the client.



**11** The work activities & quantity are only proposed at this stage.

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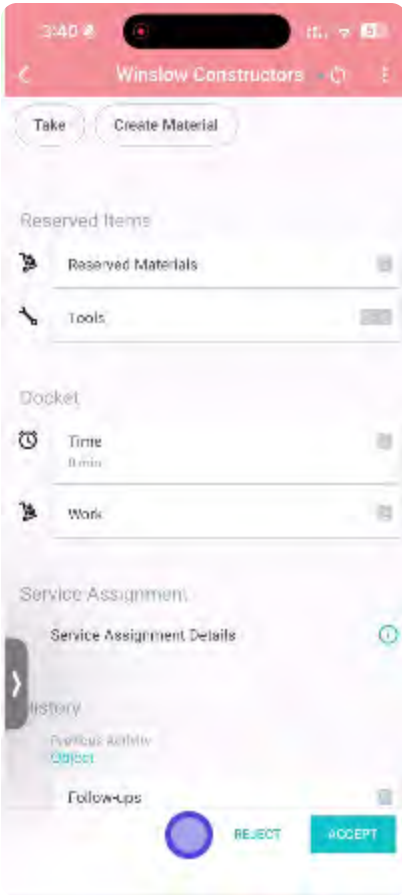
12 Click on "<" to go back to the Service Call

[VIEW PAGE →](#)



**13** Once reviewed, Select to confirm Acceptance or Rejection  
(Reason Required)

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**FSM MOBILE  
APP - S&C  
- ACTIVITY COMPLETION**

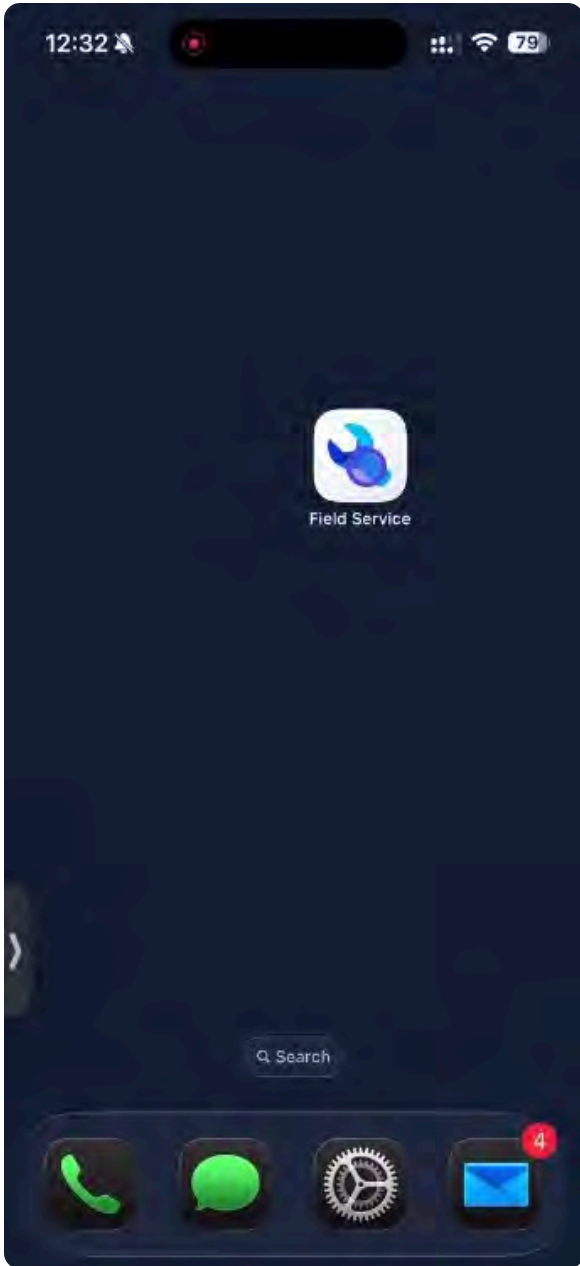
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# FSM Mobile APP - S&C - Activity Completion (Single Operator)

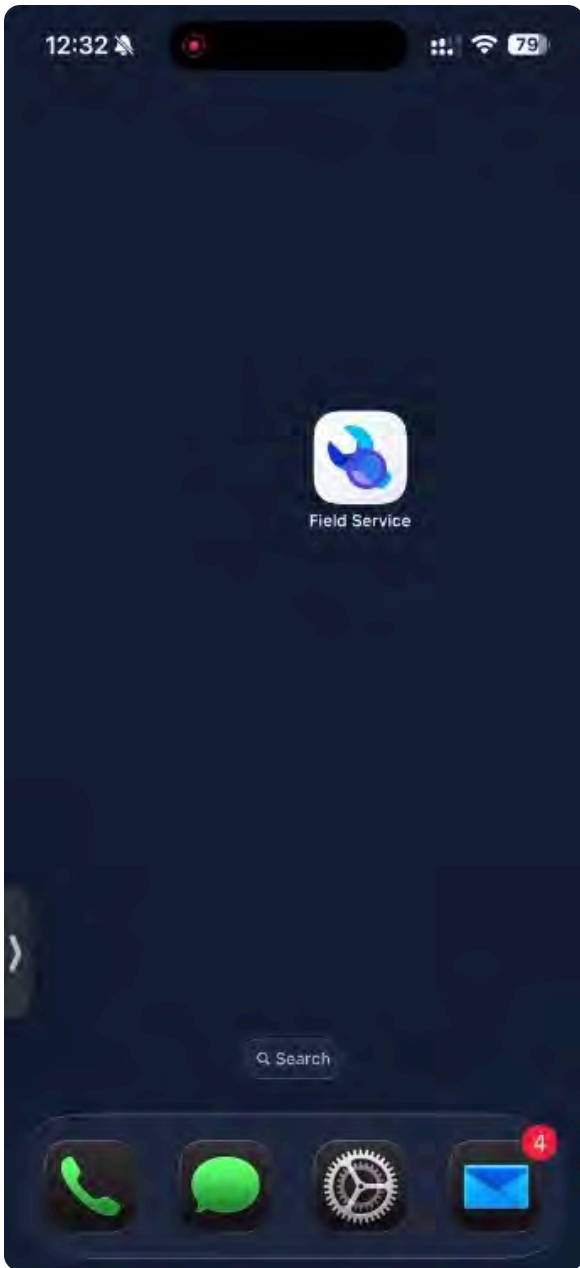
Created on Jan 29, 2026 by Jarred Bester



[WATCH RECORDING →](#)

# 1 Open FSM Mobile App

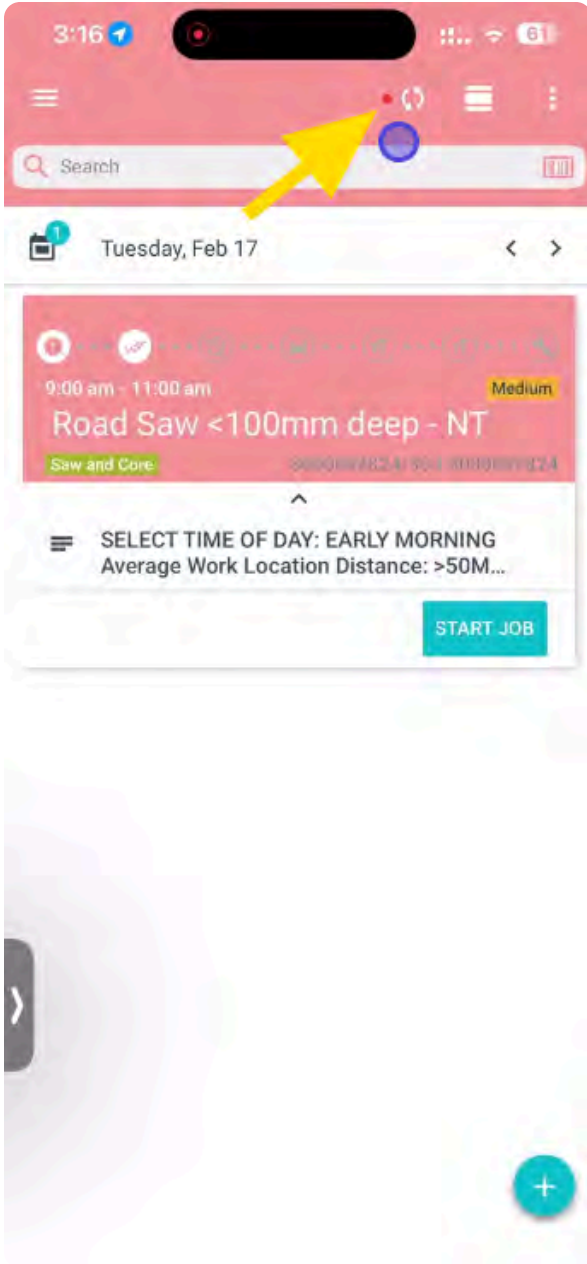
[VIEW PAGE →](#)



2

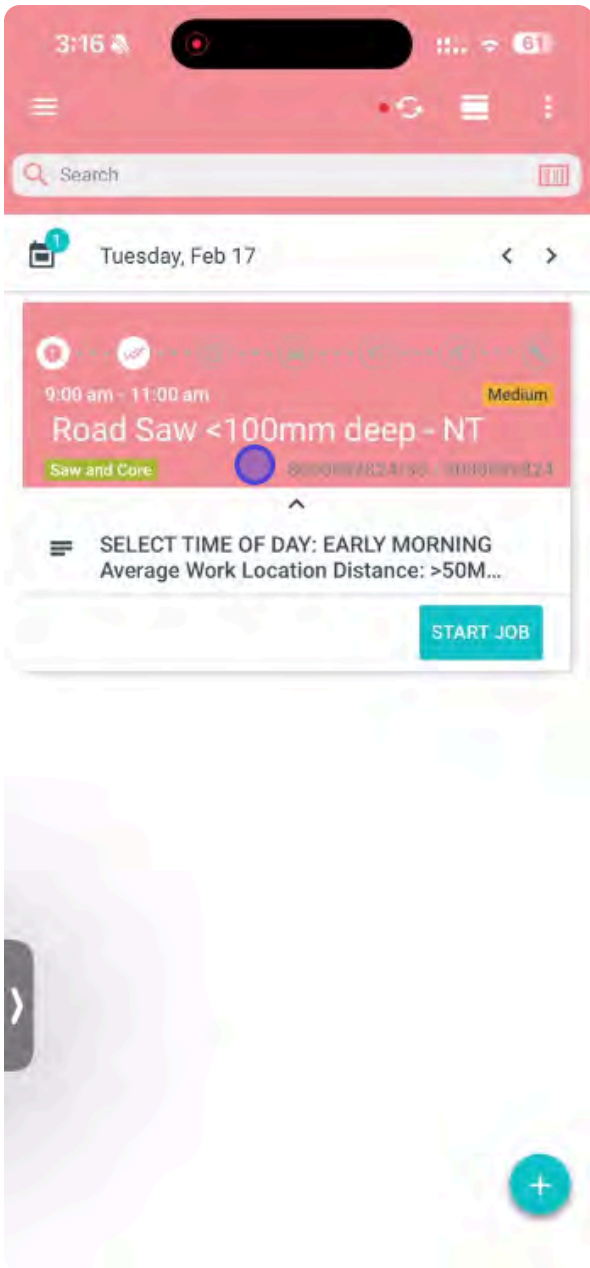
**VERY IMPORTANT:** Please note that each time a button is clicked the App will sync with the cloud to ensure that all data is updated in real time, please allow the spinning icon to stop before clicking the next button.

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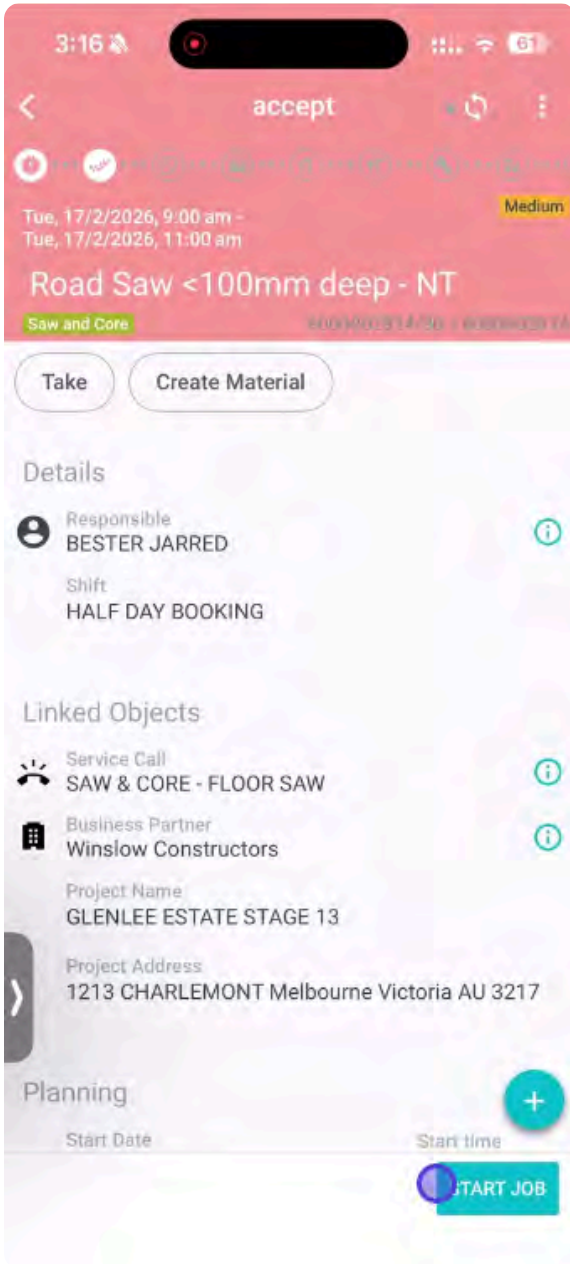
### 3 Click into the Activity

[VIEW PAGE →](#)



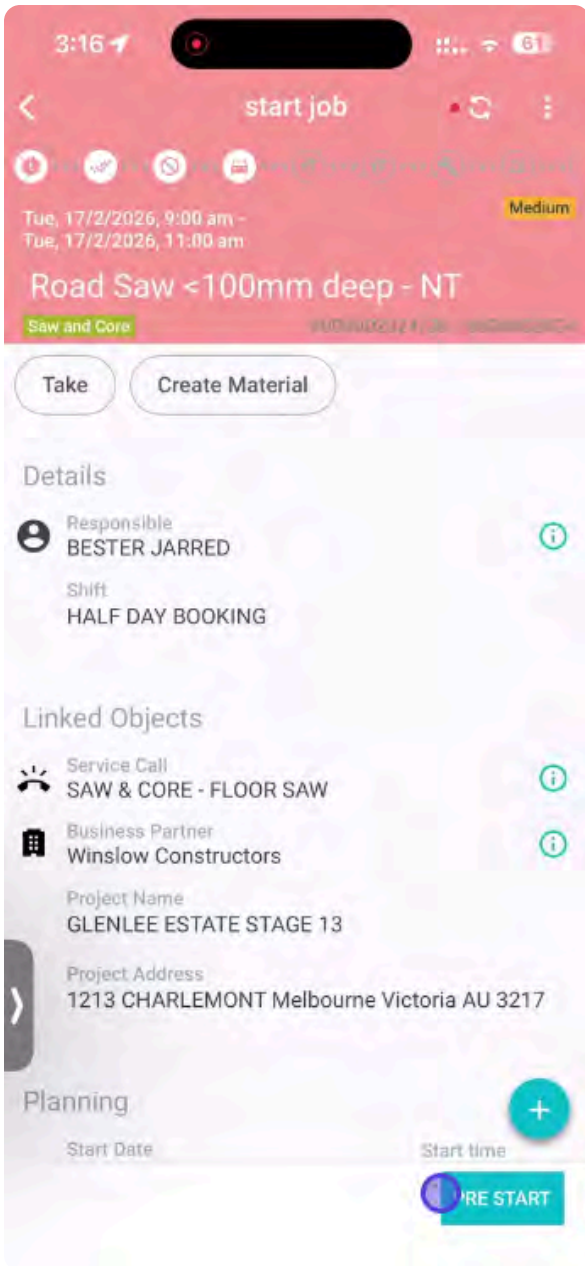
4 To confirm your onsite, Click Start Job

