



SPOTTERS DIVISION - SAP FIELD SERVICE MANAGEMENT (FSM) TRAINING MANUAL

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James Cook – Supervisor – 0418 140 188

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/>



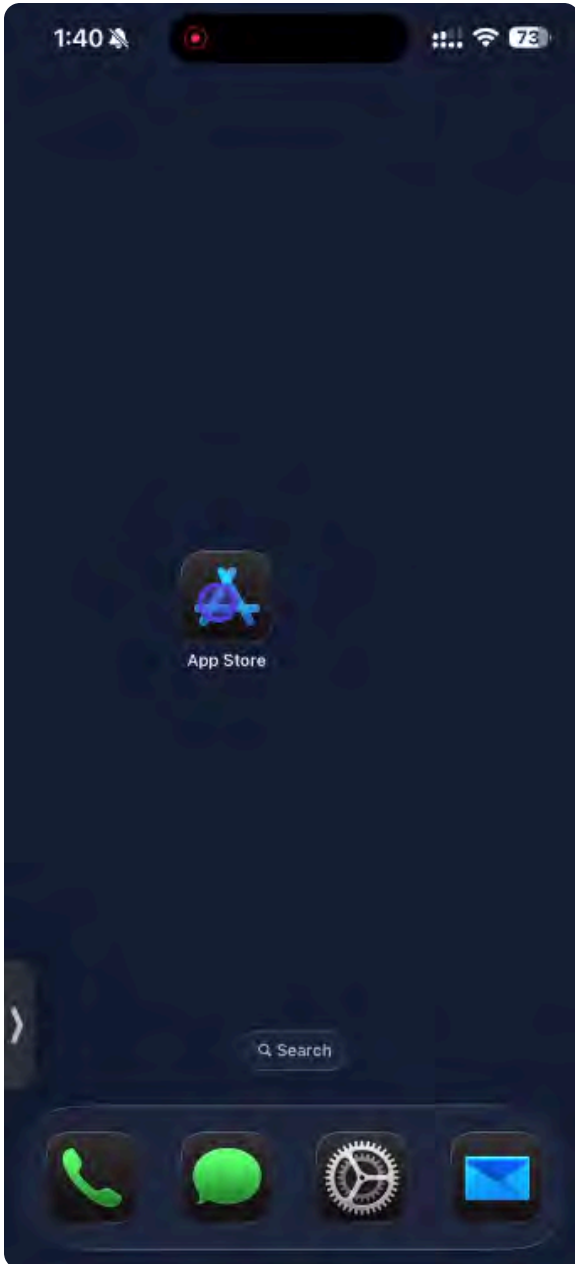
Lucy Milkeraitis
Trafman Solutions Business Unit Manager

HOW TO INSTALL SAP FIELD SERVICE MANAGEMENT APP (IOS)

TRAFMAN.
SOLUTIONS

How to Install SAP Field Service Management App (IOS)

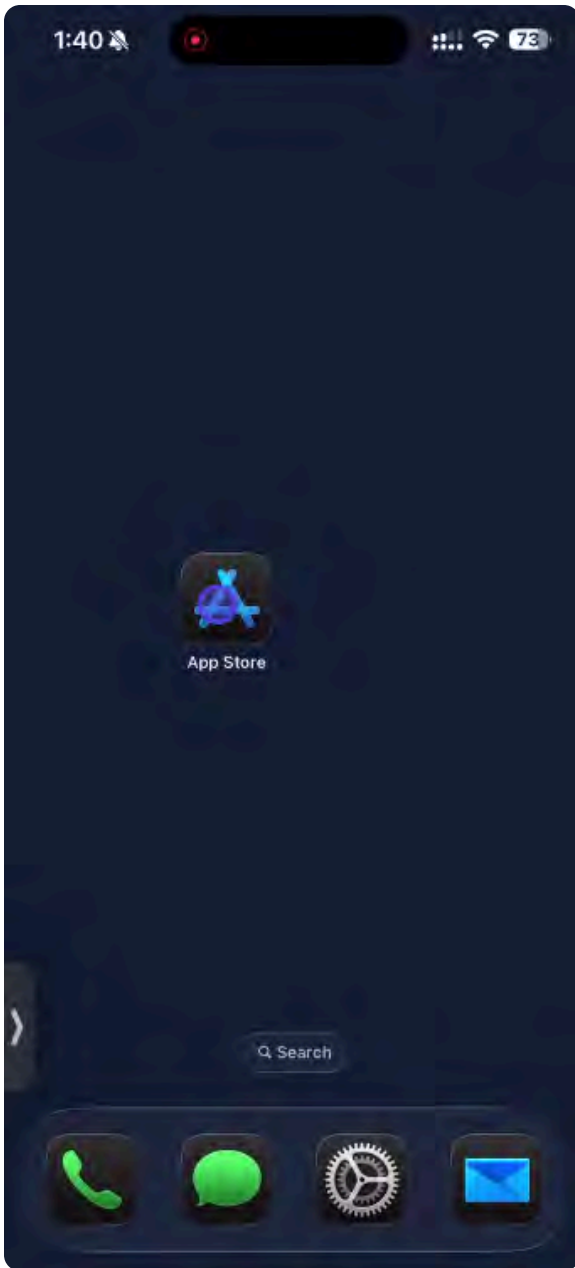
Created on Jan 30, 2026 by Jarred Bester



[WATCH RECORDING →](#)

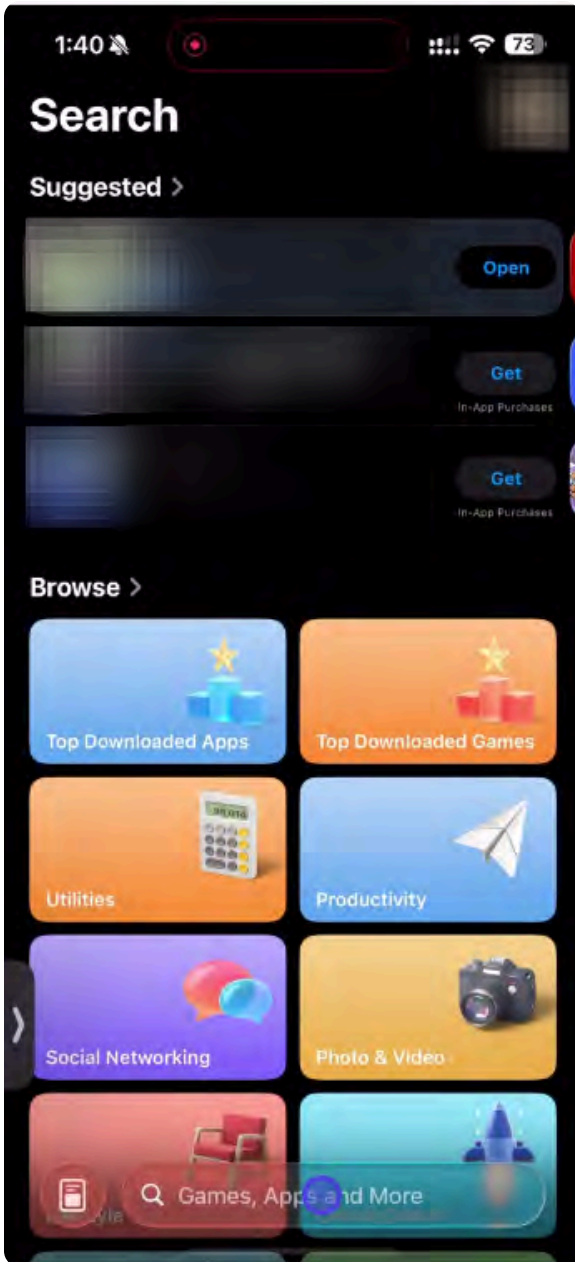
1 Open Apple Store App

[VIEW PAGE →](#)



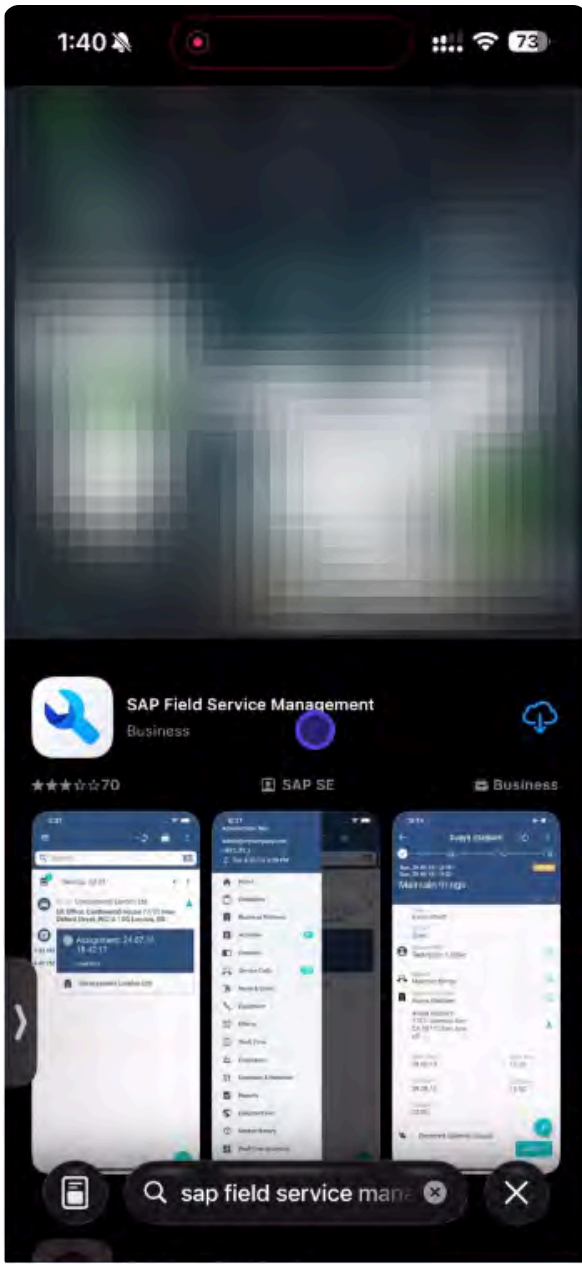
2 Click on Search bar

[VIEW PAGE →](#)



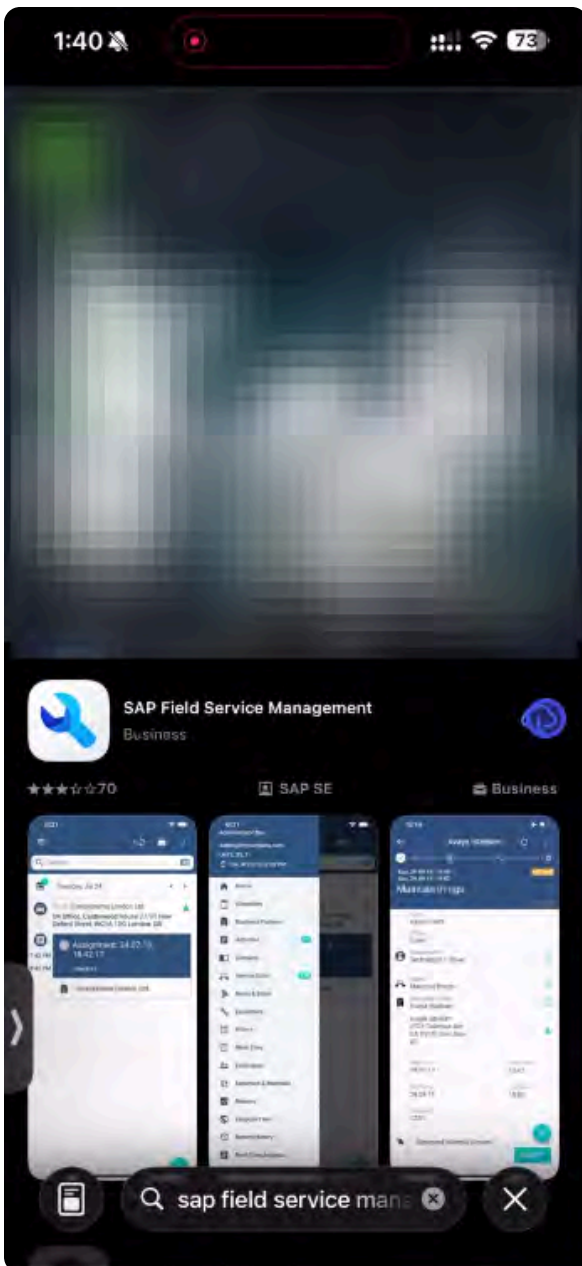
3 Type "SAP Field Service Management"

[VIEW PAGE →](#)



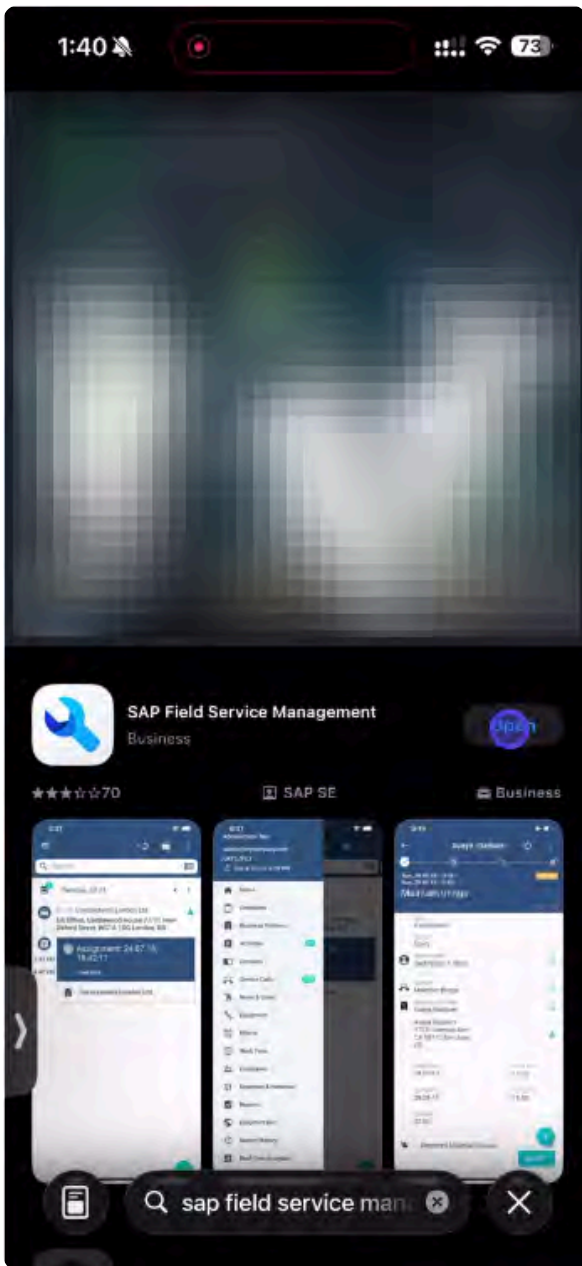
4 Click to Download

[VIEW PAGE →](#)



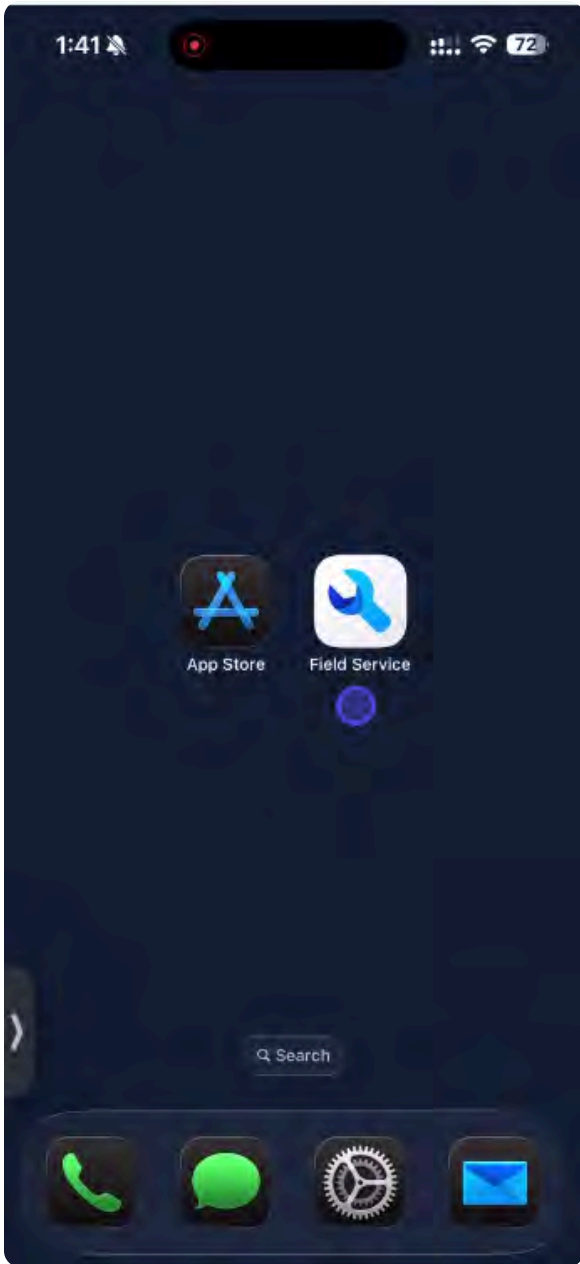
5 Once the button changes to "Open", the install is complete.

[VIEW PAGE →](#)



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

[VIEW PAGE →](#)

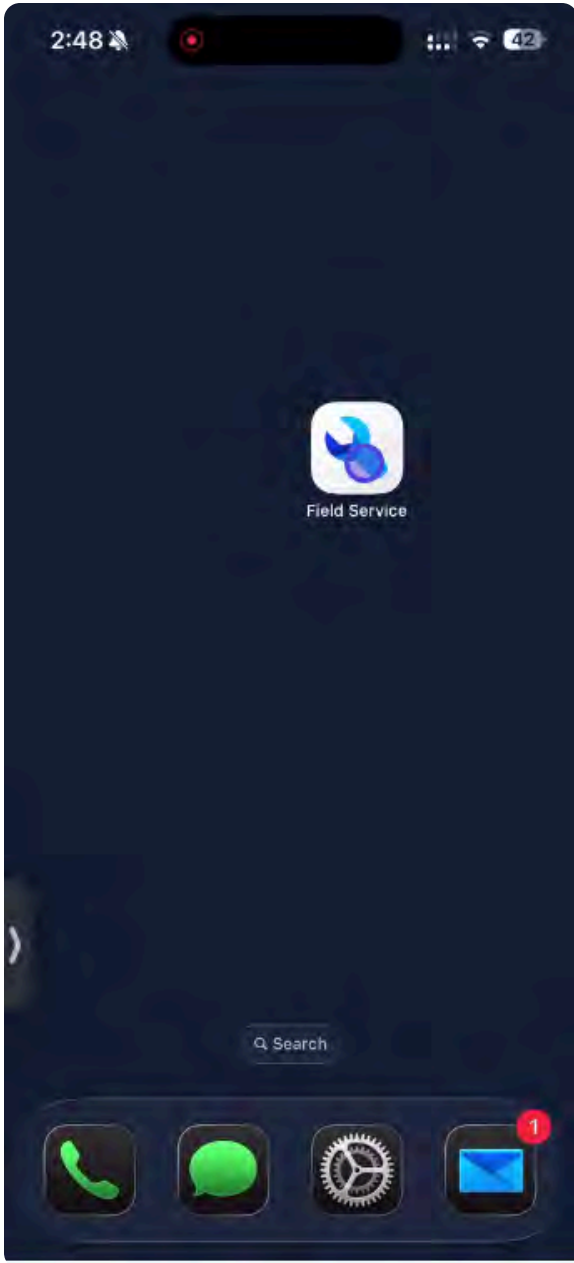


**FSM MOBILE APP -
SPOTTER
- ACTIVITY REVIEW
(CREW)**

**TRAFMAN.
SOLUTIONS**

FSM Mobile APP - Spotter - Activity Review (Crew)

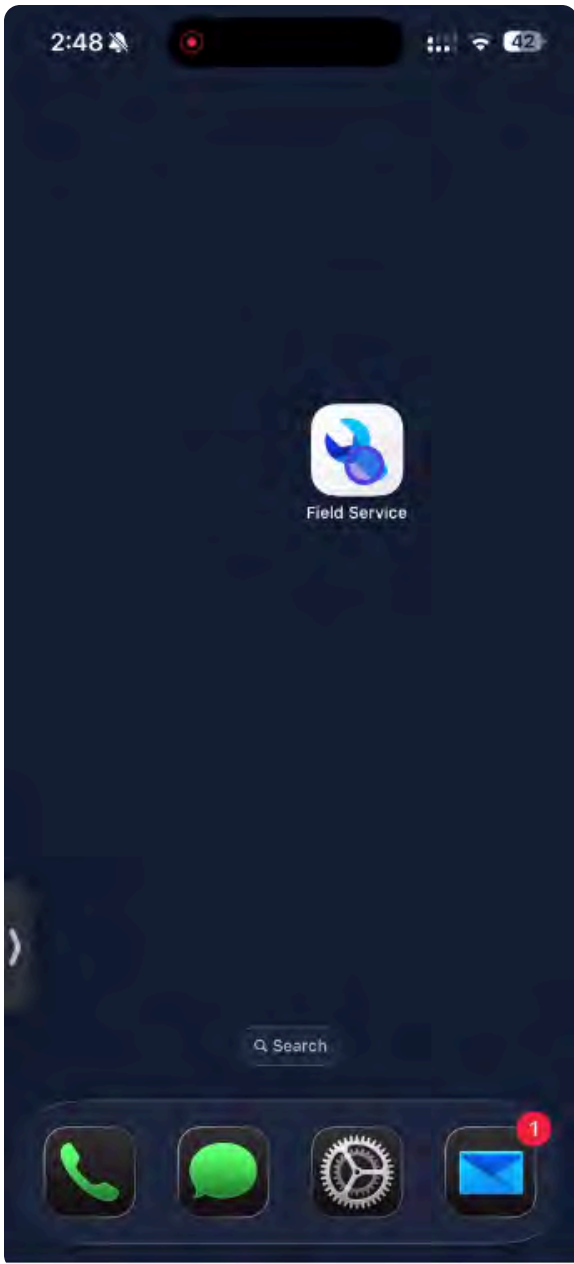
Created on Dec 16, 2025 by Jarred Bester



[WATCH RECORDING →](#)

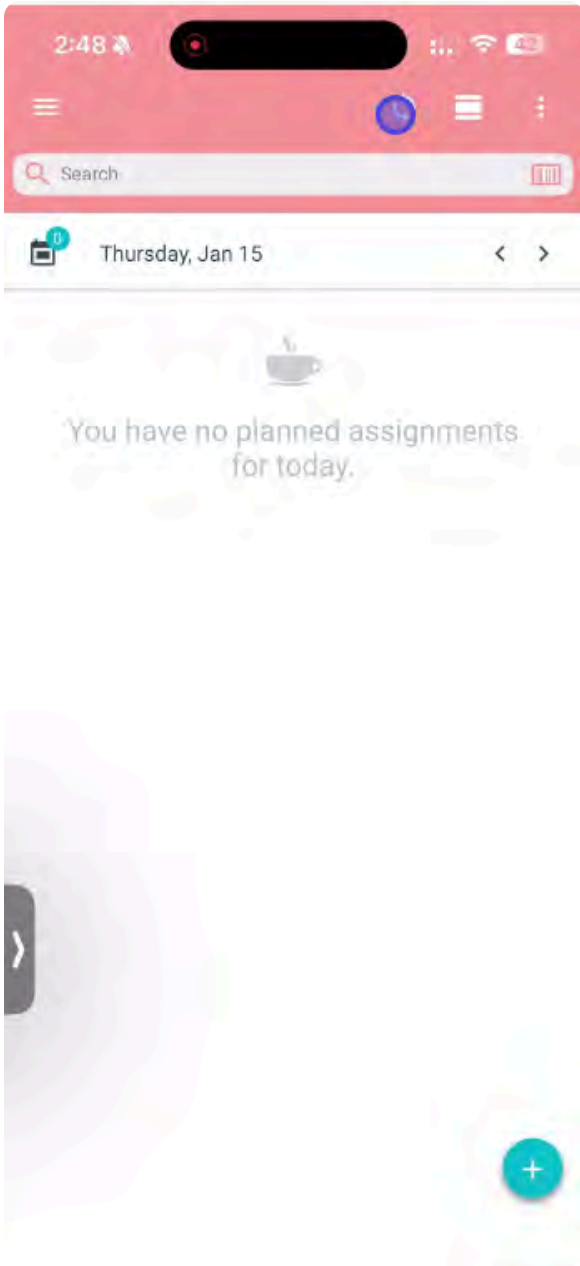
1 On Mobile, Navigate to the "Field Service" Application

[VIEW PAGE →](#)



2 Click on the "Sync" button.

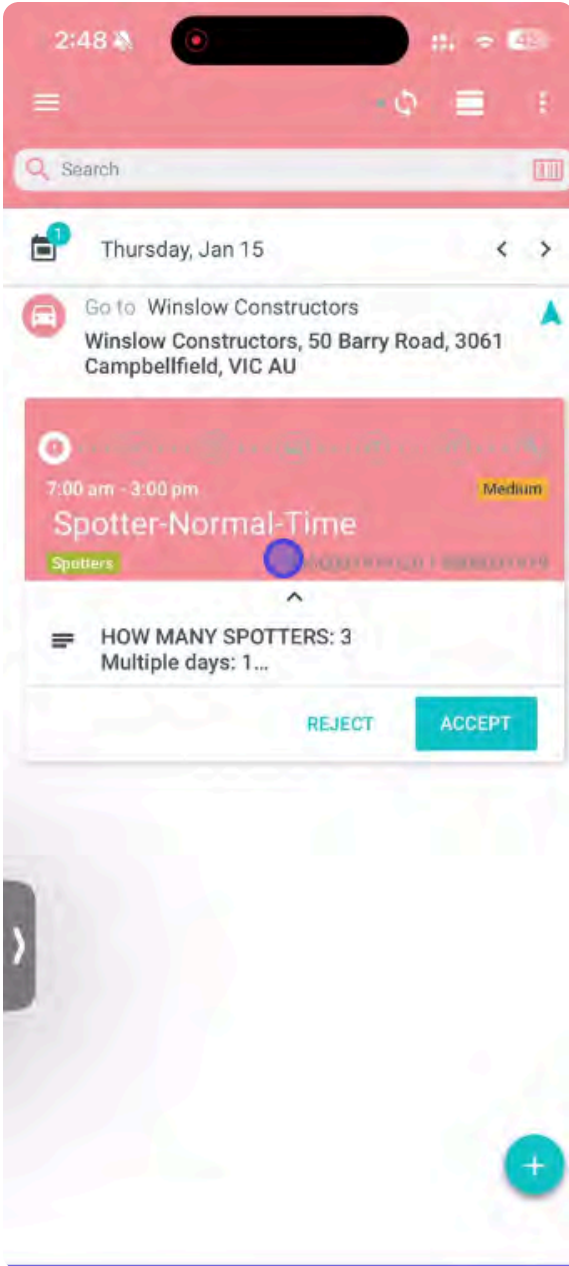
[VIEW PAGE →](#)



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

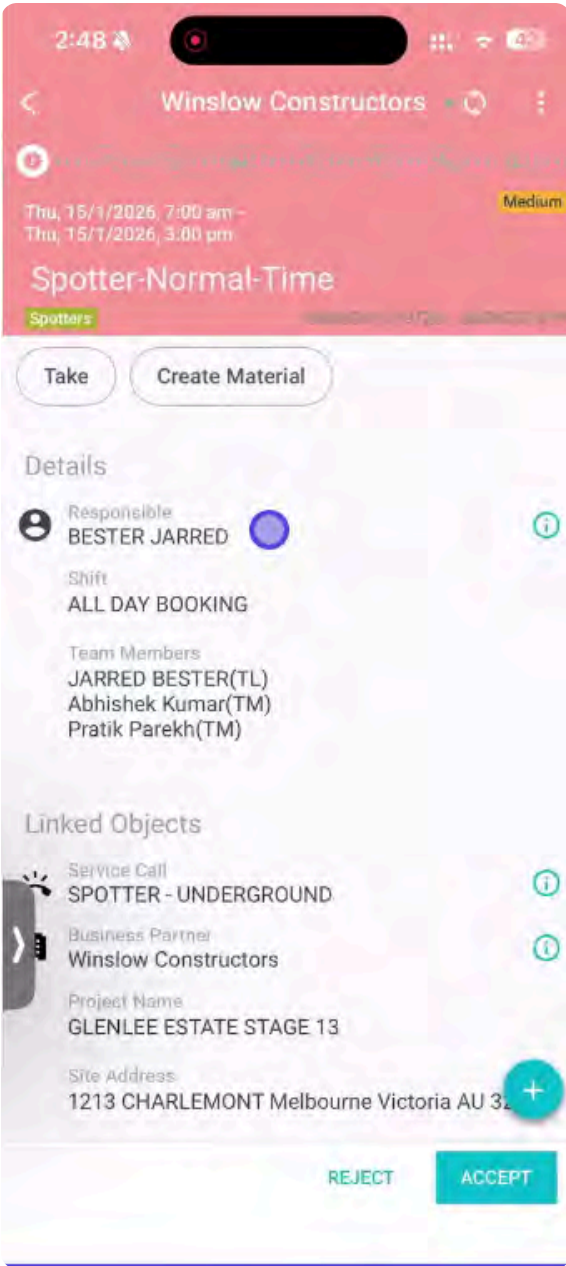
[VIEW PAGE →](#)

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



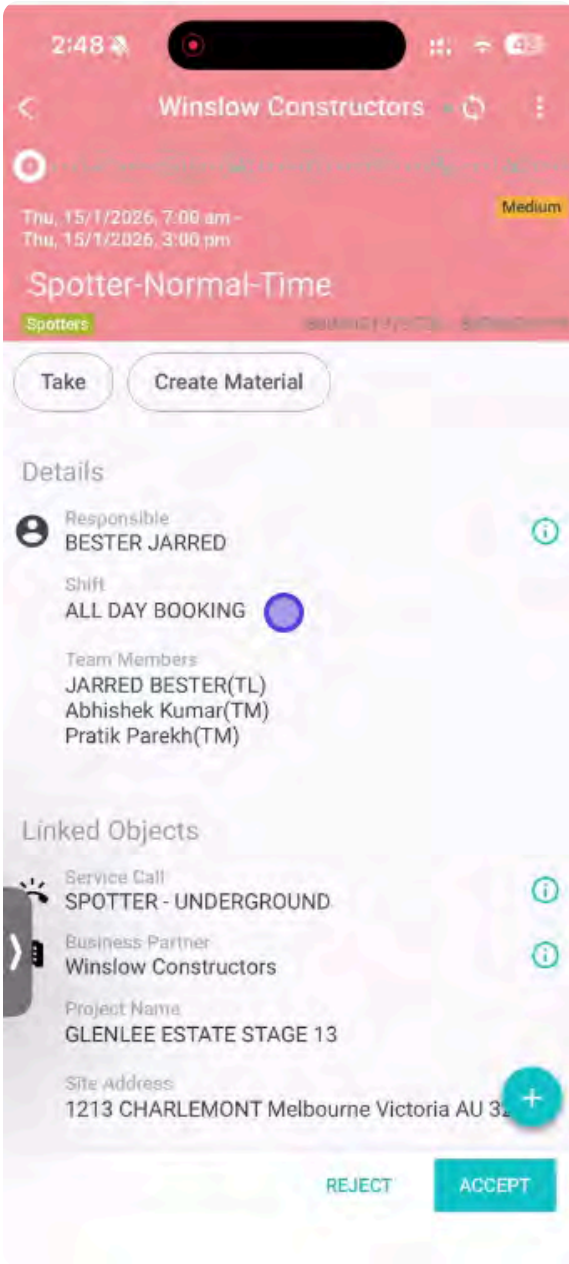
4 Responsible = The resource the Service Call is allocated to.

[VIEW PAGE →](#)



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

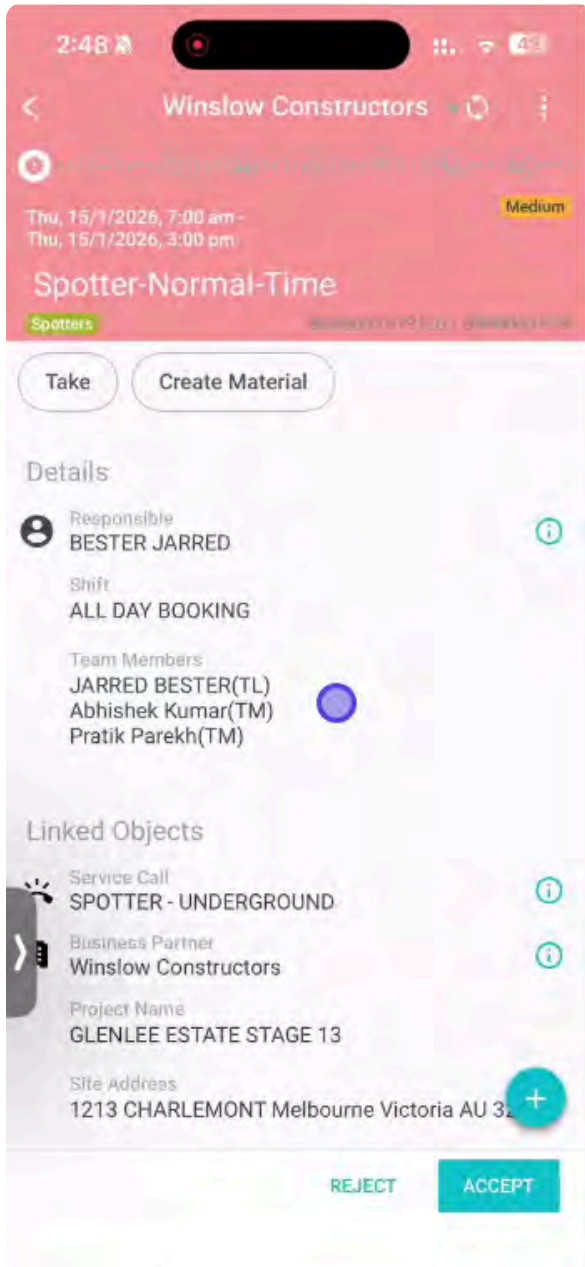
[VIEW PAGE →](#)



6 Team Members & Assets allocated to the Service Call will be visible.

[VIEW PAGE →](#)

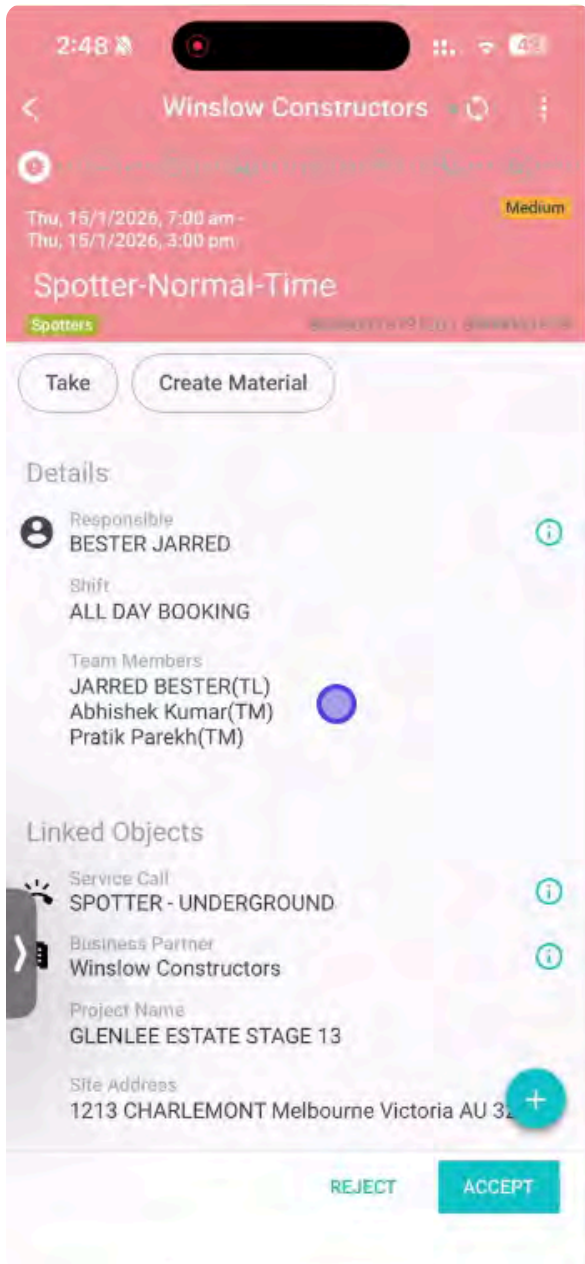
Roles are defined in brackets.



