



I. Mobility Overview

Intuit Field Service Management ES has both office/dispatcher and field technician components. Each component was designed for the role, purpose and environment of the different user types. The mobile application was built from the ground up to enable service techs to use the system where they need it – in the field.

Mobility options include smartphones, tablets, laptops and to a lesser extent plain old mobile phones that can receive text messages. As a company you can standardize on one device across your fleet or mix and match to meet individual needs.

Choosing the right devices

Field Service Management works on both the older Windows Mobile 5 & 6 and BlackBerry as well as the newer iPhone and Android platforms. Each platform allows different features in the software and on the phones themselves. Review the **Feature Support by Platform** section to determine which platform does what you need, and then select a device based on the rest of your criteria (cell phone carrier, price, durability).

Devices running Windows Mobile Phone 7 are not supported at this time.

Understanding Credit Card Processing

Intuit Field Service Management ES comes with seamless integration to QuickBooks Merchant Services with Web Store. Credit card payments can be accepted by direct entry (typing the number) or swiping the card on a compatible printer/credit card swiper (see page 2).

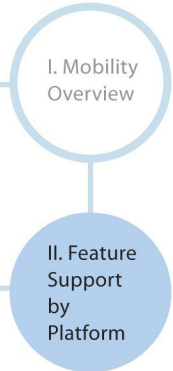
Intuit Field Service does not integrate with Intuit GoPay or Square.

Questions? Contact a Field Service consultant at 1-800-517-2621

Learn more on the Web - <http://enterprisesuite.intuit.com/products/field-service-management>



II. Feature Support by Platform



Features	Window Mobile Professional App 5, 6	Windows Mobile Standard App 5, 6	BlackBerry App	iPhone/iPad with Cellular (App)	iPod Touch & iPad on WiFi (App)	Android App	Windows Laptop (Browser)
Active Work Orders widget/shortcut						●	
Accept Work Order Network Work Orders	●	●	●	●	●	●	●
Receive Work Order Alerts	●	●	●	●	●	●	●
Process Work Orders	●	●	●	●	●	●	●
Process Service Agreement Work Orders	●	●	●	●	●	●	●
Add and View Time Card Records	●	●	●	●	●	●	●
View Work Order Details	●	●	●	●	●	●	●
View and Add Text Notes	●	●	●	●	●	●	●
Attach Voice Notes	●	●	●				●
View and Add Picture Notes	●	●	●	●	●	●	●
Send Device GPS Location from Field	●	●	●	● ¹		●	
Price Up Invoice	●	●	●	●	●	●	●
Print Work Order, Invoice and Receipt	●	●	●				●
Email Invoice and Receipt						●	●
Capture Electronic Signatures on Work Order & invoice	●			●	●	●	
Accept mobile payment	●	●	●	●	●	●	●
Swipe Credit Card	●	●	●				
See Work Orders Where I am a helper	●	●	●	●	●	●	●
See and Manage Work Assigned to Others (Team Work)	●	●	●	●	●		●
Reassign Work Orders	●	●	●	●	●		●
Search for Work Orders	●	●	●	●	●		●
Create a New Work Order	●	●	●	●	●		●
Create a Copy of Work Order	●	●	●	●	●		●
Create a New Customer	●	●	●				●
Additional Desktop Features by Role							●

¹ GPS on iPhone/iPad is captured when important action are performed in the application in contrast to other GPS enabled devices that also report location on a set time interval

Supported Printers/Credit Cards Swiper Units		External GPS Receivers	
Zebra	RW420	GlobalSat	BT-359
Citizen Systems	CMP-10BT-U5M		

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