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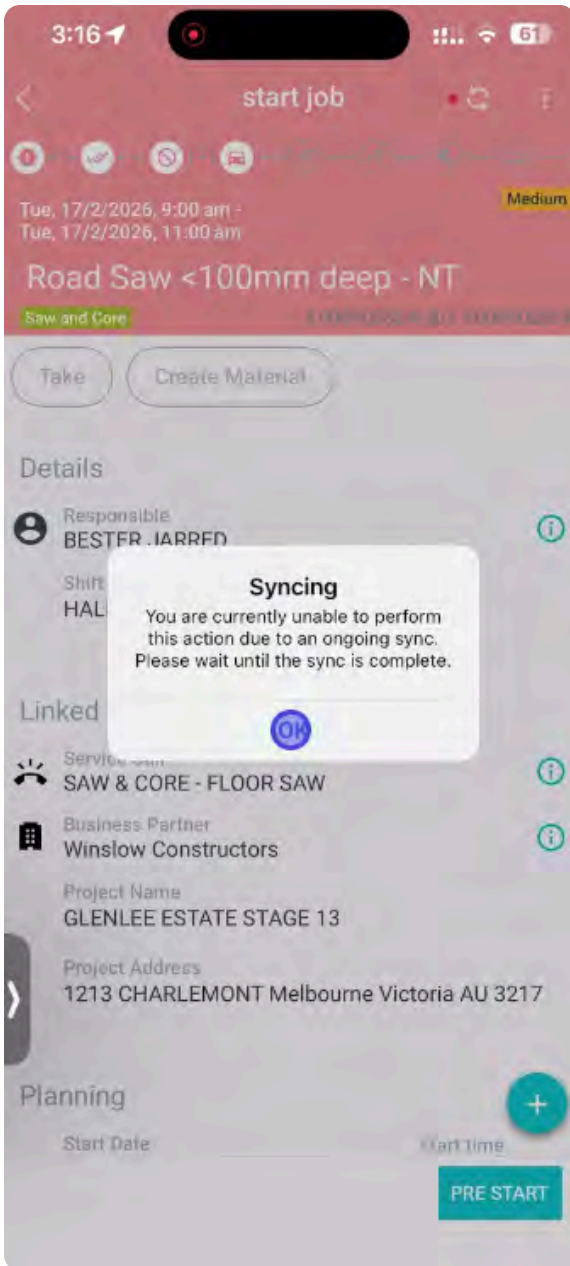
5 To commence the safety paperwork, Click on Pre-Start

[VIEW PAGE →](#)



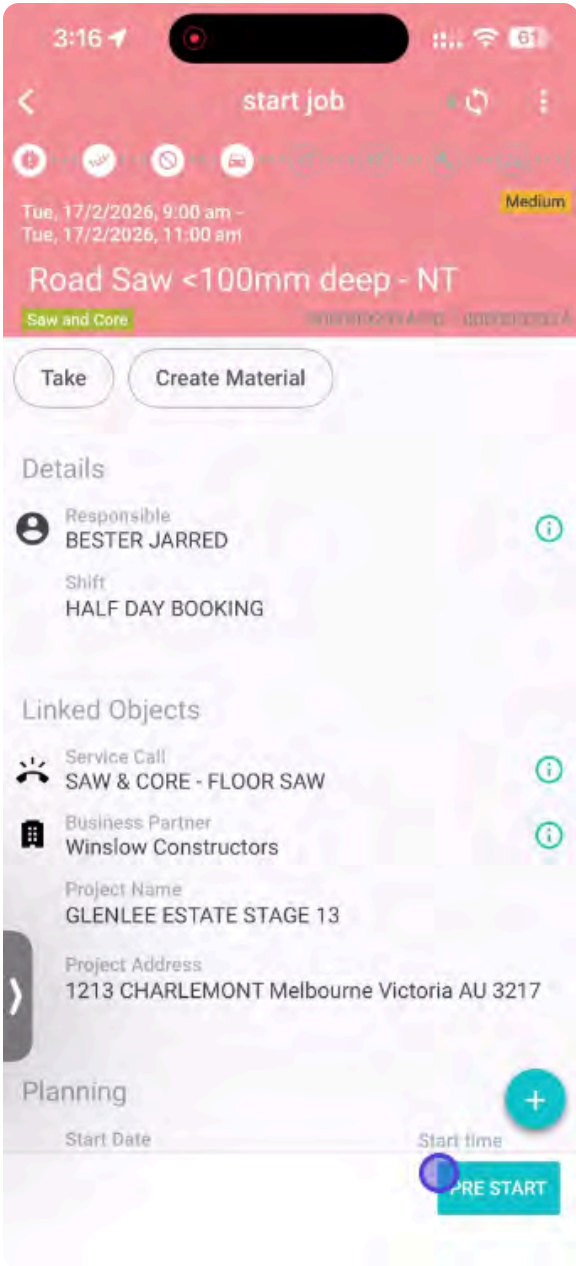
- 6 If you do click while the sync is still in progress, a prompt will appear, Click on Continue and wait for the sync to complete.

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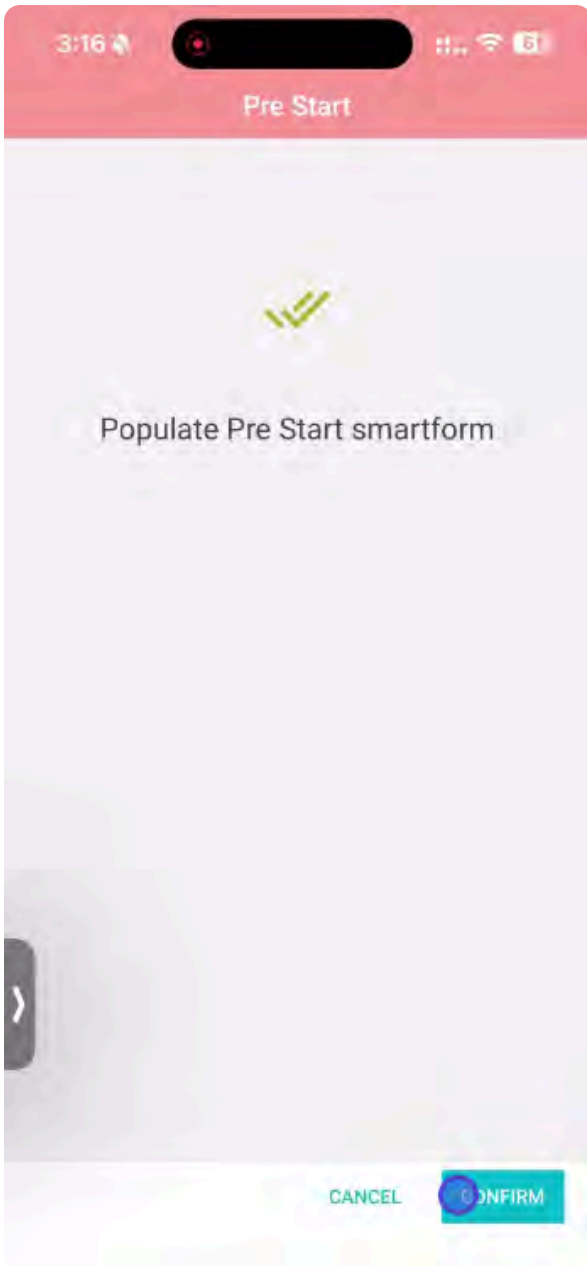
7 To commence the safety paperwork, Click on Pre-Start

[VIEW PAGE →](#)



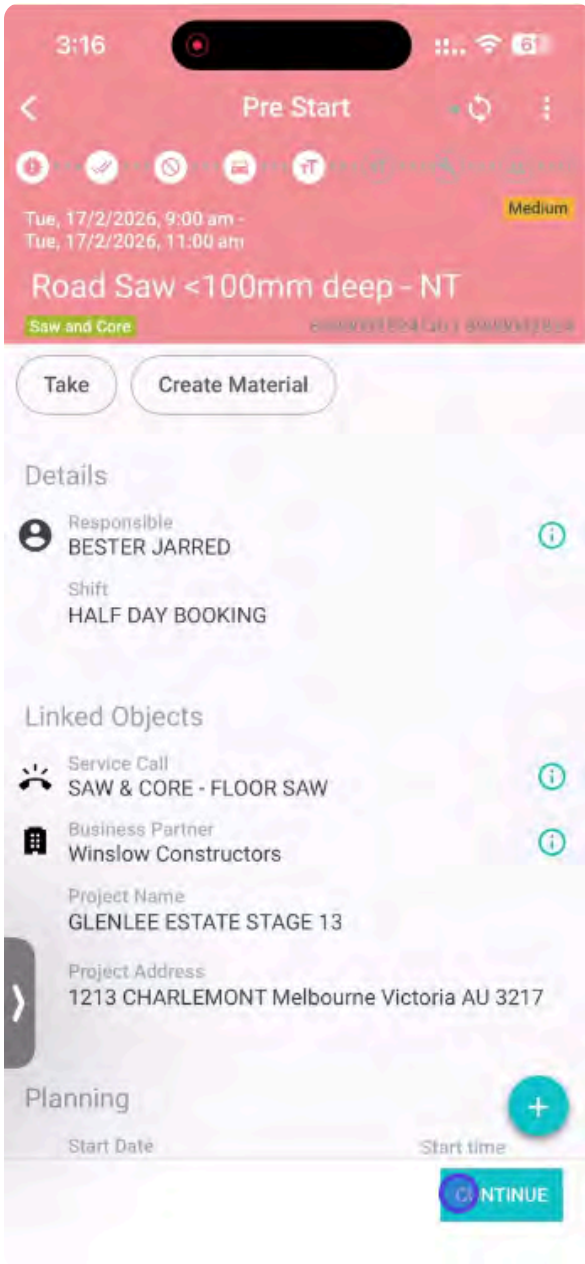
8 Click on Confirm

[VIEW PAGE →](#)



## 9 Click on Continue

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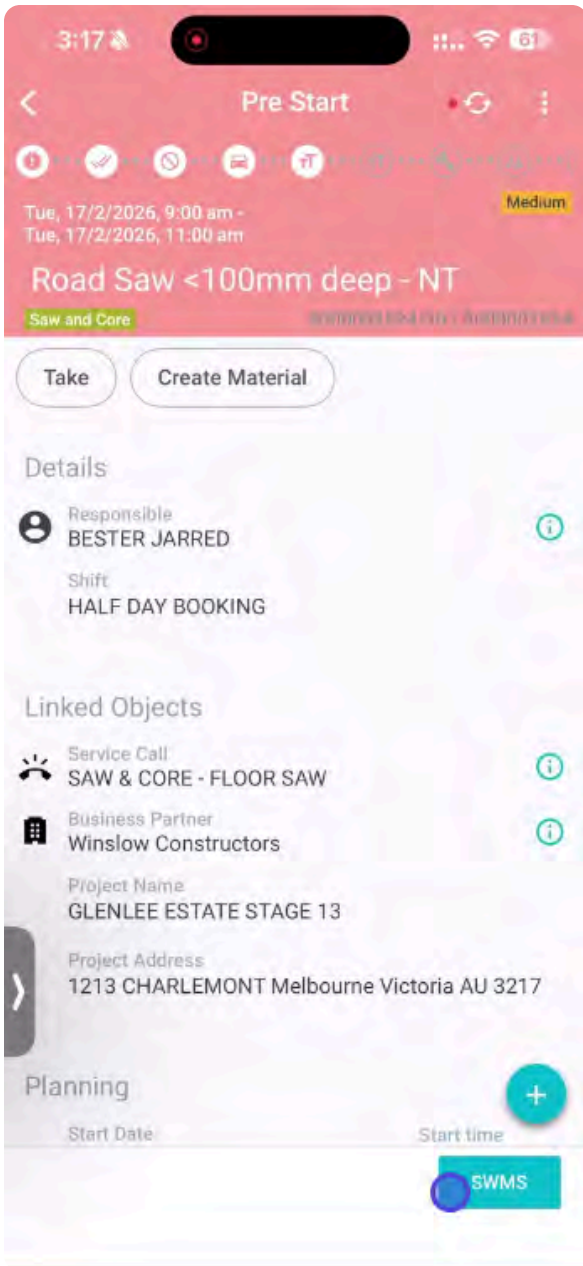
10 Once the form loads, Answer the questions to complete the form and click Next

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The screenshot shows a mobile application interface for a form titled "ADMINISTRATION". At the top, there is a progress indicator with five steps, where step 1 is highlighted. Below the title, there is a "Date" field with a "Pick date" button. The "Client" field is filled with "Winslow Constructors". The "Job Name" field is filled with "GLENLEE ESTATE STAGE 13". The "Job Location" field is empty. The "Client Job Number" field is filled with "20251". The "Operator Representative" field is filled with "JARRED BESTER". There are two "Select option" fields, one of which is partially filled with "Other Approval". At the bottom, there is a "Next" button and a text prompt: "PRE-START SAFETY CHECKLIST TO BE COMPLETED ON COMMENCEMENT OF".