7 The person defined as Team Leader (TL), is responsible for completing the Pre-Start, SWMS and Docket on the day of works.

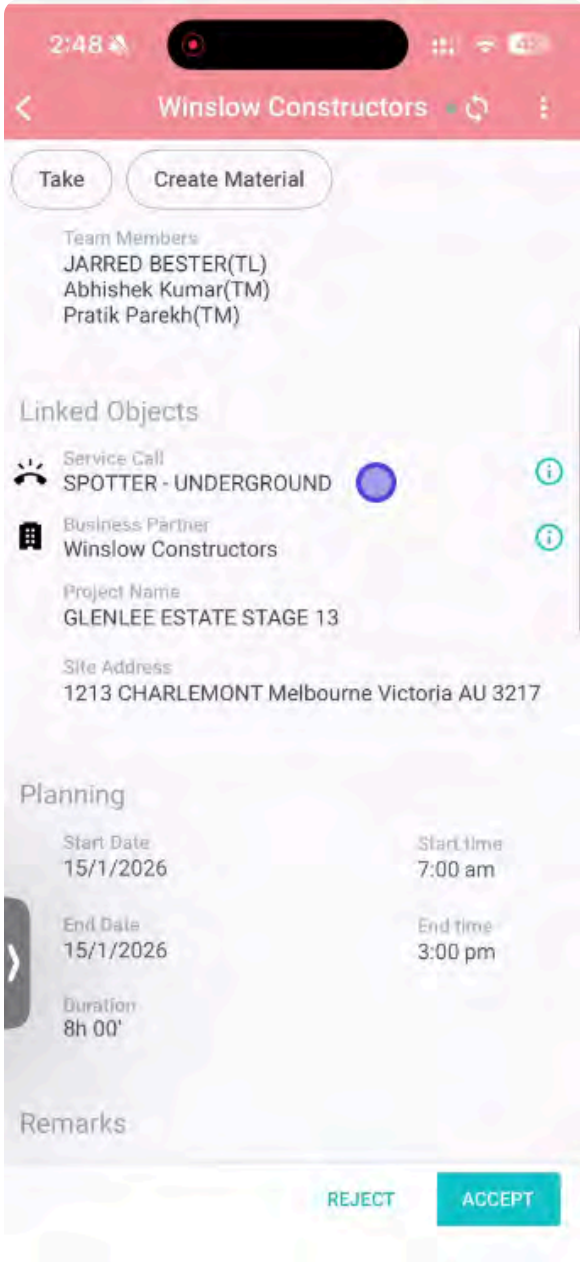
[VIEW PAGE →](#)

Other roles; Team Members (TM) will need to sign on to safety documentation via the TL's mobile.



8 Service Type is defined (i.e. "SPOTTER - UNDERGROUND")

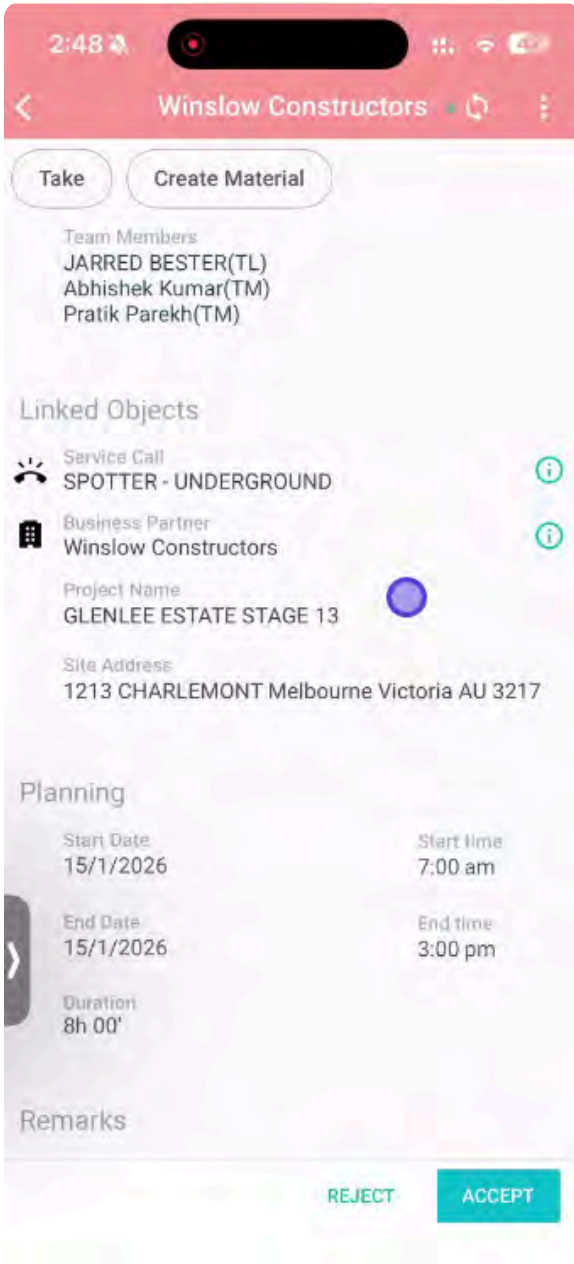
[VIEW PAGE →](#)



9 Client & Project related details are defined

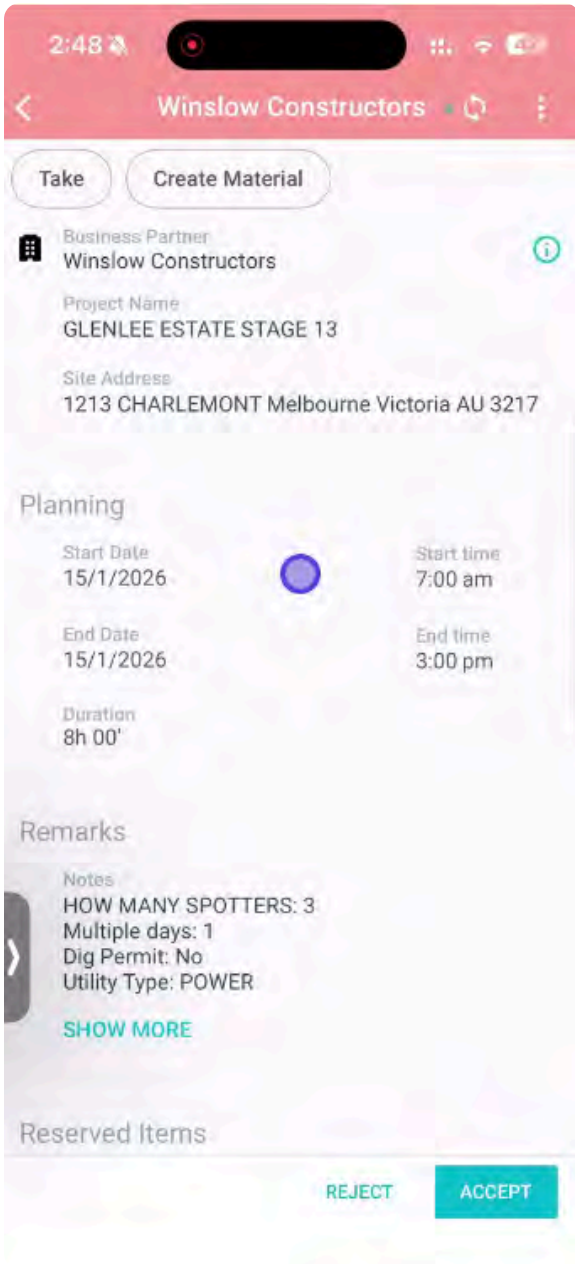
[VIEW PAGE →](#)

If any specific "Work Location" notes are defined they will be visible.



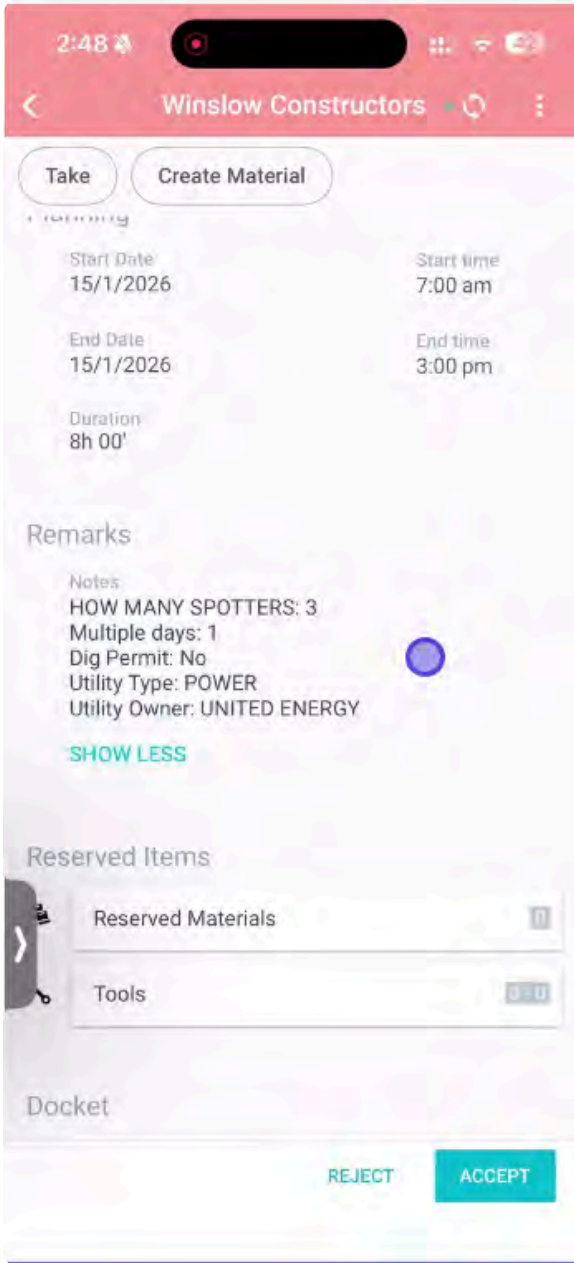
10 Planned date and time is defined (i.e. "15/01/2026 - 7:00am")

[VIEW PAGE →](#)



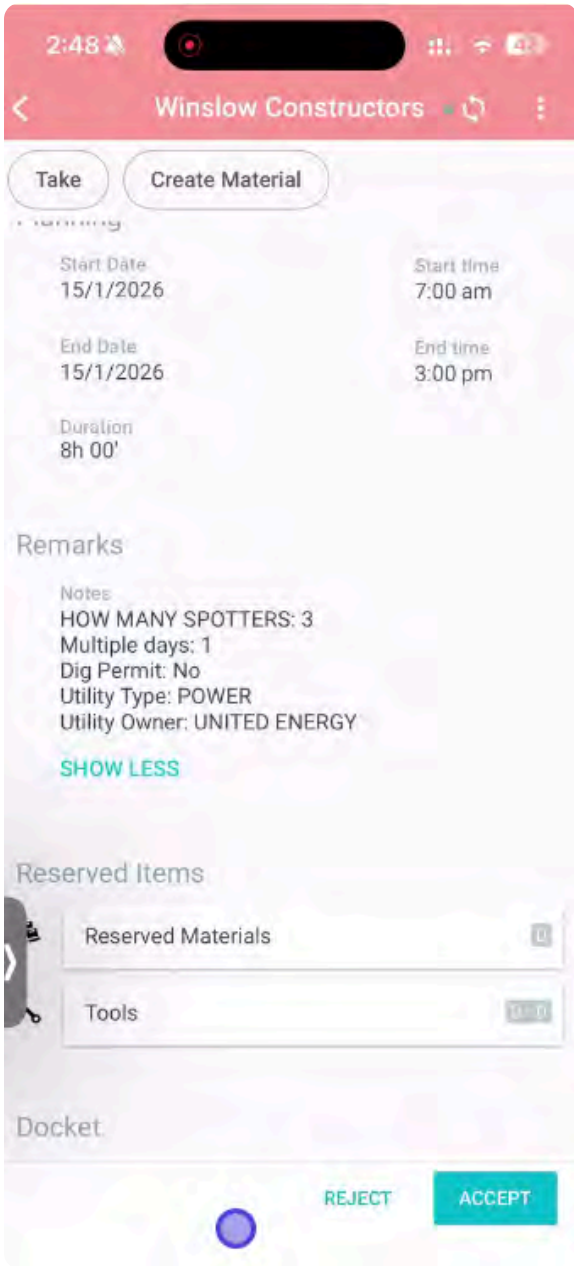
11 Questions answered by the Client in the Customer Portal will be visible under remarks. [VIEW PAGE →](#)

If any specific "Description of Work" notes are defined they will be visible.



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

[VIEW PAGE →](#)



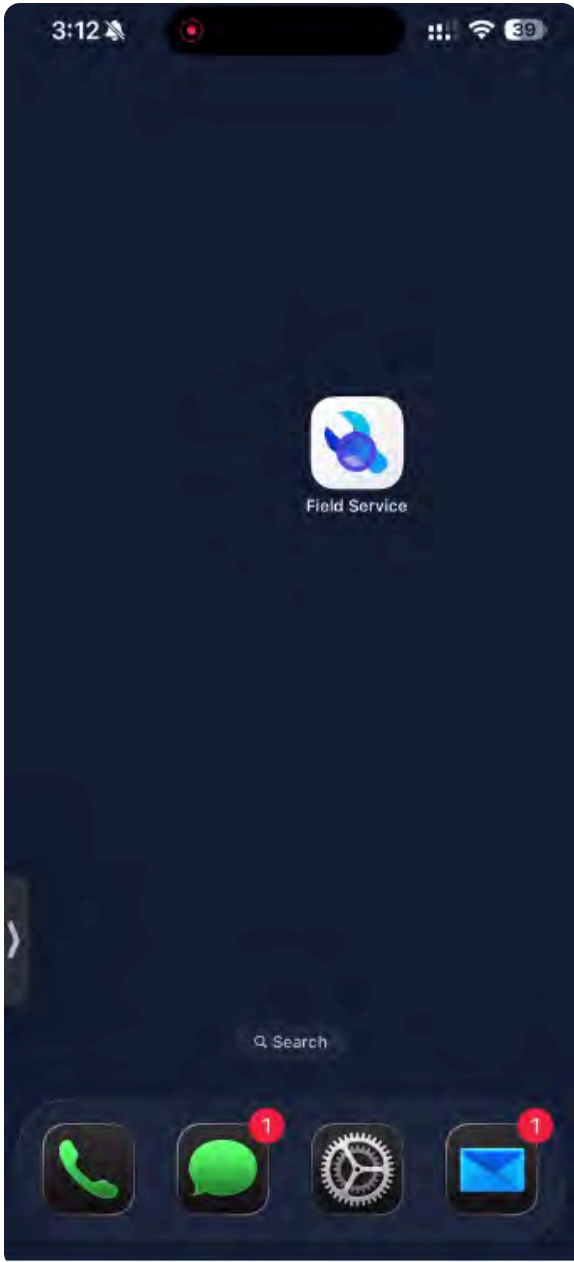
**FSM MOBILE
APP - NDD
- ACTIVITY REVIEW
(SINGLE SPOTTER)**



**TRAFMAN.
SOLUTIONS**

FSM Mobile APP - Spotters - Activity Review (Single Spotter)

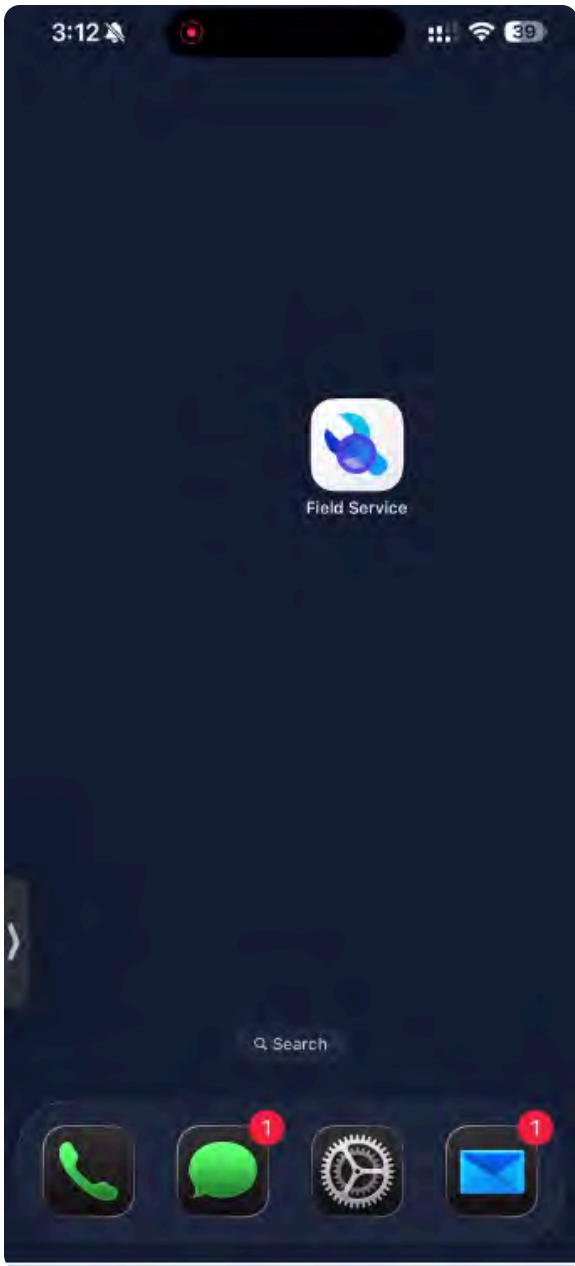
Created on Dec 16, 2025 by Jarred Bester



[WATCH RECORDING →](#)

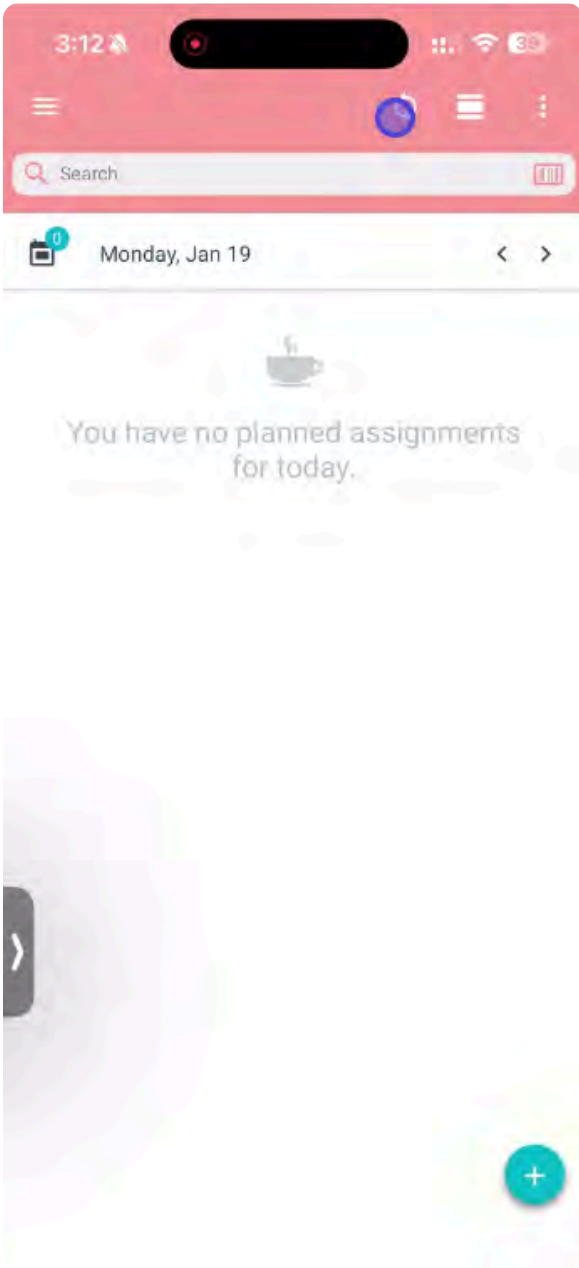
1 On Mobile, Navigate to the "Field Service" Application

[VIEW PAGE →](#)



2 Click on the "Sync" button.

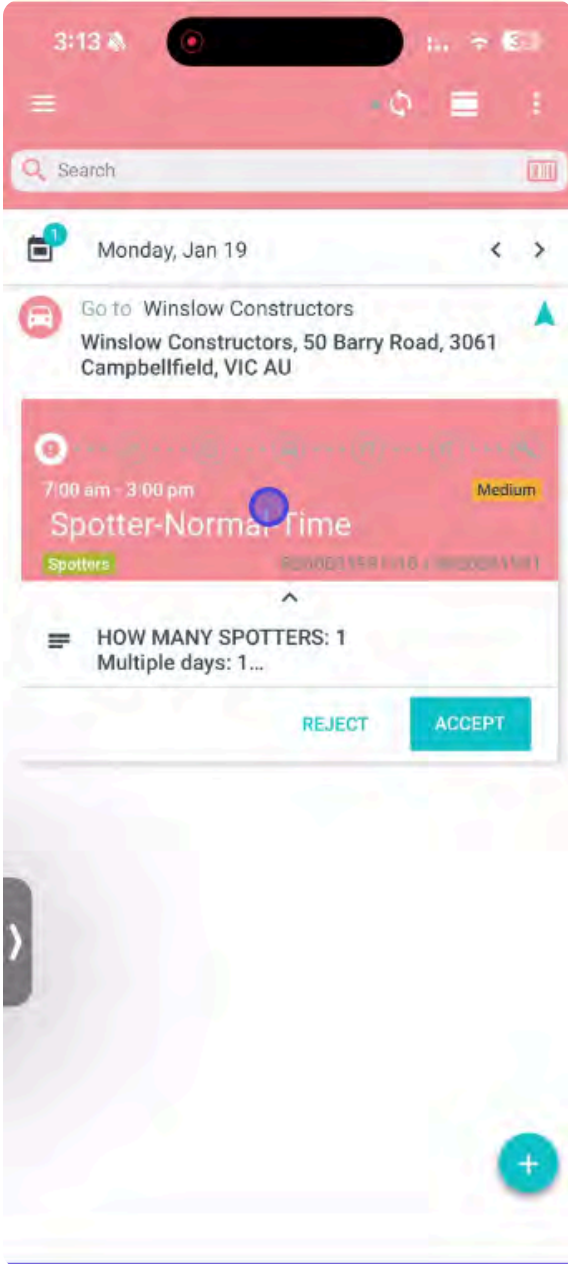
[VIEW PAGE →](#)



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

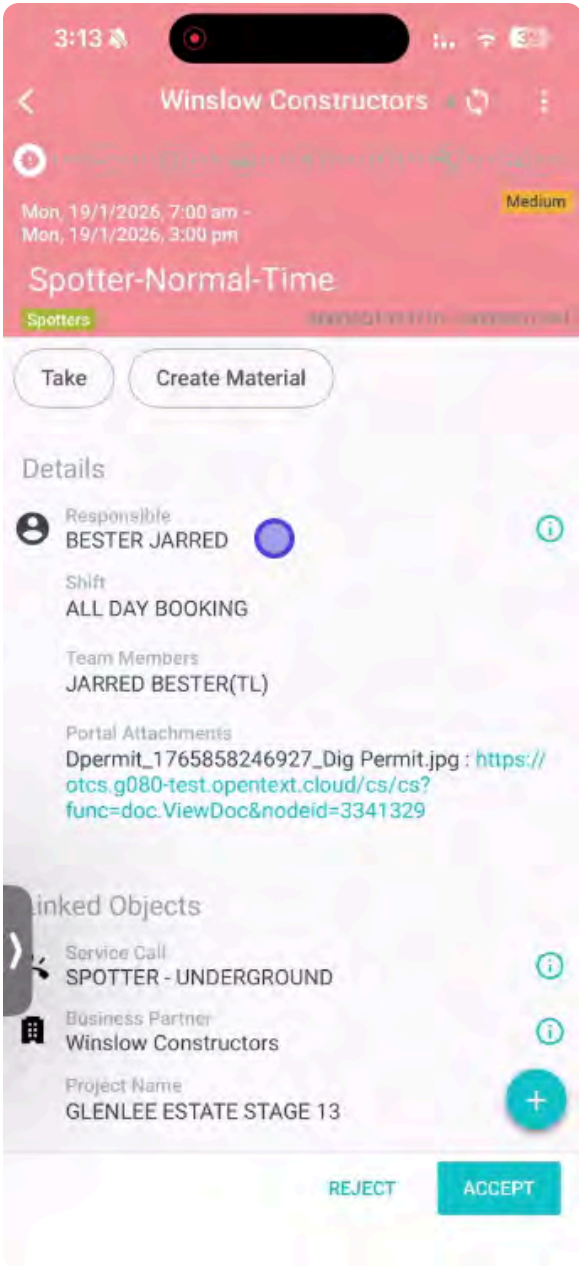
[VIEW PAGE →](#)

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



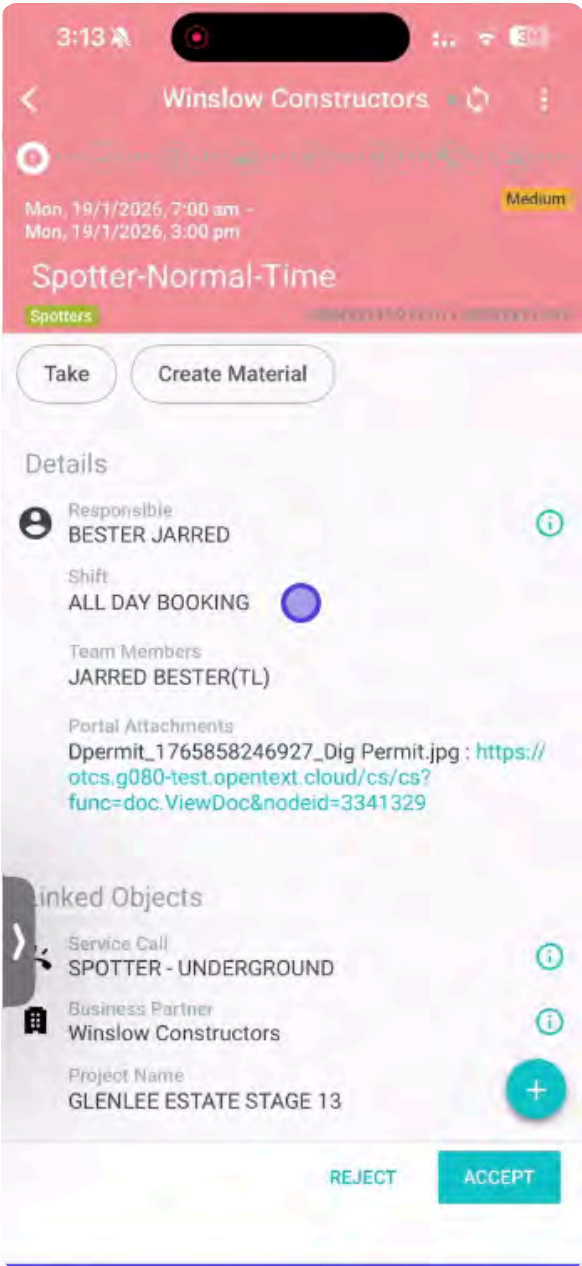
4 Responsible = The resource the Service Call is allocated to.

[VIEW PAGE →](#)



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

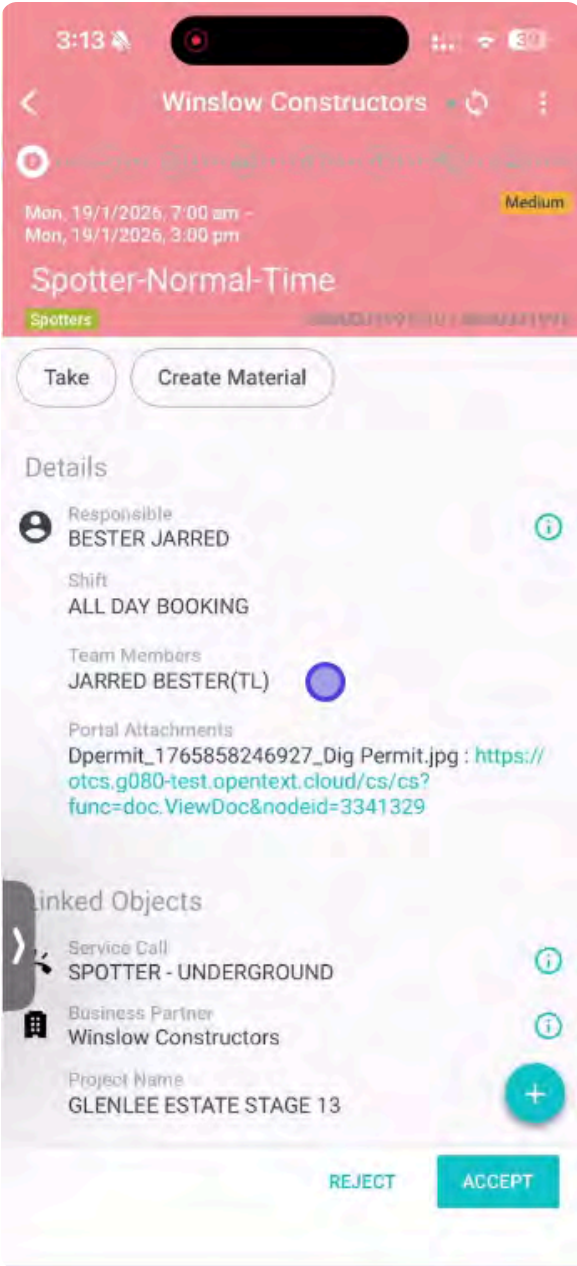
[VIEW PAGE →](#)



6 Where one resource is allocated, that resource is designated as the Team Leader (TL).

[VIEW PAGE →](#)

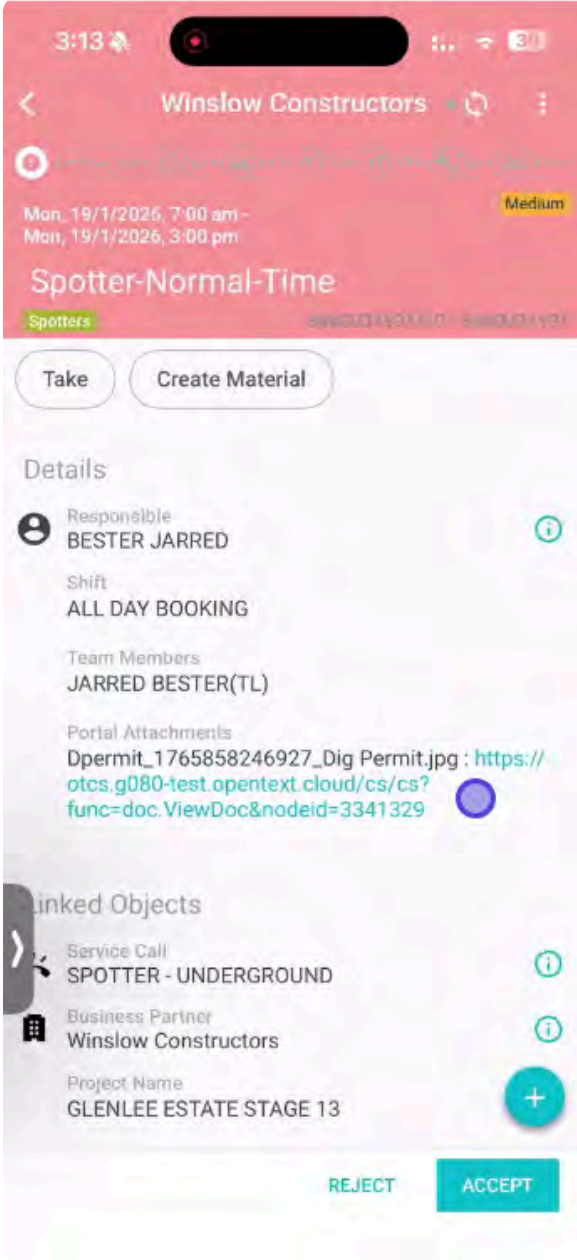
The Team Leader (TL), is responsible for completing the Pre-Start, SWMS and Docket on the day of works.



7 In instances where a Dig Permit has been provided, the files will be available to view.

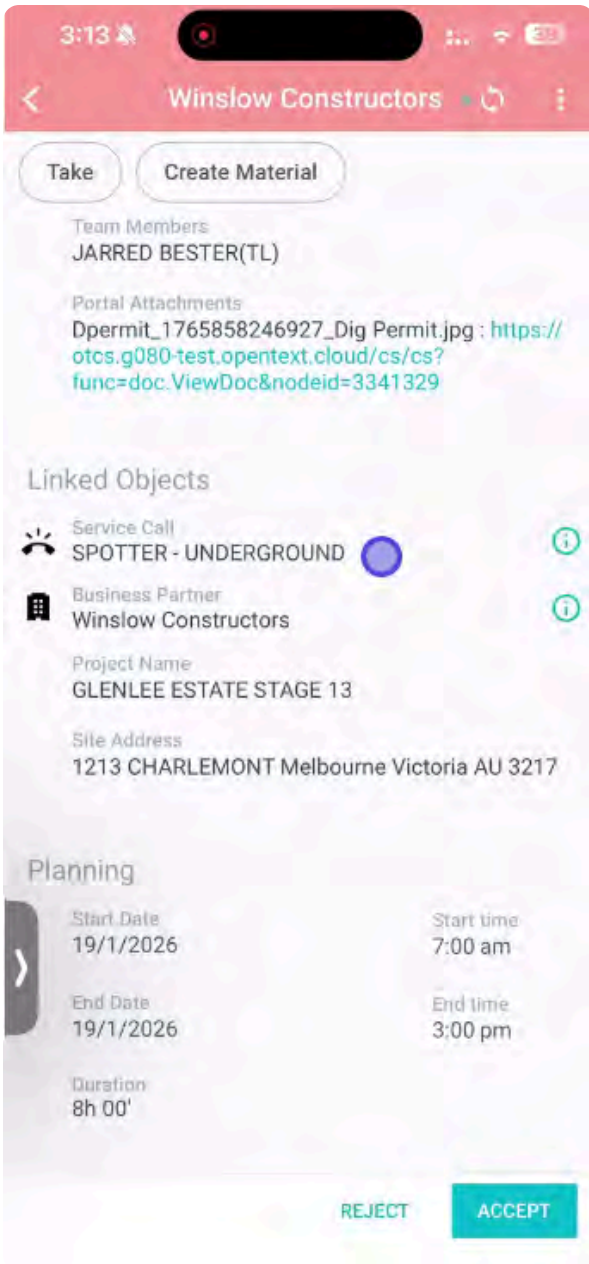
[VIEW PAGE →](#)

Please note: Clicking on the hyperlink will launch browser app and requires sign-in to OpenText Platform.



