
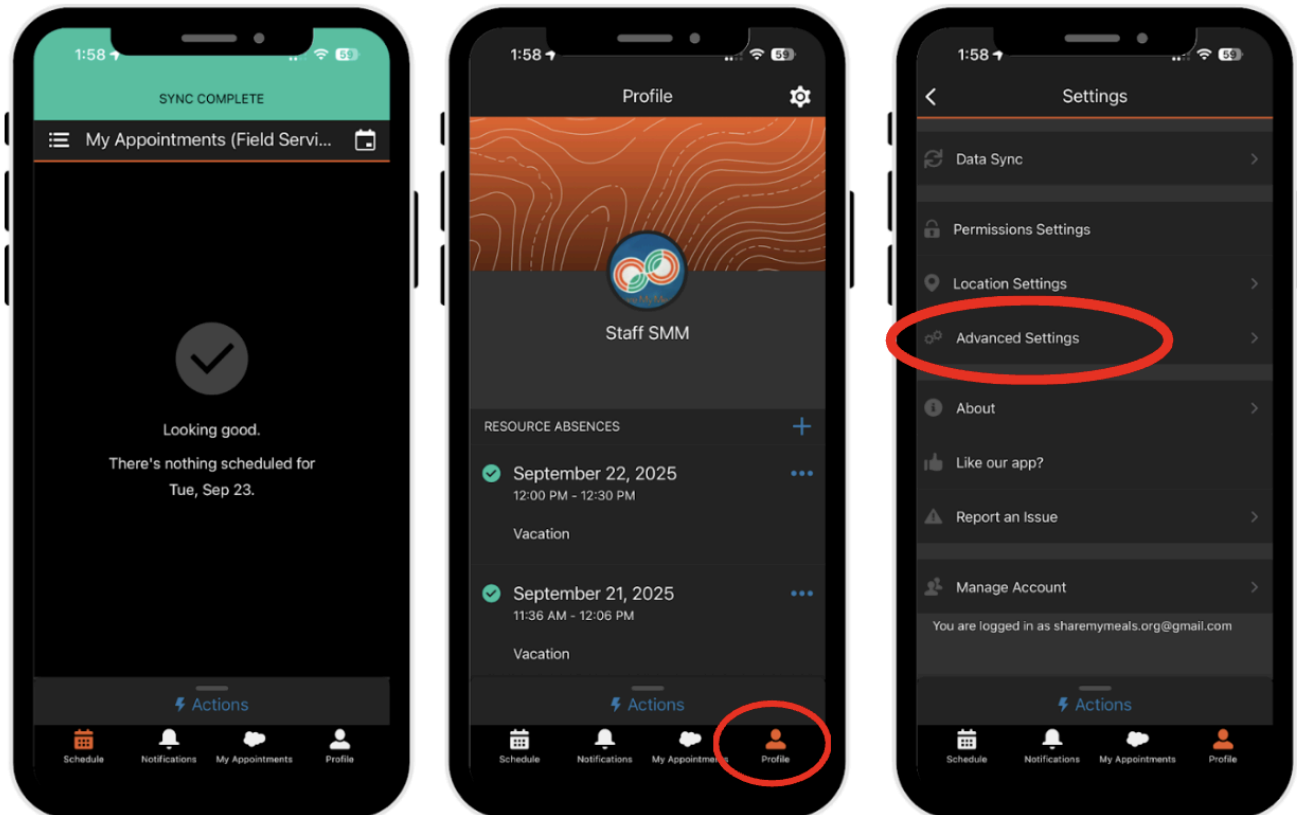


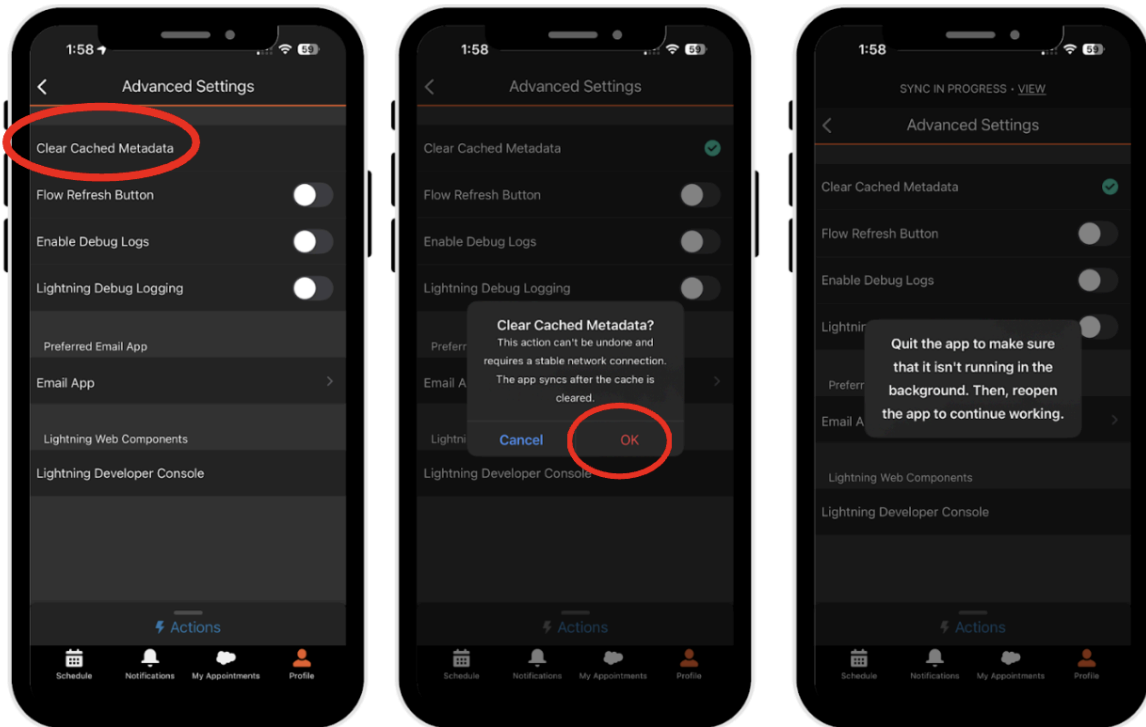
2025 Field Service App Guide

ACTION REQUIRED TO UPDATE THE APP

In order to see the updated version, you will need to complete the following steps:

1. In the Field Service app - navigate to 'Profile' at the bottom of the screen.
2. Click on 'Settings'/the , then 'Advanced Settings'.
3. Select 'Clear Cached Metadata' and click 'Okay' to confirm clearing metadata.
4. Completely close out of the app when prompted.
 - Close app on iPhone:
 - From the Home Screen, swipe up from the bottom of the screen and pause in the middle of the screen.