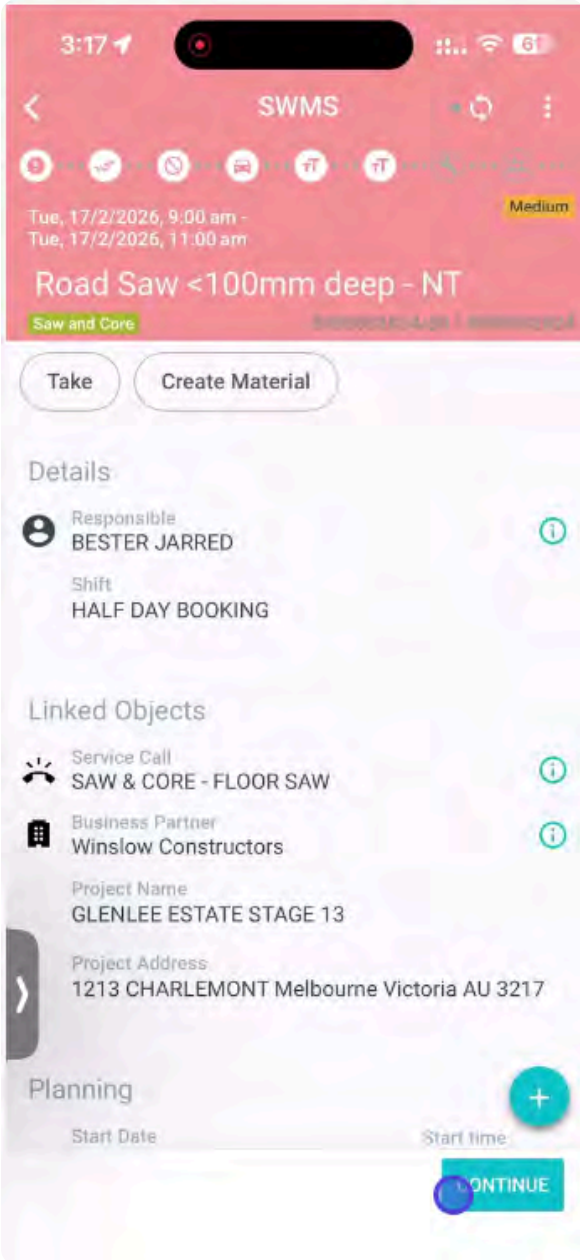
11 Click on SWMS

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12 Click on Continue

[VIEW PAGE →](#)



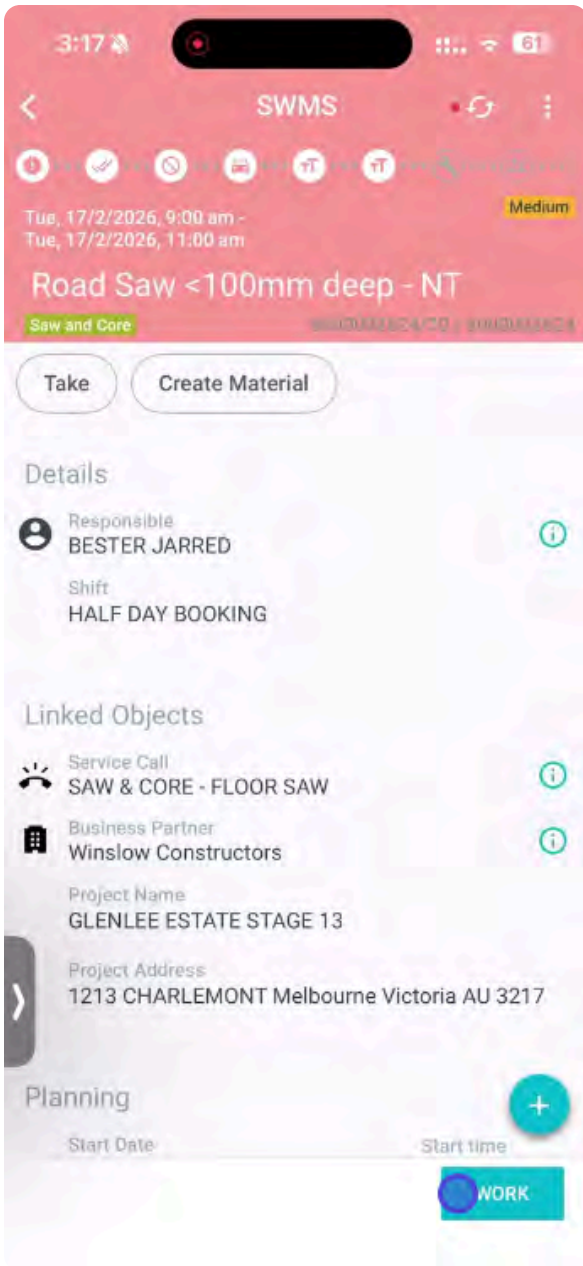
13 Once the form loads, Answer the questions to complete the form and click Next

[VIEW PAGE →](#)



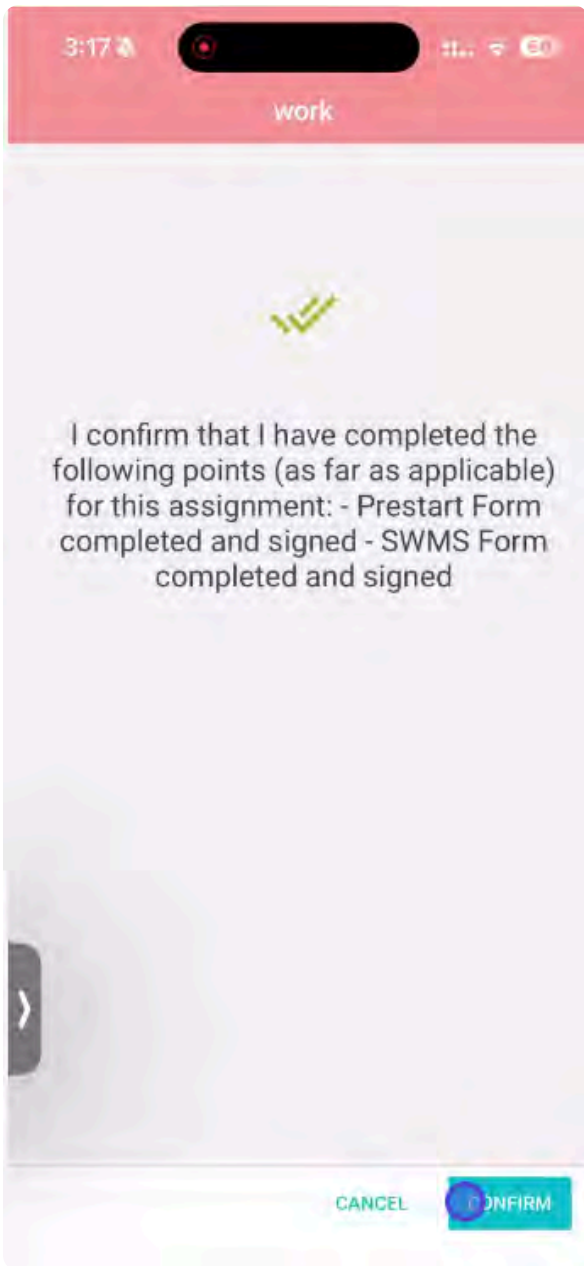
14 To start working, Click on Work

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15 Click on Confirm, At this stage work can commence.

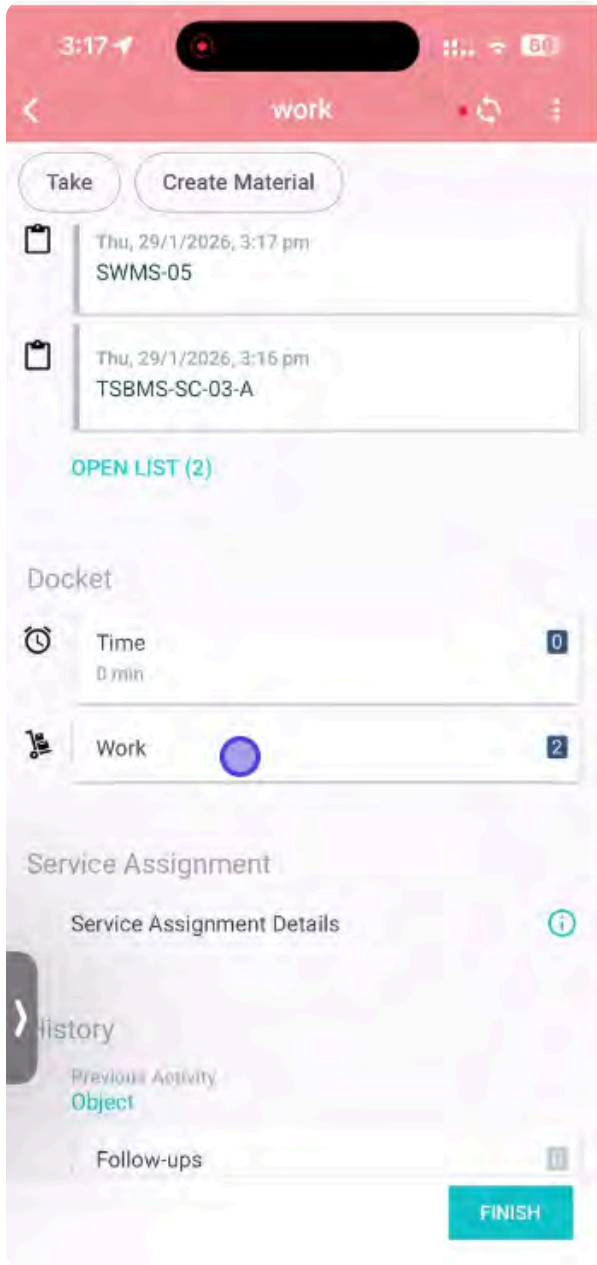
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**16** Once work activities are completed, scroll down to Docket section

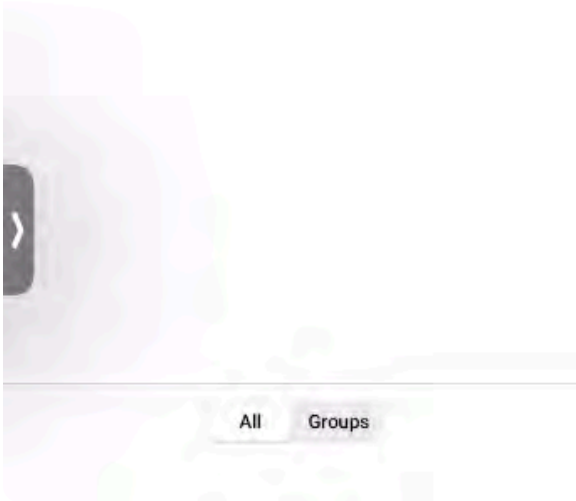
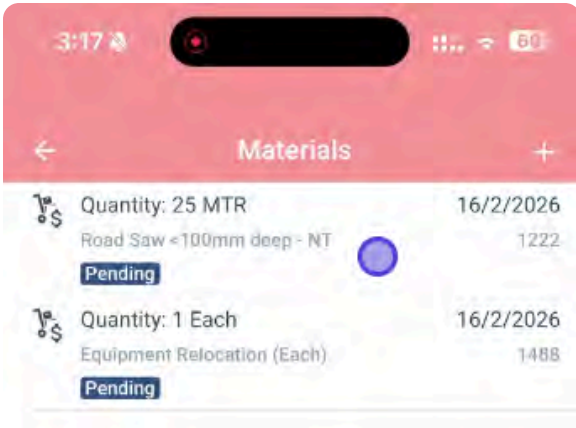
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Click on Work, to record the works completed



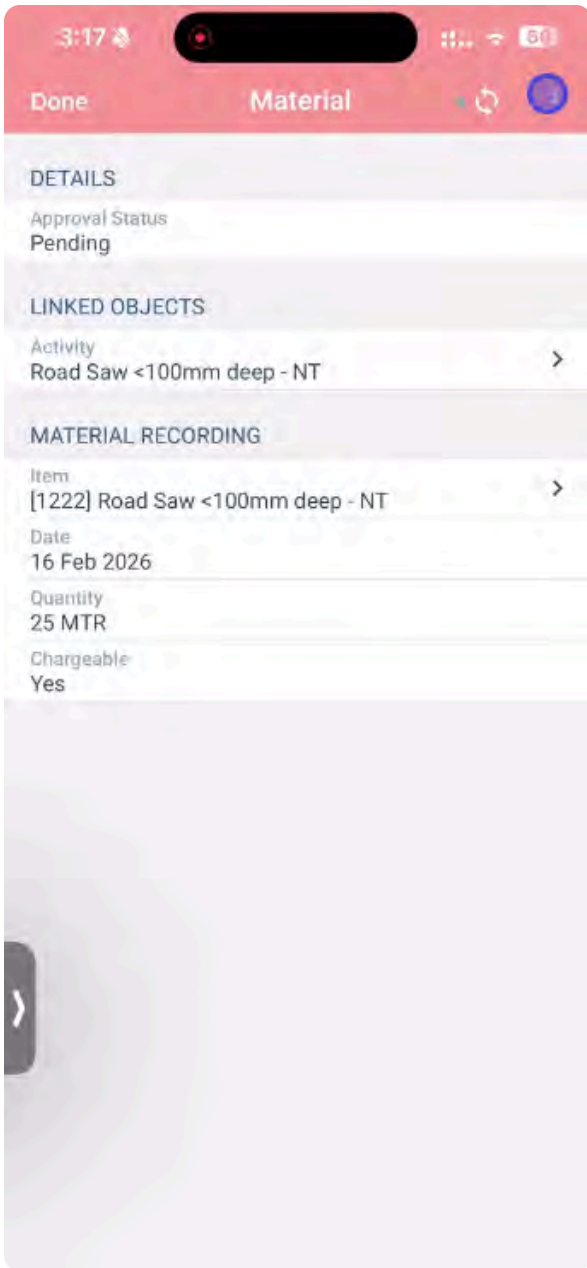
17 The original line items will be available for editing, click on the Line Item

[VIEW PAGE →](#)



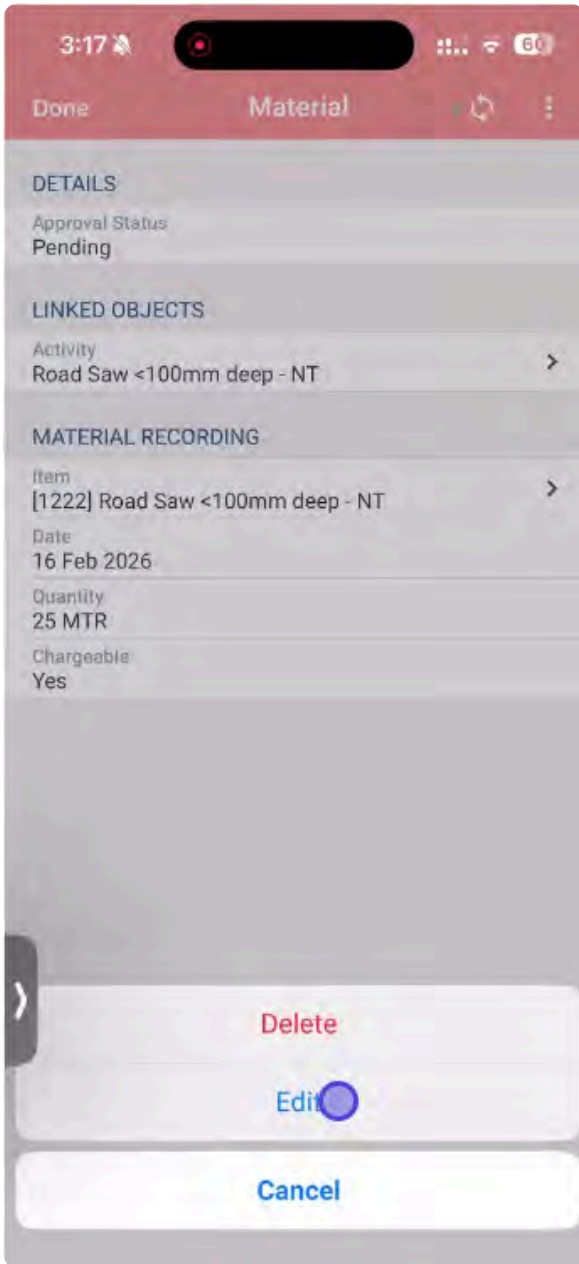
18 Click on the 3-Dot's

[VIEW PAGE →](#)