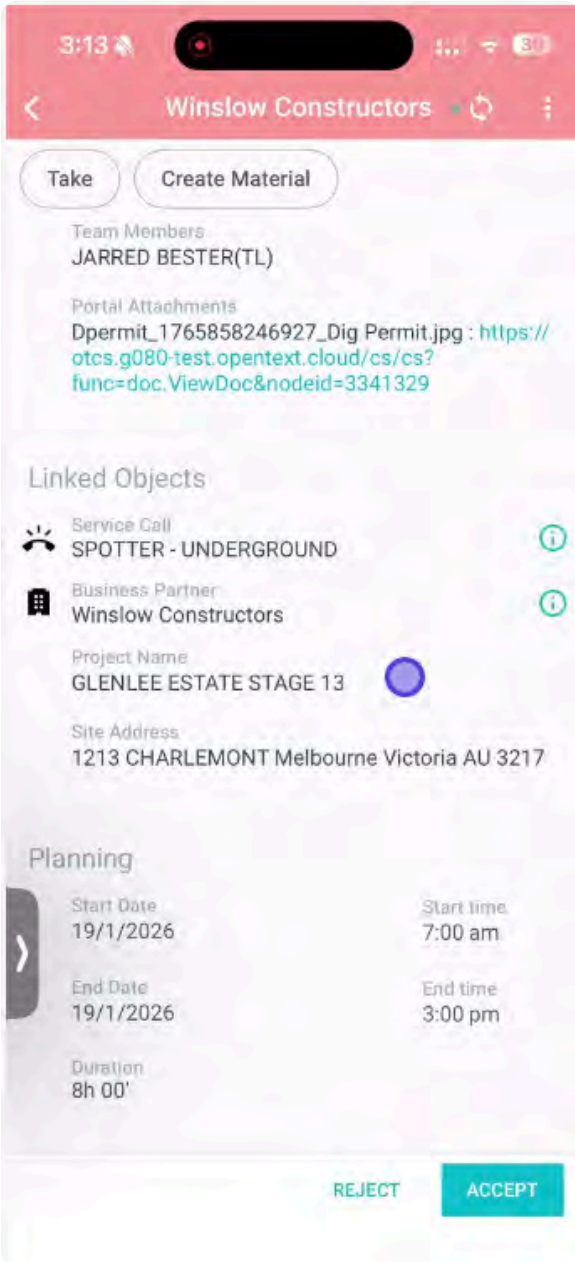
8 Service Type is defined (i.e. "SPOTTER - UNDERGROUND")

[VIEW PAGE →](#)



9 Client & Project related details are defined

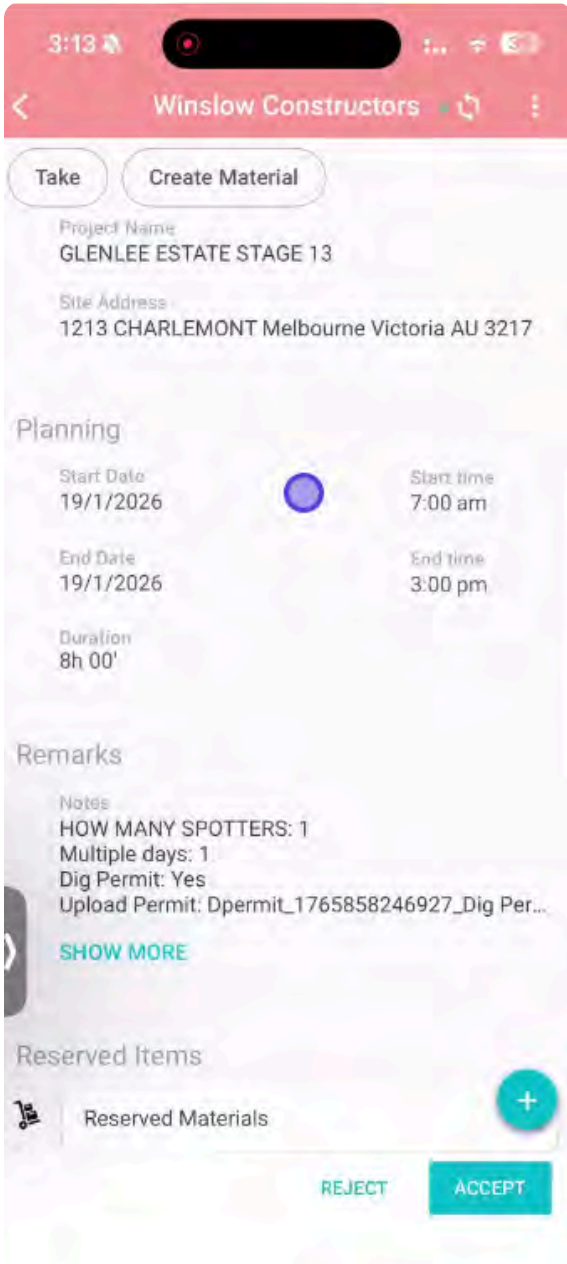
[VIEW PAGE →](#)



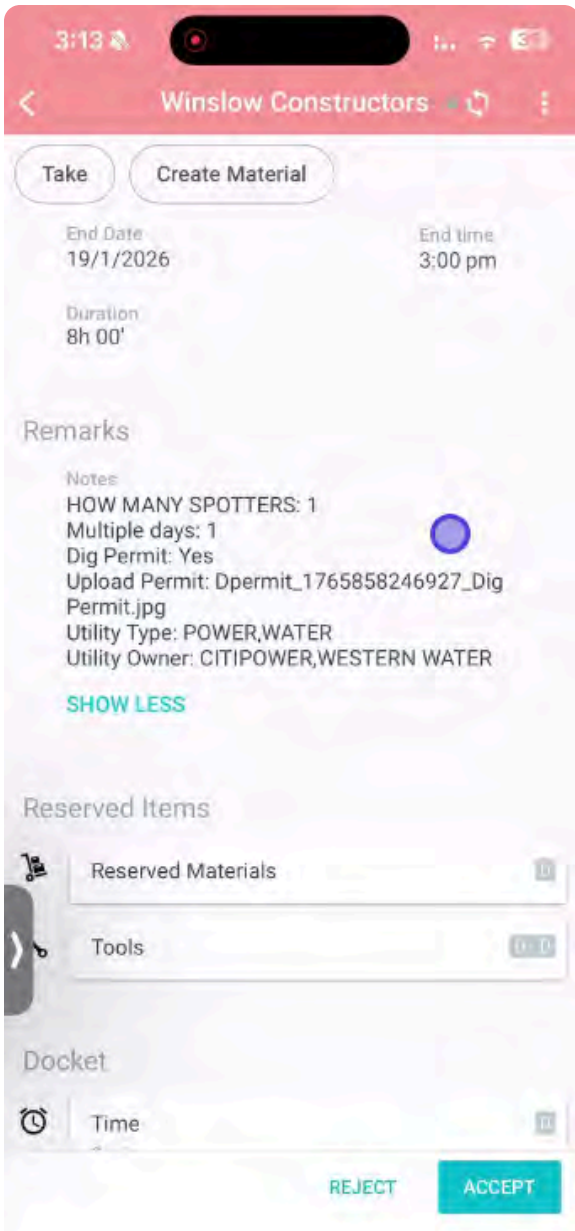
10 Planned date and time is defined (i.e. "19/01/2026 - 7:00am")

[VIEW PAGE →](#)

This information is based on the Scheduler's allocation.

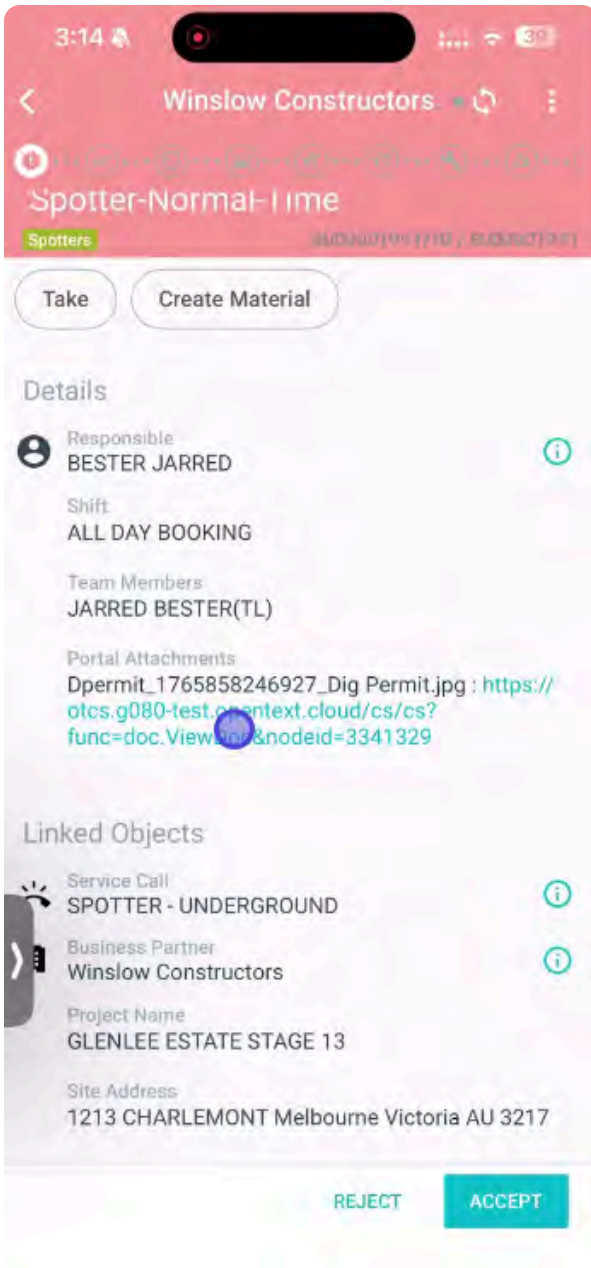


11 Questions answered by the Client in the Customer Portal will be visible under remarks. [VIEW PAGE →](#)



12 To view the attachments, Click on the hyperlink

[VIEW PAGE →](#)



- 13 A browser app window will open and requires sign-in to OpenText Platform.

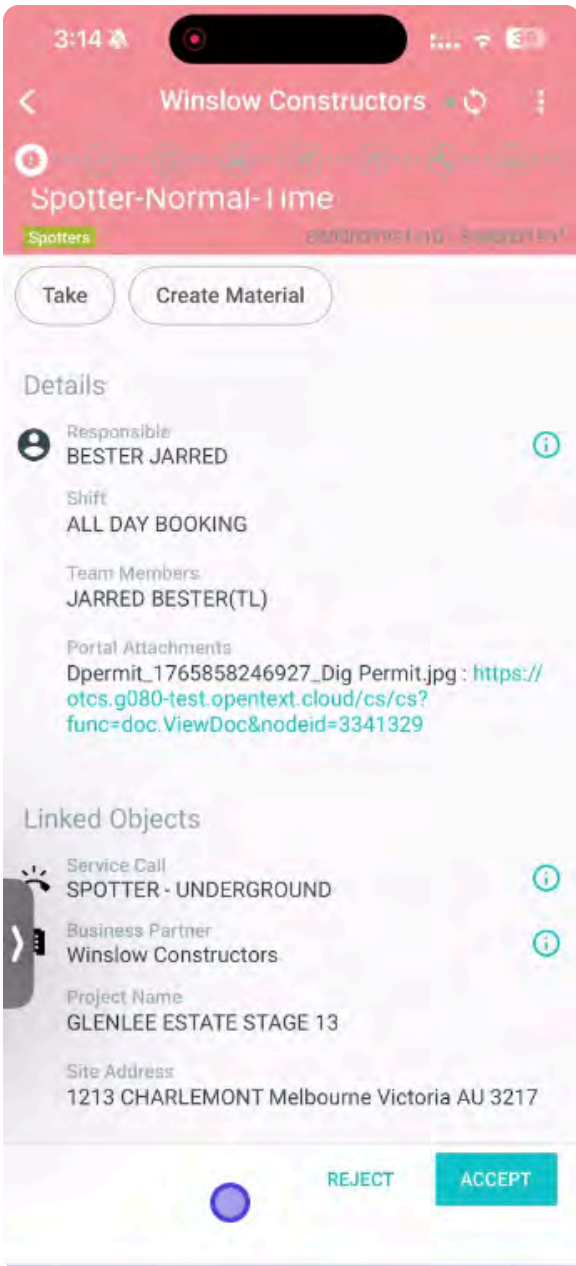
[VIEW PAGE →](#)

The document pictured is for illustration purposes only.



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

[VIEW PAGE →](#)

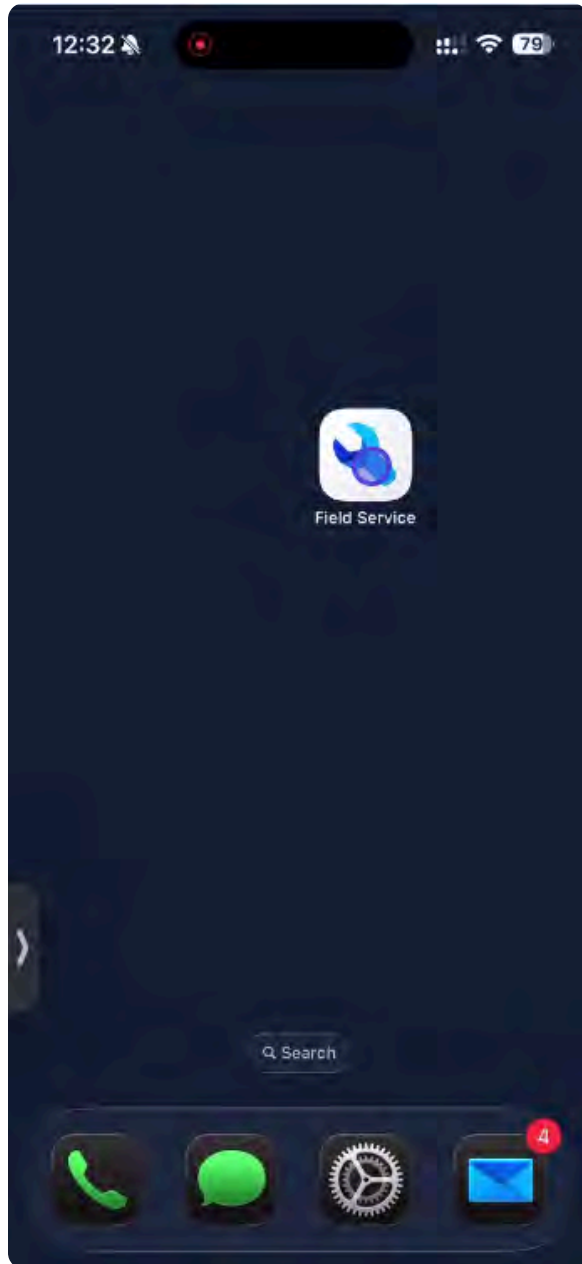


**FSM MOBILE
APP - SPOTTERS
- ACTIVITY COMPLETION
(SINGLE SPOTTER)**

**TRAFMAN..
SOLUTIONS**

FSM Mobile APP - Spotters - Activity Completion (Single Spotter)

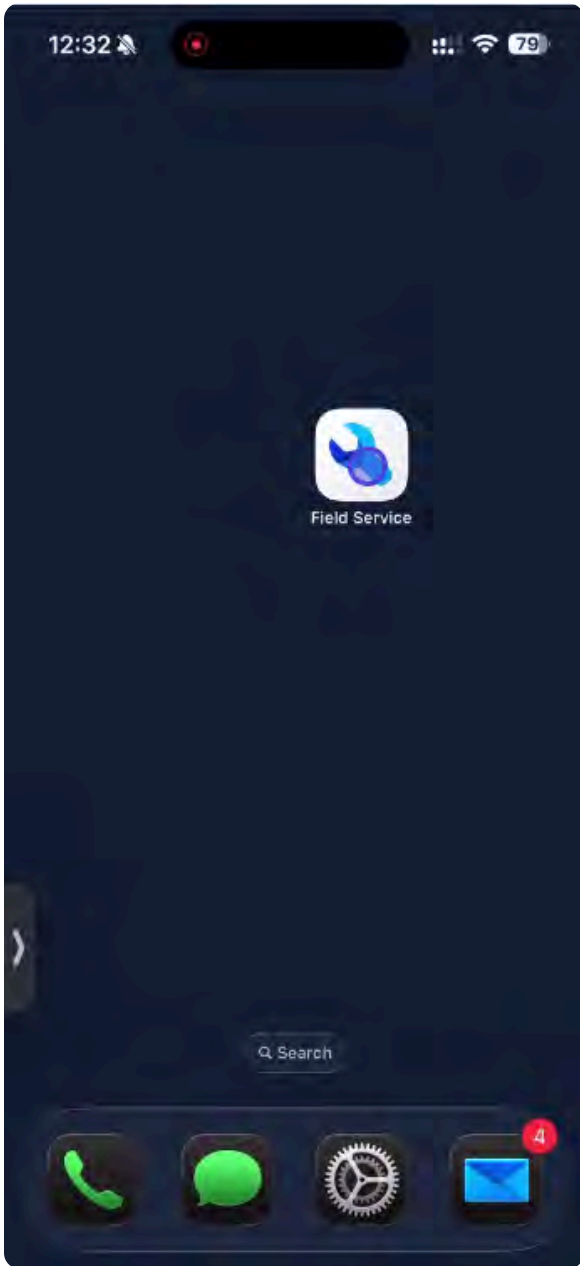
Created on Jan 28, 2026 by Jarred Bester



[WATCH RECORDING →](#)

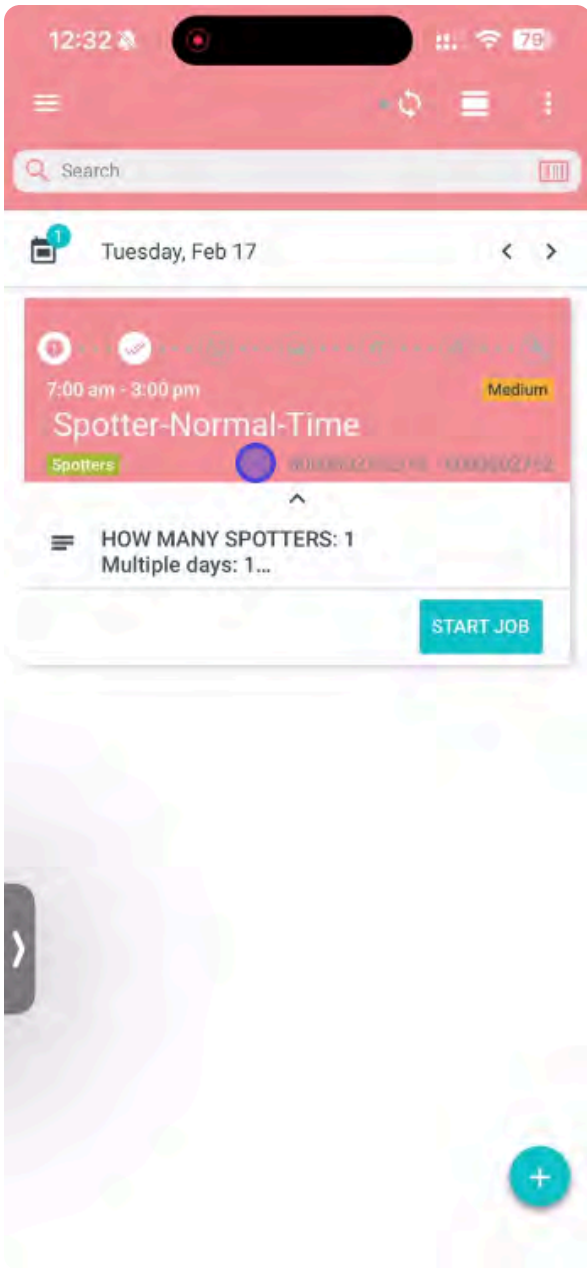
1 Open FSM Mobile App

[VIEW PAGE →](#)



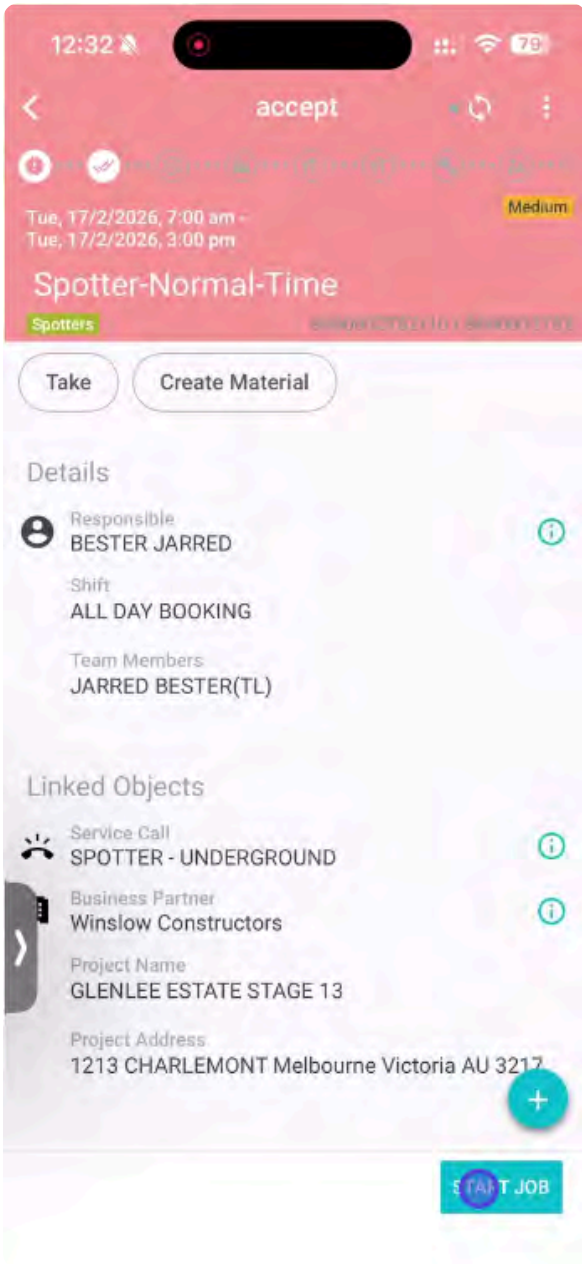
2 Click into the Activity

[VIEW PAGE →](#)



3 To confirm your onsite, Click Start Job

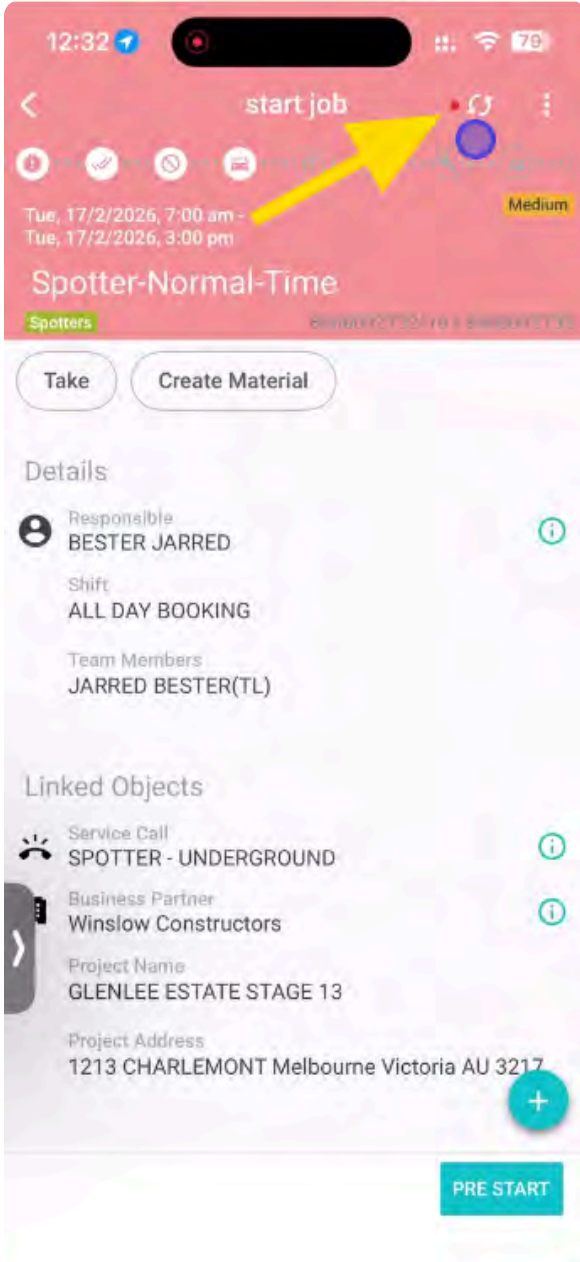
[VIEW PAGE →](#)



4

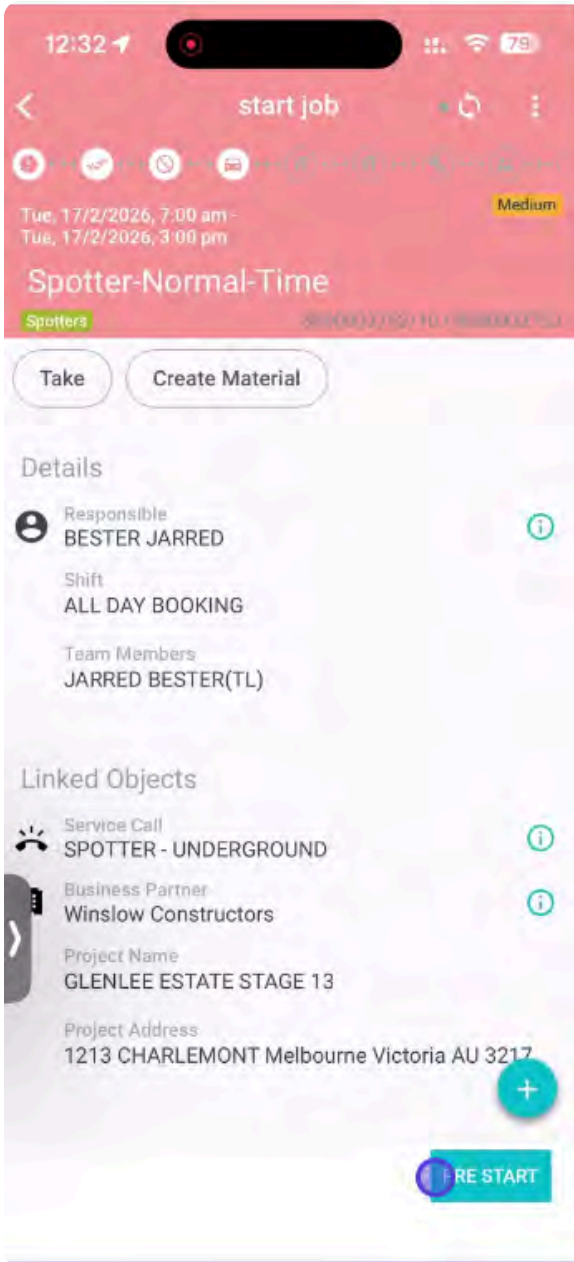
VERY IMPORTANT: Please note that each time a button is clicked the App will sync with the cloud to ensure that all data is updated in real time, please allow the spinning icon to stop before clicking the next button.

[VIEW PAGE →](#)



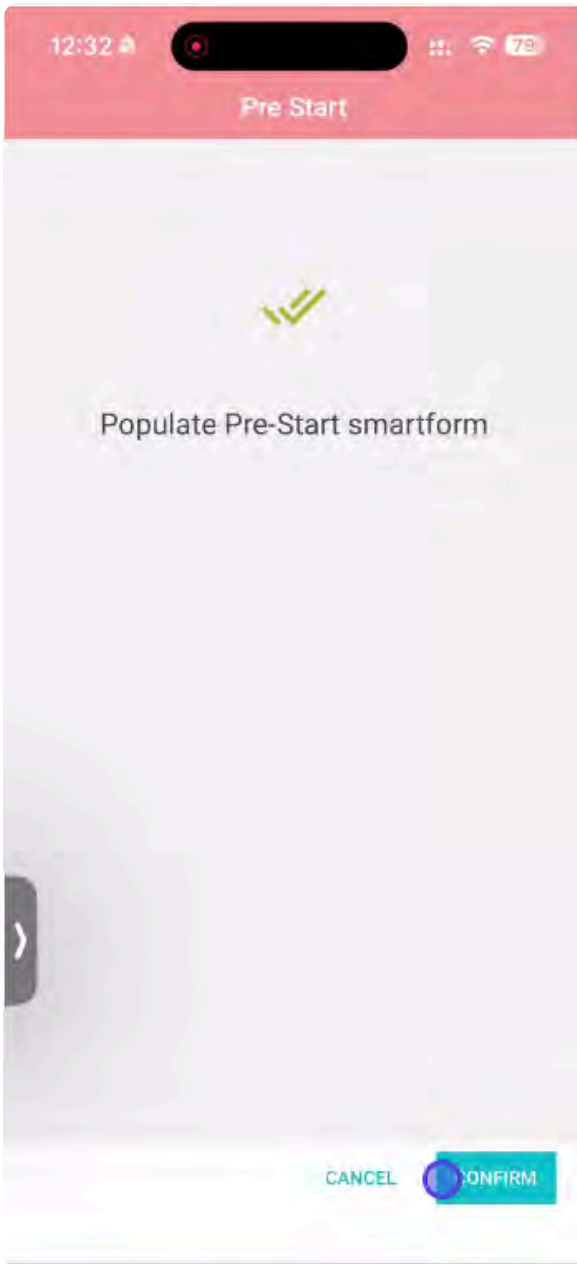
5 To commence the safety paperwork, Click on Pre-Start

[VIEW PAGE →](#)



6 Click Confirm

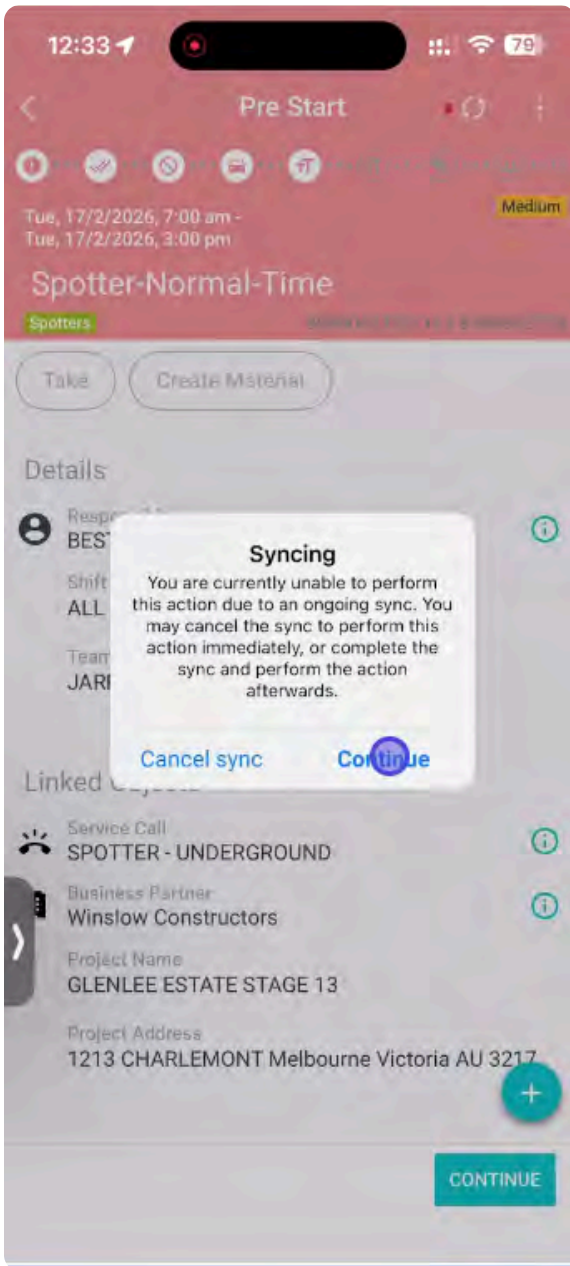
[VIEW PAGE →](#)



7

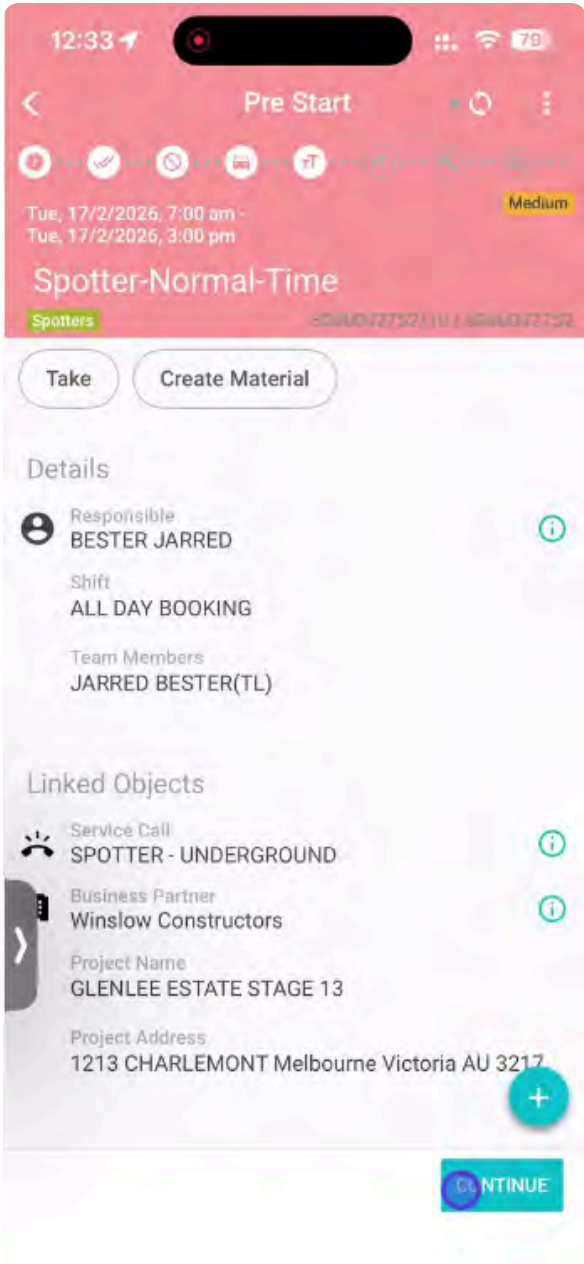
If you do click while the sync is still in progress, a prompt will appear, Click on Continue and wait for the sync to complete.