 - Swipe right or left to find the app that you want to close.
 - Swipe up on the app's preview to close the app.
 - Close app on Android:
 - Swipe up from the bottom, hold, then let go. Swipe up on the app.
5. Re-open the app and log in. You will see the updated version of the app on the day of your next volunteer shift when the service appointments become available.





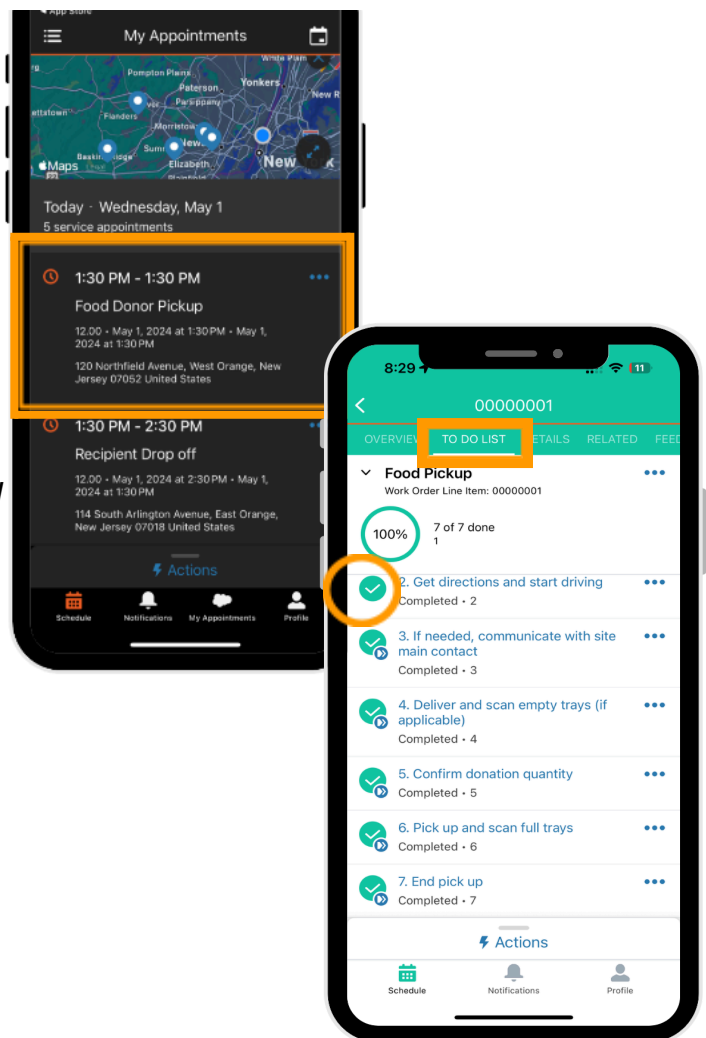
Using the App

Sign up for a shift here: [Manage Volunteer Participation](#). On the day of the shift, navigate to the calendar icon to see the Service Appointments assigned to the shift.