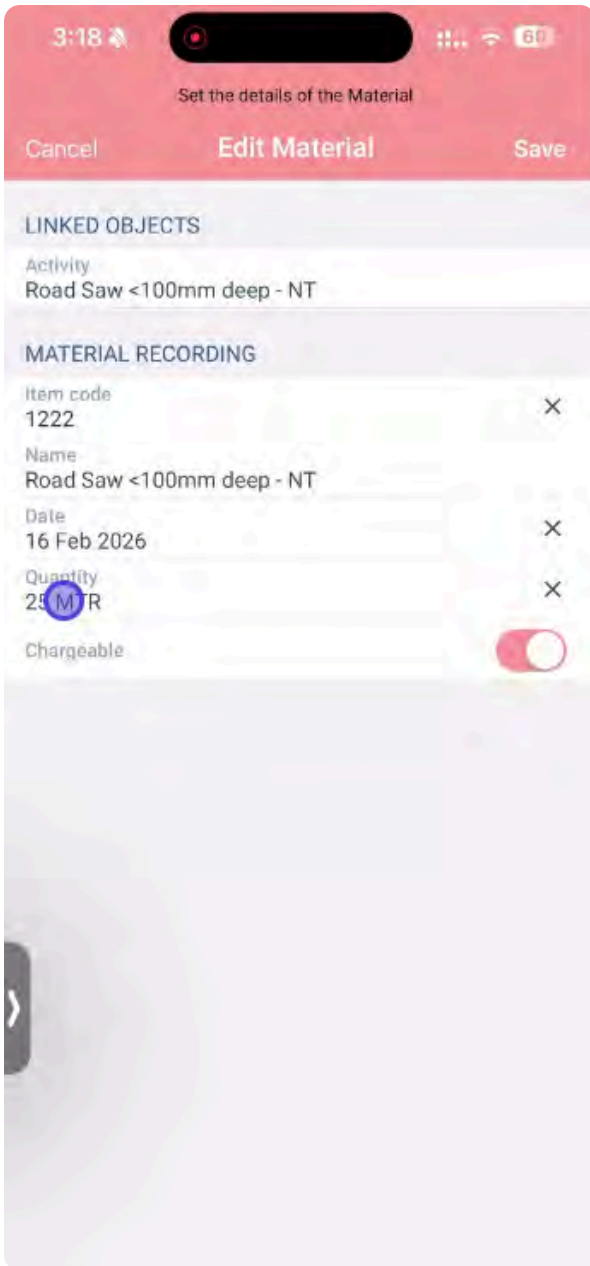
19 Click on Edit

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## 20 Click on Quantity

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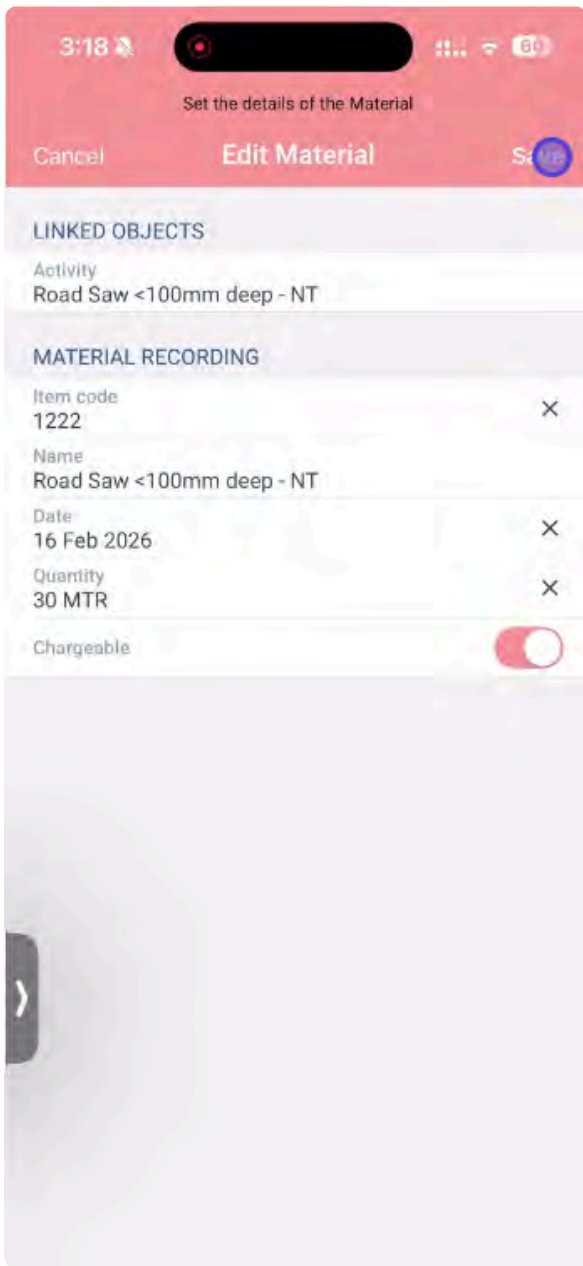
21 Type the actual quantity (i.e. "30"), click on Save

[VIEW PAGE →](#)



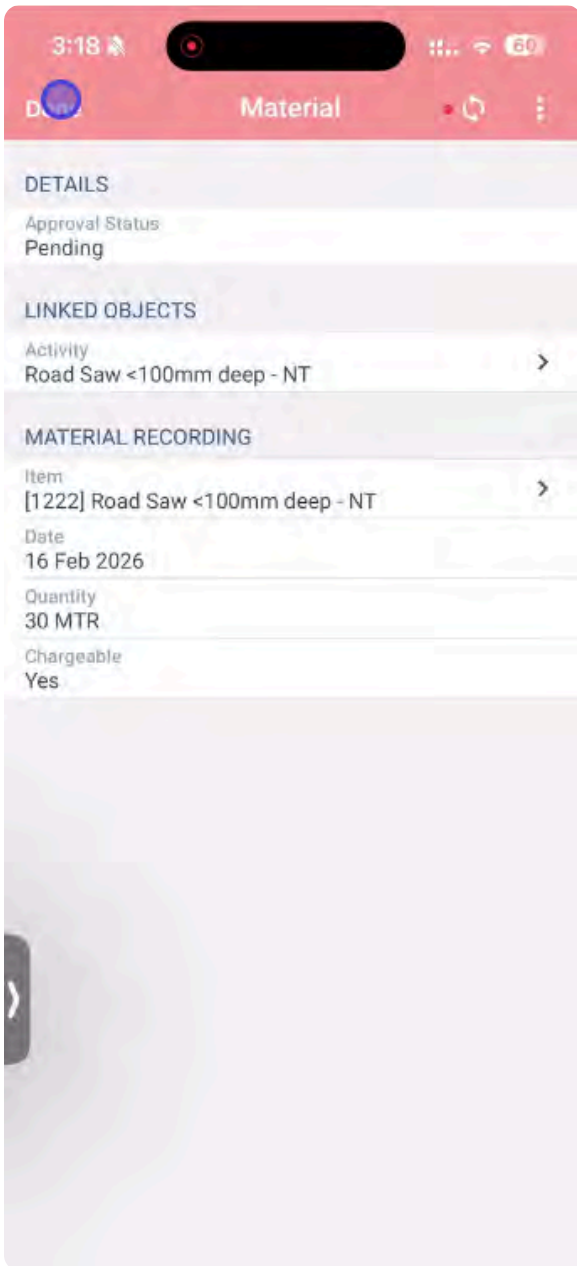
## 22 Click on Save

[VIEW PAGE →](#)



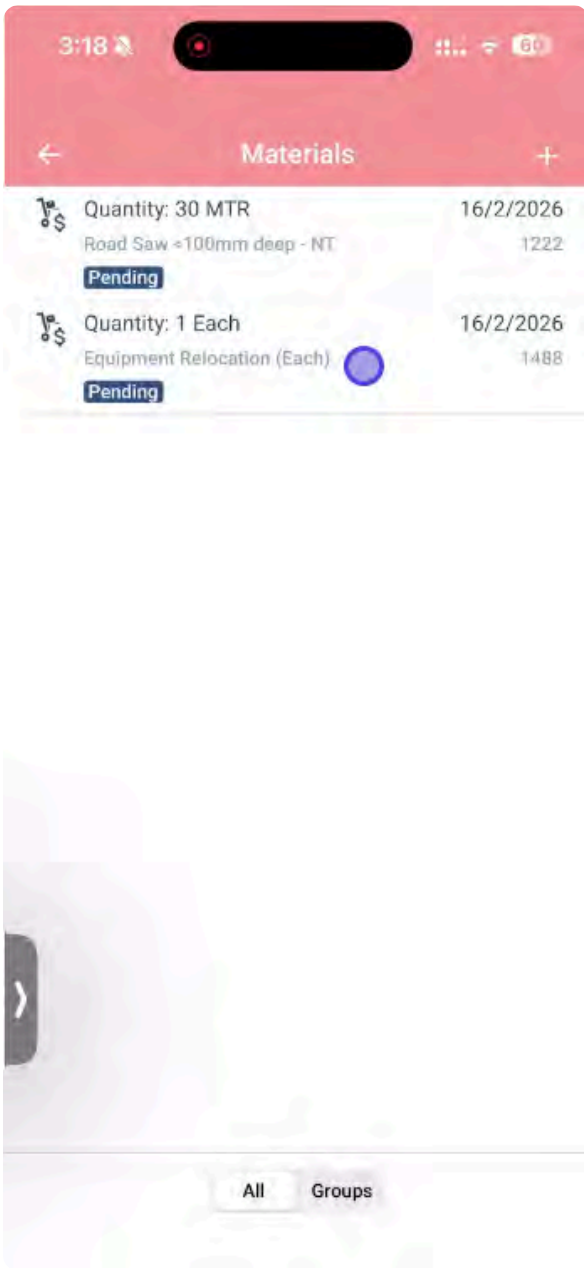
## 23 Click on Done

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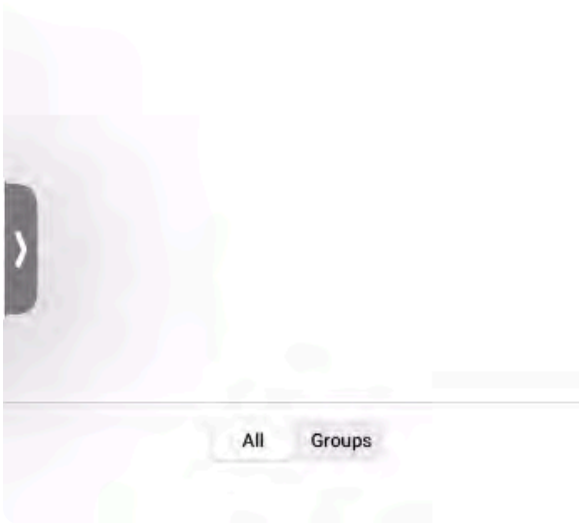
24 Check out line item are correct

[VIEW PAGE →](#)



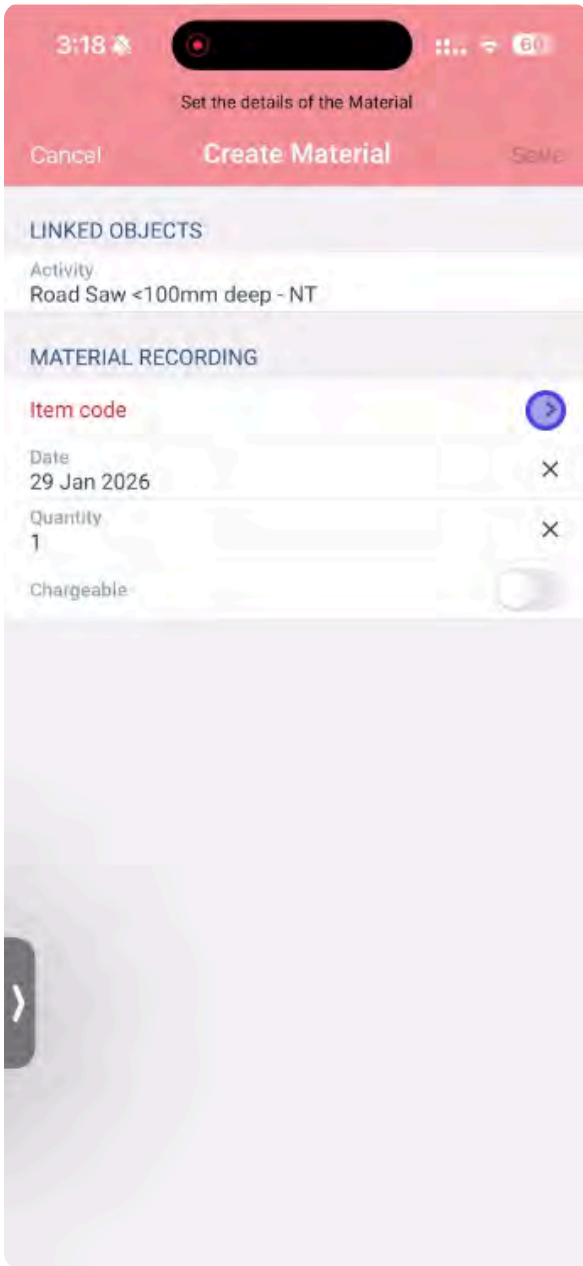
25 To add additional line items, click on "+" icon

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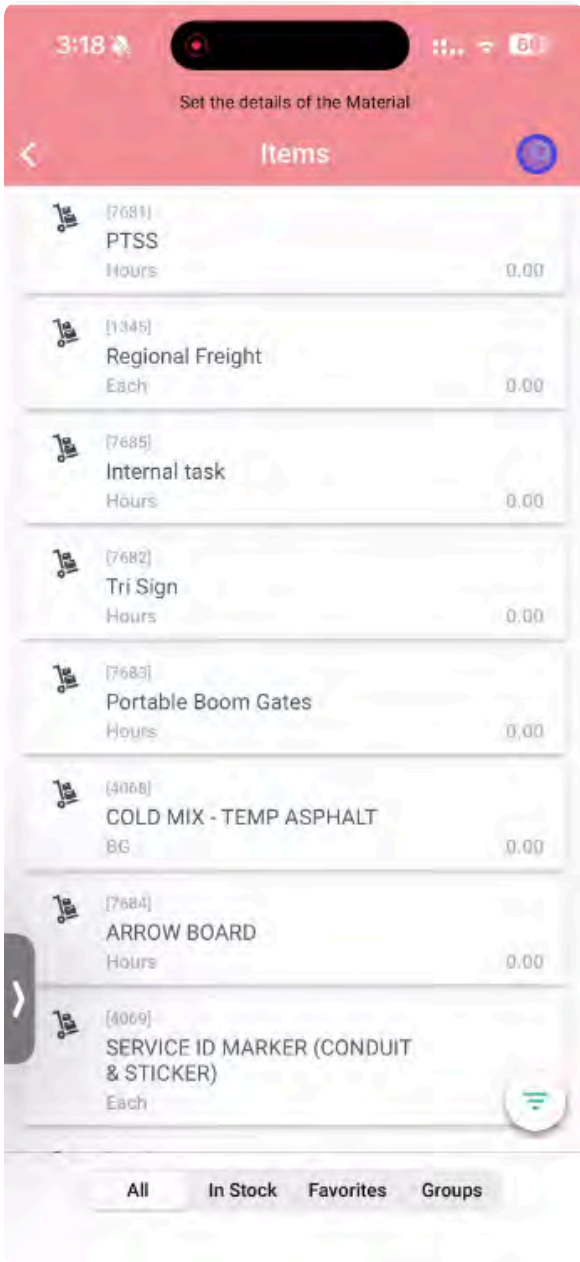
## 26 Click on Item Code

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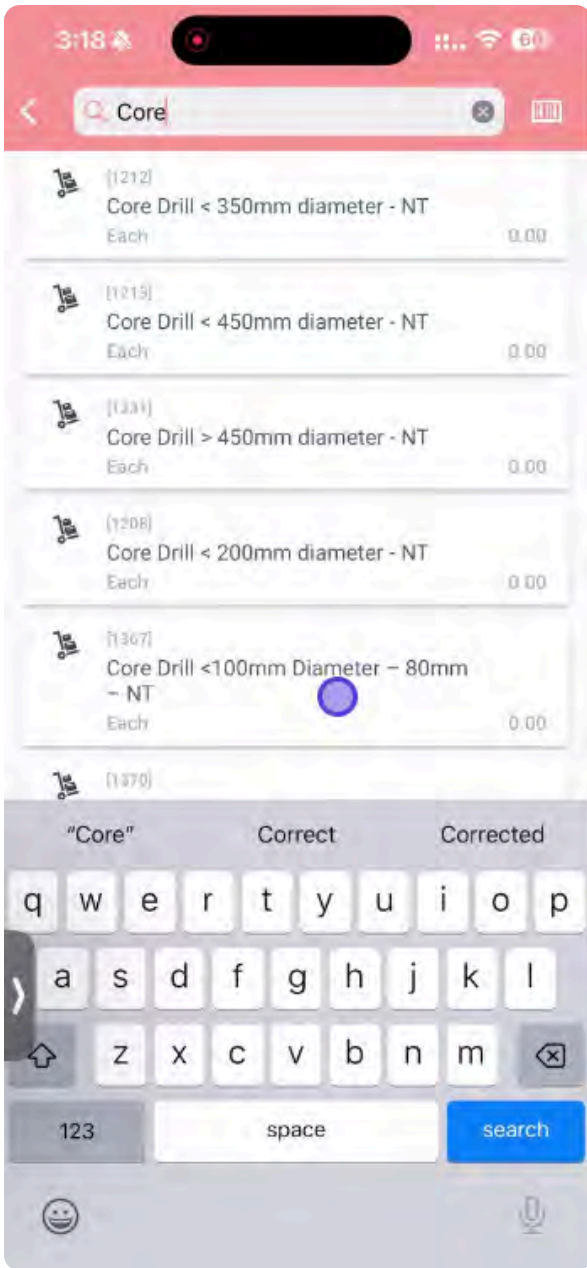
27 Click on Search icon

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28 Select the appropriate line item

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## 29 Select Quantity

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The screenshot shows a mobile application interface for creating a material record. At the top, the status bar displays the time 3:18, signal strength, Wi-Fi, and 60% battery. Below the status bar, the title "Set the details of the Material" is centered. A red navigation bar contains three buttons: "Cancel", "Create Material", and "Save".