[VIEW PAGE →](#)



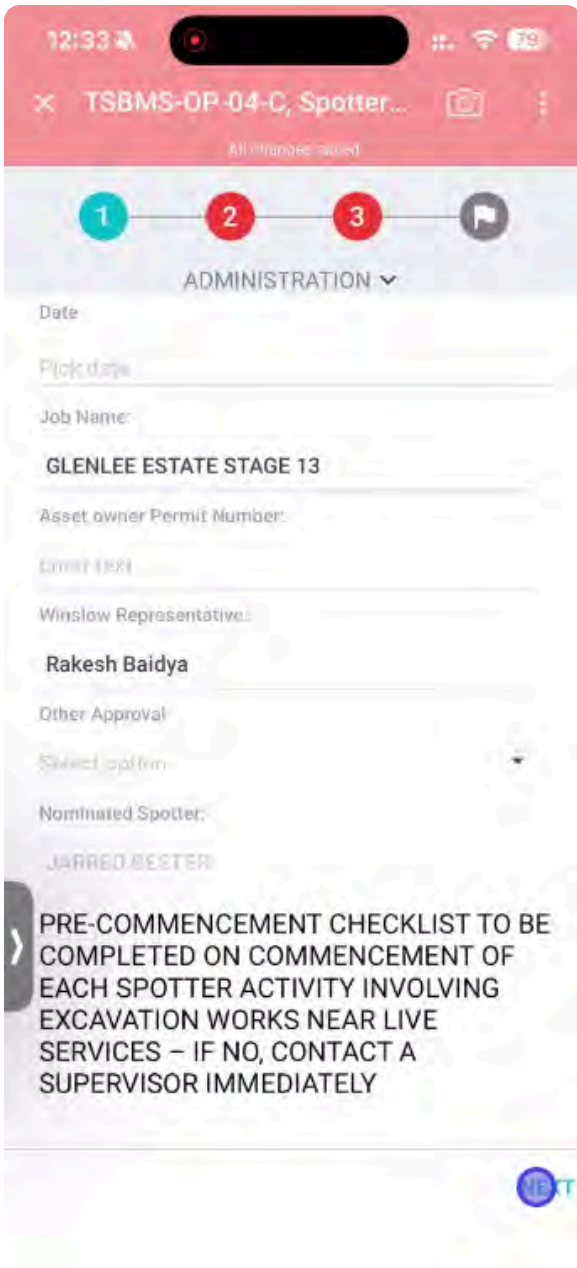
8 Once ready, Click on Continue

[VIEW PAGE →](#)



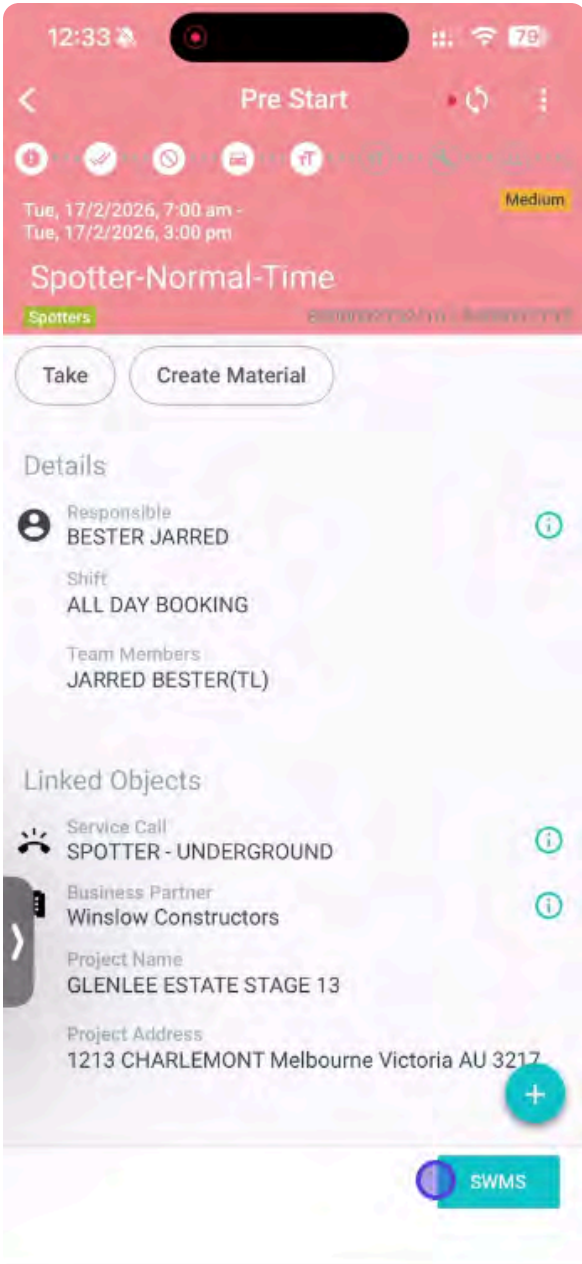
9 Once the form loads, Answer the questions to complete the form and click Next

[VIEW PAGE →](#)



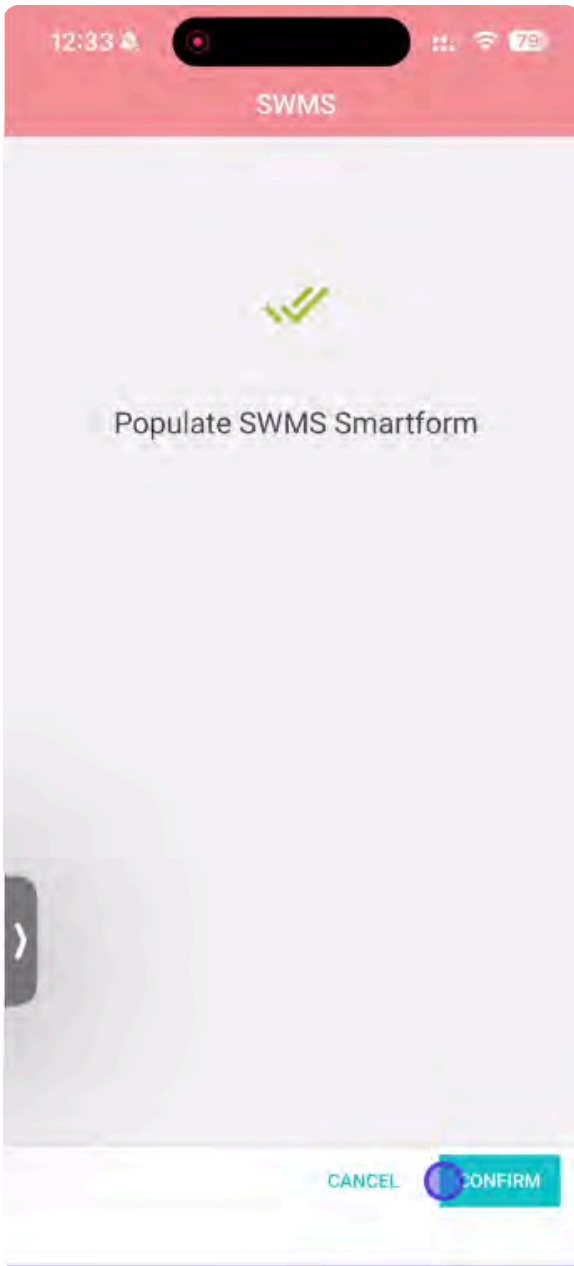
10 Click on SWMS

[VIEW PAGE →](#)



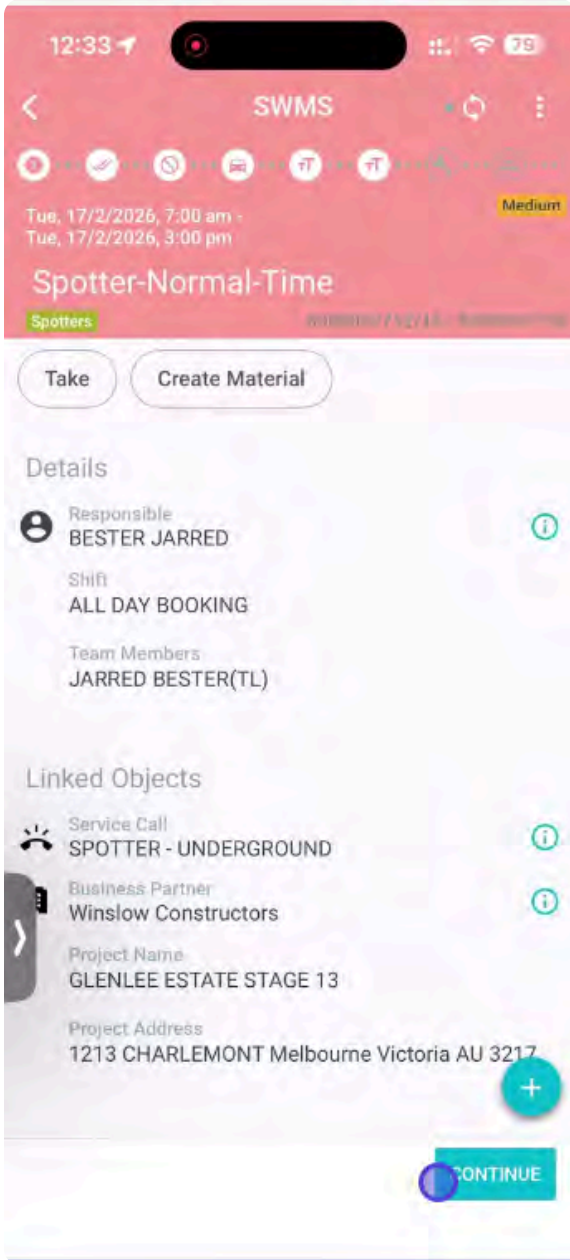
11 Click Confirm

[VIEW PAGE →](#)



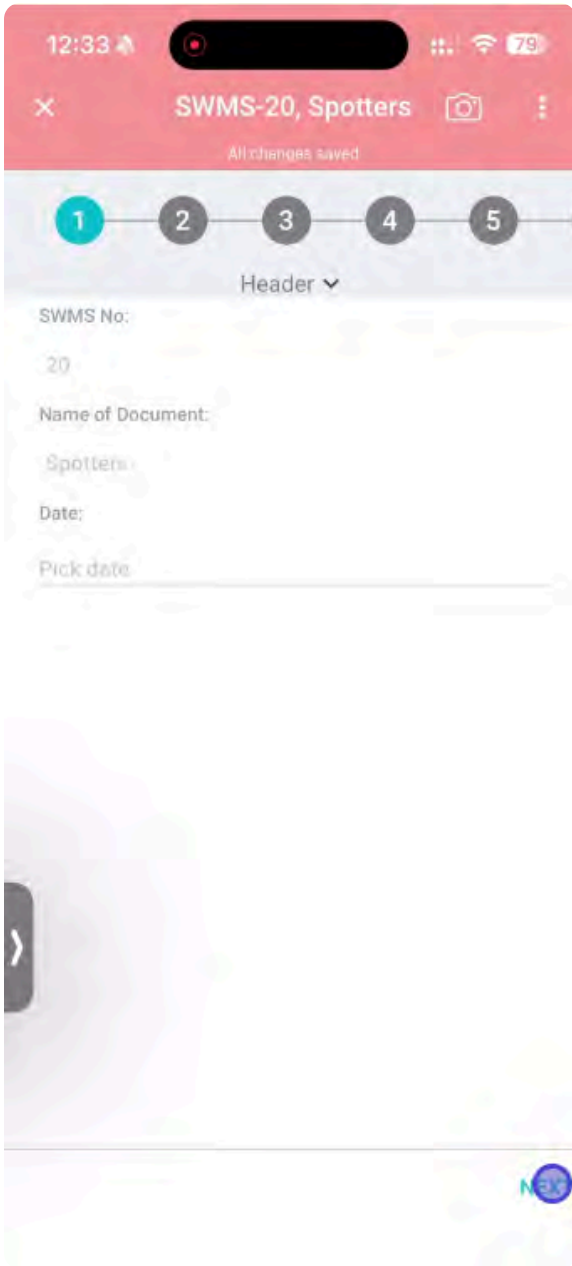
12 Click on Continue

[VIEW PAGE →](#)



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

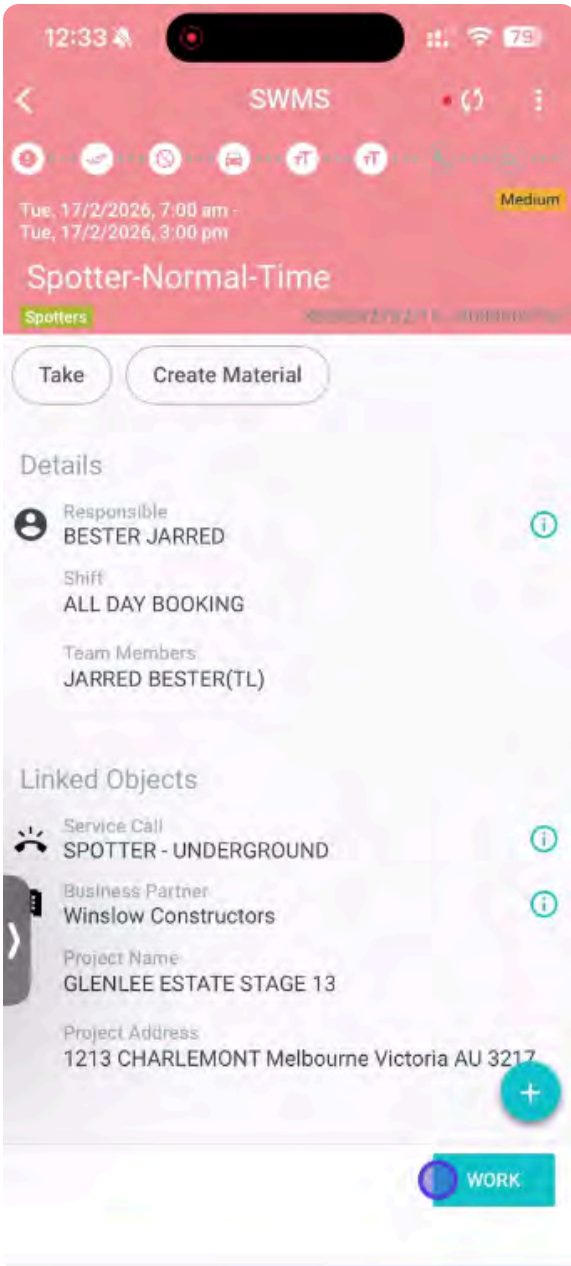
[VIEW PAGE →](#)



14 To start working, Click on Work

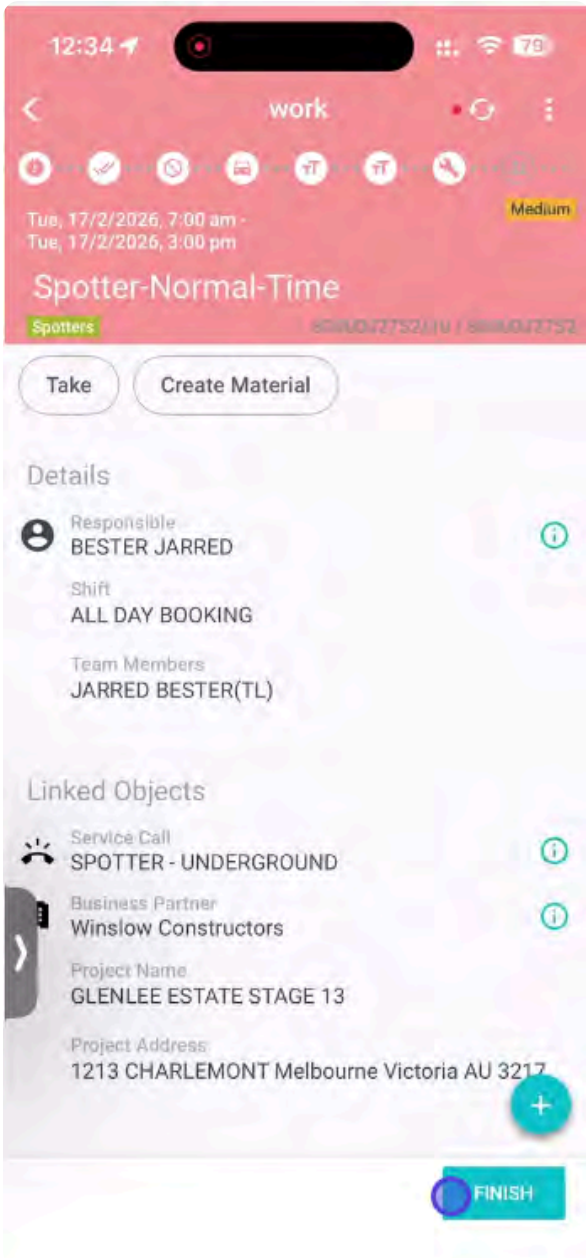
[VIEW PAGE →](#)

At this stage work can commence.



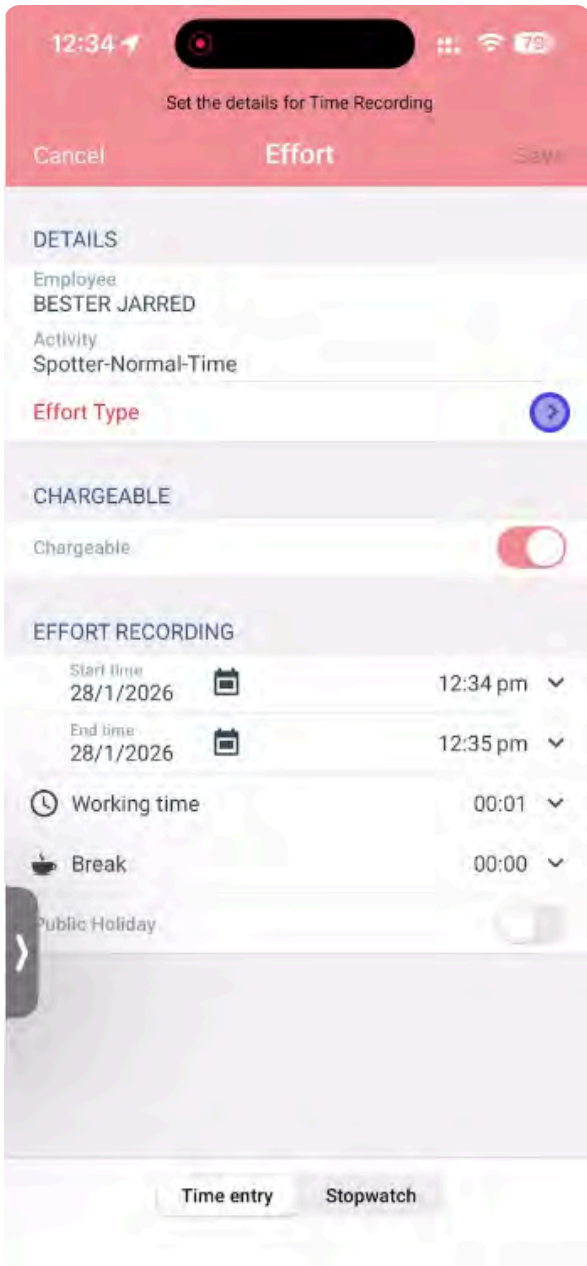
15 Once works are completed, Click Finish

[VIEW PAGE →](#)



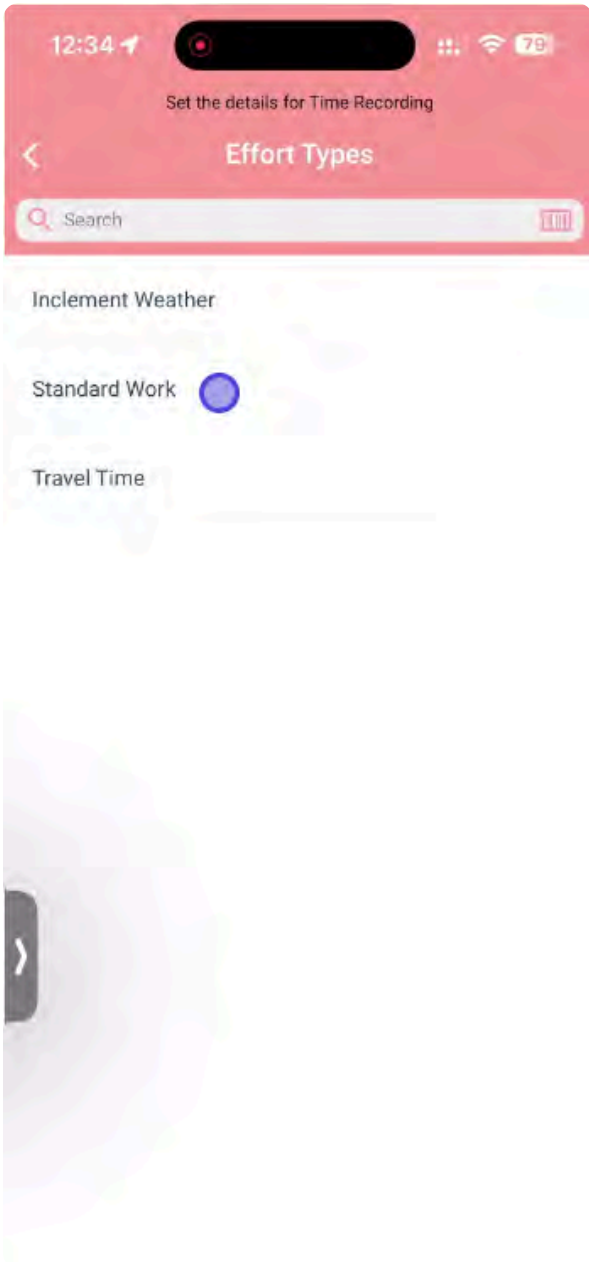
16 Click on Effort Type

[VIEW PAGE →](#)



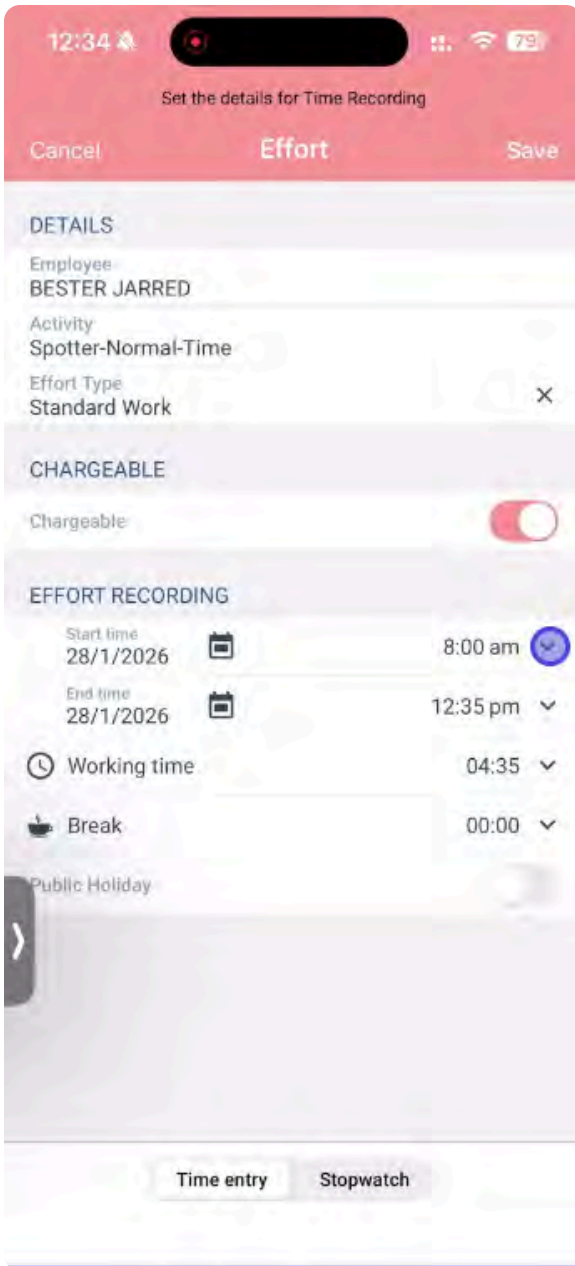
17 Select Standard Work

[VIEW PAGE →](#)



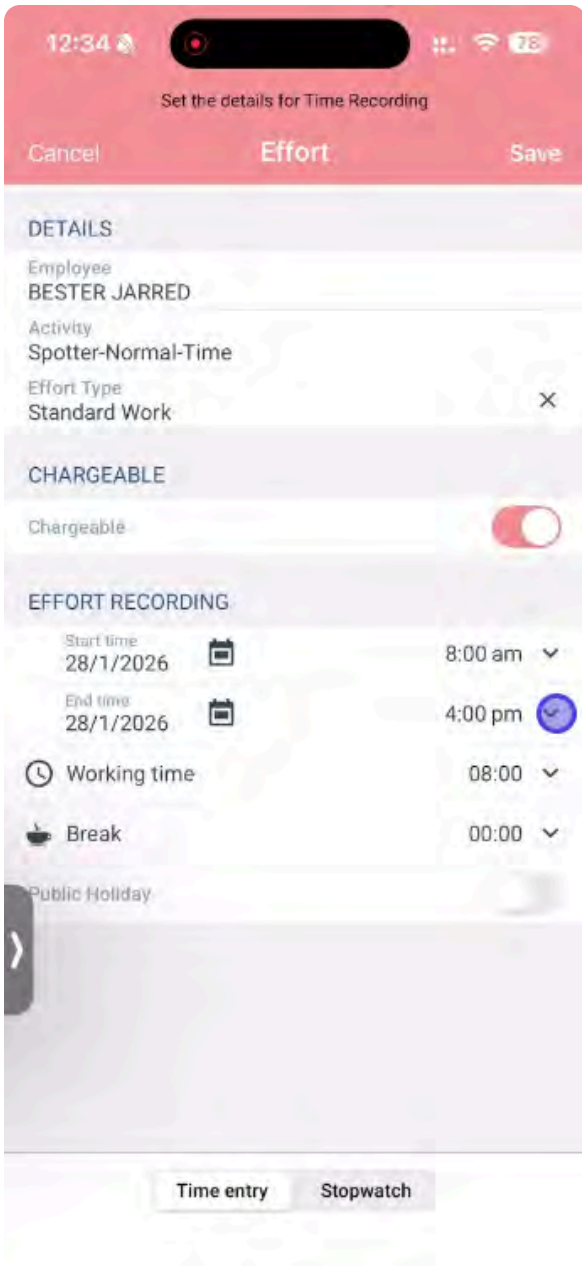
18 Click Start Time

[VIEW PAGE →](#)



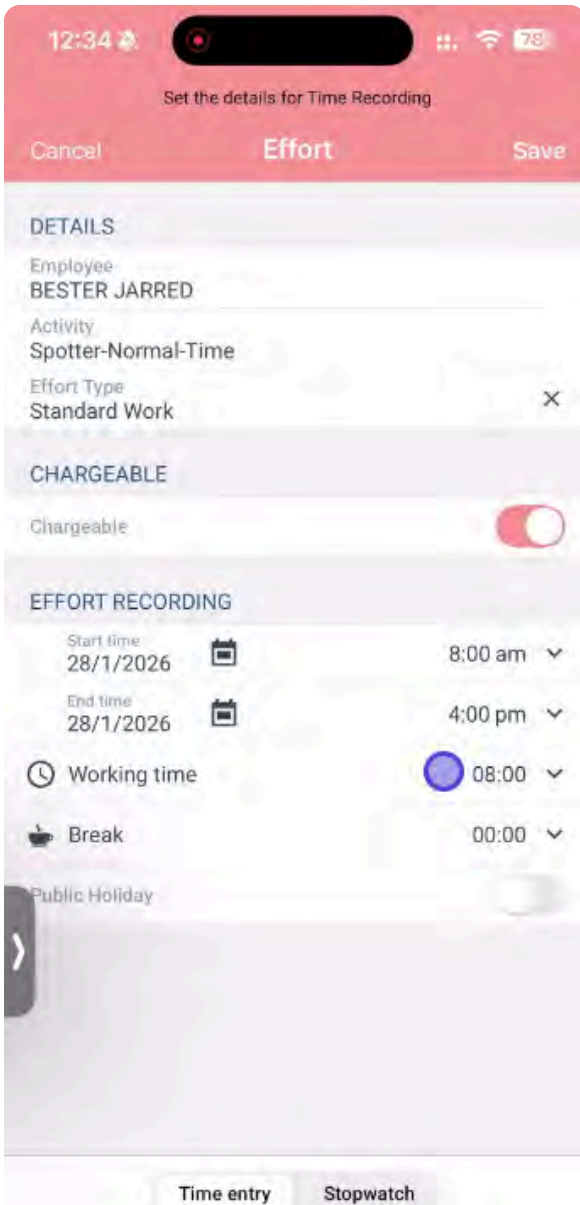
19 Select End Time

[VIEW PAGE →](#)



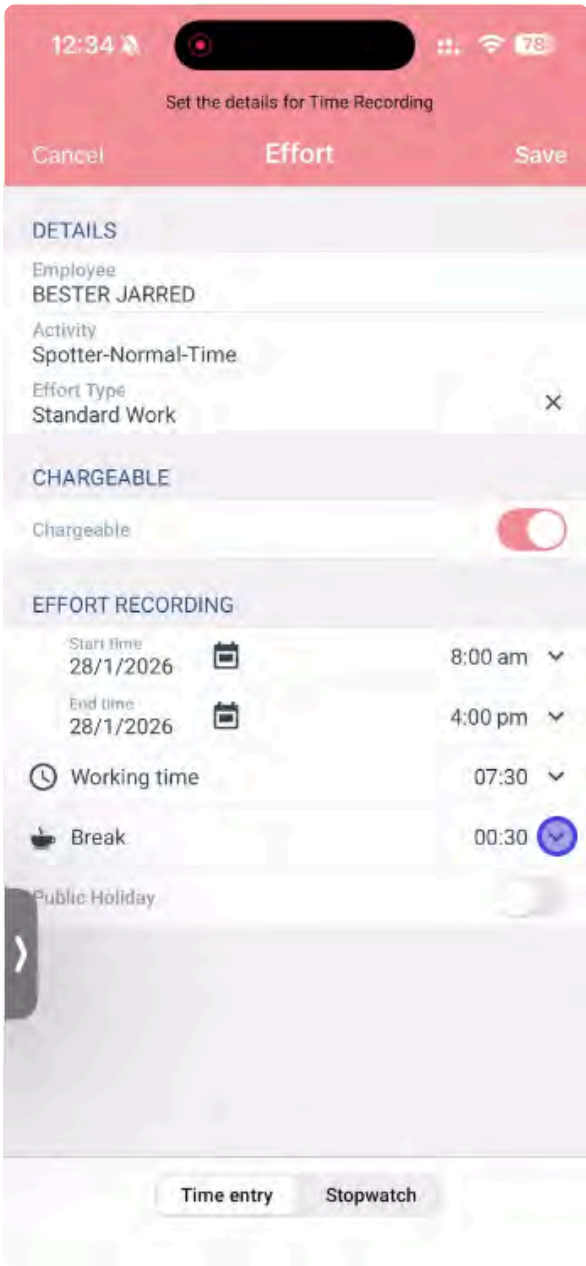
20 Ensure the Working Time Hour count is correct.

[VIEW PAGE →](#)



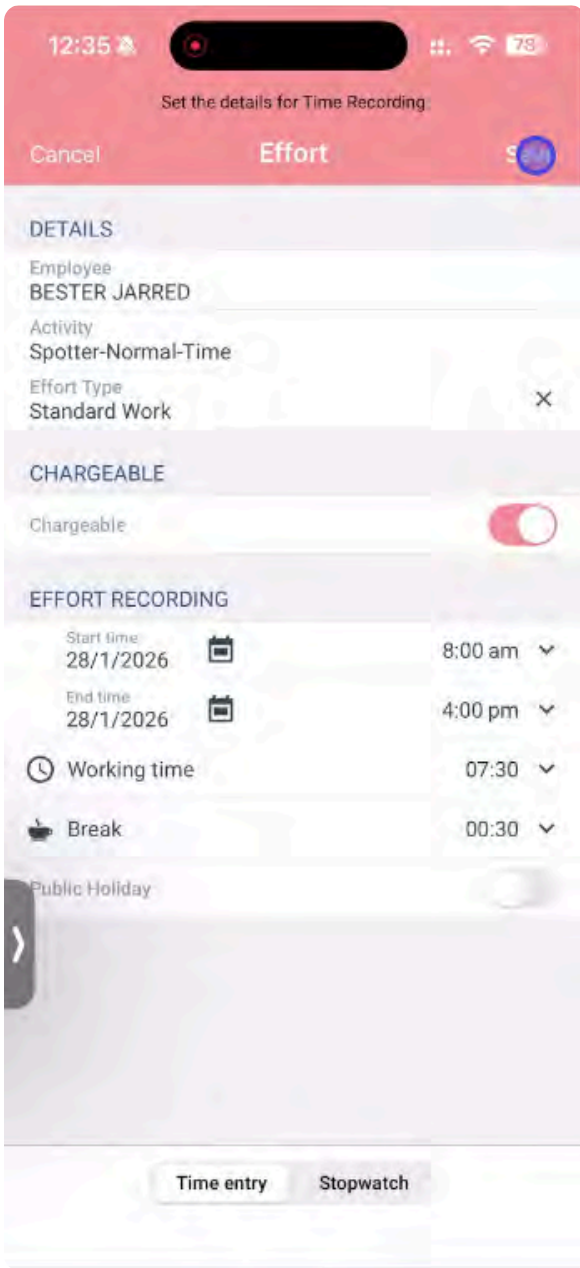
21 In order to record daily break, Select Break

[VIEW PAGE →](#)



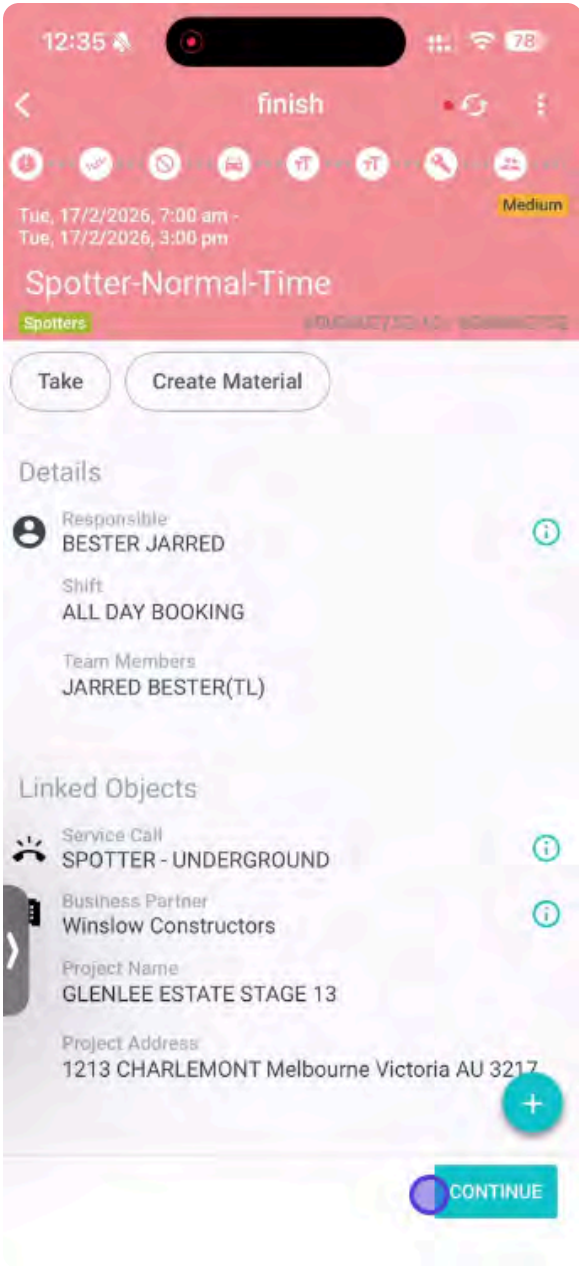
22 Review and ensure all the details are correct, click Save

[VIEW PAGE →](#)



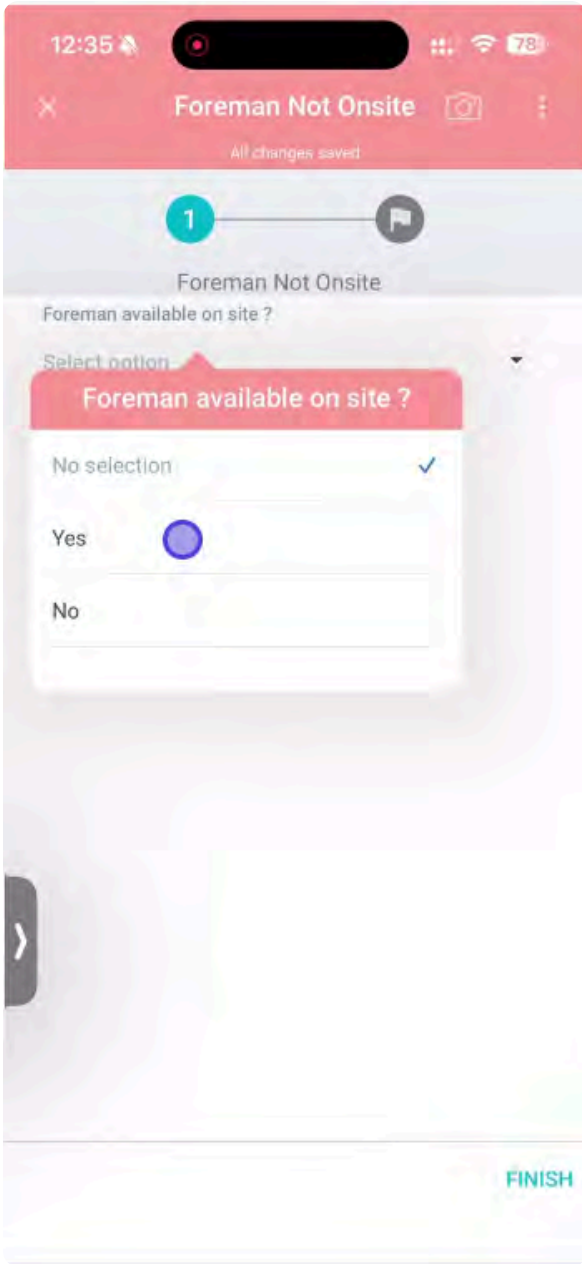
23 Click on Continue

[VIEW PAGE →](#)