There will be multiple Service Appointments:

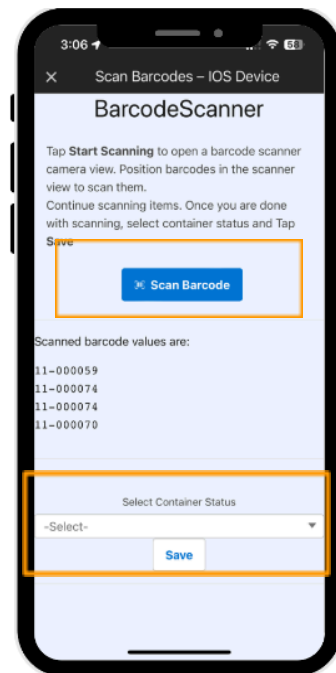
- Food Donor Pick Up - *pick up full trays*
- Recipient Drop Off - *full tray delivery*
- Equipment Drop Off - *return empty trays and bags*

Each Service Appointment has a 'To Do List'. Tap the **circle** next to the step to complete.



Before Food Pickup:

- Click on the calendar icon on the homepage and select today's date.
- Click on 'Food Donor Pickup' service appointment.
- Click on 'To Do List' on the menu at the top of the screen.
- Tap the circle next to 'Notify that you are on the way'.
- Tap the circle next to 'Get directions and start driving'.
- Tap the circle next to 'If needed, communicate with site contact' to show phone number for site contact. Tap 'Next' to complete the step.



At Pickup Location:

- Tap the circle next to 'Deliver and scan empty trays - if applicable' and scan empty trays if returning from the recipient organization.
- Tap the circle next to 'Confirm donation amount' and confirm the number of trays and other types of food shown are correct; update if necessary. Tap the circle next to 'Pick up and scan full trays'. Proceed with **tray scanning instructions** below:
 - Tap on 'Click here to start scanning'. Launch the barcode scanner.
 - *Hitting 'Next' without scanning trays completes the step. To scan trays, tap the circle next to that step and launch the barcode scanner.*
 - Hover camera in front of barcode (*green rectangle confirms capture*)
 - Click 'Search' (*This adds the barcode to the service appointment for time and travel tracking.*)
 - To scan more trays, click on 'Scan Barcodes' again and repeat until all trays are scanned.
 - Update container status to 'Donor - Full Out' and 'Save'.
- Tap the 'X' in the upper left corner to exit the scanner, then tap 'To Do List' to return to the list.
- Tap the circle next to 'End pick up'. Tap the appropriate option: 'Complete' or 'Failed with Pick Up' (*choose this option if the donor did not have any food/trays to donate.*) Tap 'Next'.
- Tap the calendar icon in the bottom left corner of the screen to return to the remaining service appointments.

Before Delivery:

- Click on 'Recipient Drop Off' service appointment.
- Click on 'To Do List' on the menu at the top of the screen.
- Tap the circle next to 'Notify that you are on the way'.
- Tap the circle next to 'Get directions and start driving'.
- Tap the circle next to 'If needed, communicate with site contact' to show a phone number for site contact. Tap 'Next' to complete the step.

At Delivery Location:

- Tap the circle next to 'Scan full trays' and proceed with scanning instructions listed above. Update container status to 'Recipient - Full In' and 'Save'.
- Tap the 'X' in the upper left corner to exit the scanner, then tap 'To Do List' to return to the list.
- Tap the circle next to 'Scan empty trays, if applicable' if there are empty trays to return to the donor.
- Tap the circle next to 'End pick up'. Tap the appropriate option: 'Complete' or 'Failed with Pick Up' (*choose this option if the donor did not have any food/trays to donate.*) Tap 'Next'.
- Tap the calendar icon in the bottom left corner of the screen to return to the remaining service appointments.

Equipment Drop Off

Before returning to the donor:

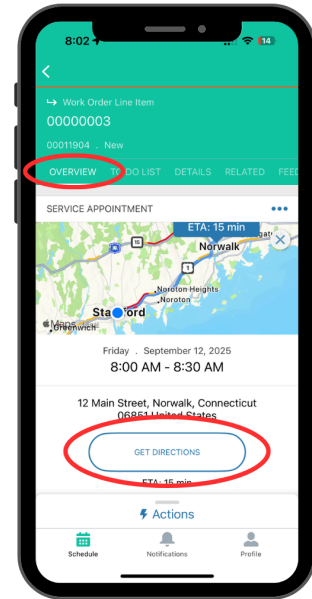
- Click on 'Empty Containers and bags scanning at food donor' service appointment.
- Click on 'To Do List' on the menu at the top of the screen.
- Tap the circle next to 'Notify that you are on the way'.
- Tap the circle next to 'Get directions and start driving'.
- Tap the circle next to 'If needed, communicate with site contact' to show a phone number for site contact. Tap 'Next' to complete the step.