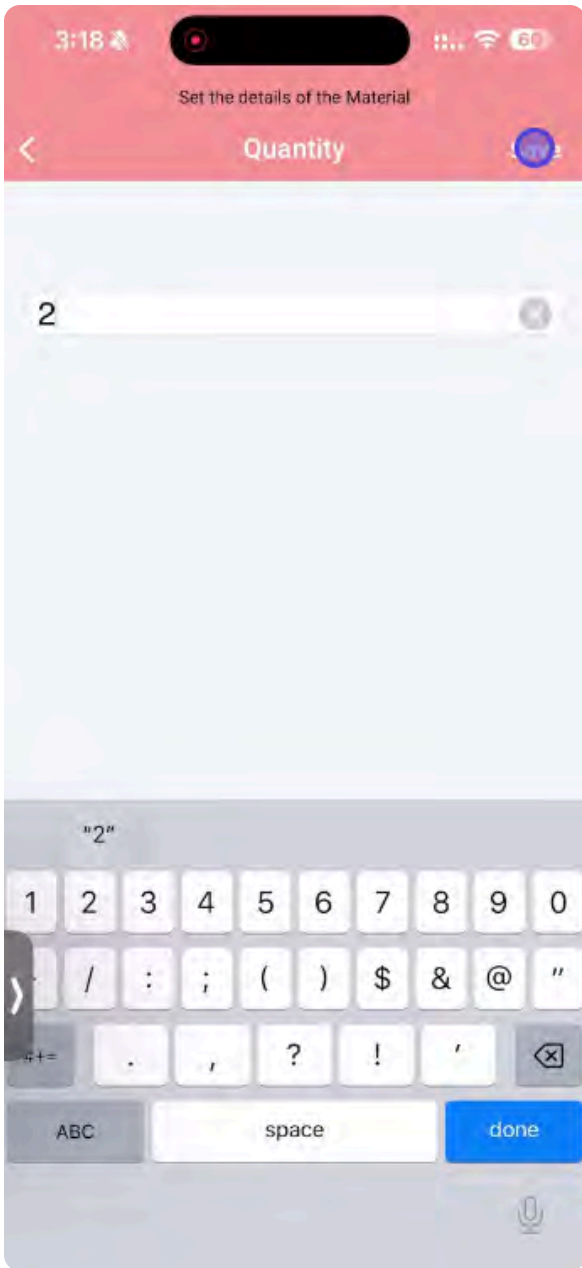
The main content area is divided into sections:

- LINKED OBJECTS:** A section with a light blue header containing the text "Activity" and "Road Saw <100mm deep - NT".
- MATERIAL RECORDING:** A section with a light blue header containing several input fields:
  - Item code:** A text field with the value "1367" and a clear button (X) on the right.
  - Name:** A text field with the value "Core Drill <100mm Diameter - 80mm - NT".
  - Date:** A text field with the value "29 Jan 2026" and a clear button (X) on the right.
  - Quantity:** A text field with the value "1" and a clear button (X) on the right. A blue circle highlights the "1" in this field.
  - Chargeable:** A toggle switch currently in the "off" position.

At the bottom of the screen, a dark grey navigation bar contains a white right-pointing chevron icon.

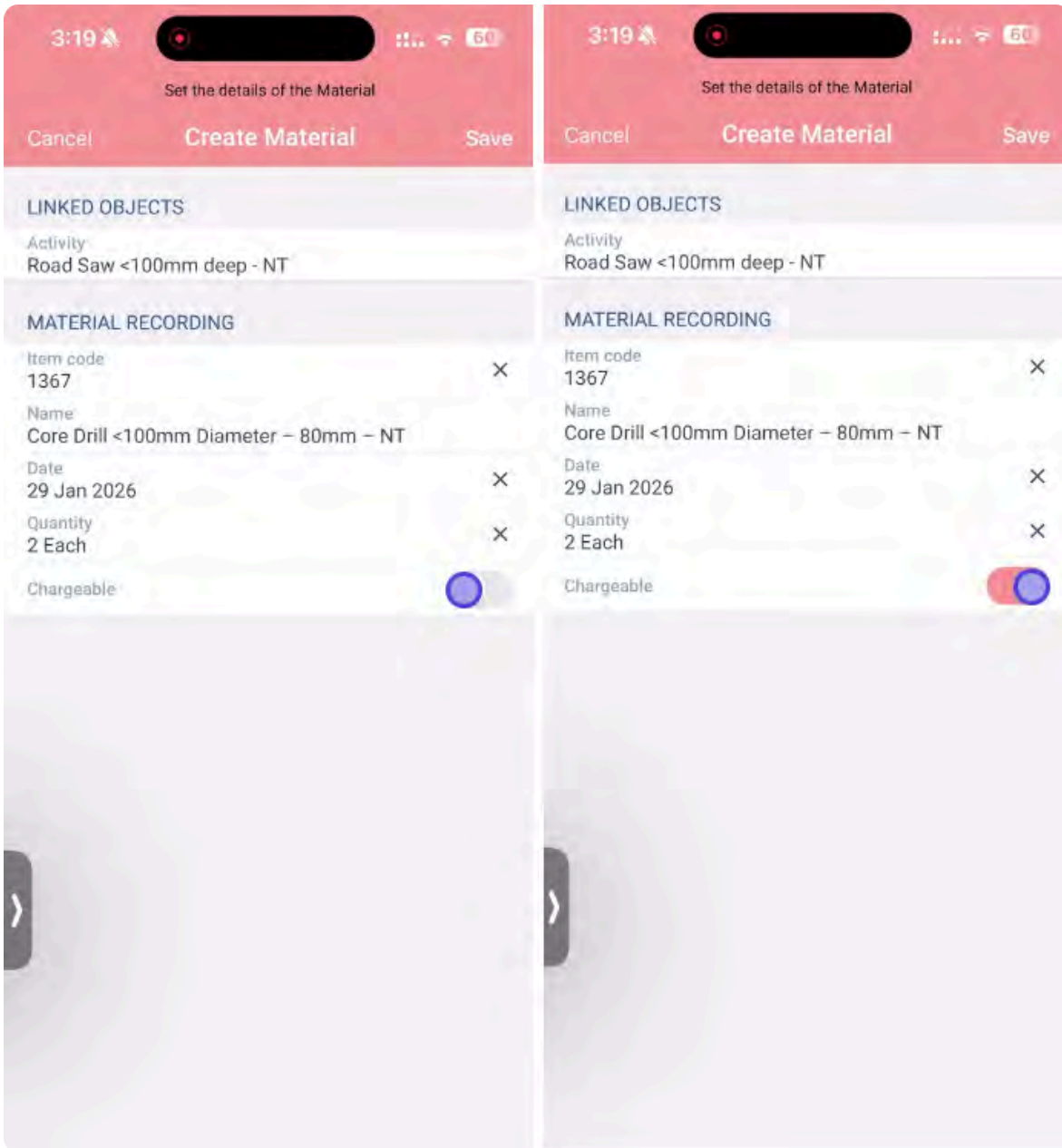
30 Type Quantity (i.e. "2"), click Save

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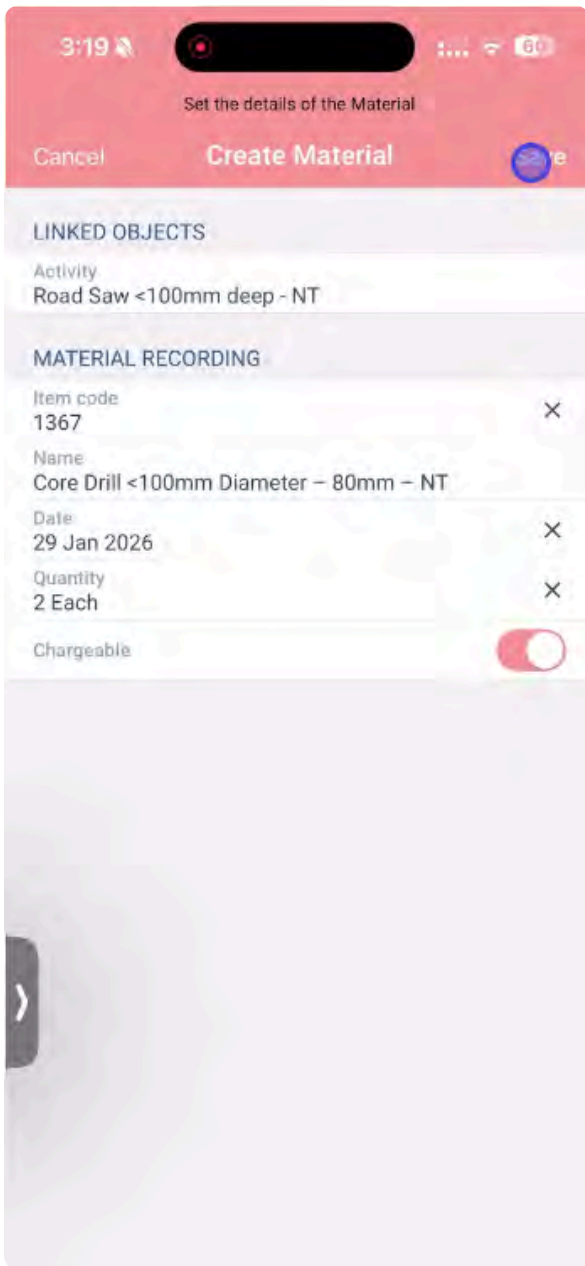
### 31 Change the Chargeable Toggle to ON (Red)

[VIEW PAGE →](#)



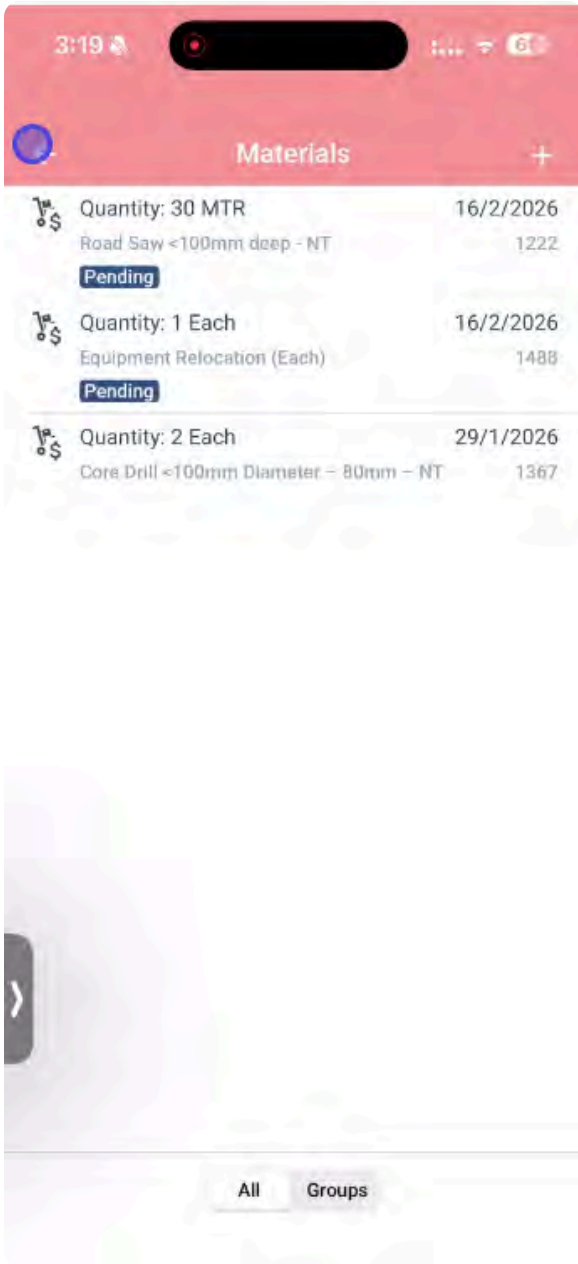
## 32 Click on Save

[VIEW PAGE →](#)



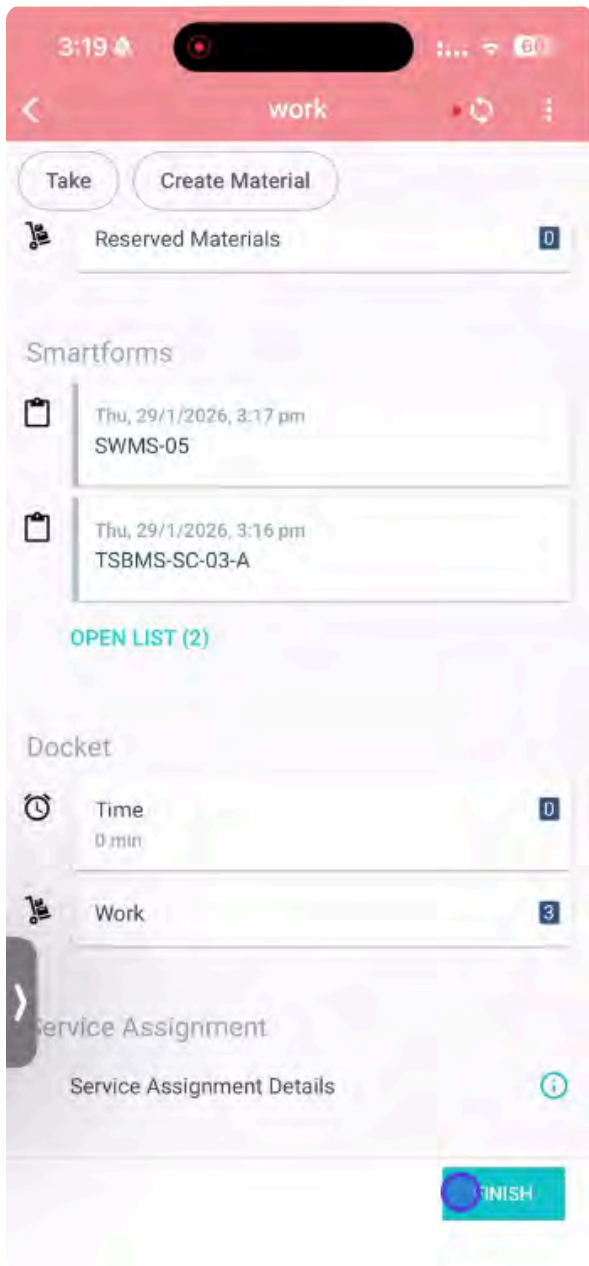
33 Click on "<" to exit

[VIEW PAGE →](#)