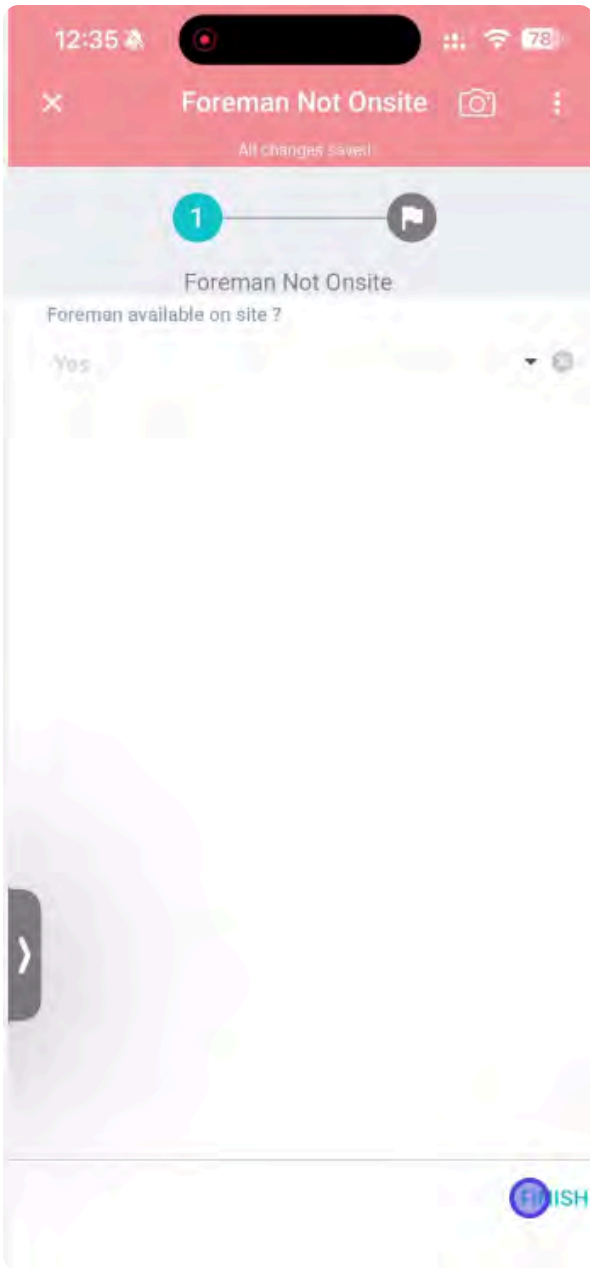
24 Select if Foreman available on site? (i.e. "Yes")

[VIEW PAGE →](#)



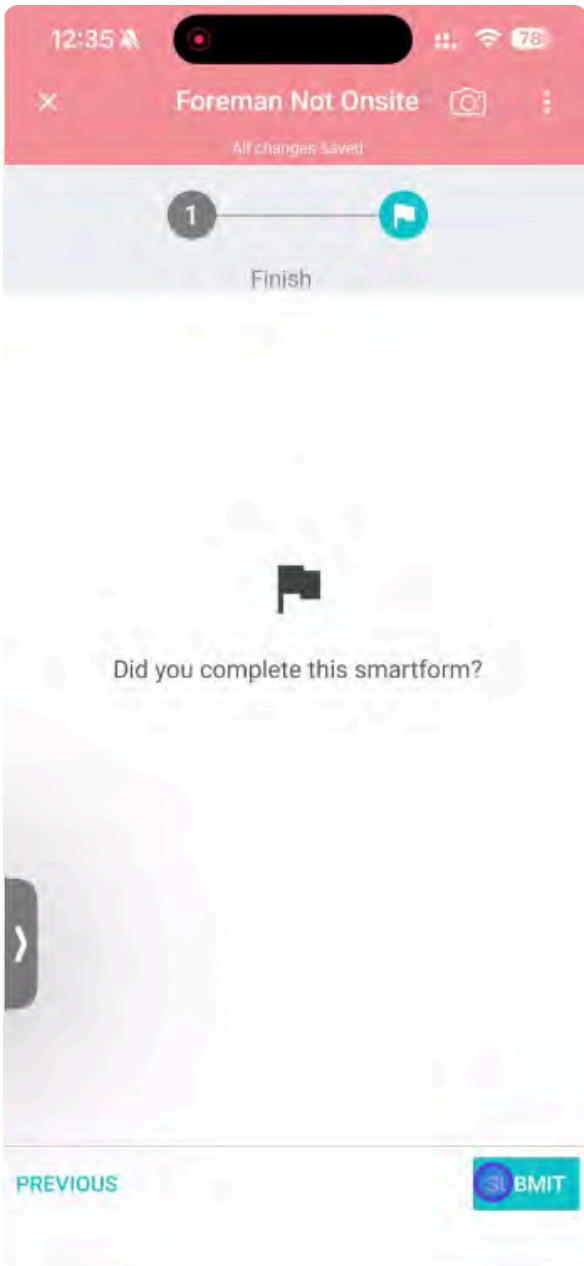
25 Click on Finish

[VIEW PAGE →](#)



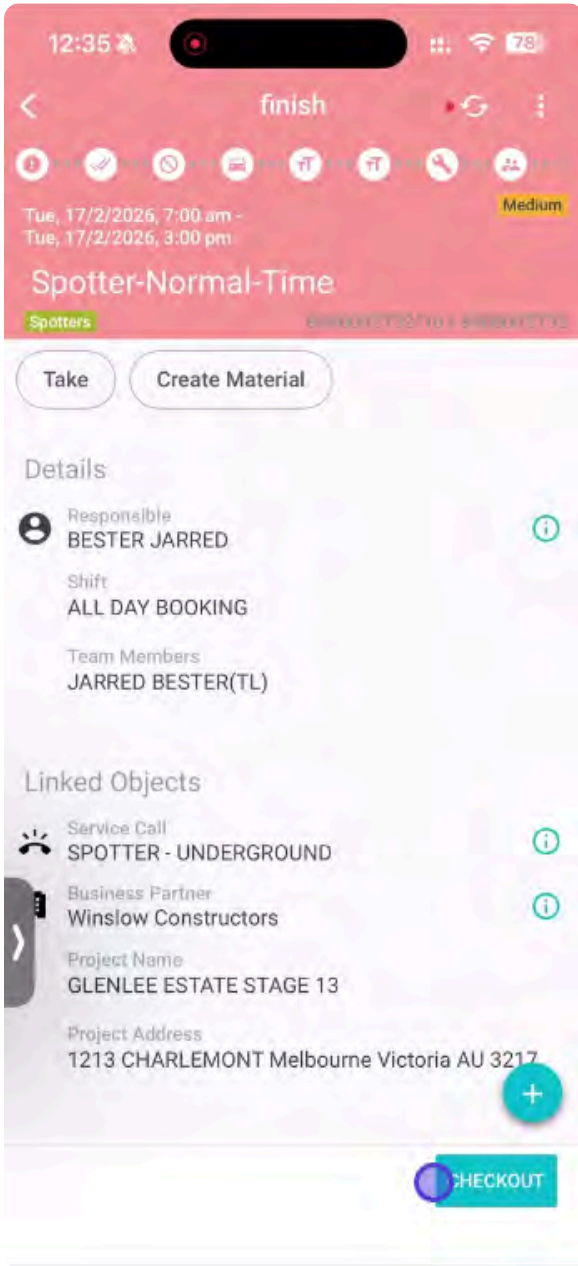
26 Click on Submit

[VIEW PAGE →](#)



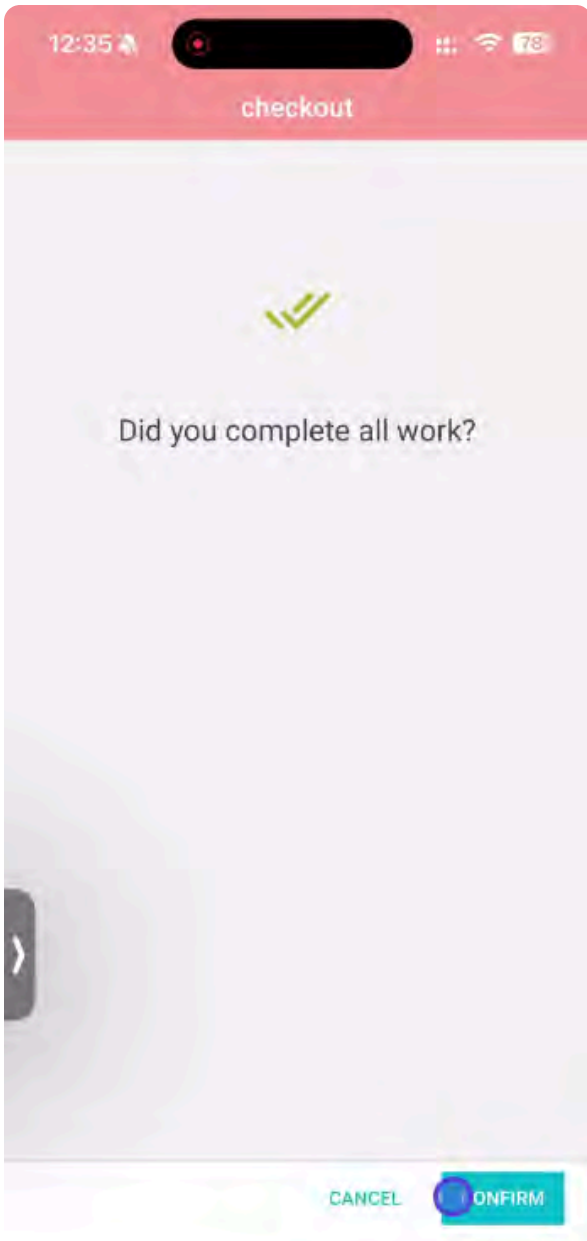
27 Click on Checkout

[VIEW PAGE →](#)



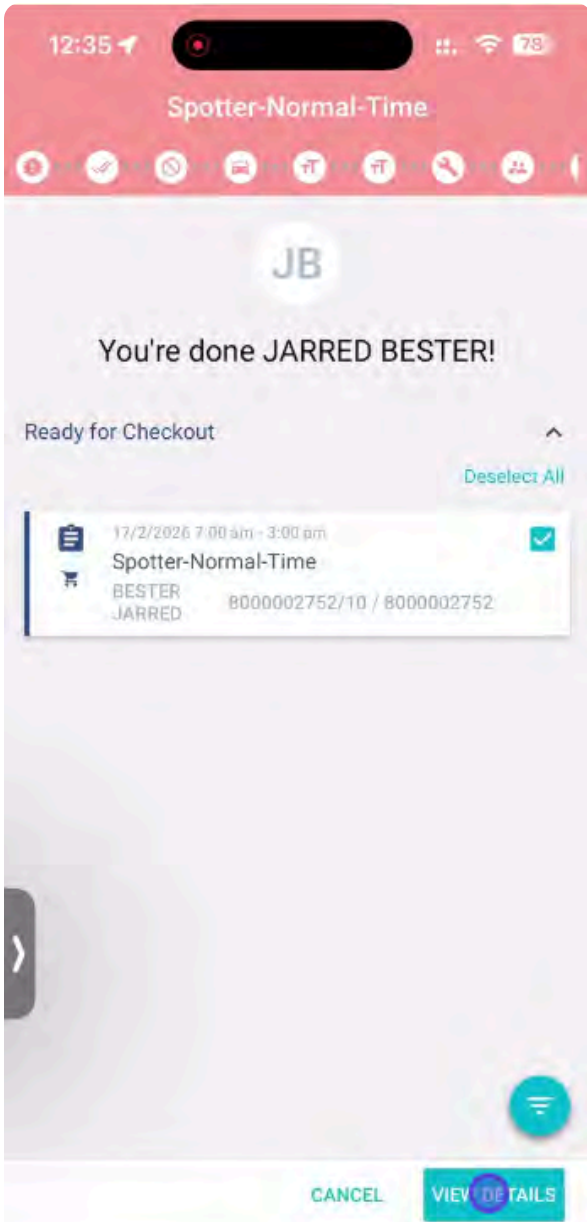
28 Click on Confirm

[VIEW PAGE →](#)



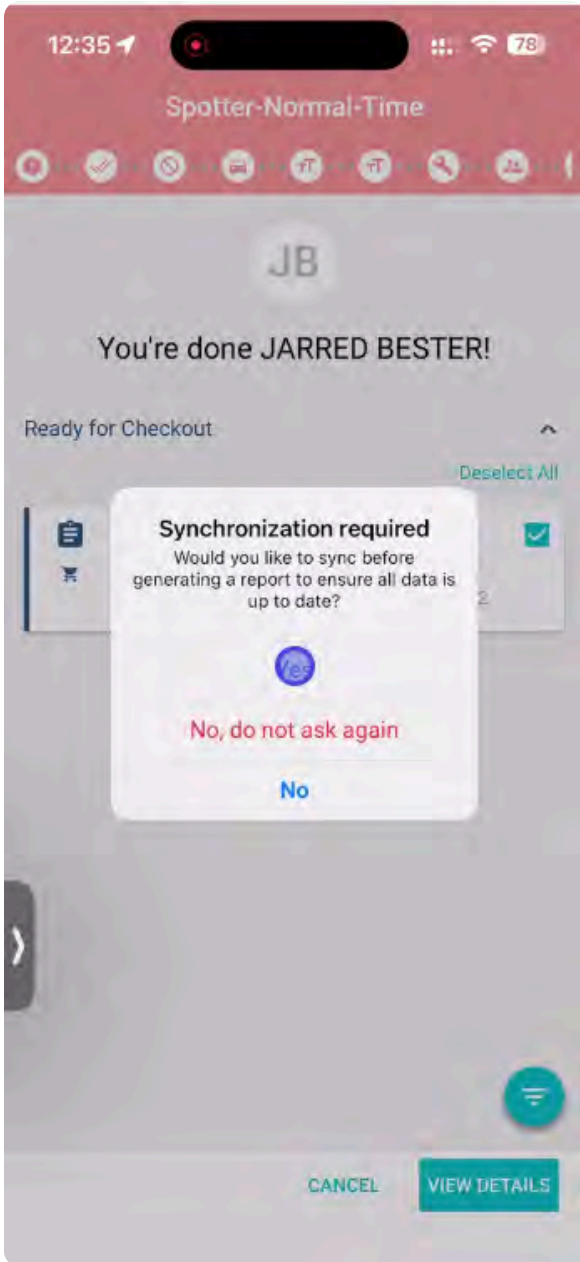
29 Click on View Details

[VIEW PAGE →](#)



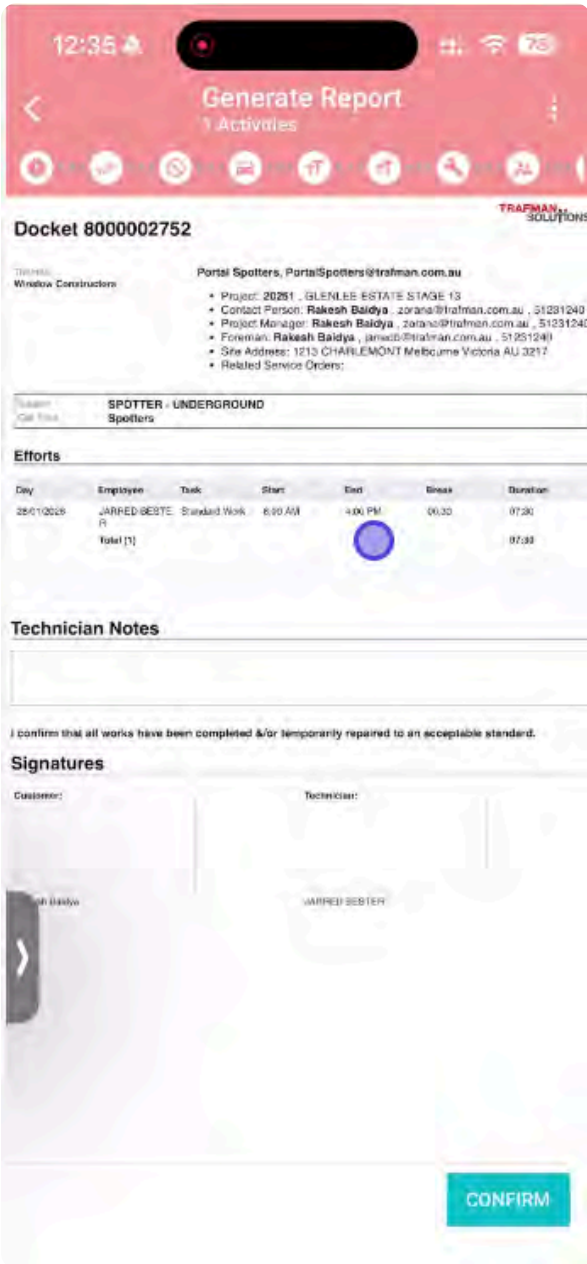
30 Click on Yes

[VIEW PAGE →](#)



31 Confirm the times are correct

[VIEW PAGE →](#)



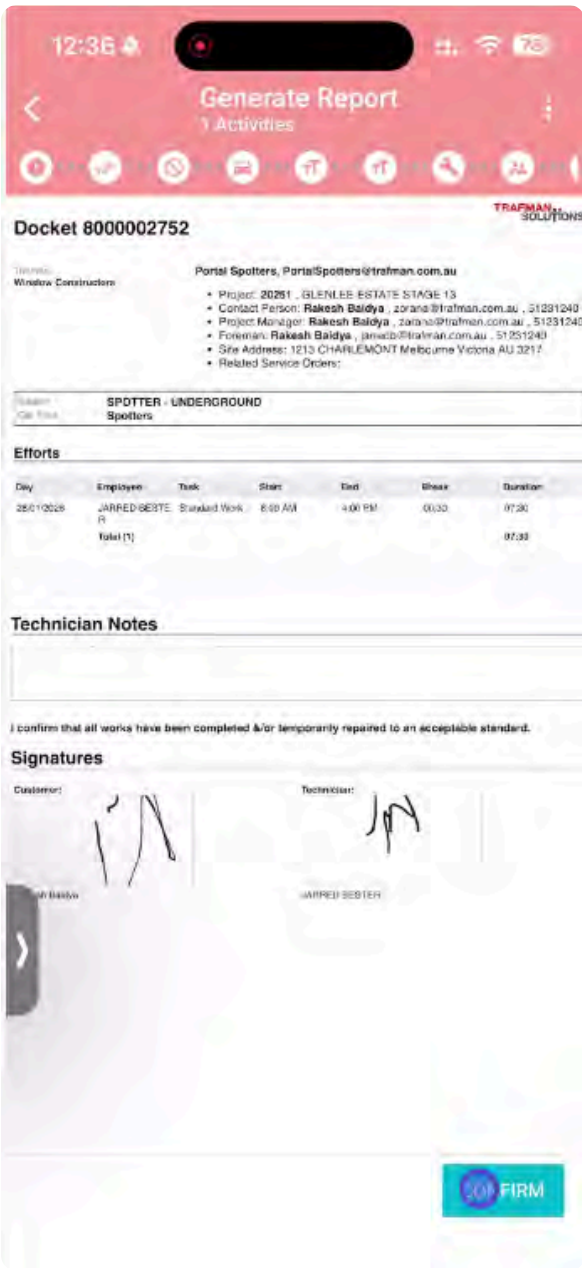
32 Obtain signature from Foreman

[VIEW PAGE →](#)



33 Sign as Trafman Representative and click Confirm

[VIEW PAGE →](#)



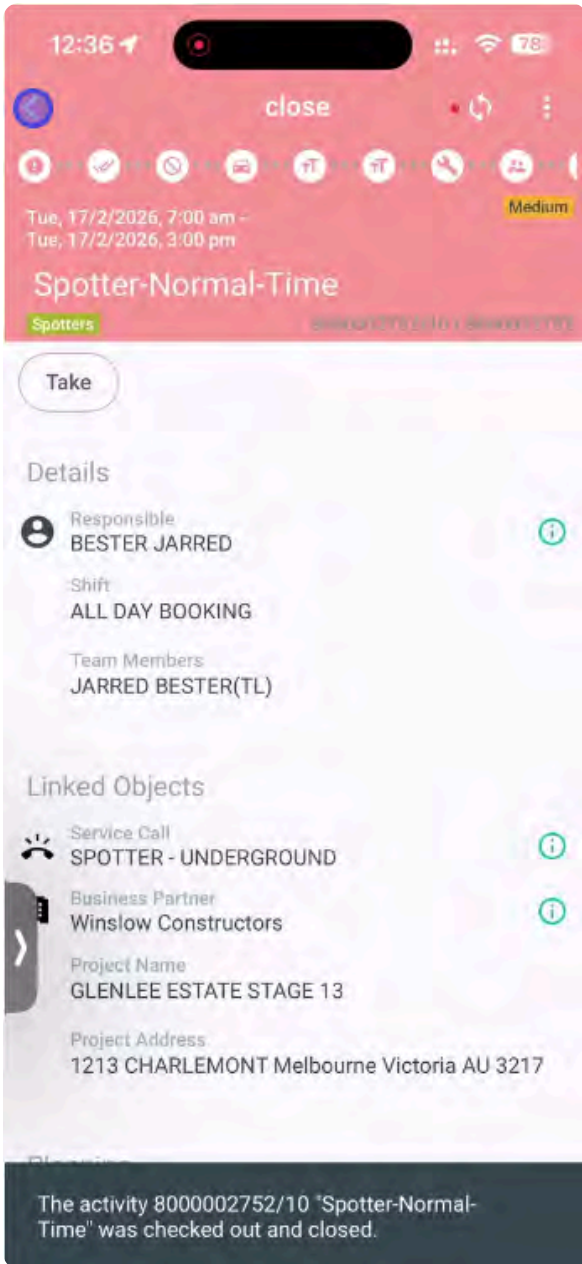
34 Click on Done

[VIEW PAGE →](#)



35 Click on "<" to exit

[VIEW PAGE →](#)

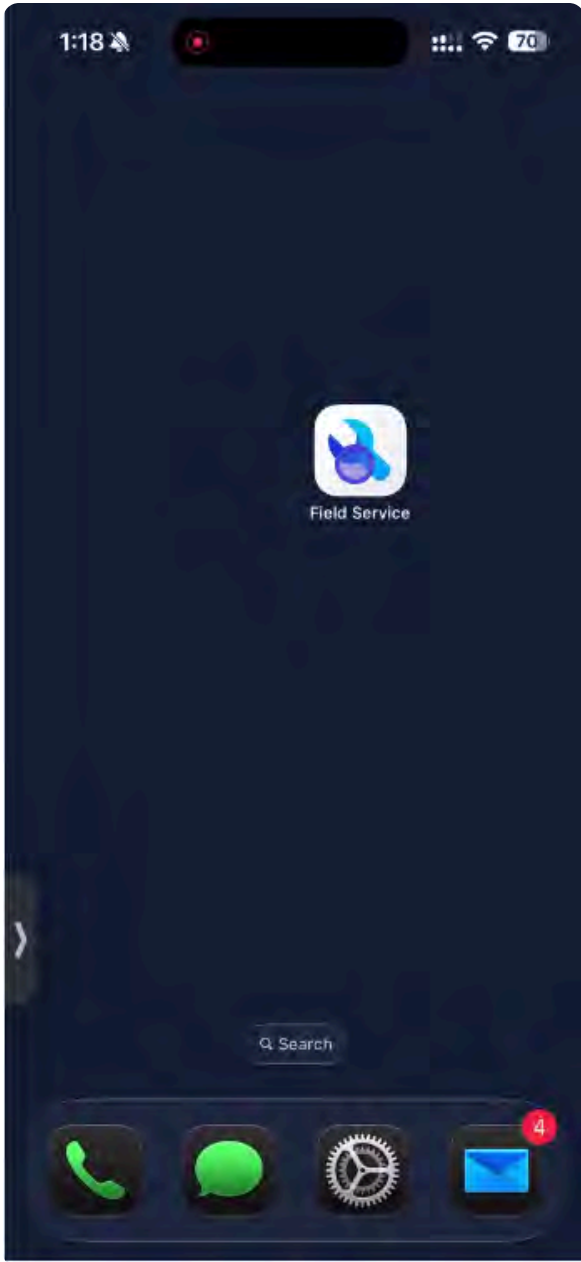


**FSM MOBILE
APP - SPOTTERS
- ACTIVITY COMPLETION
TEAM LEADER (CREW)**

**TRAFMAN..
SOLUTIONS**

FSM Mobile APP - Spotters - Activity Completion for Team Leader (Crew)

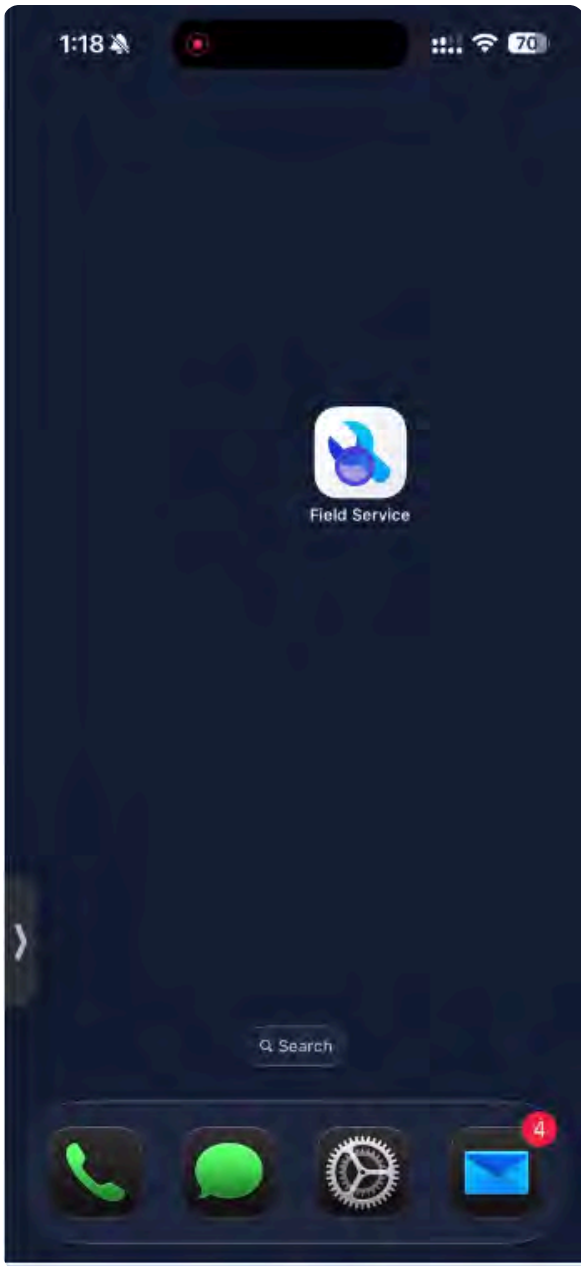
Created on Jan 28, 2026 by Jarred Bester



[WATCH RECORDING →](#)

1 Open FSM Mobile App

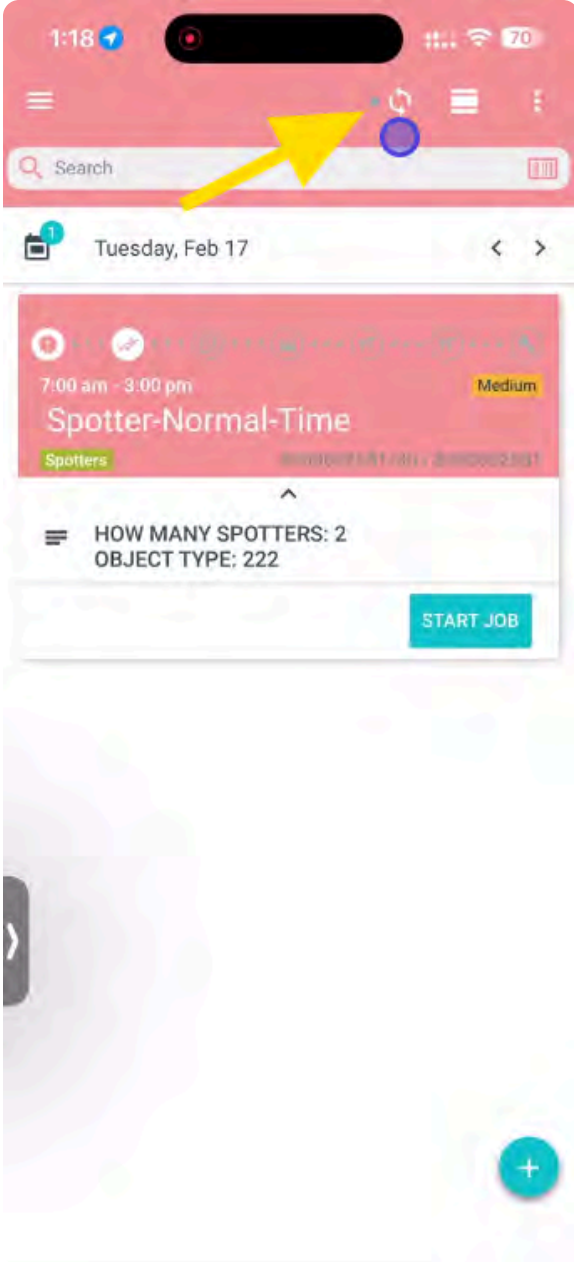
[VIEW PAGE →](#)



2

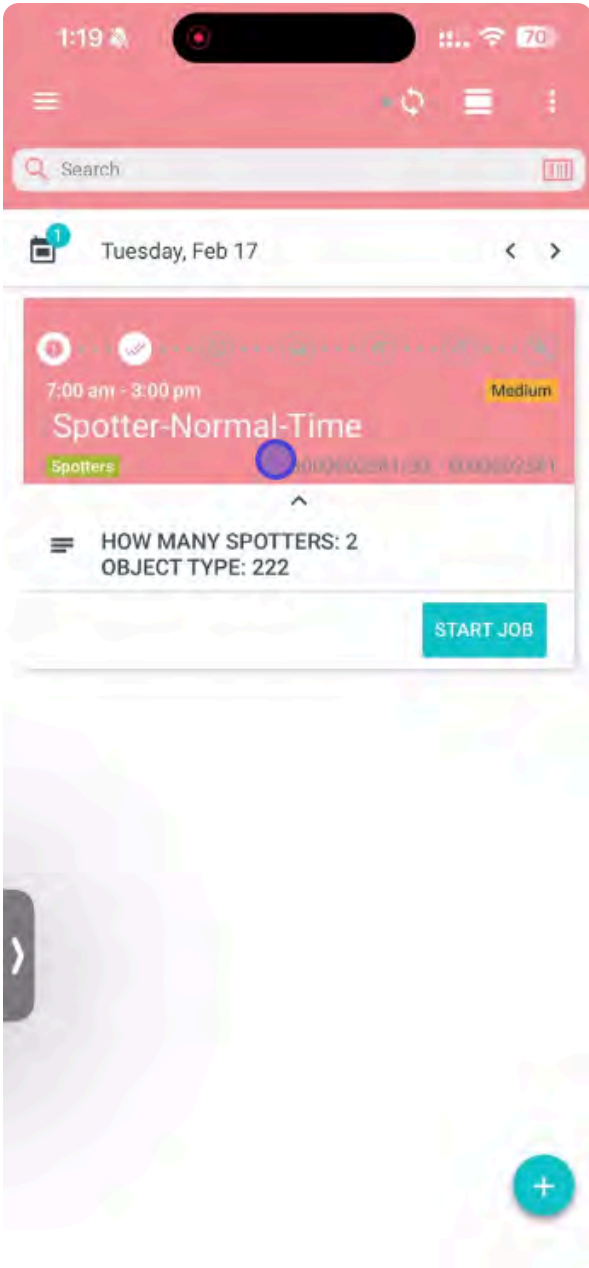
VERY IMPORTANT: Please note that each time a button is clicked the App will sync with the cloud to ensure that all data is updated in real time, please allow the spinning icon to stop before clicking the next button.

[VIEW PAGE →](#)



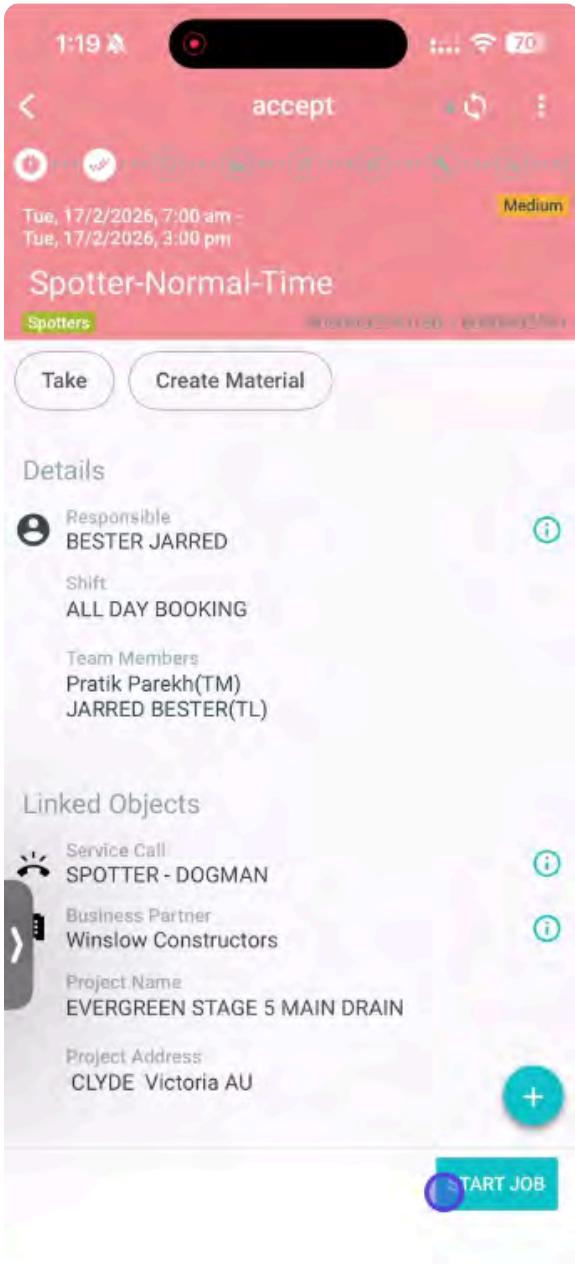
3 Click into the Activity

[VIEW PAGE →](#)



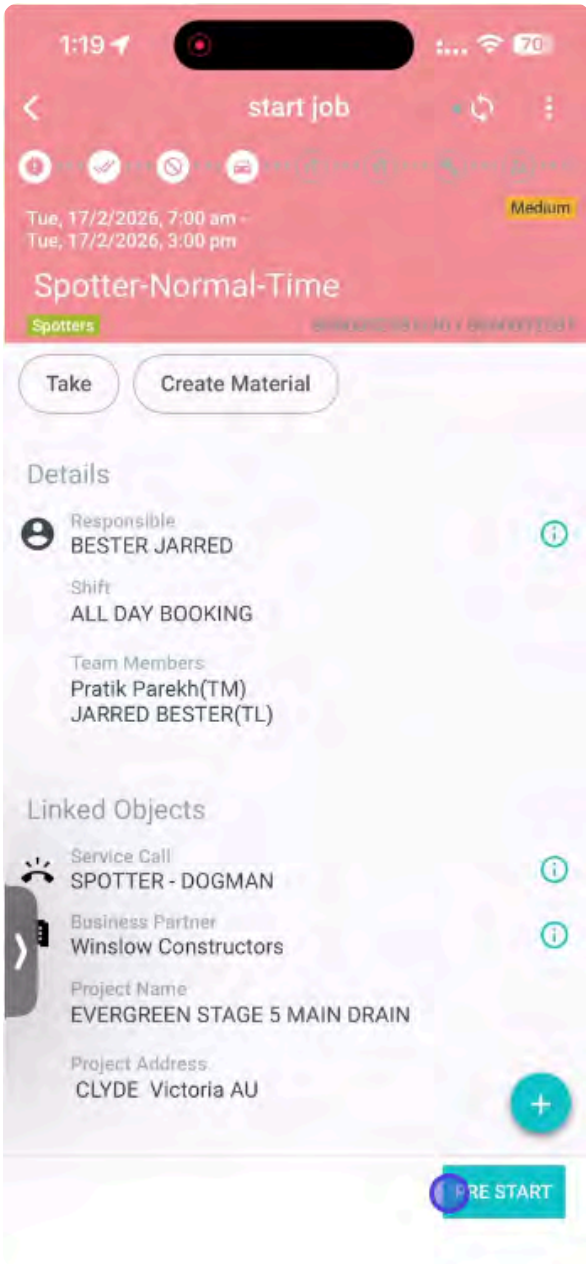
4 To confirm your onsite, Click Start Job

[VIEW PAGE →](#)