At Donor:

- Tap the circle next to 'Scan full trays' and proceed with scanning instructions listed above. Update container status to 'Donor - Empty In' and 'Save'.
- Tap the 'X' in the upper left corner to exit the scanner, then tap 'To Do List' to return to the list.
- Tap the circle next to 'Mark equipment delivery as completed'.
- Tap the calendar icon in the bottom left corner of the screen to return to the remaining service appointments.

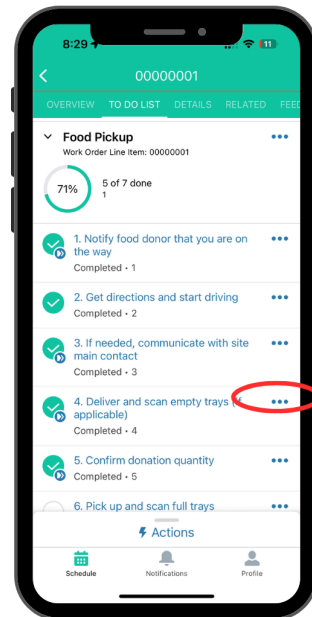
Get Directions

- In the 'To Do List', tap the circle next to the 'Get Directions and Start Driving' step.
- Navigate to the 'Overview' tab next to the 'To Do List' tab.
- Click the 'Get Directions' button and select your preferred map app to show the directions.
- To continue with the next step, navigate back to the 'To Do List' tab.



'Not Applicable' Steps

- If a step does not apply to the service appointment, you can select 'Not Applicable' to complete the step without completing the action. For example, if the recipient organization does not have empty trays to scan and return to the donor, mark the step as 'Not Applicable', which will register the step completed.
- To mark 'Not Applicable', tap the 3 dots next to the step name and select 'Not Applicable'. Proceed with the next step.

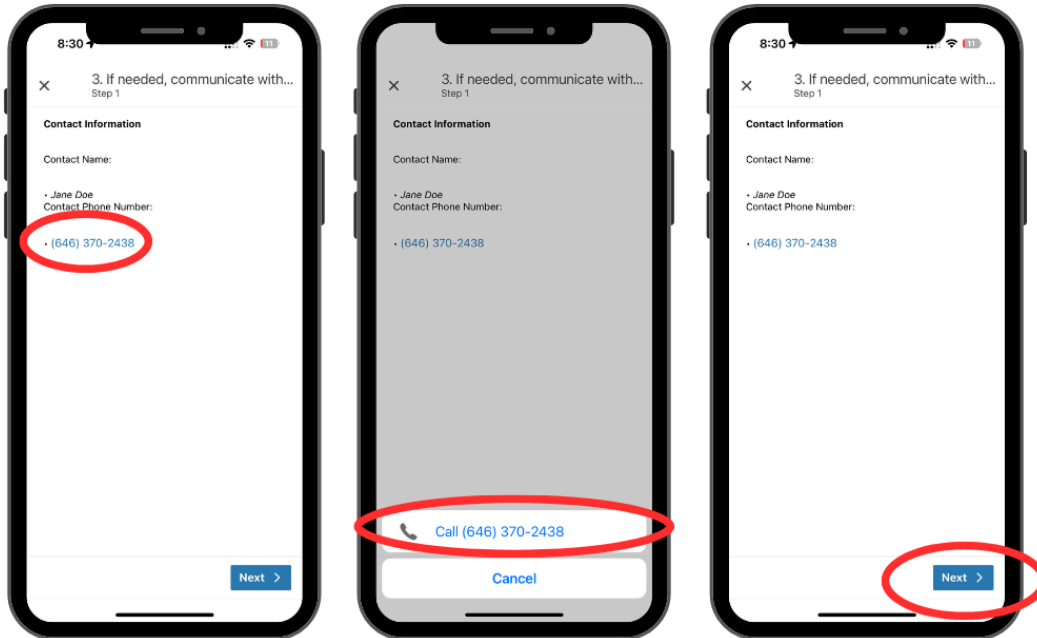


Contact Main Site Contact

- If you need to get in touch with the site contact at either the donor or recipient organization, use the 'If needed, communicate with main site contact' option. To get the

phone number for the site contact, tap the circle next to the step.

- Tap on the highlighted/blue phone number and tap the phone number when it pops up at the bottom of the screen. This will immediately dial the phone number.
- When finished, tap the 'Next' button to return to the 'To Do List'.



Notes:

- Please reach out to us if you do not see service appointments; they can show up as late as within 1 hour of the scheduled pick up time.
- Driving directions are optimized for the shortest driving time; you are not required to use the directions provided.
- Please notify our team if you see any incorrect information (for example if the pickup or delivery location is incorrect).