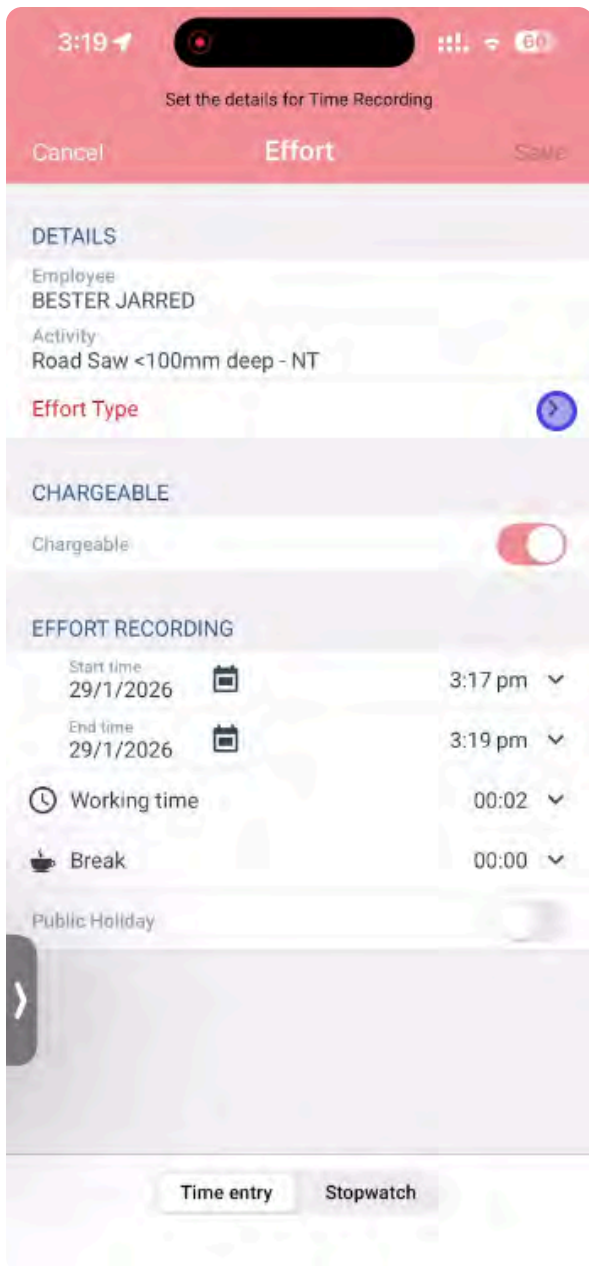
### 34 Click on Finish

[VIEW PAGE →](#)



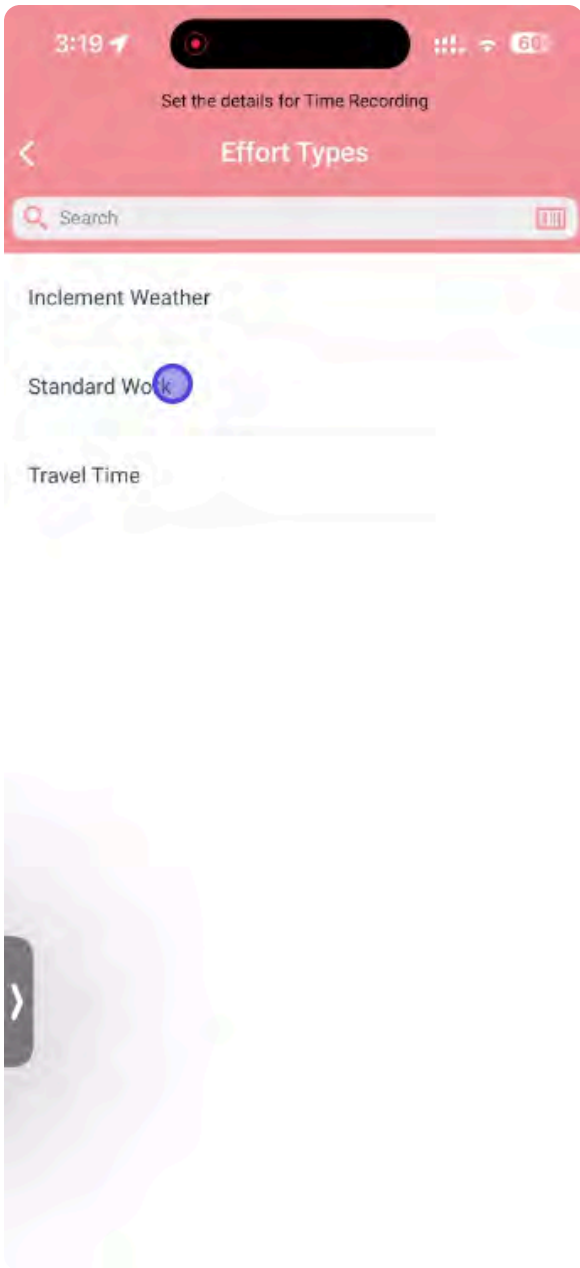
35 To record efforts for timesheet, click on Effort Type

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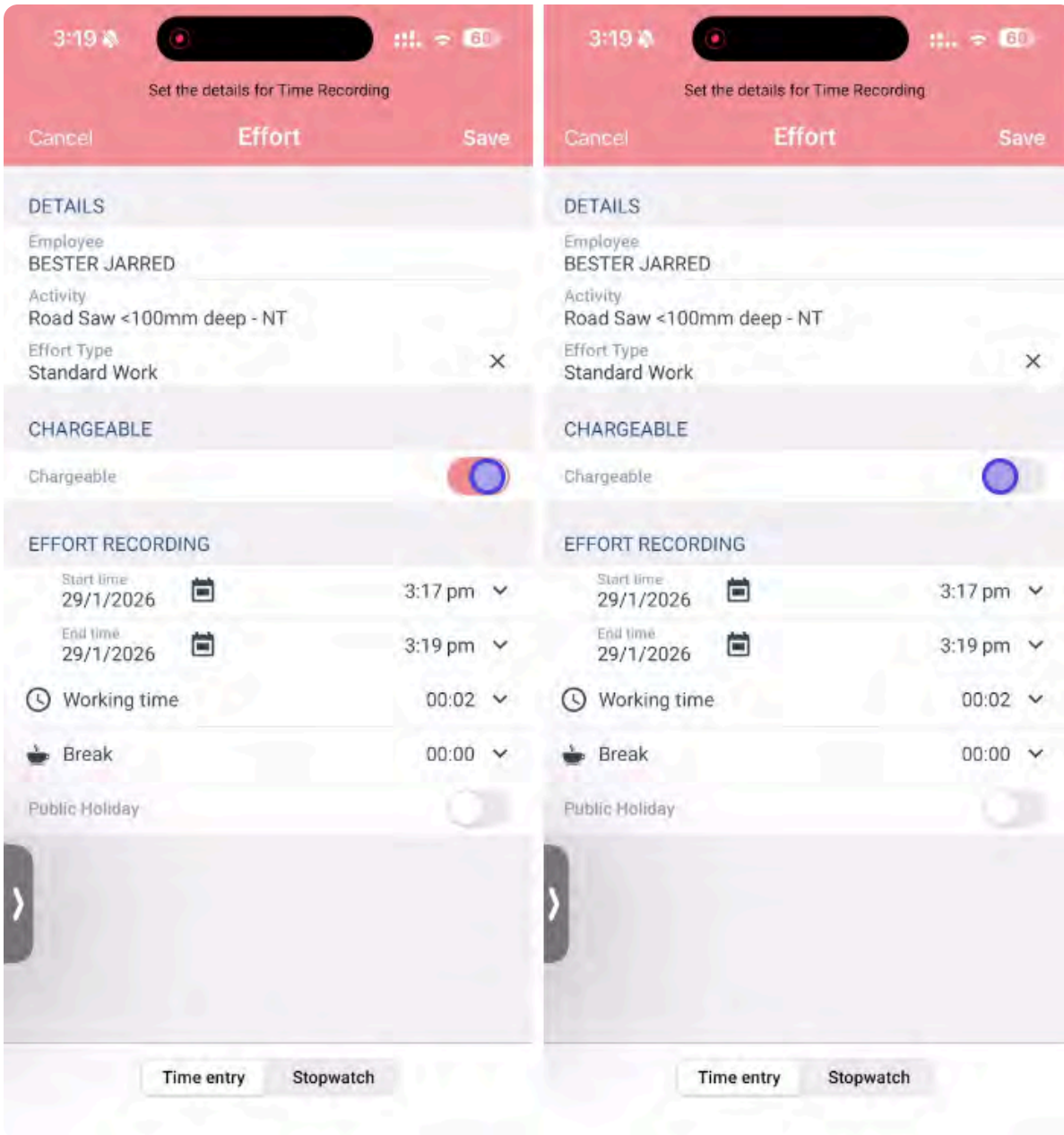
## 36 Select Standard Work

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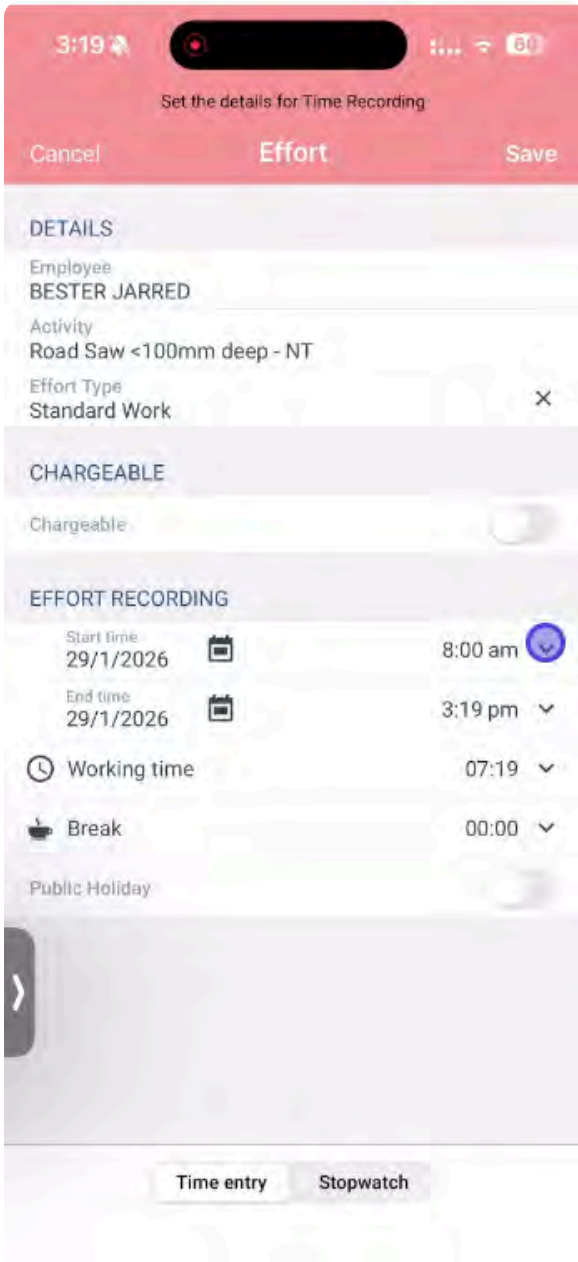
### 37 Change the Chargeable Toggle to OFF (Grey)

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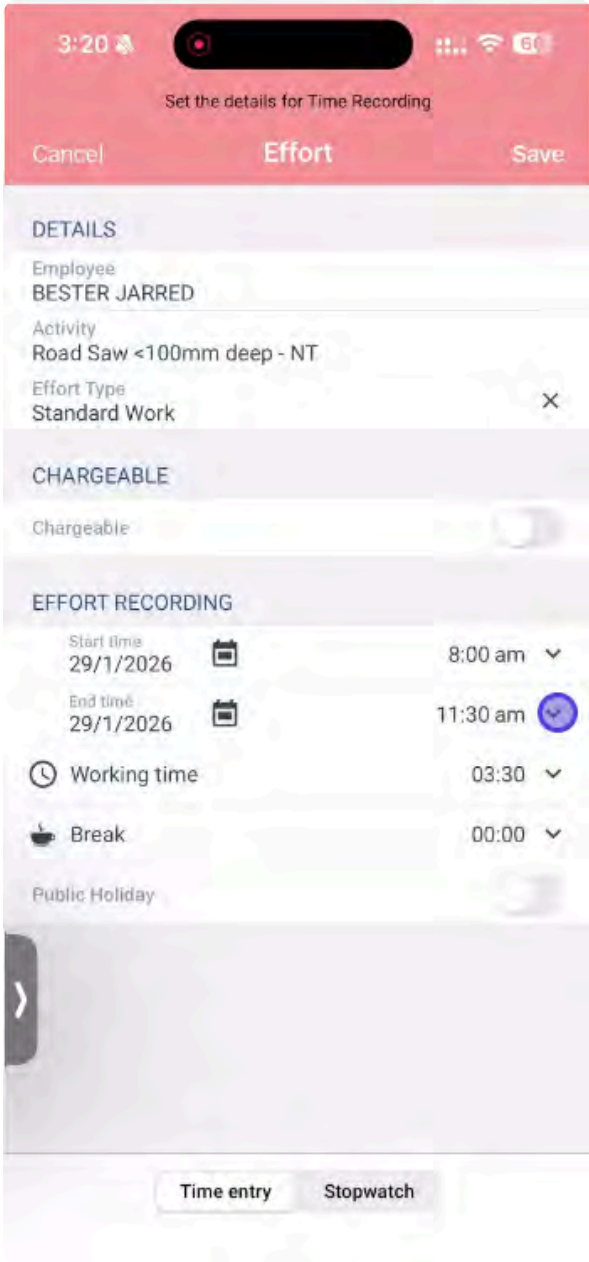
## 38 Select Start Time

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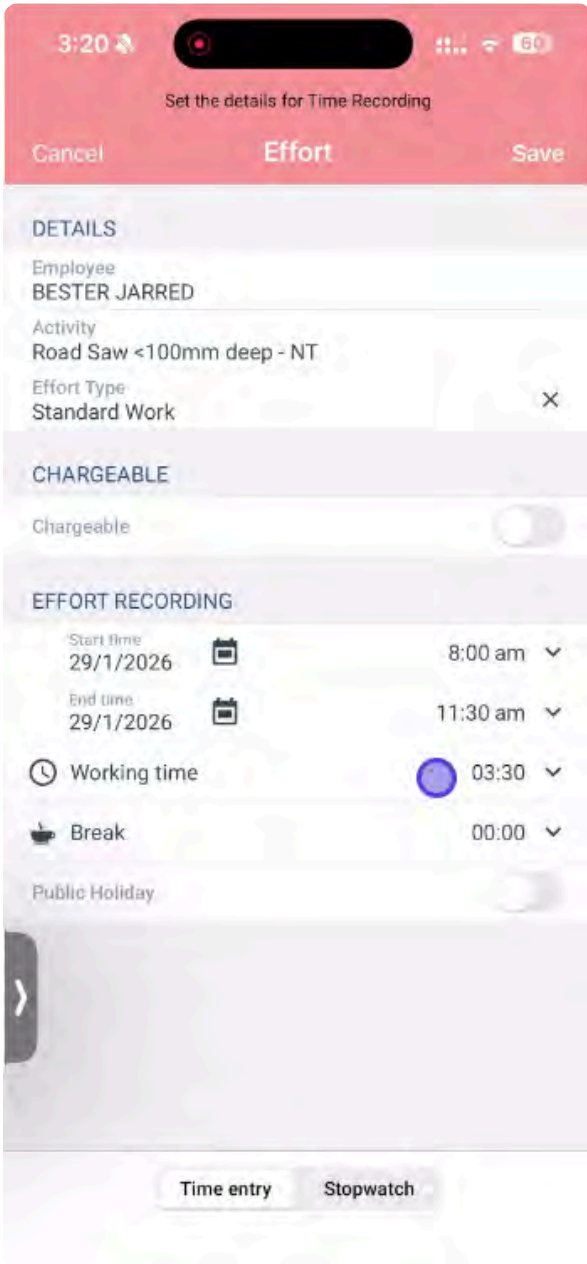
## 39 Select End Time