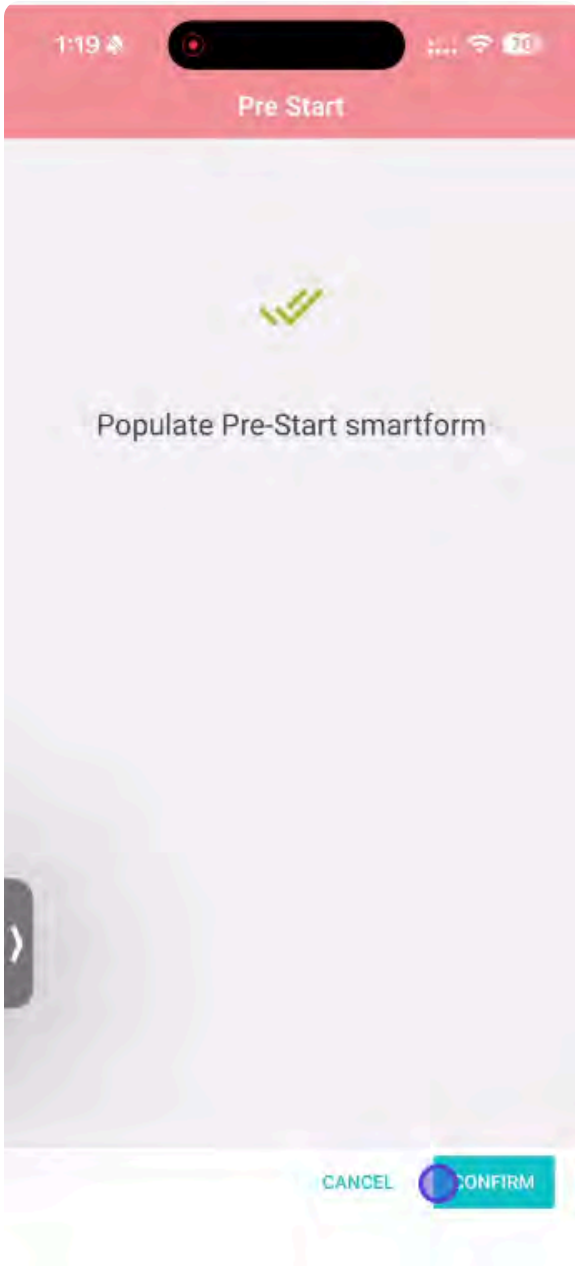
5 To commence the safety paperwork, Click on Pre-Start

[VIEW PAGE →](#)



6 Click on Confirm

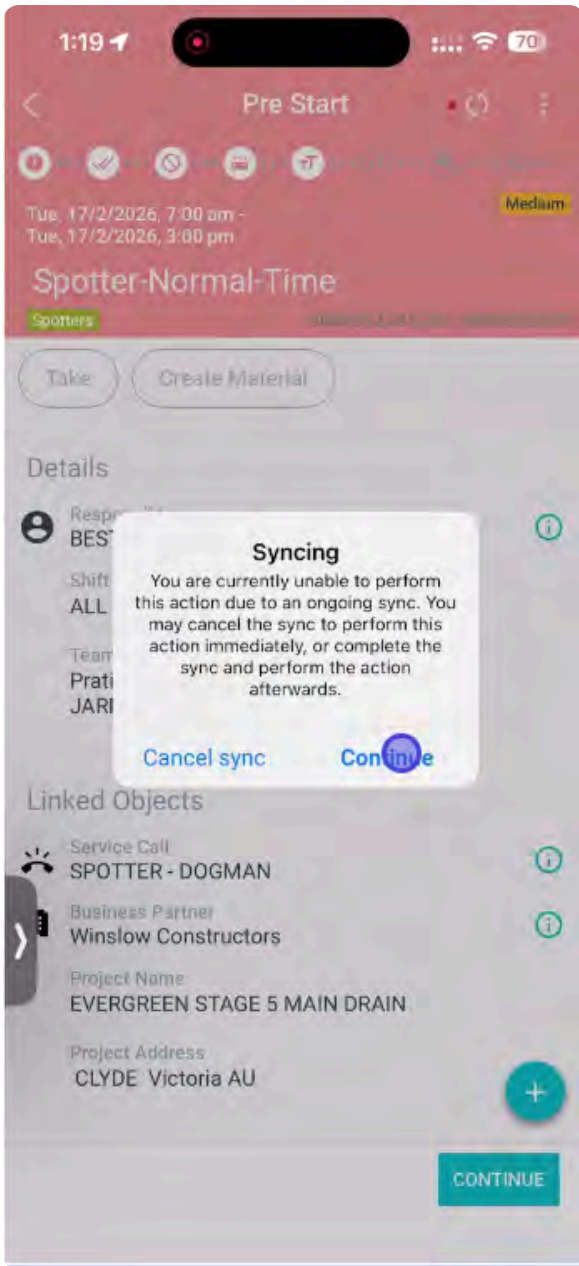
[VIEW PAGE →](#)



7

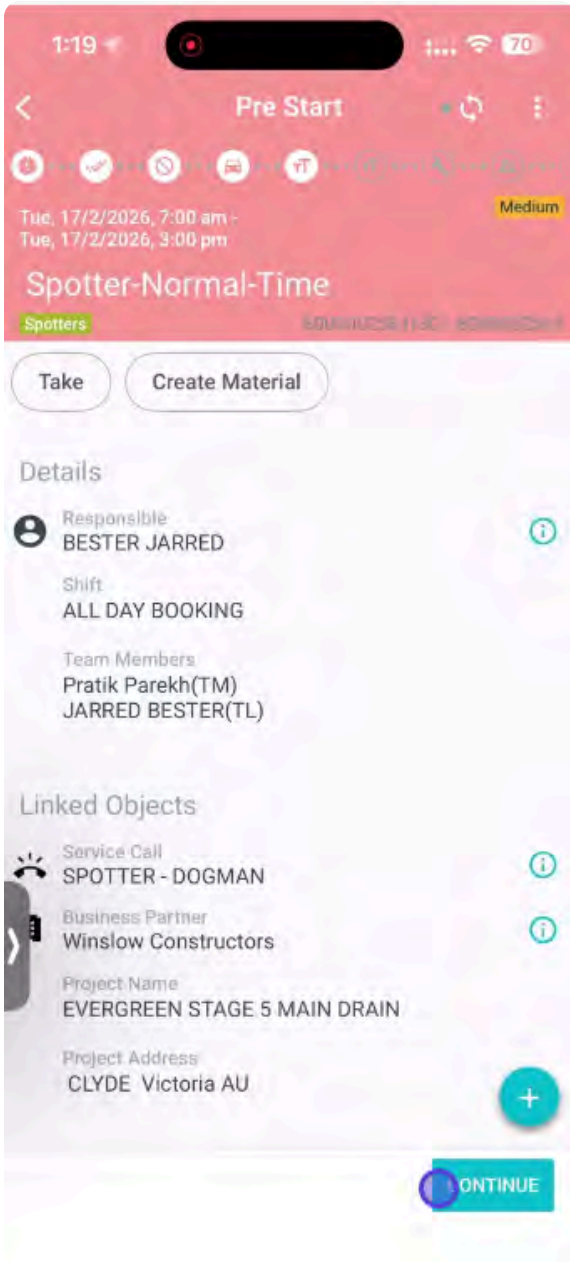
If you do click while the sync is still in progress, a prompt will appear. Click on Continue and wait for the sync to complete.

[VIEW PAGE →](#)



8 Once ready, Click on Continue

[VIEW PAGE →](#)



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

[VIEW PAGE →](#)

1:19

TSBMS-OP-04-C, Spotter...

All changes saved

1 2 3

ADMINISTRATION

Date

Pick date

Job Name:

EVERGREEN STAGE 5 MAIN DRAIN

Asset owner Permit Number:

Enter ID#

Wmslow Representative:

Maddy Mudiraj

Other Approval

Select option

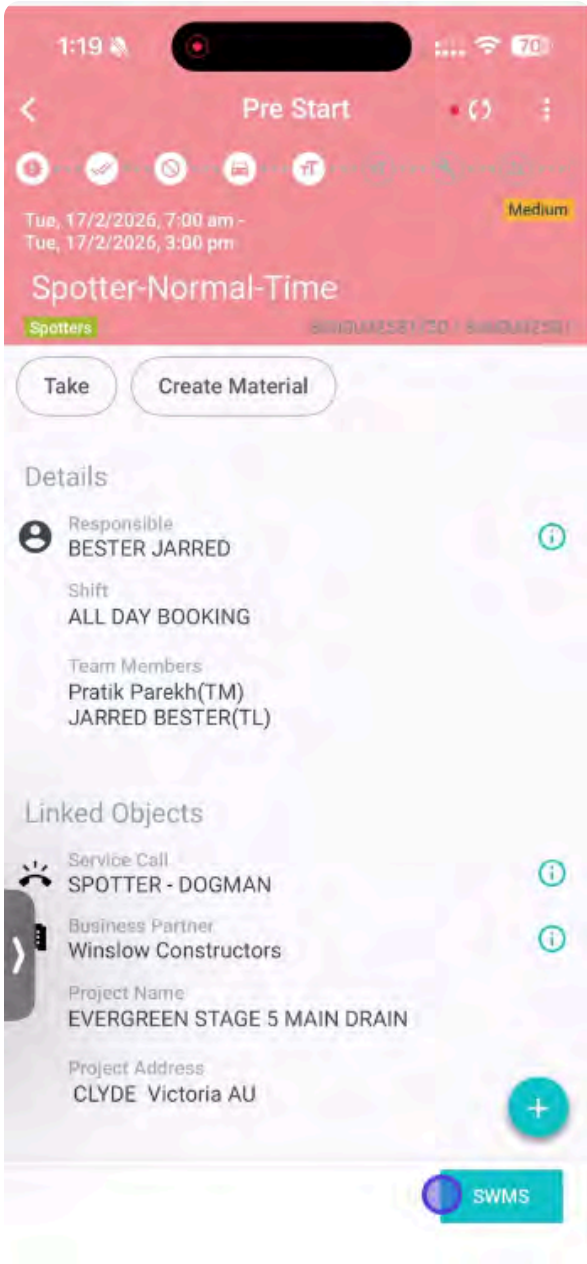
Nominated Spotter:

JARRED BOSTER

PRE-COMMENCEMENT CHECKLIST TO BE COMPLETED ON COMMENCEMENT OF EACH SPOTTER ACTIVITY INVOLVING EXCAVATION WORKS NEAR LIVE SERVICES – IF NO, CONTACT A SUPERVISOR IMMEDIATELY

10 Click on SWMS

[VIEW PAGE →](#)



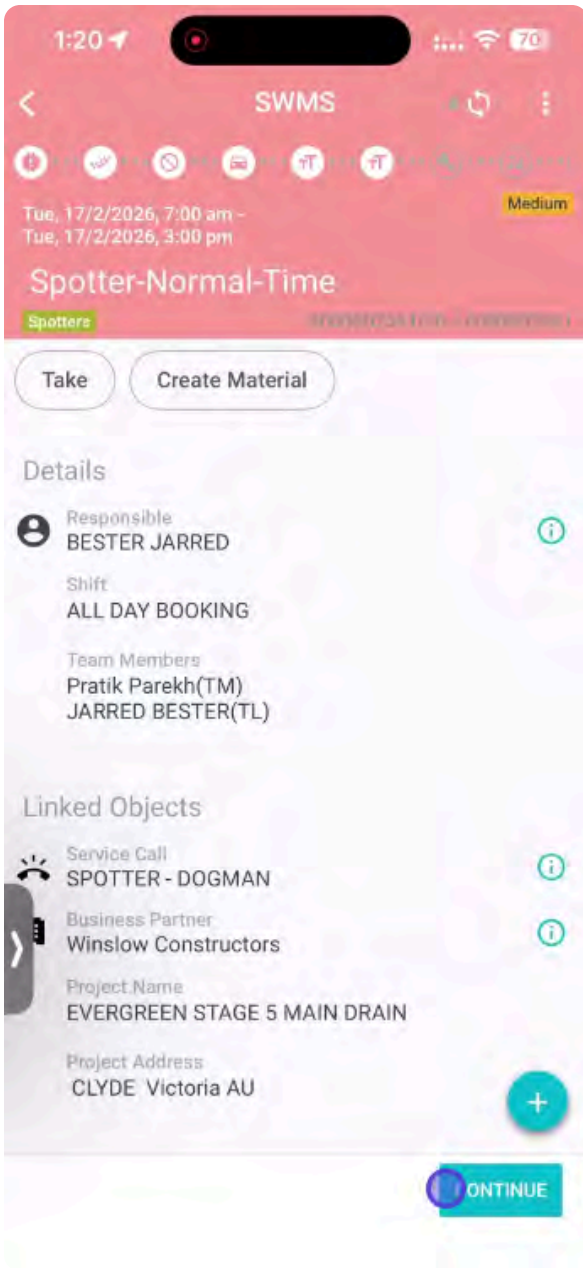
11 Click on Confirm

[VIEW PAGE →](#)



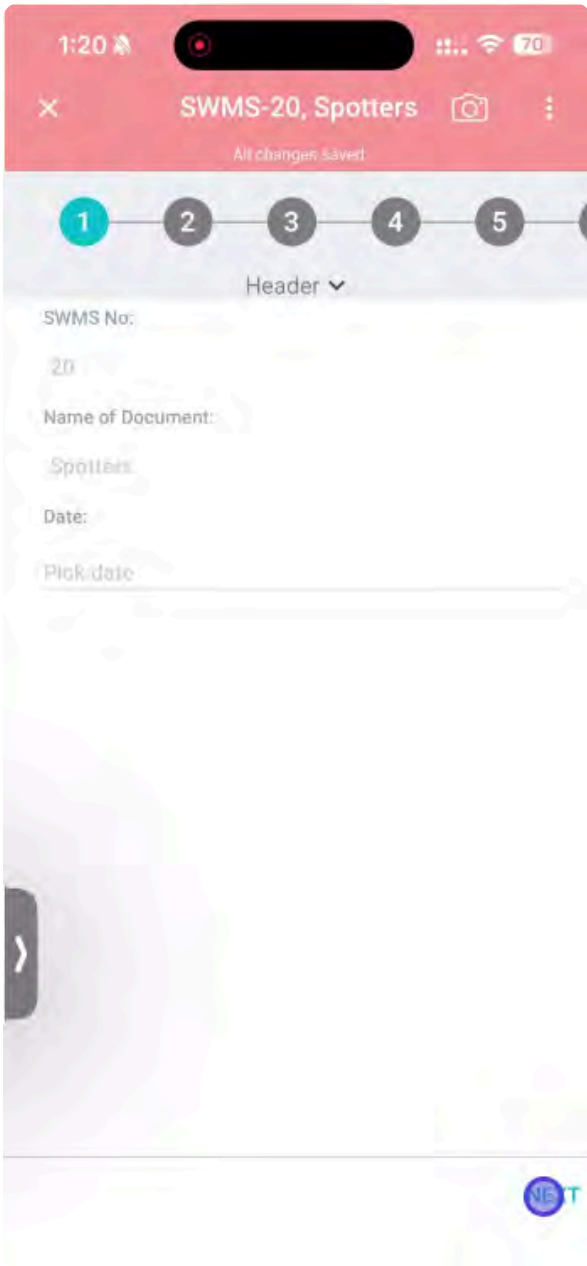
12 Click on Continue

[VIEW PAGE →](#)



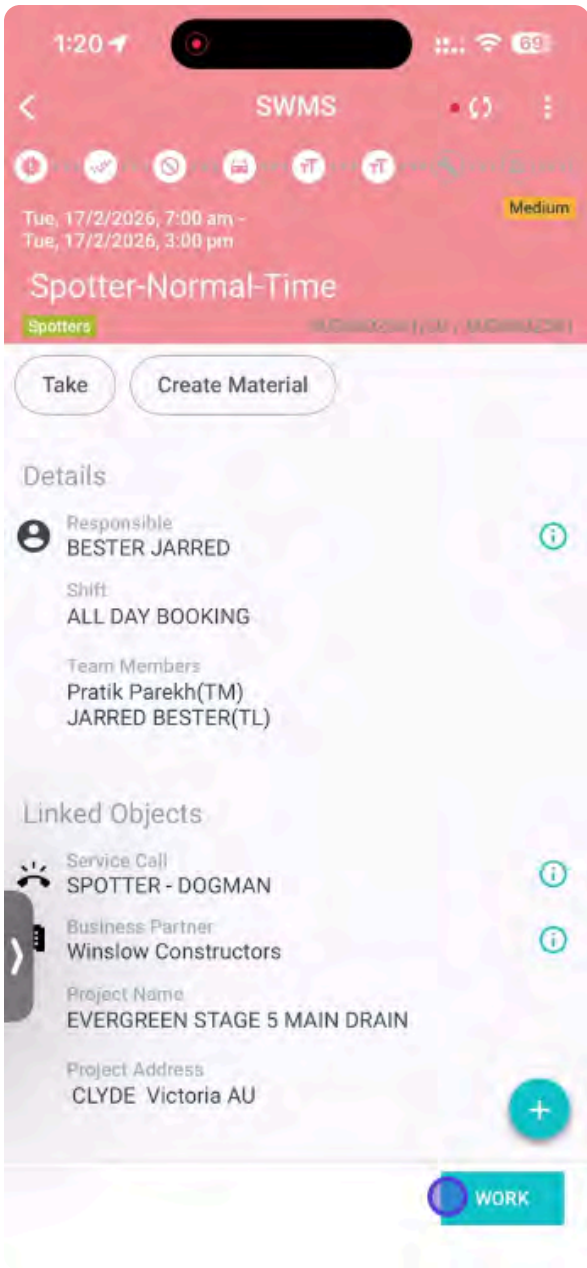
- 13 Once the form loads, Answer the questions to complete the form and click Next

[VIEW PAGE →](#)



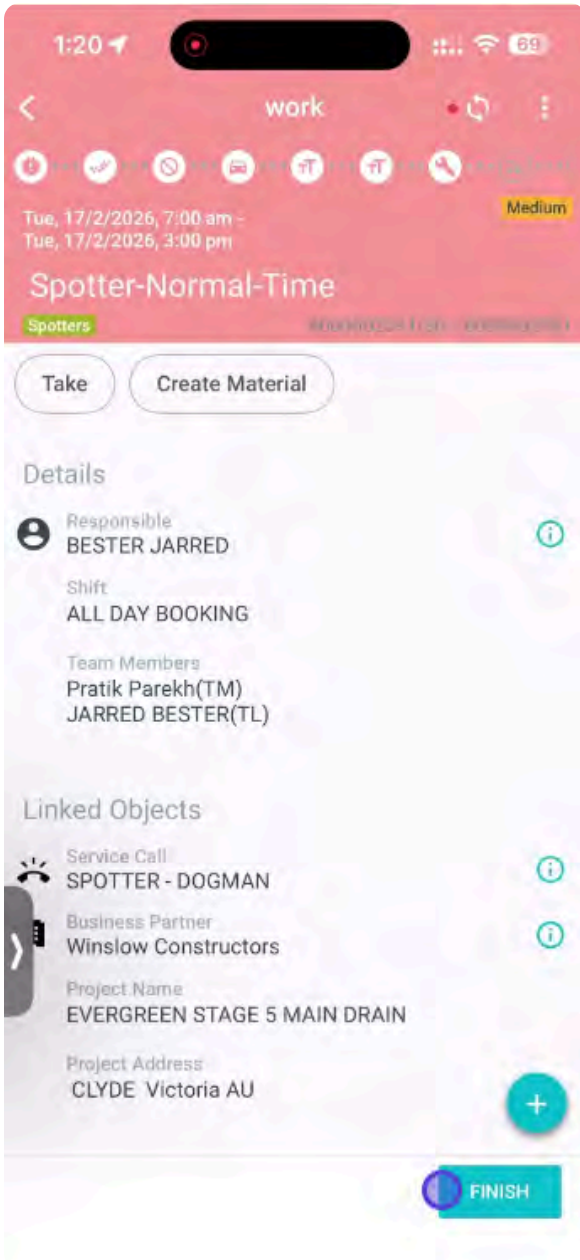
14 To start working, Click on Work

[VIEW PAGE →](#)



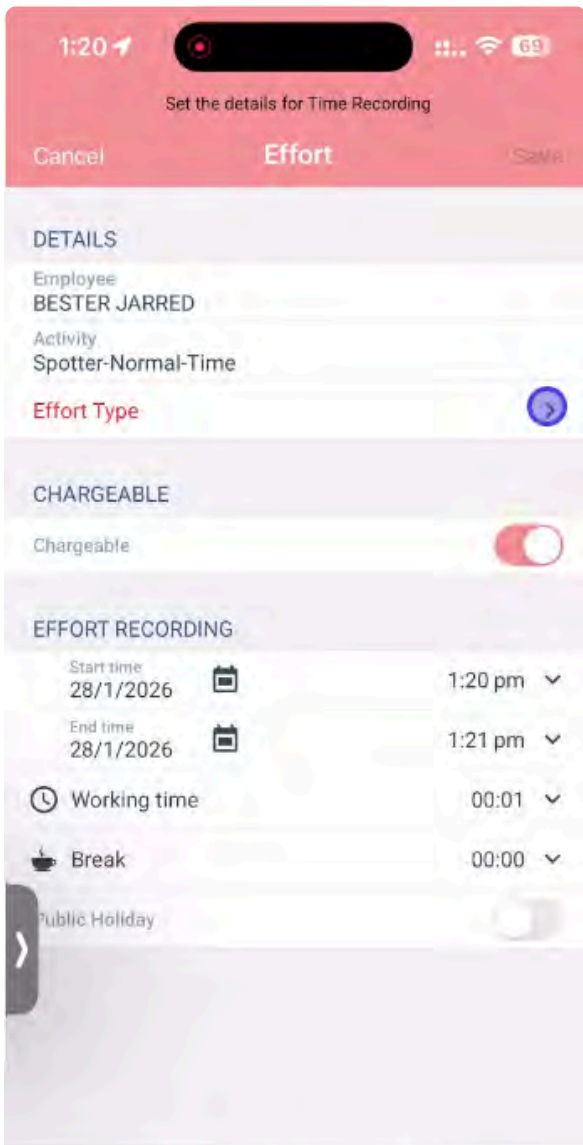
15 Once works are completed, click on Finish

[VIEW PAGE →](#)



16 Click on Effort Type

[VIEW PAGE →](#)

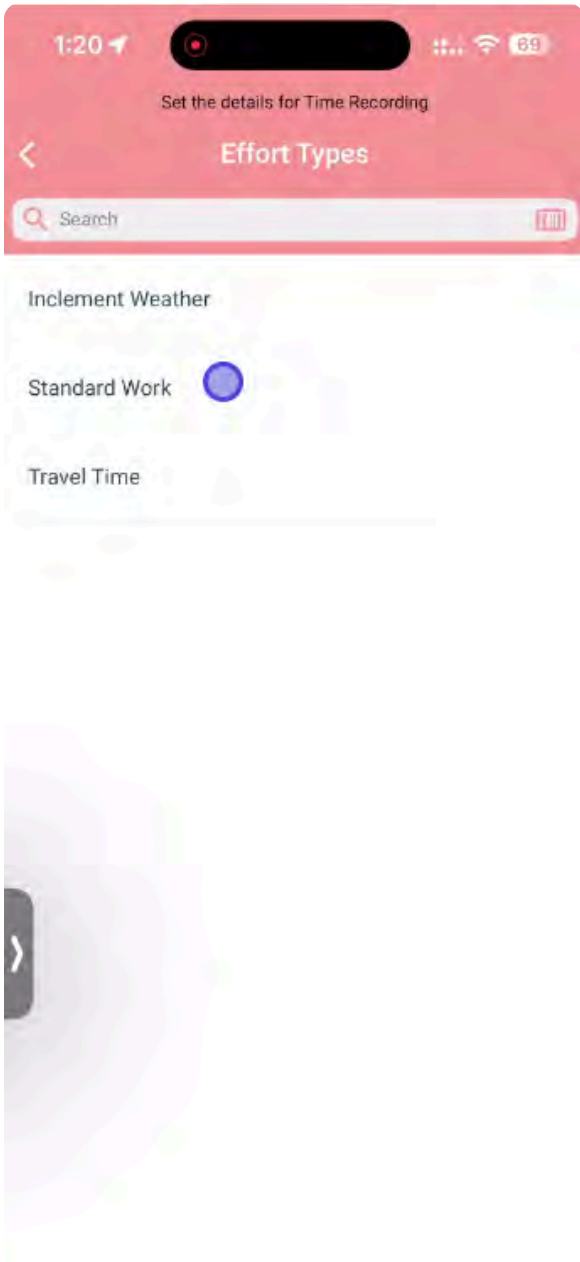


Time entry

Stopwatch

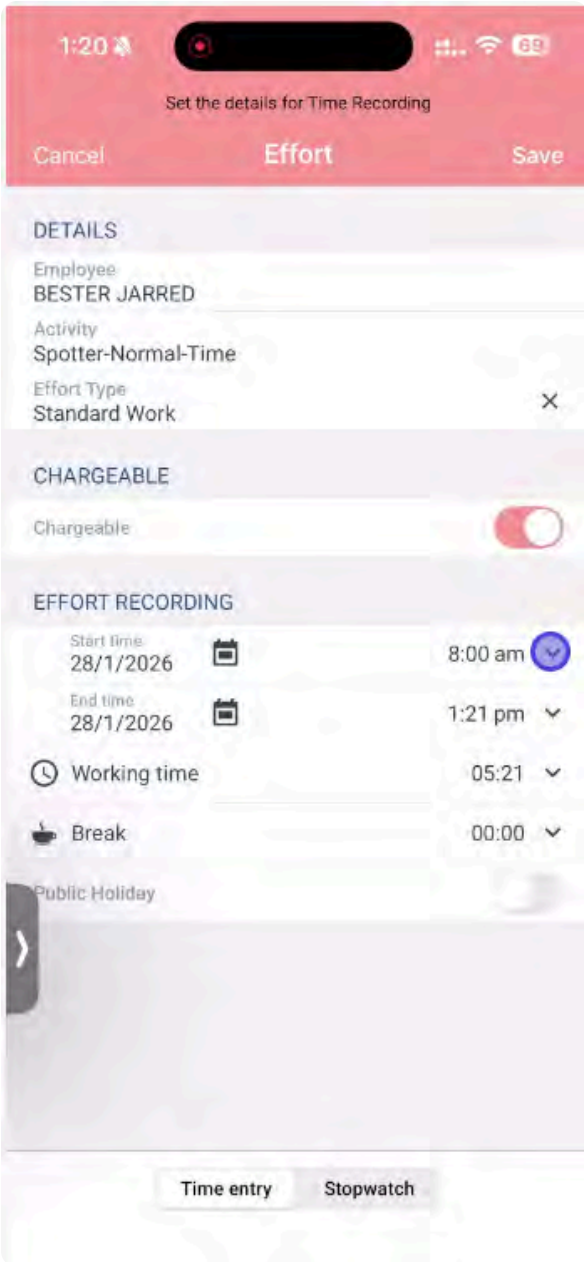
17 Select Standard Work

[VIEW PAGE →](#)



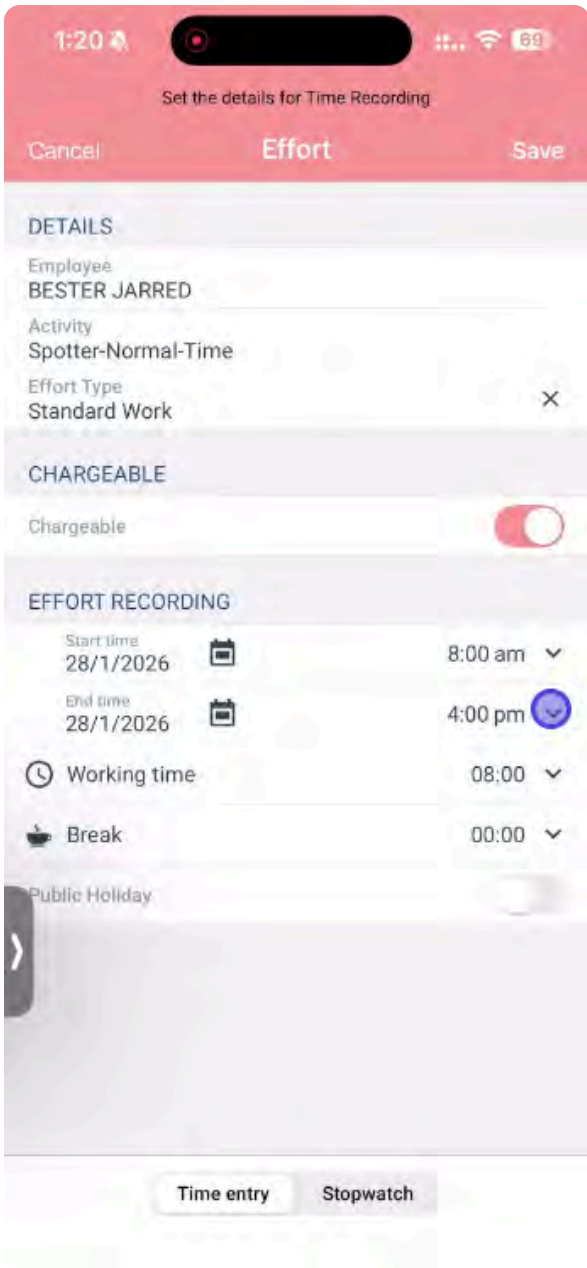
18 Select Start Time

[VIEW PAGE →](#)



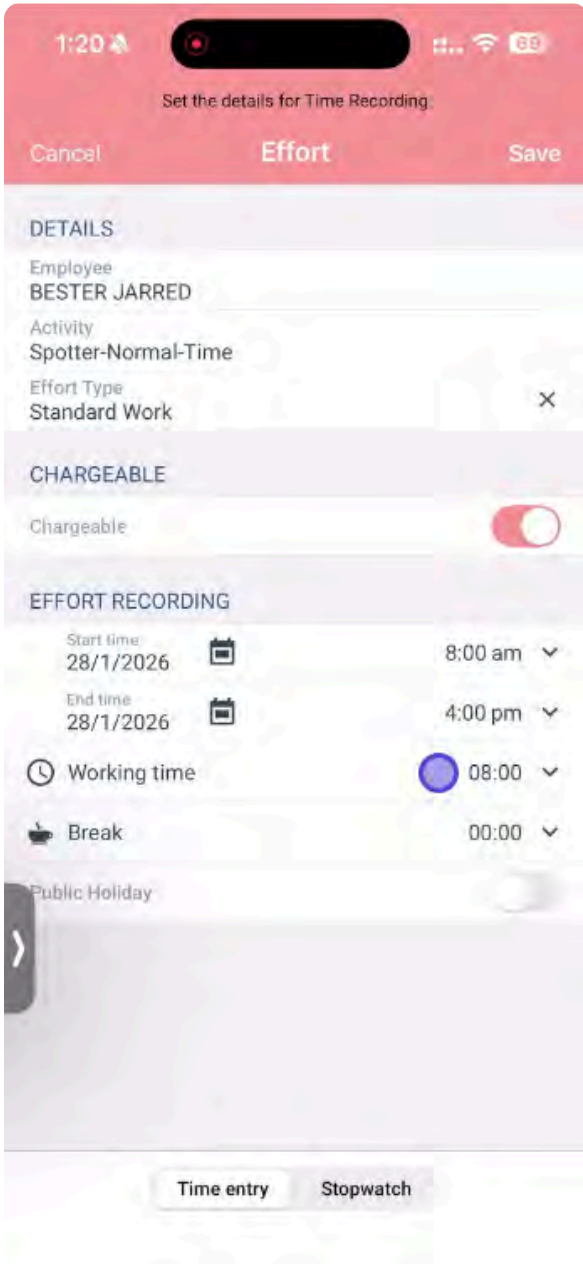
19 Select End Time

[VIEW PAGE →](#)



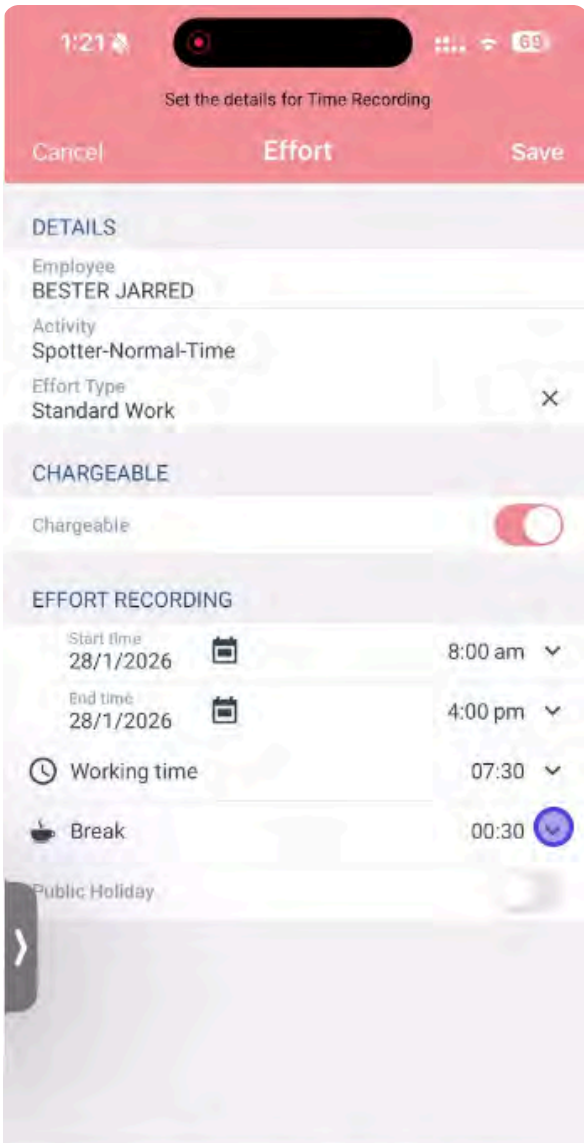
20 Ensure the Working Time Hour count is correct.

[VIEW PAGE →](#)



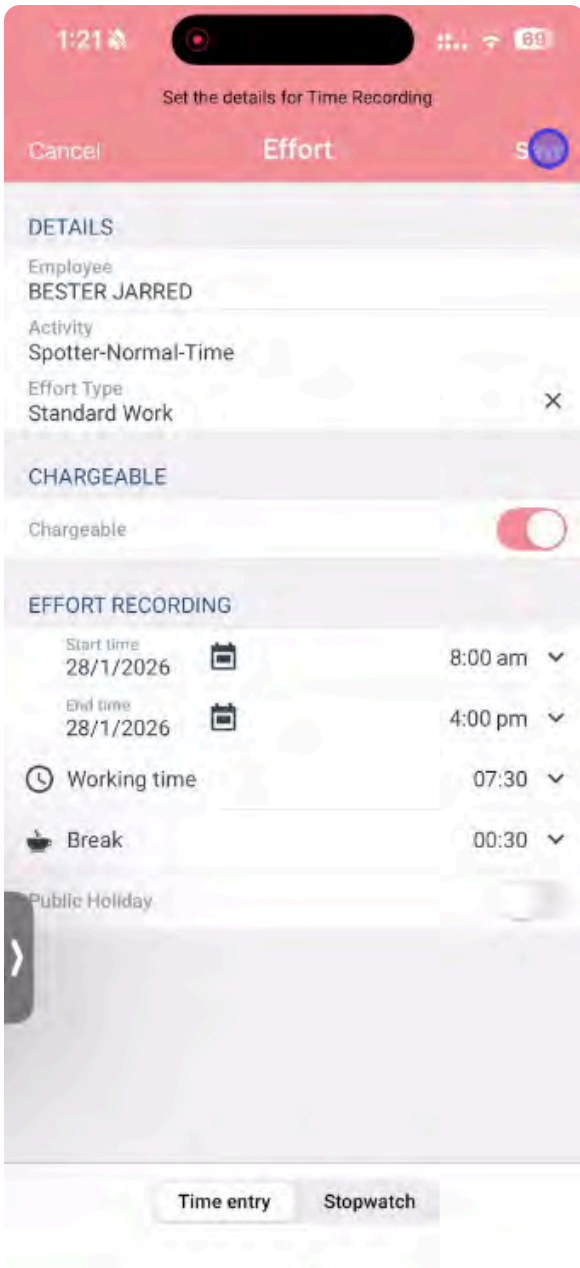
21 In order to record daily break, Select Break

[VIEW PAGE →](#)



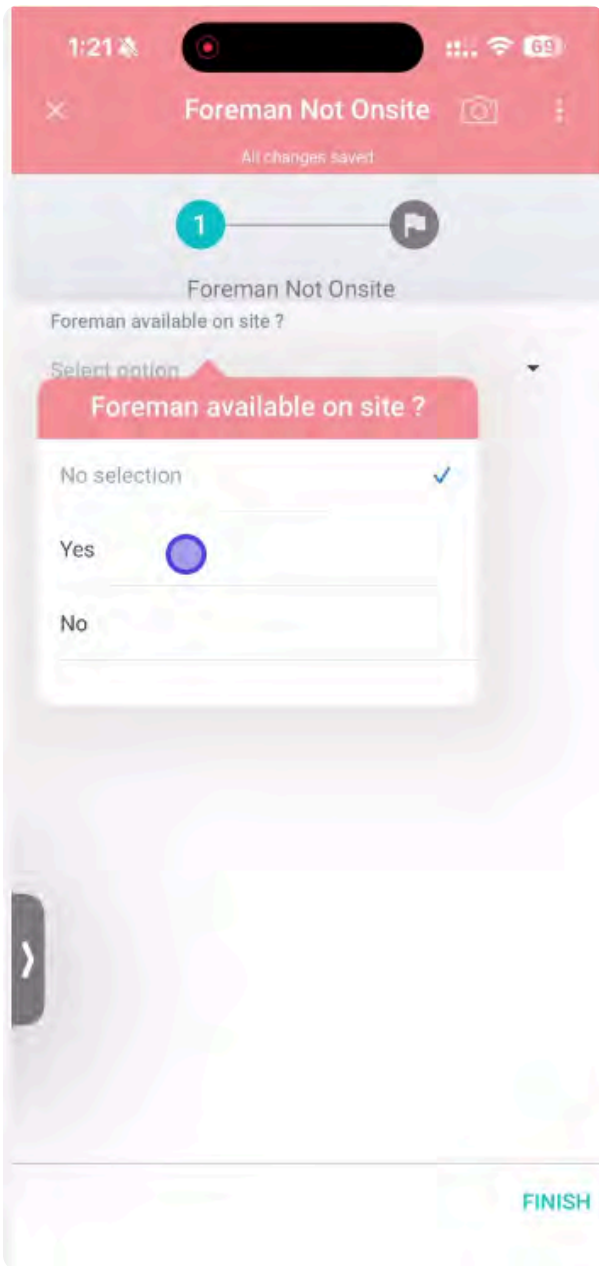
22 Review and ensure all the details are correct, click Save

[VIEW PAGE →](#)



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

[VIEW PAGE →](#)



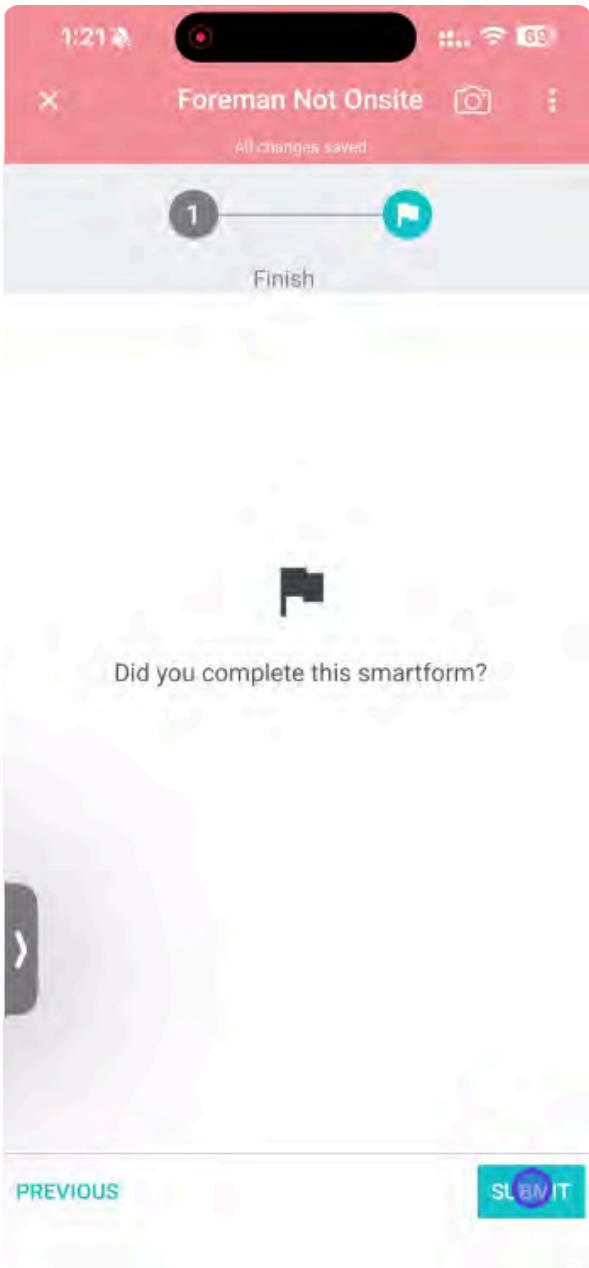
25 Click on Finish

[VIEW PAGE →](#)



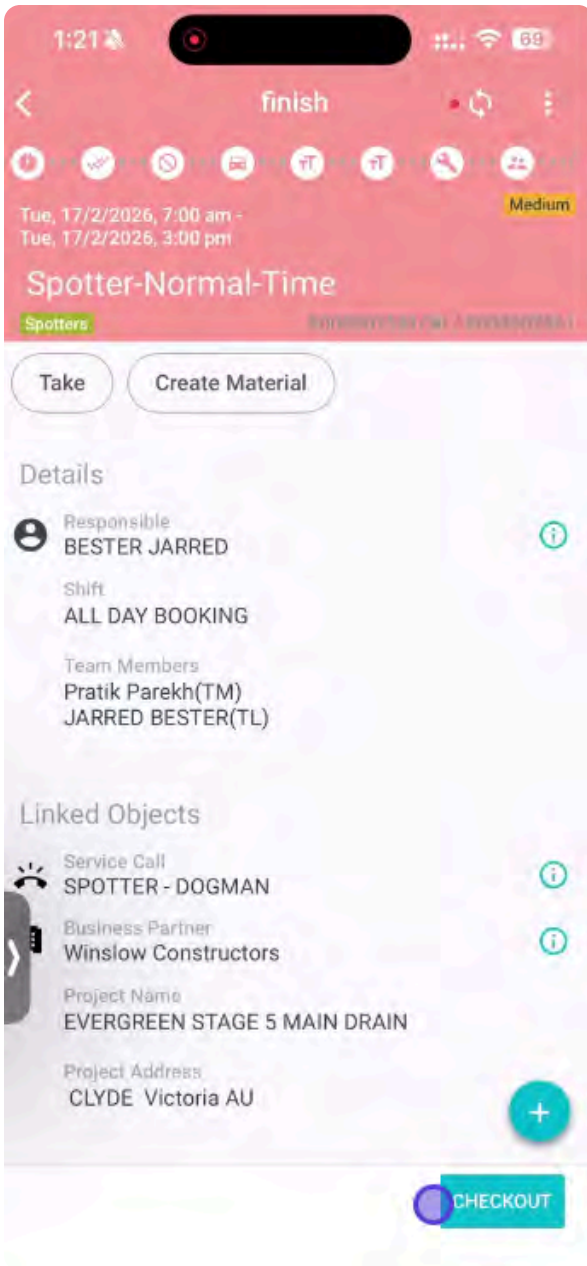
26 Click on Submit

[VIEW PAGE →](#)



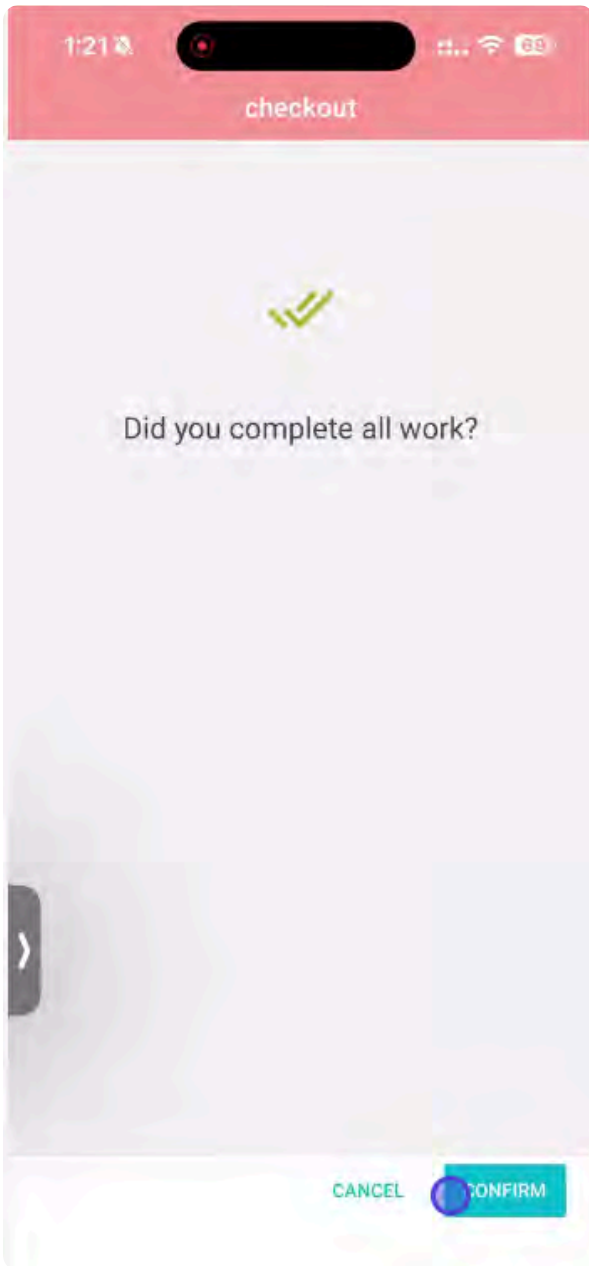
27 Click on Checkout

[VIEW PAGE →](#)



28 Click on Continue

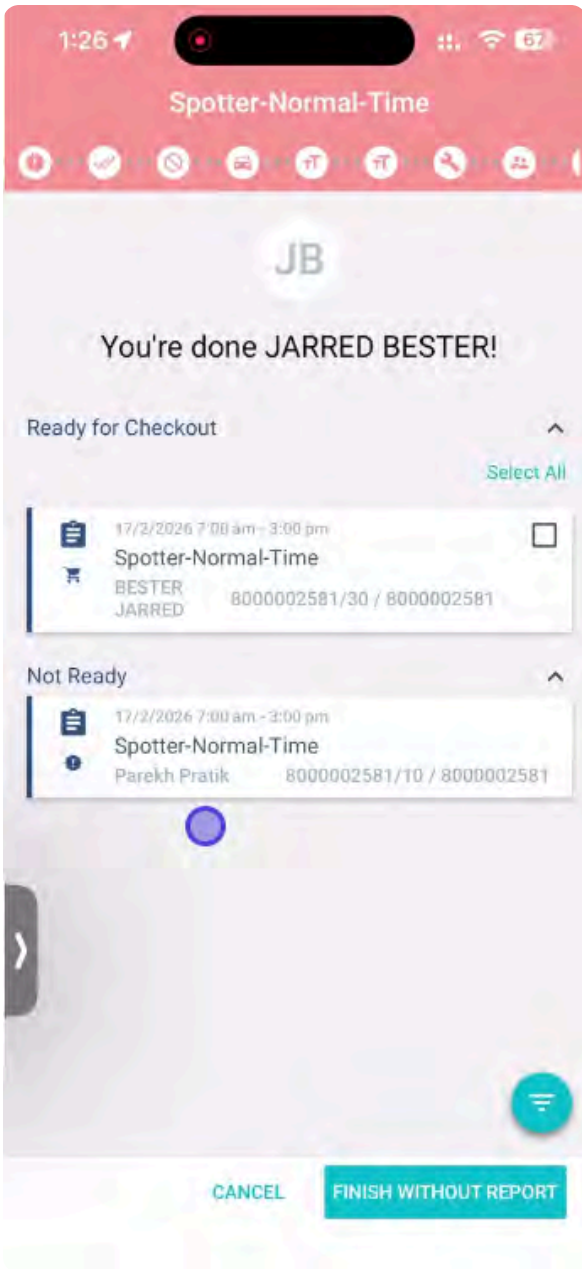
[VIEW PAGE →](#)



29 If the TM has not yet close off their activity, it will show as "Not Ready".

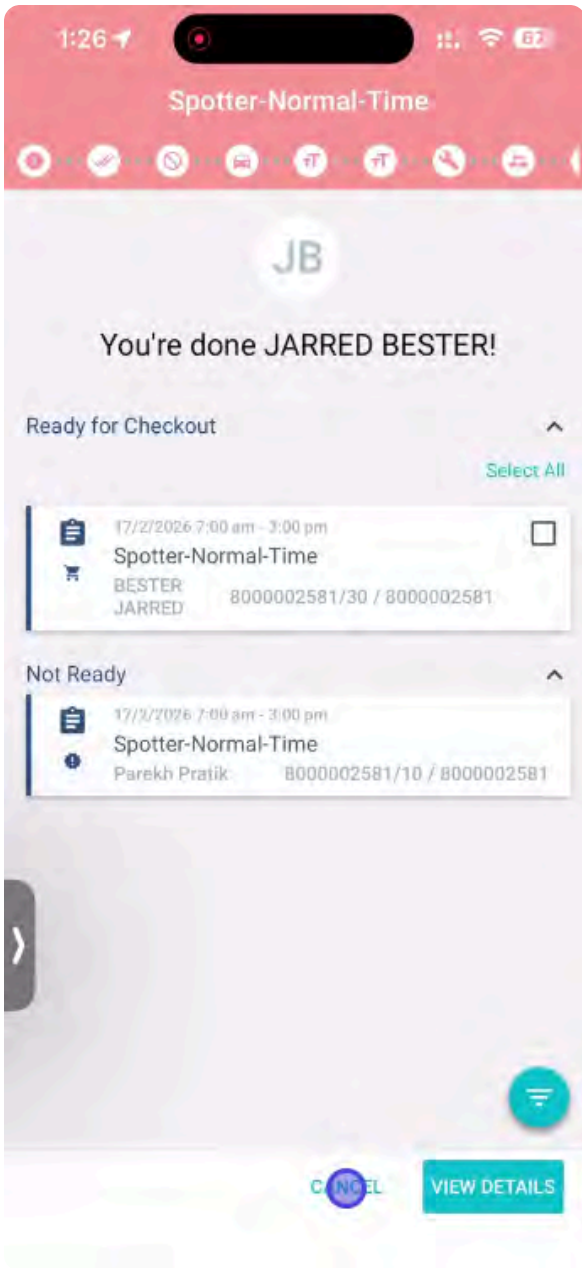
[VIEW PAGE →](#)

Ensure that time align to avoid any errors.



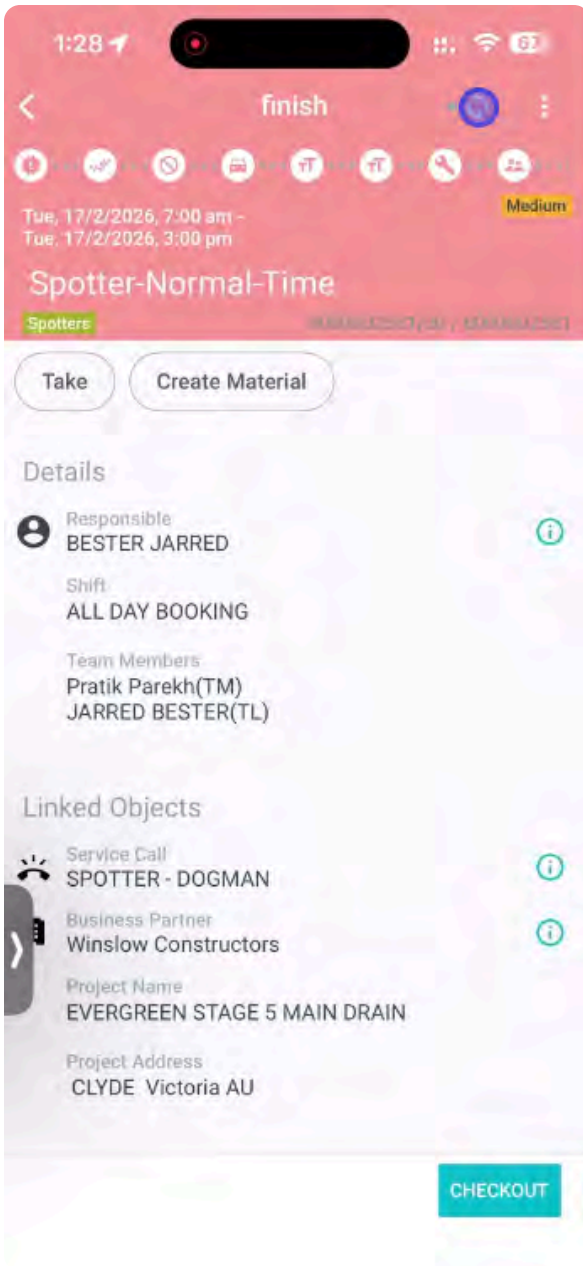
30 Click on Cancel

[VIEW PAGE →](#)



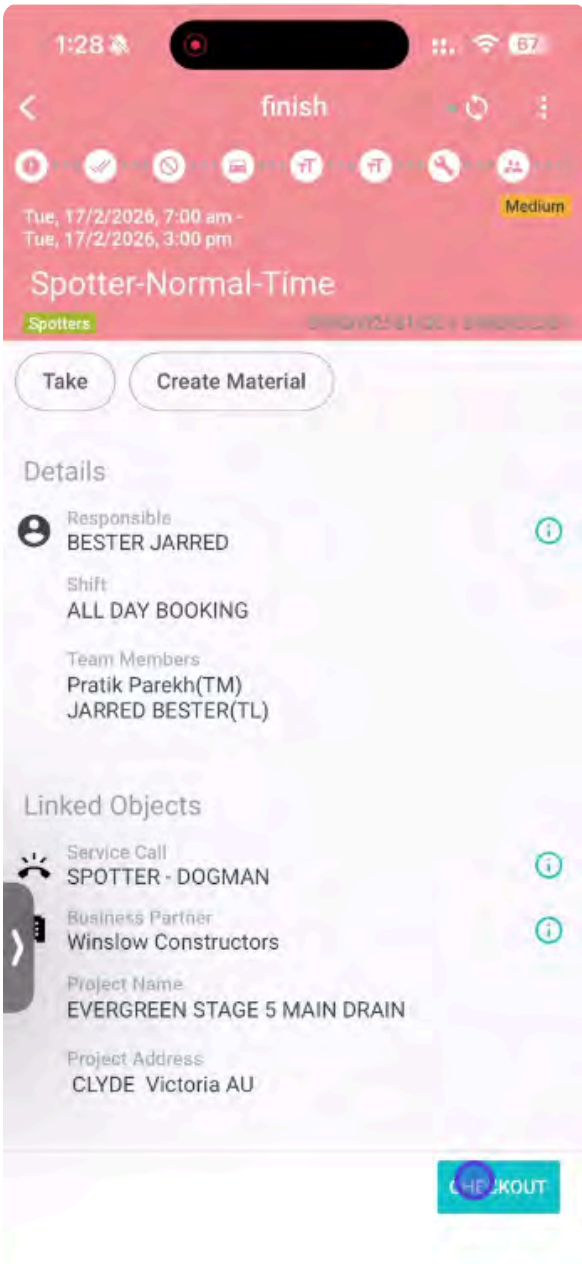
31 Once the TM closes their activity, click Sync

[VIEW PAGE →](#)



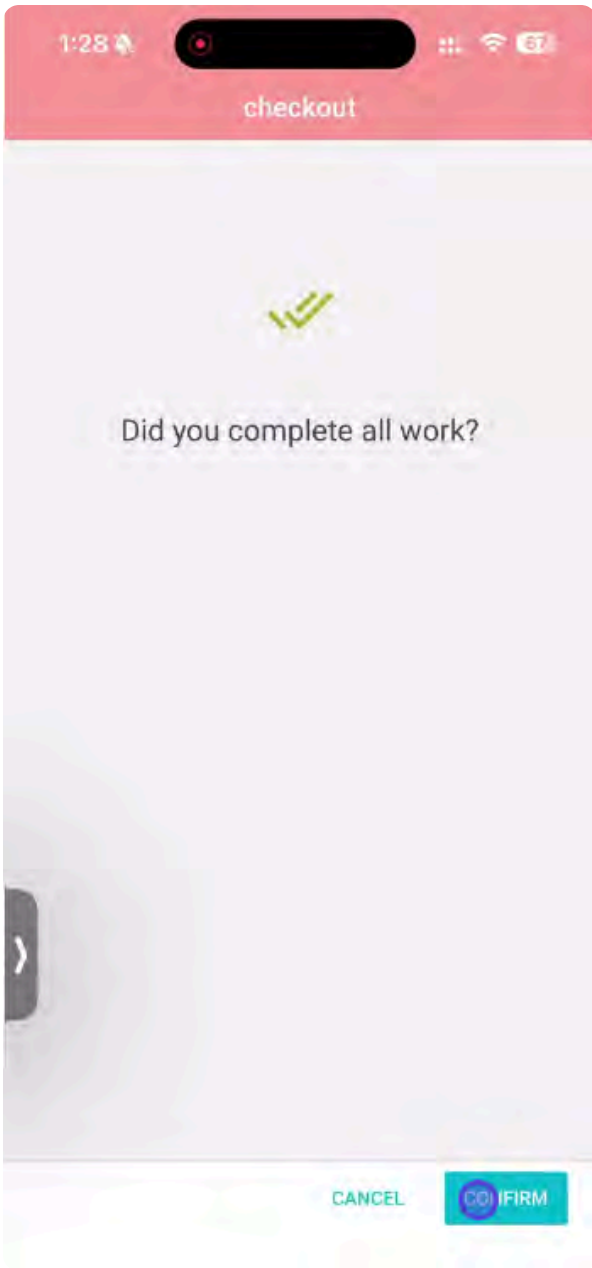
32 Click on Checkout

[VIEW PAGE →](#)



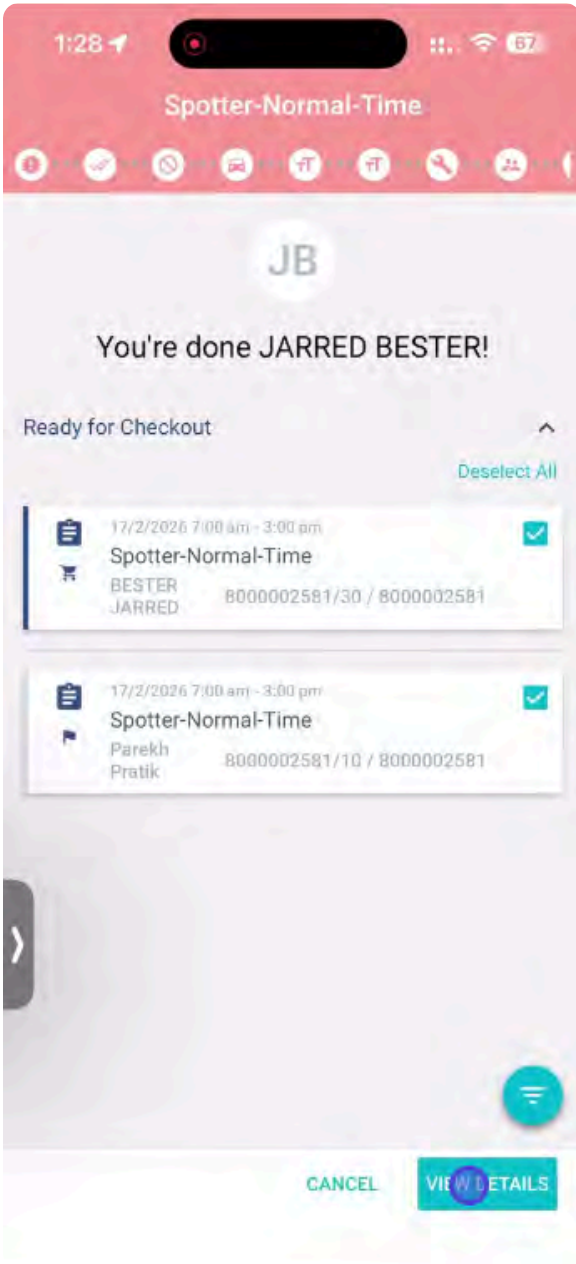
33 Click on Continue

[VIEW PAGE →](#)



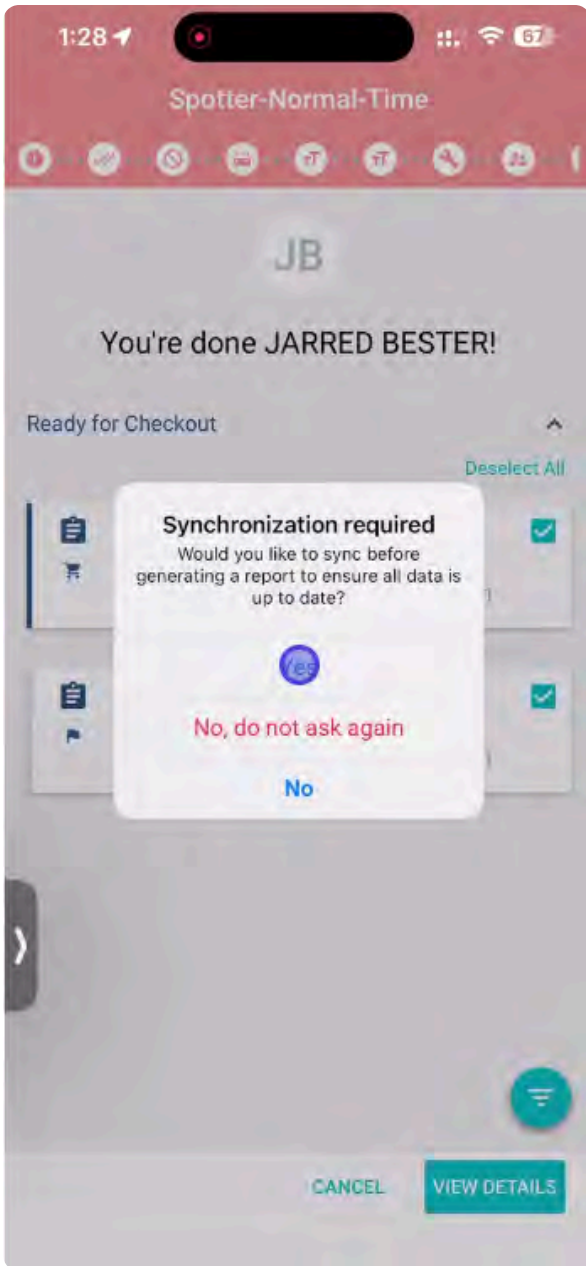
34 Both activities should be ready to select, click View Details

[VIEW PAGE →](#)



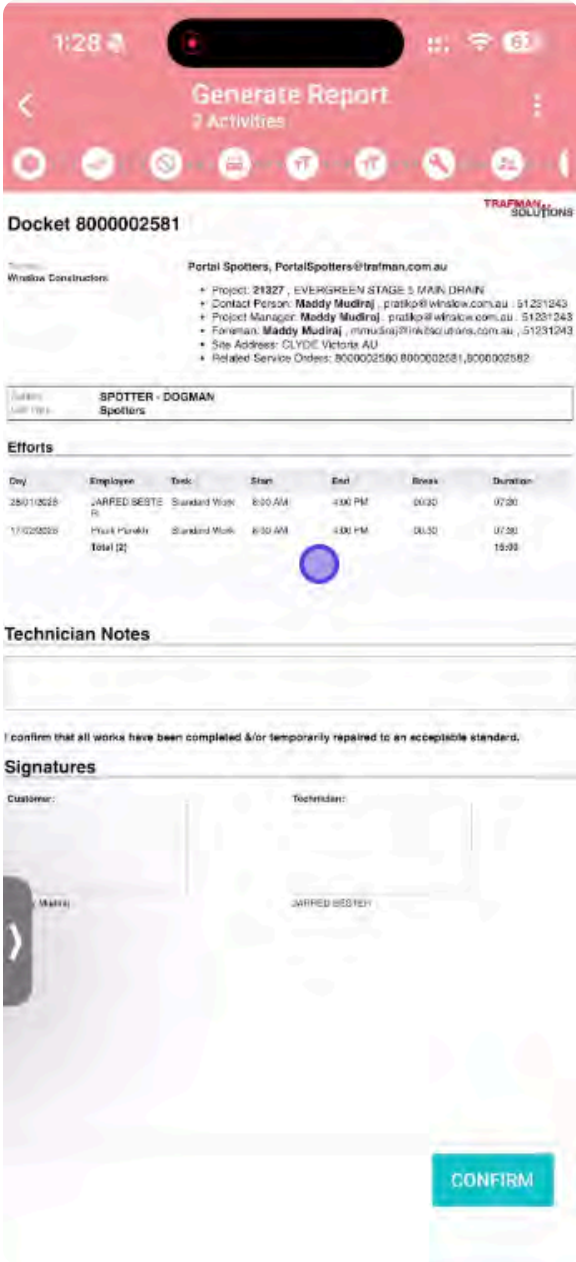
35 Click on Yes

[VIEW PAGE →](#)



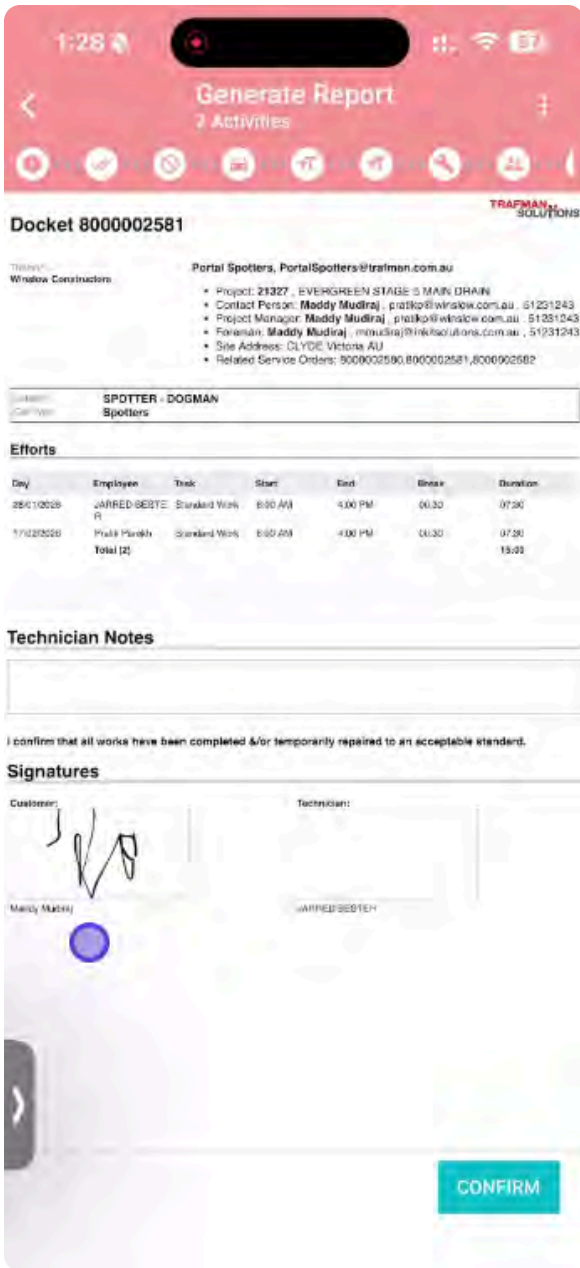
36 Confirm the time for both aligns

[VIEW PAGE →](#)



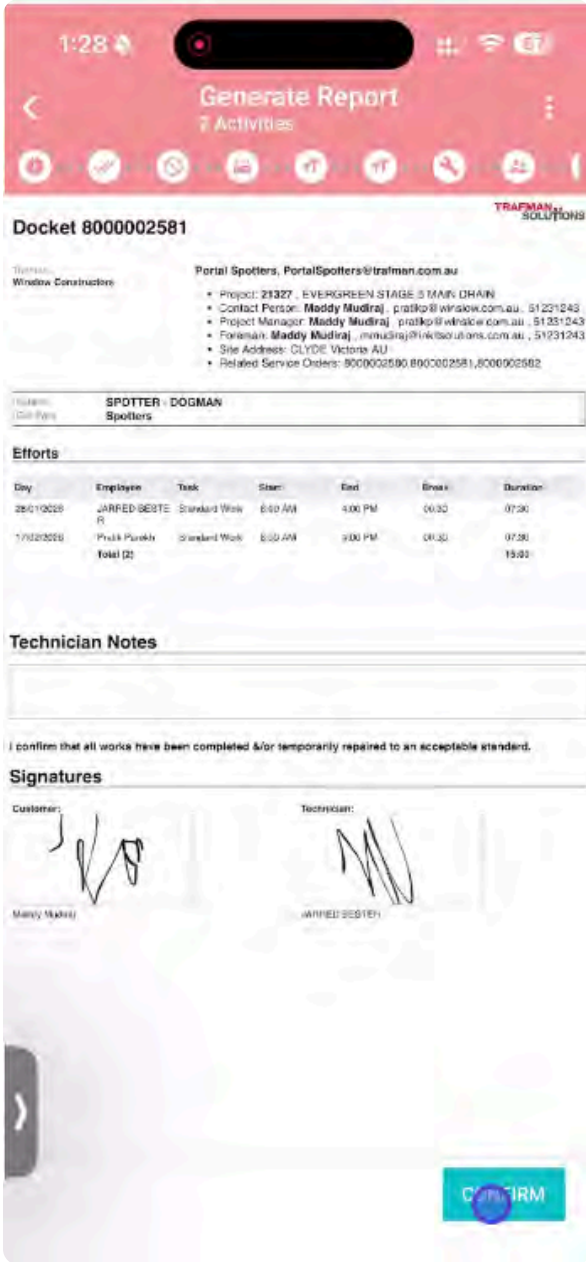
37 Obtain signature from Foreman

[VIEW PAGE →](#)



38 Sign as Trafman Representative and click Confirm

[VIEW PAGE →](#)



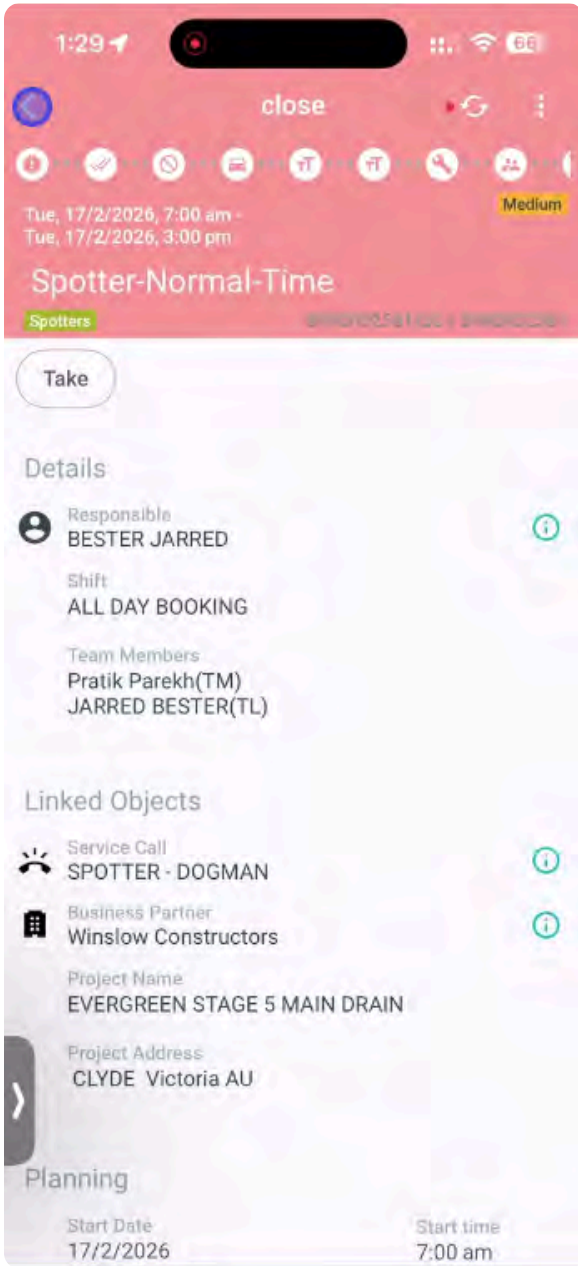
39 Click on Done

[VIEW PAGE →](#)



40 Job Done, Click on "<" to exit

[VIEW PAGE →](#)