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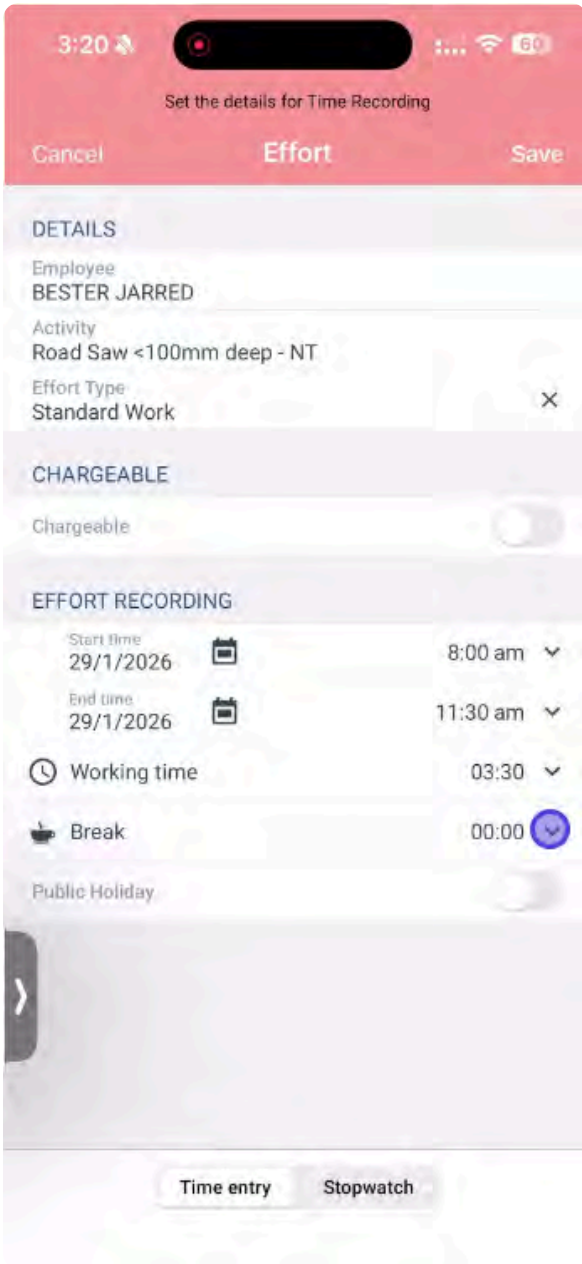
40 Ensure the Working Time Hour count is correct.

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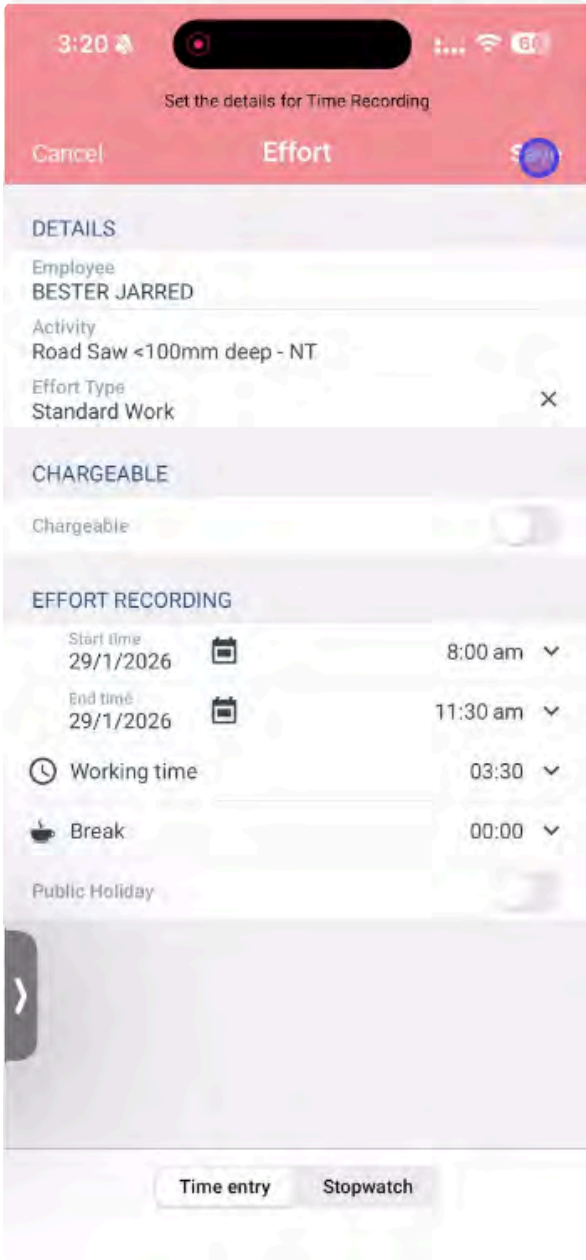
41 If applicable, in order to record daily break then Select Break

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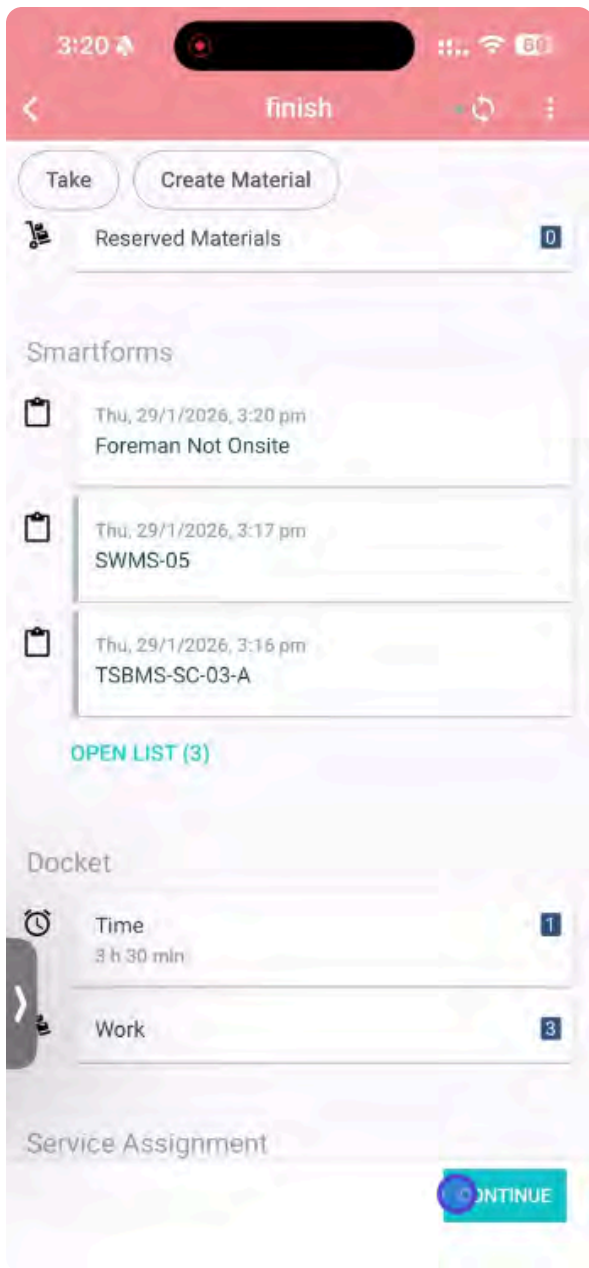
## 42 Click on Save

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### 43 Click on Continue

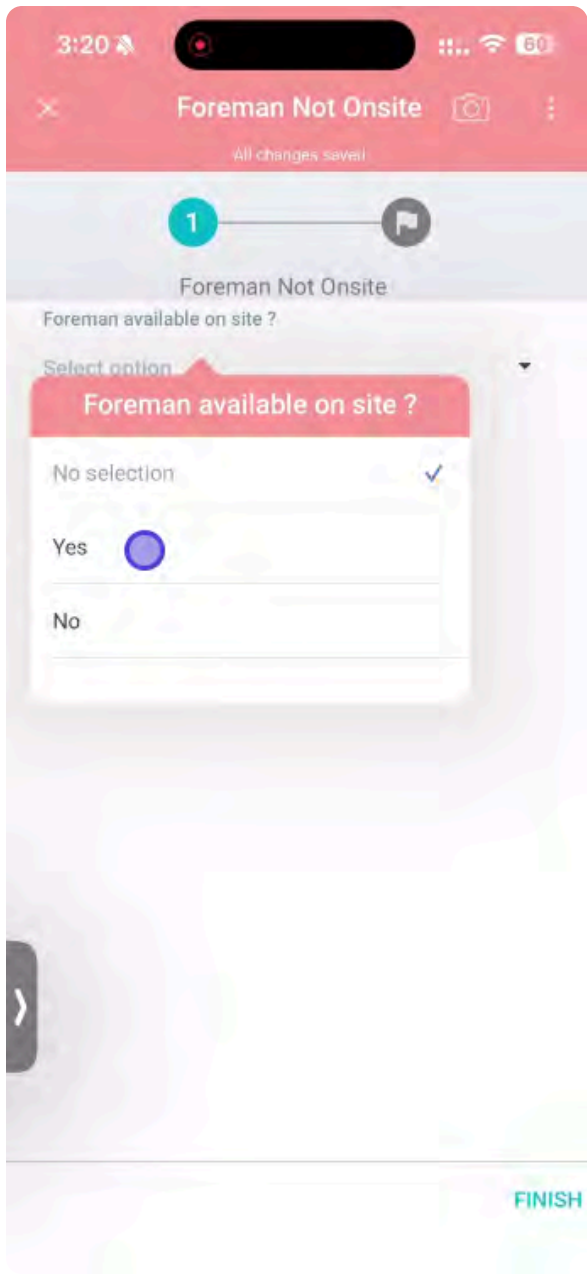
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#### 44 Select if Foreman available on site? (i.e. "Yes")

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PLEASE NOTE: If "No" is selected an email and SMS will be sent to the Foreman & Project Manager to inform them that there is no representative onsite.



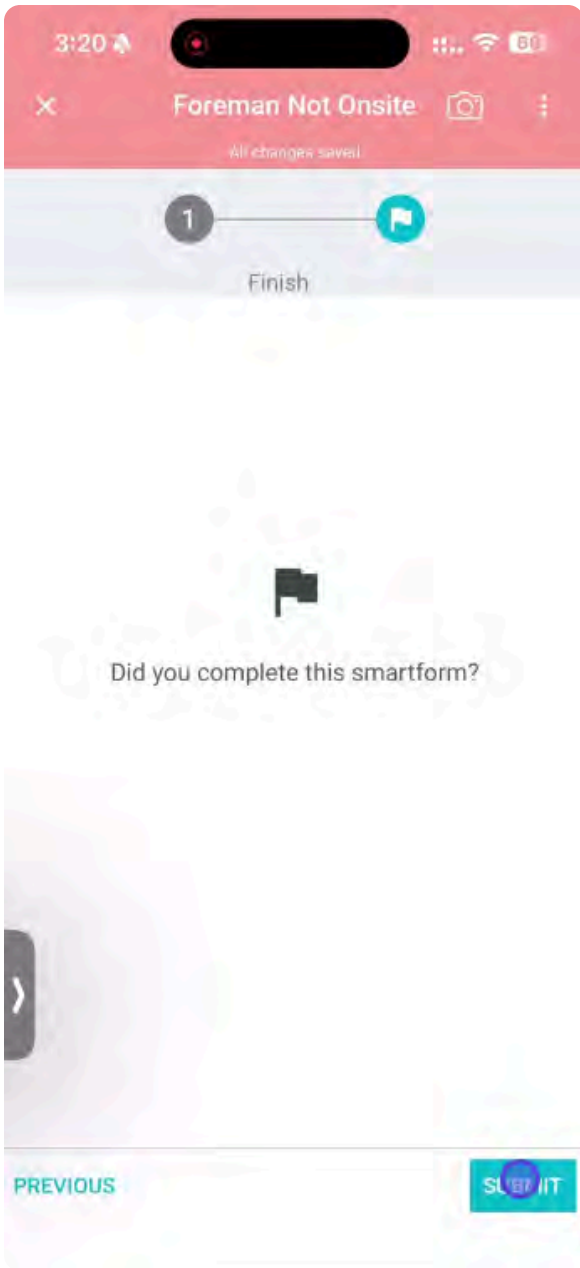
## 45 Click on Finish

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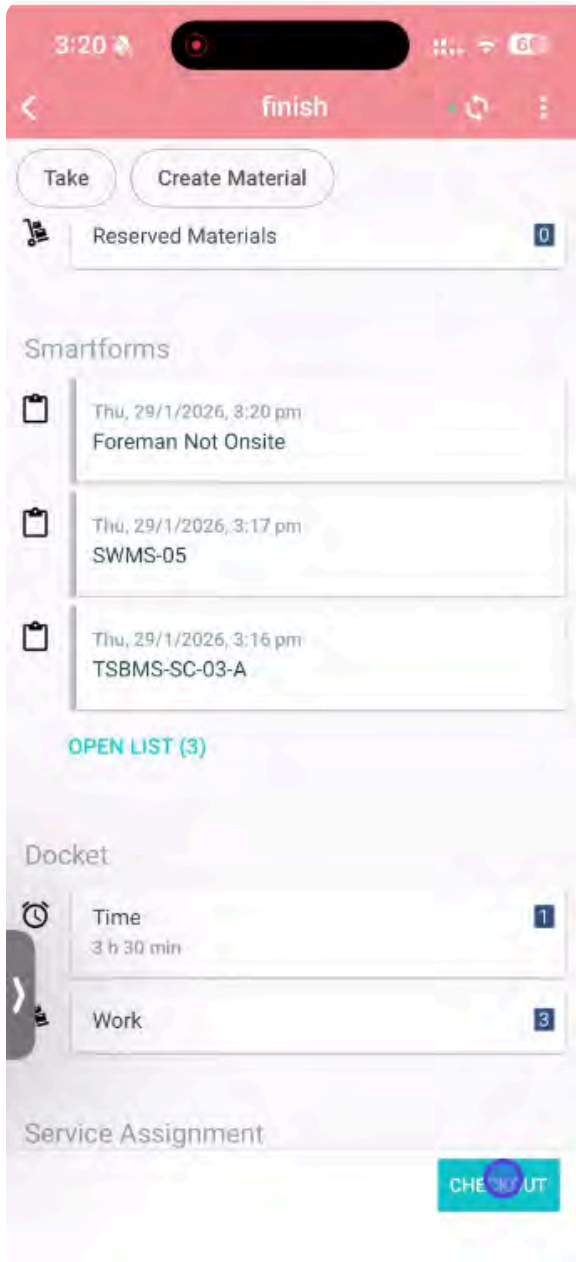
46 Click on Submit

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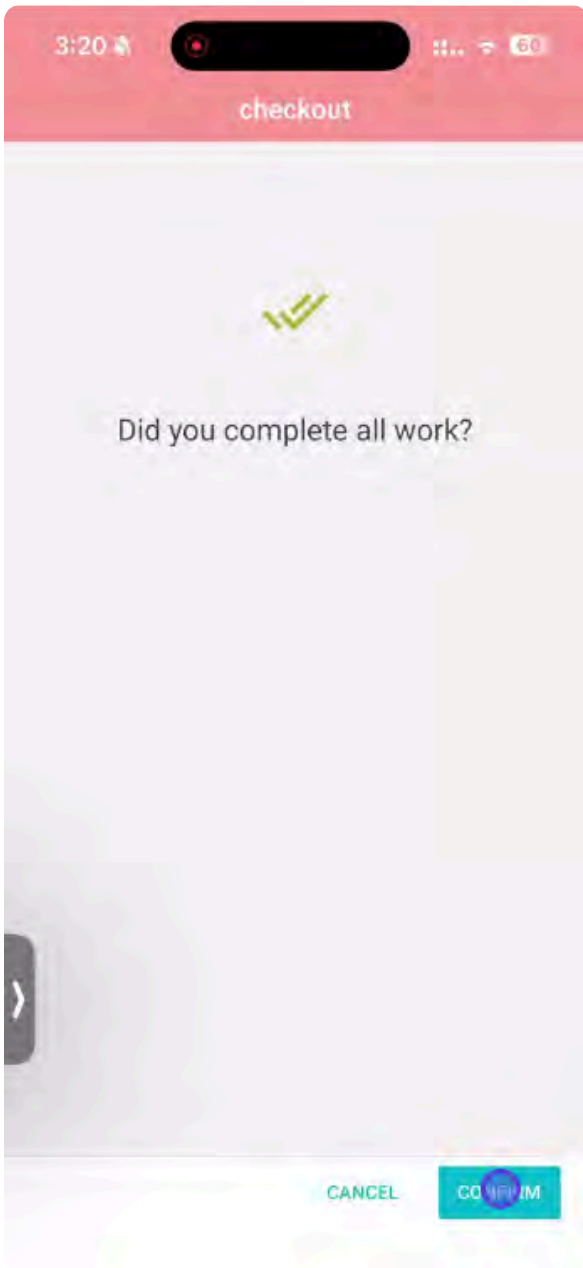
## 47 Click on Checkout

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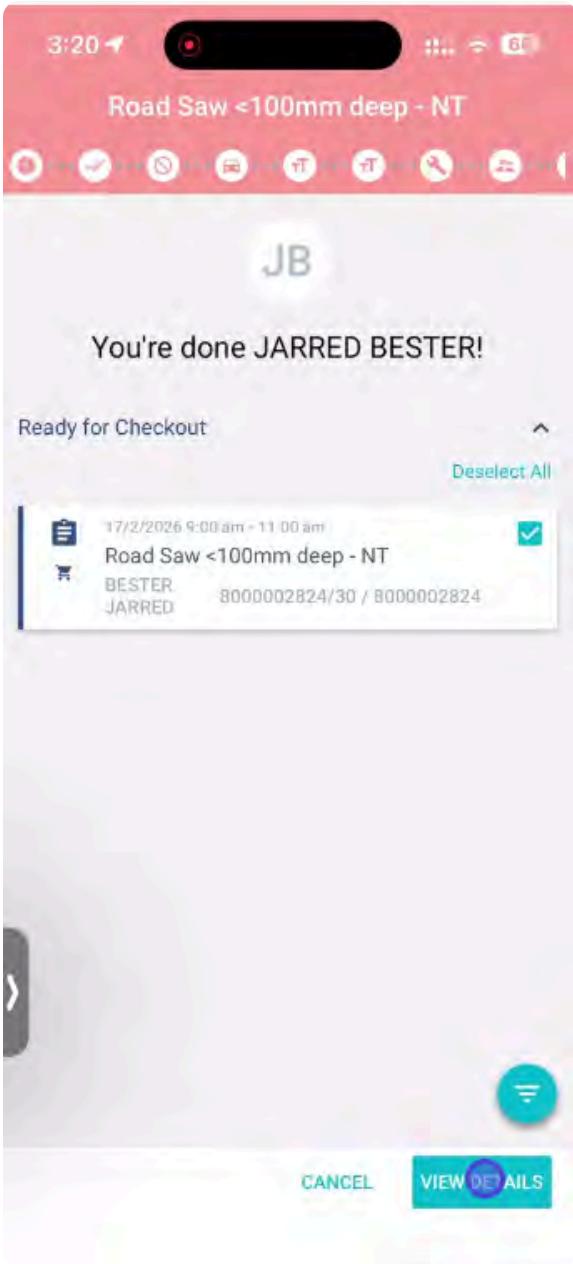
48 Click on Confirm

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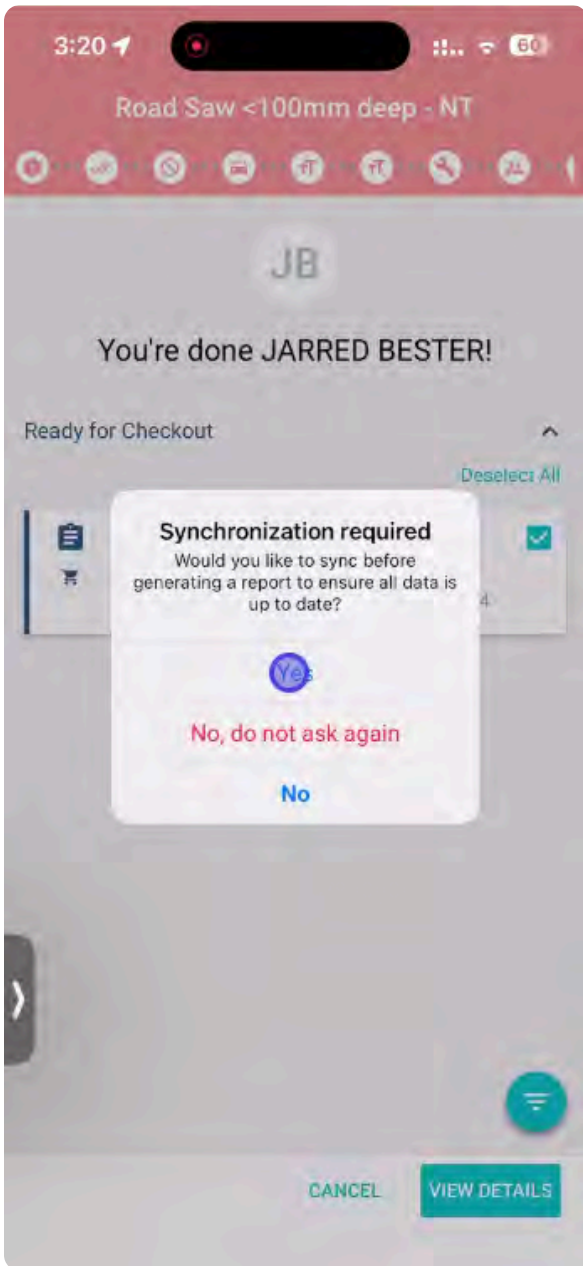
49 Click on View Details

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50 Click on Yes

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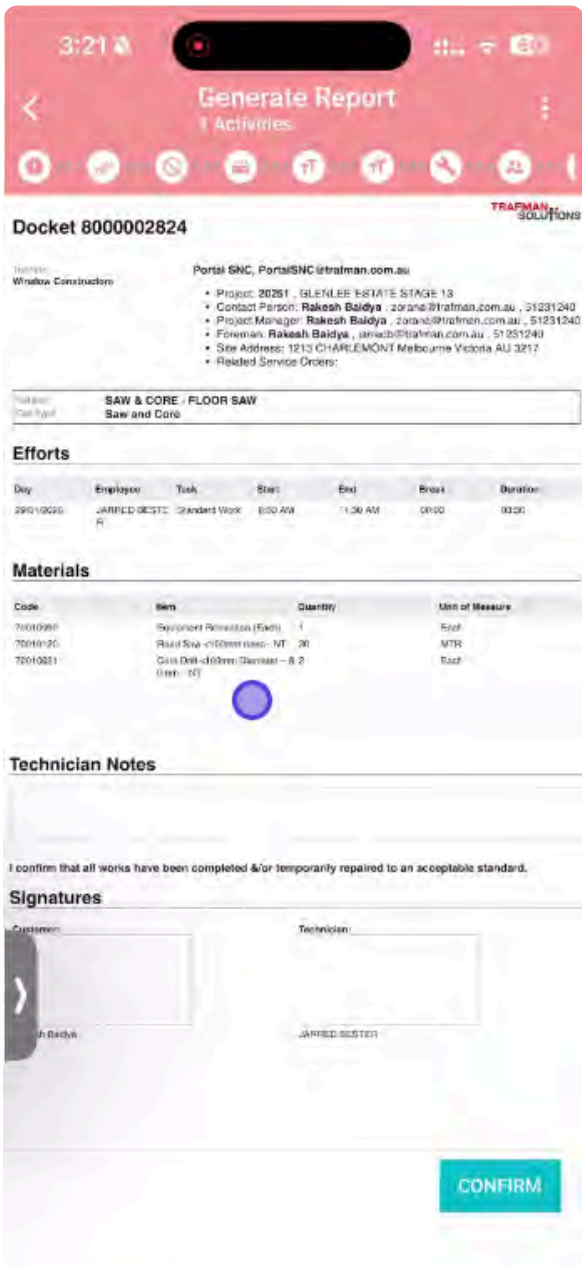
51 Check times are recorded correctly

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52 Check that line items for billing are correct

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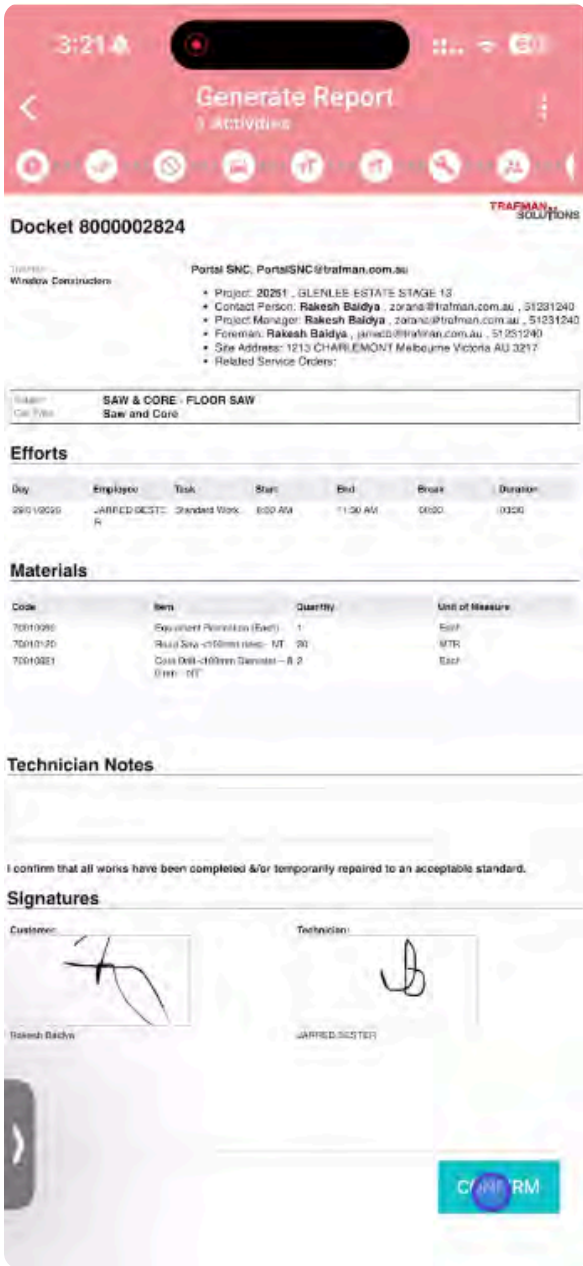
53 Obtain Foreman's signatures

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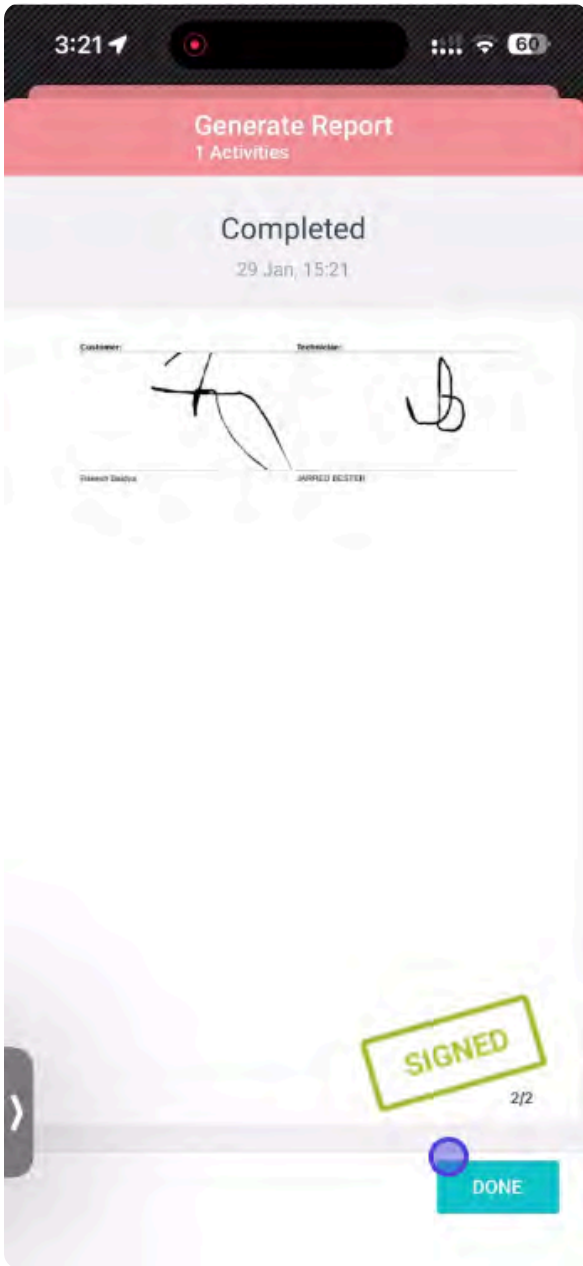
54 Sign as Trafman Representative and click Confirm

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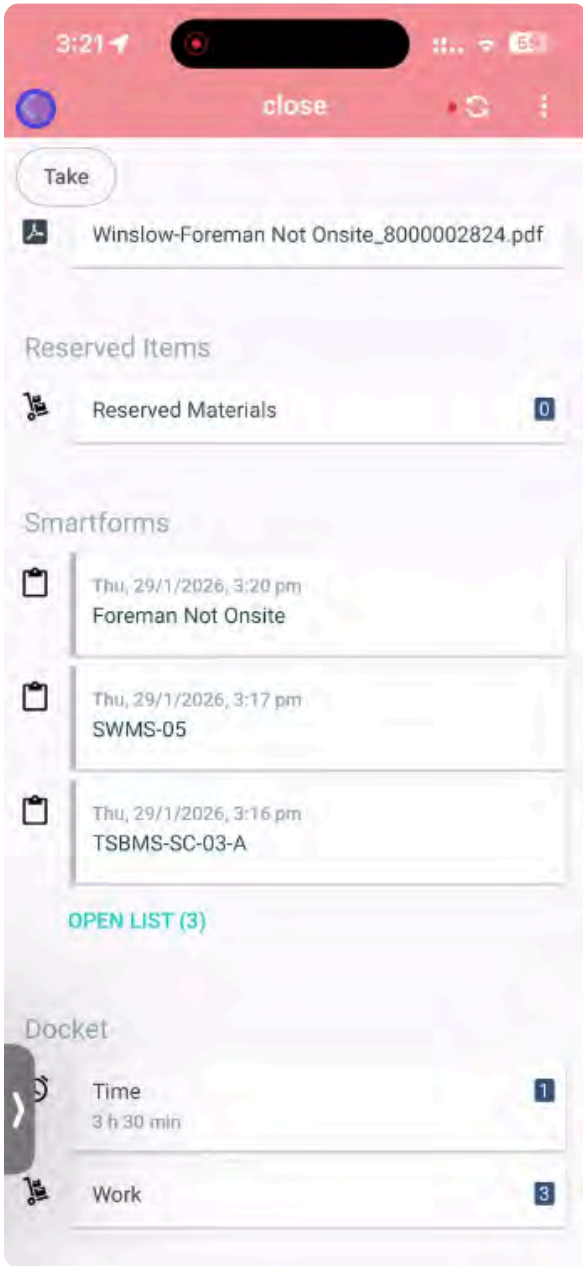
55 Click on Done

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56 Job Done, Click on "<" to exit

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# TRAFMAN. SOLUTIONS