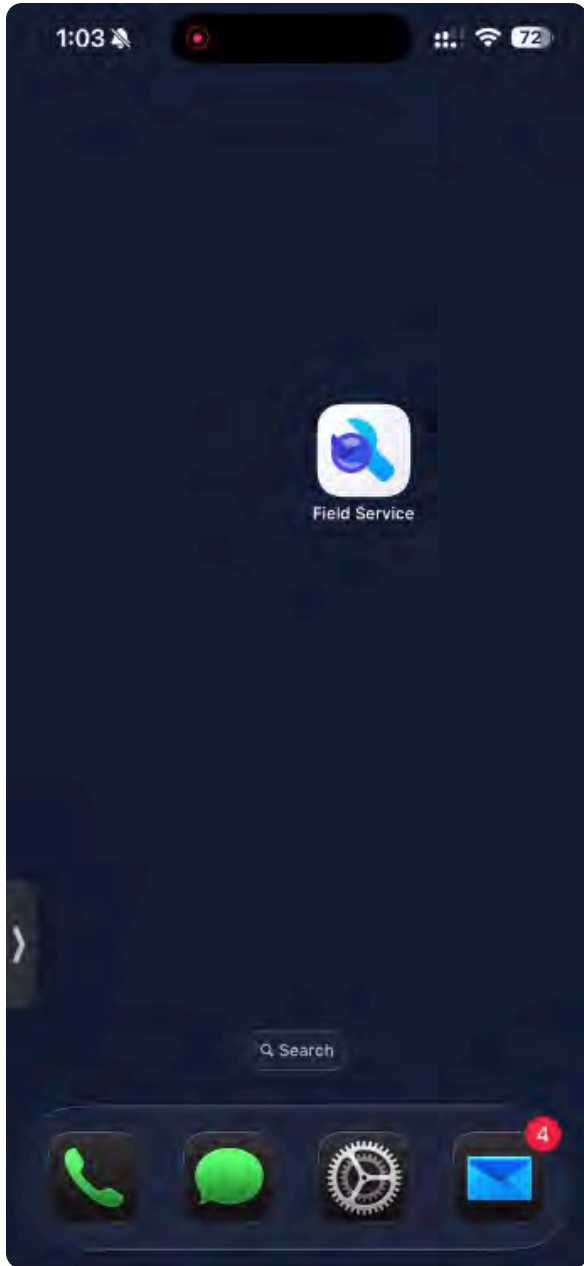


**FSM MOBILE
APP - SPOTTERS
- ACTIVITY COMPLETION
TEAM MEMBER (CREW)**

**TRAFMAN..
SOLUTIONS**

FSM Mobile APP - Spotters - Activity Completion for Team Member (Crew)

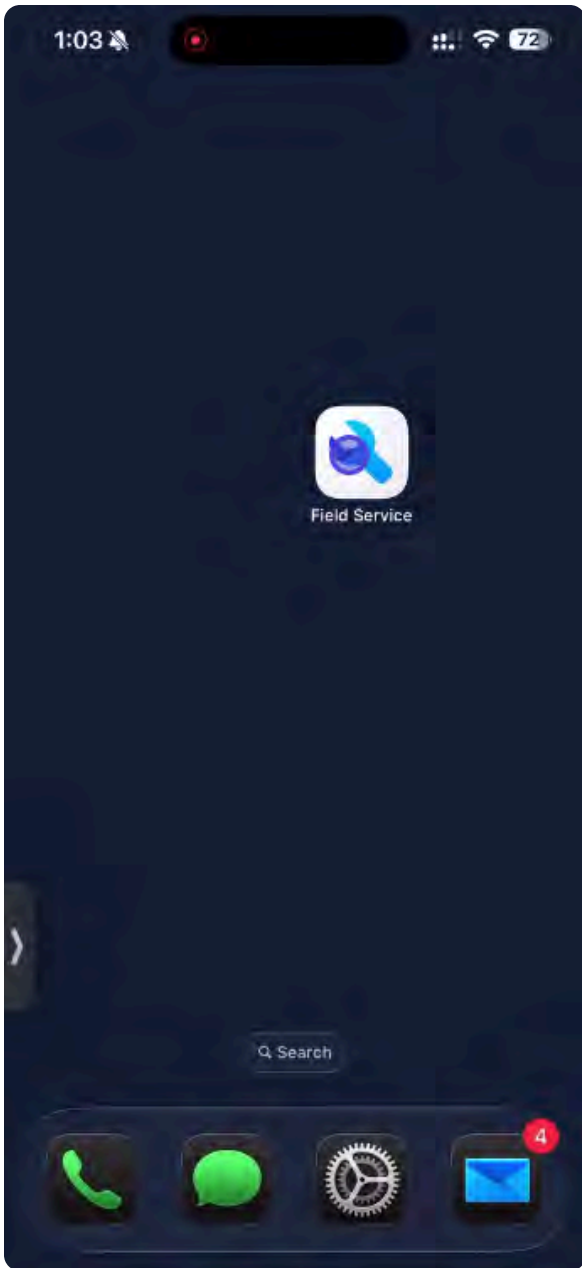
Created on Jan 28, 2026 by Jarred Bester



[WATCH RECORDING →](#)

1 Open FSM Mobile App

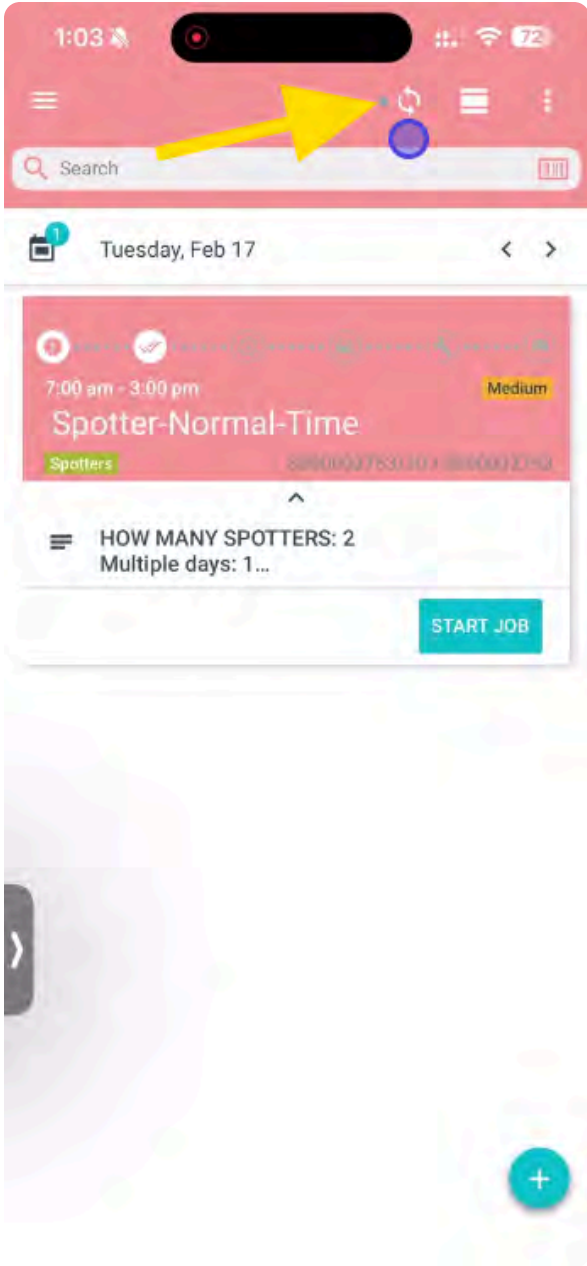
[VIEW PAGE →](#)



2

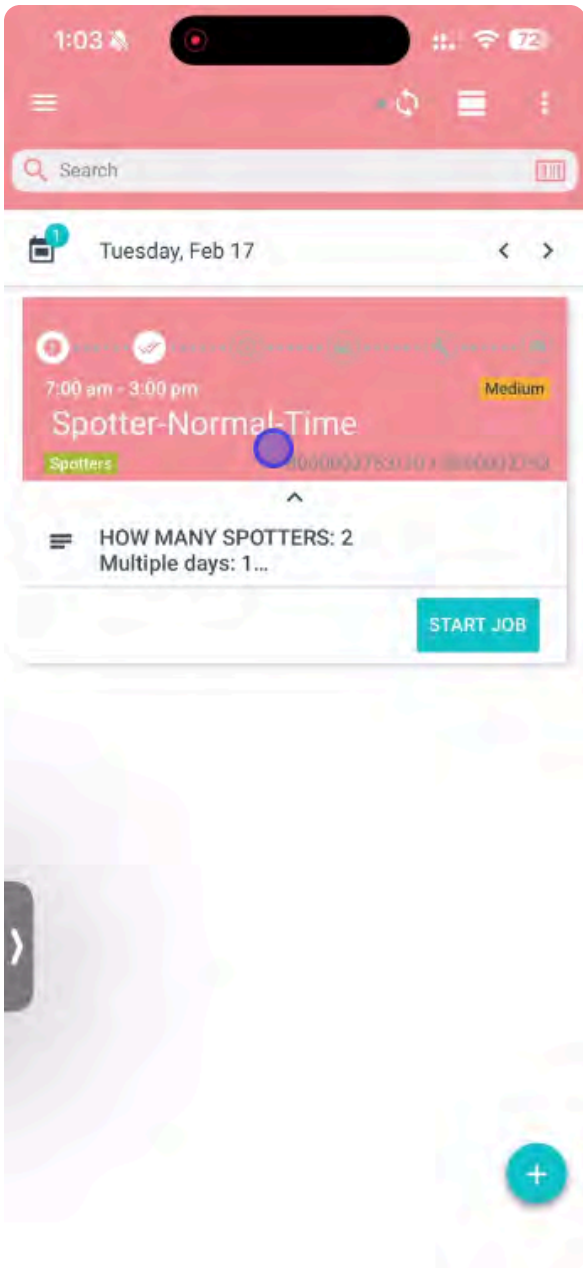
VERY IMPORTANT: Please note that each time a button is clicked the App will sync with the cloud to ensure that all data is updated in real time, please allow the spinning icon to stop before clicking the next button.

[VIEW PAGE →](#)



3 Click into the Activity

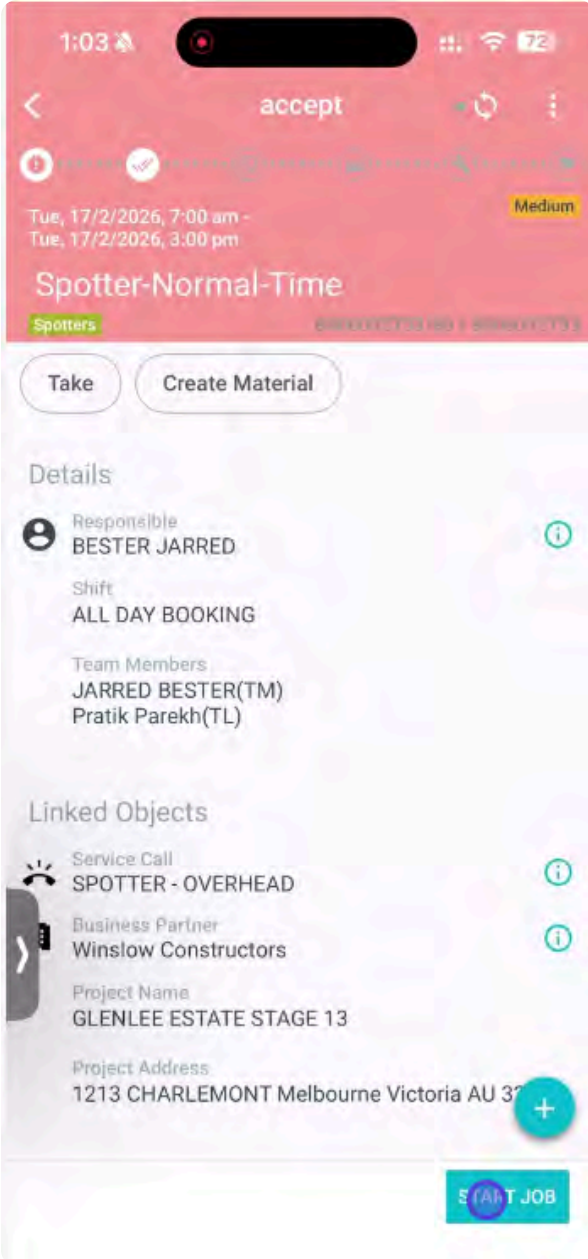
[VIEW PAGE →](#)



4 To confirm your onsite, Click Start Job

[VIEW PAGE →](#)

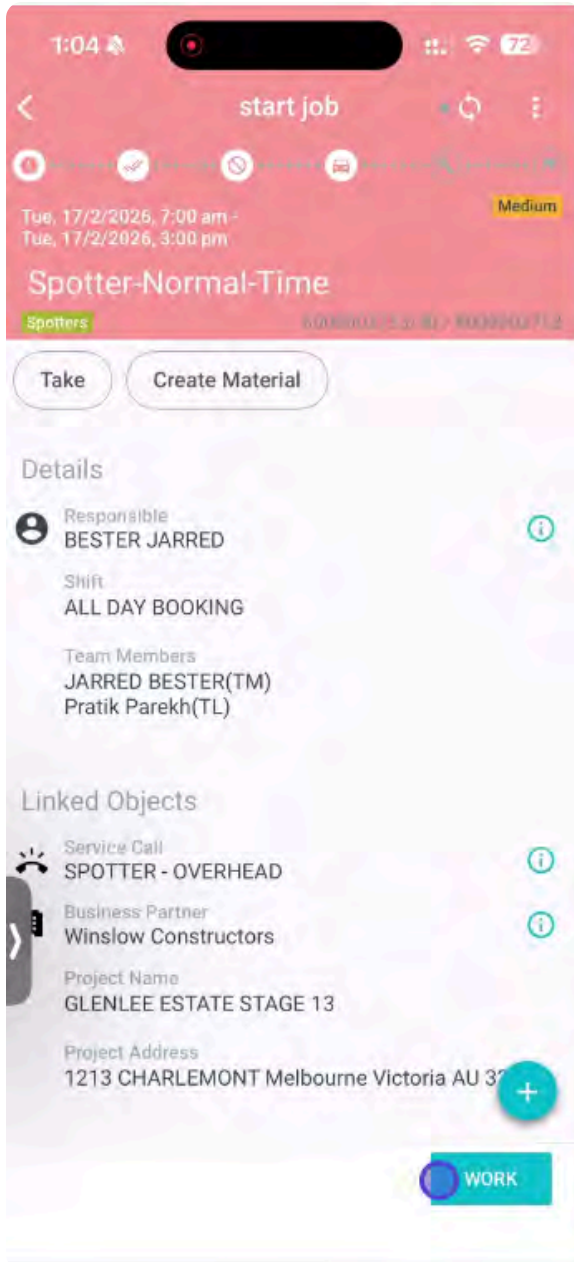
Please note: I (Jarred Bester) am the TM = Team Member while Pratik is the TL = Team Leader, this means Pratik is responsible for completing the safety documentation and obtain docket sign-off.



5 To start working, Click on Work

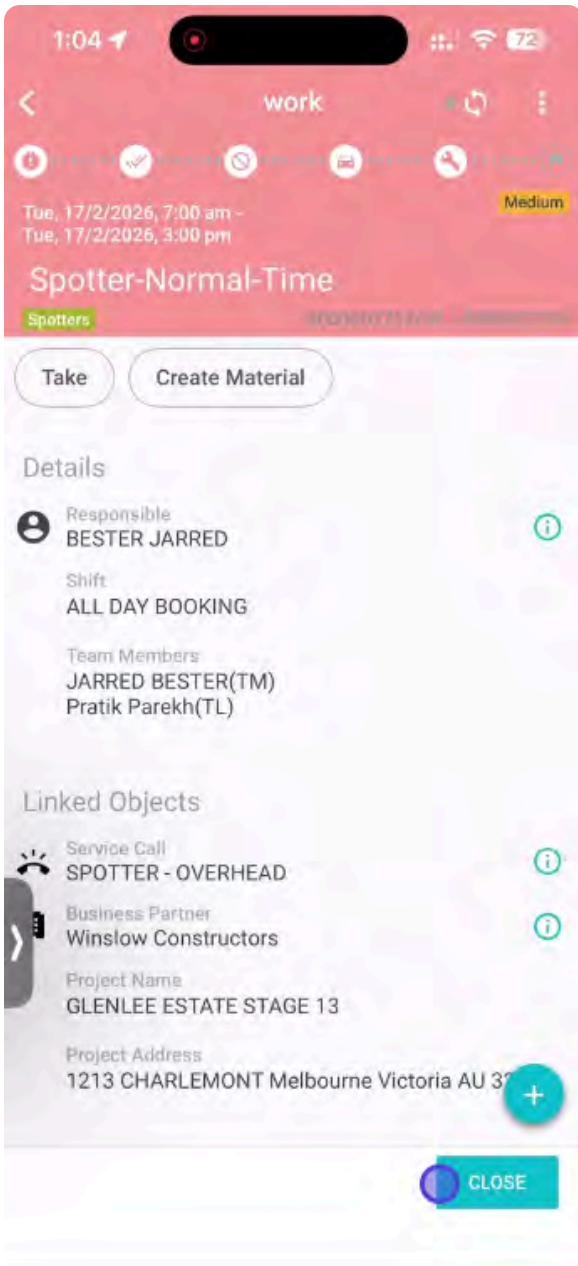
[VIEW PAGE →](#)

Provided the TL has completed all the safety documentation, at this stage work can commence.



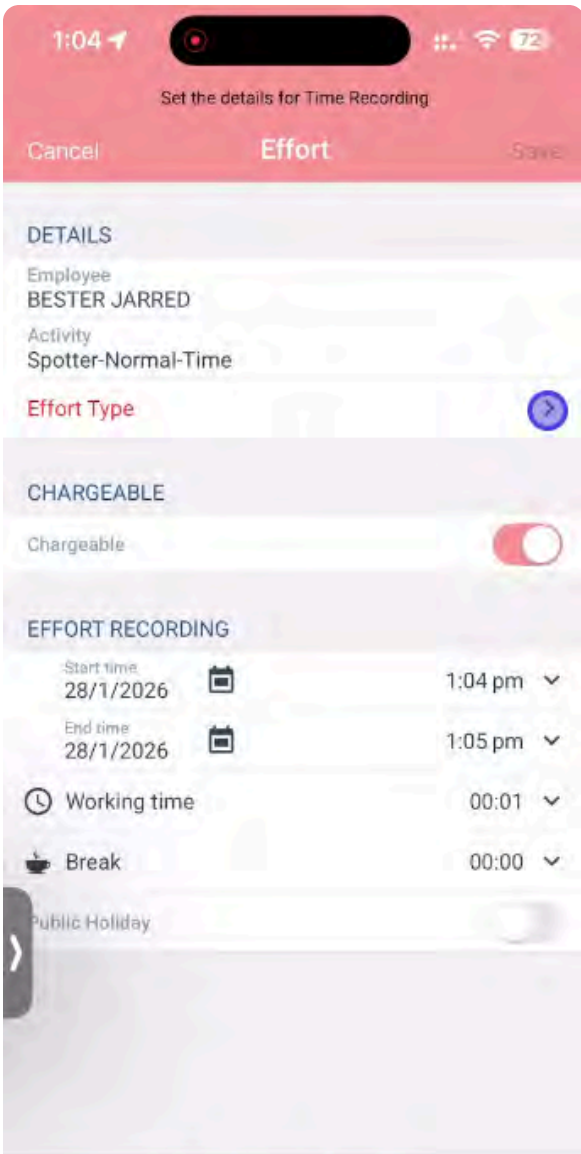
6 Once works are completed, click Close

[VIEW PAGE →](#)



7 Click on Effort Type

[VIEW PAGE →](#)

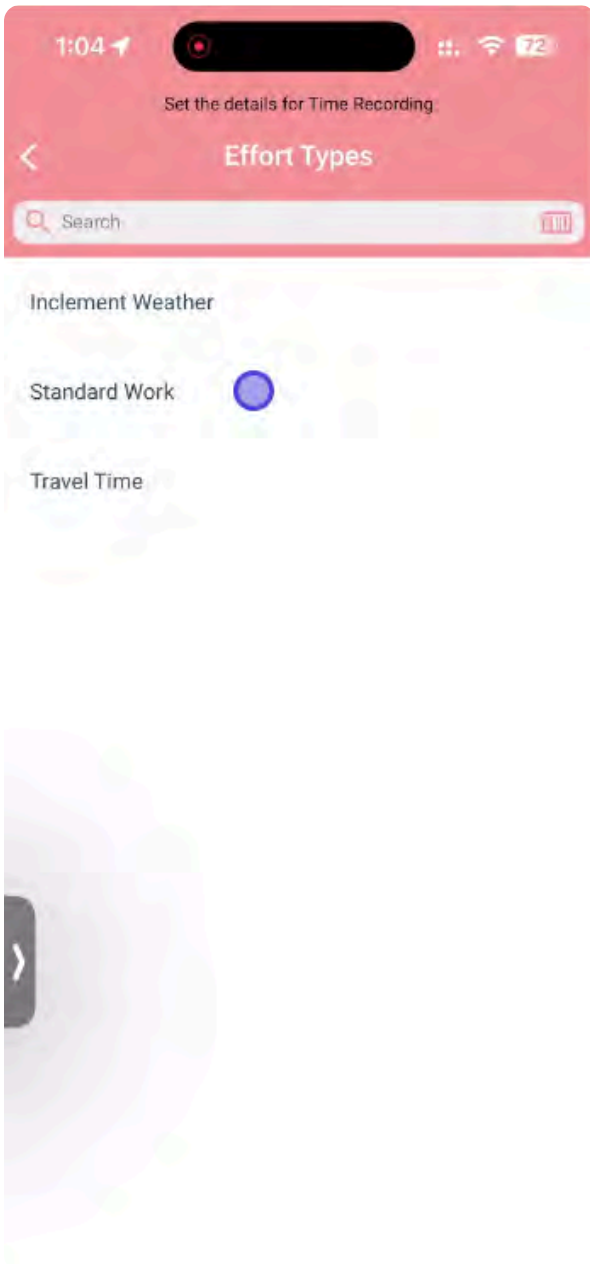


Time entry

Stopwatch

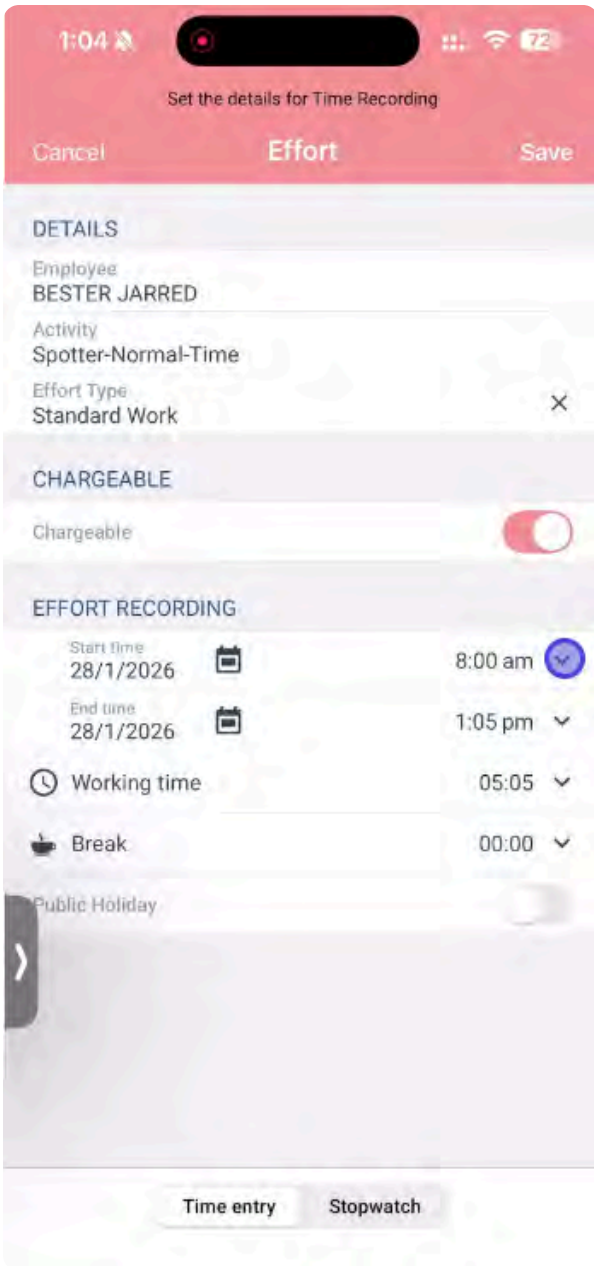
8 Select Standard Work

[VIEW PAGE →](#)



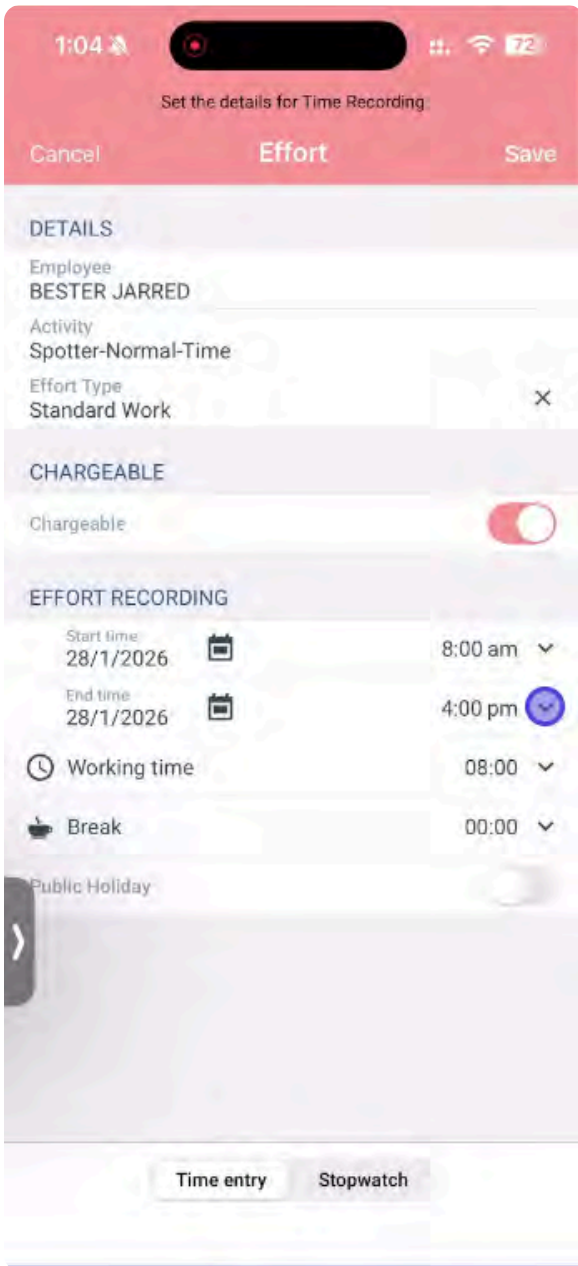
9 Click Start Time

[VIEW PAGE →](#)



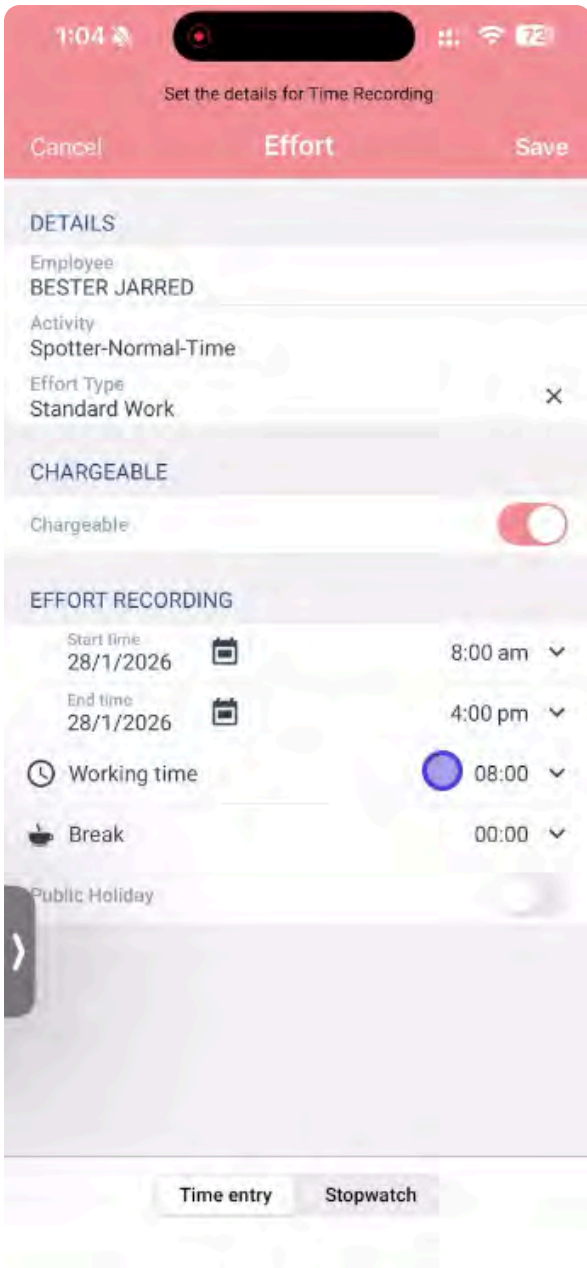
10 Select End Time

[VIEW PAGE →](#)



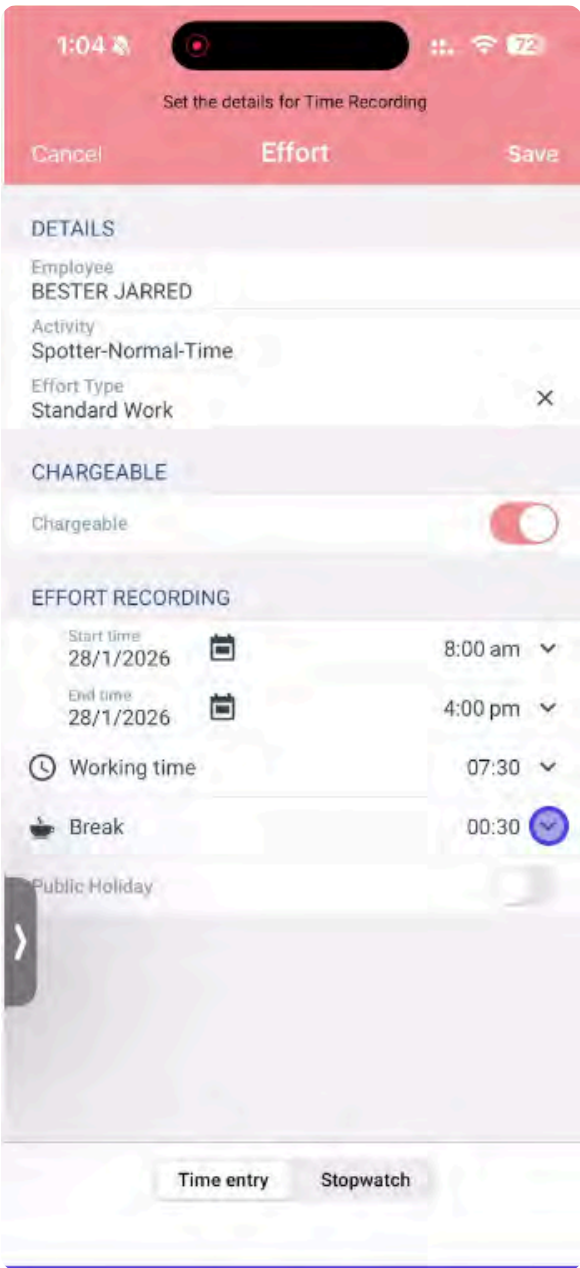
11 Ensure the Working Time Hour count is correct.

[VIEW PAGE →](#)



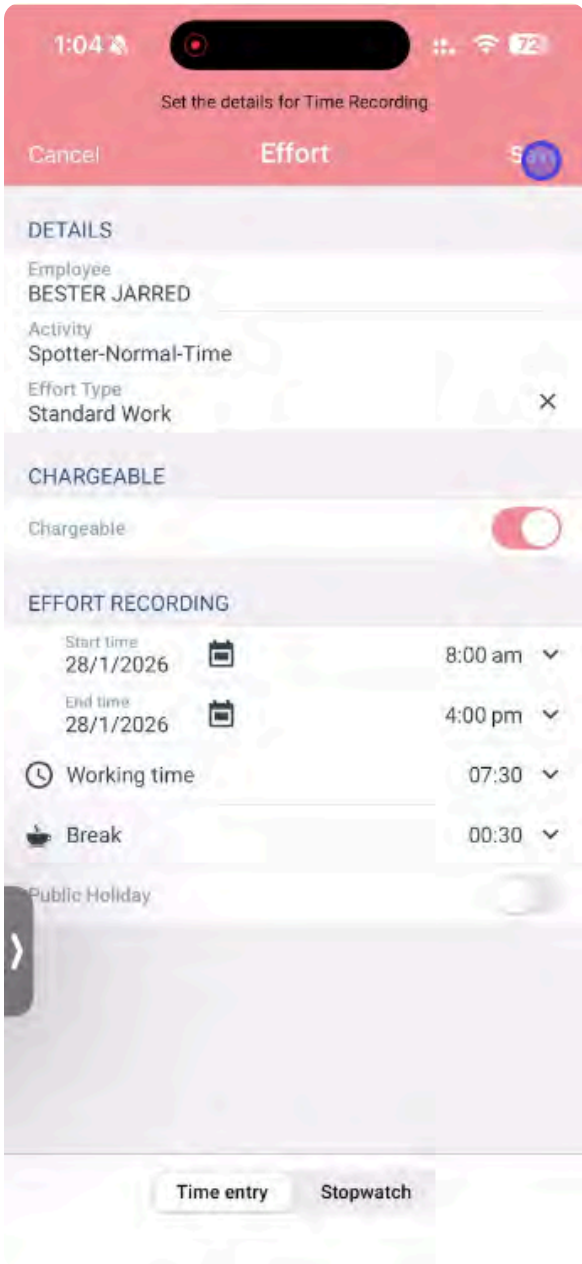
12 In order to record daily break, Select Break

[VIEW PAGE →](#)



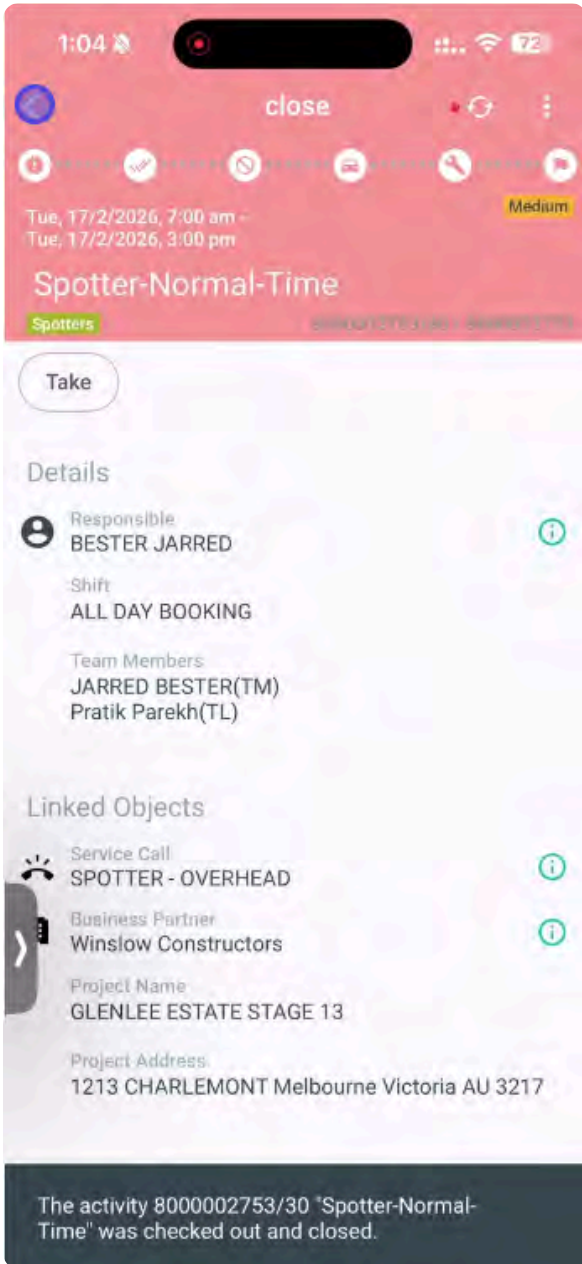
13 Review and ensure all the details are correct, click Save

[VIEW PAGE →](#)



14 Job Done, Click on "<" to exit

[VIEW PAGE →](#)



TRAFMAN.
SOLUTIONS

