

GoGet Office

User Guide

Version 5.12.1

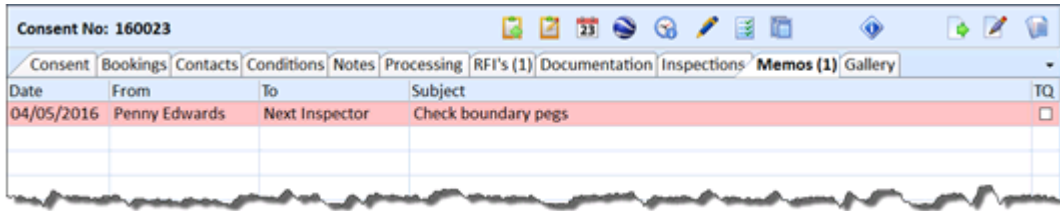
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Warning memos

If you put a warning memo on a consent, the memo will display any time the consent is opened. This means that when a scheduler using GoGet Scheduler makes an inspection booking and enters the consent number, the warning memo will display on the screen. If someone using GoGet Office enters the consent number, the memo displays on the screen.

Supervision memos

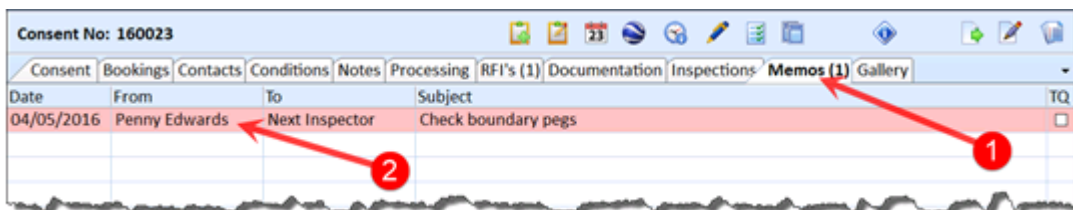
When an inspector is in training to develop a competency for an inspection type and building category, another inspector can accompany the one in training (directly supervise) and complete a supervision memo at the time of the inspection.

When the inspector no longer requires direct supervision but a supervisor still needs to review the inspection (indirect supervision), the supervisor can complete the supervision memo once the inspection has been updated in GoGet Office. There is a link to both the site notice and the audit report to enable to supervisor to complete this review.

If you wish to use the GoGet supervision memos feature, you will need to set up both the Supervision Allocation team and the Supervisor team in the Administration function panel.

Open a memo

- 1 Click on the **Memos** tab (No 1 below)



- 2 Double click on the memo to open (No 2)

- 3 Click on the **Sign Off** button

Supervision memos



When an inspector is in training to develop a competency for an inspection type and building category, another inspector can accompany the one in training (directly supervise) and complete a supervision memo at the time of the inspection. This memo will be stored with the consent in the memos area. The site notice and audit report will be linked to the memo.

When the inspector no longer requires direct supervision but a supervisor still needs to review the inspection (indirect supervision), the supervisor can complete the supervision memo once the inspection has been updated in GoGet Office. There is a link to both the site notice and the audit report to enable to supervisor to complete this review.

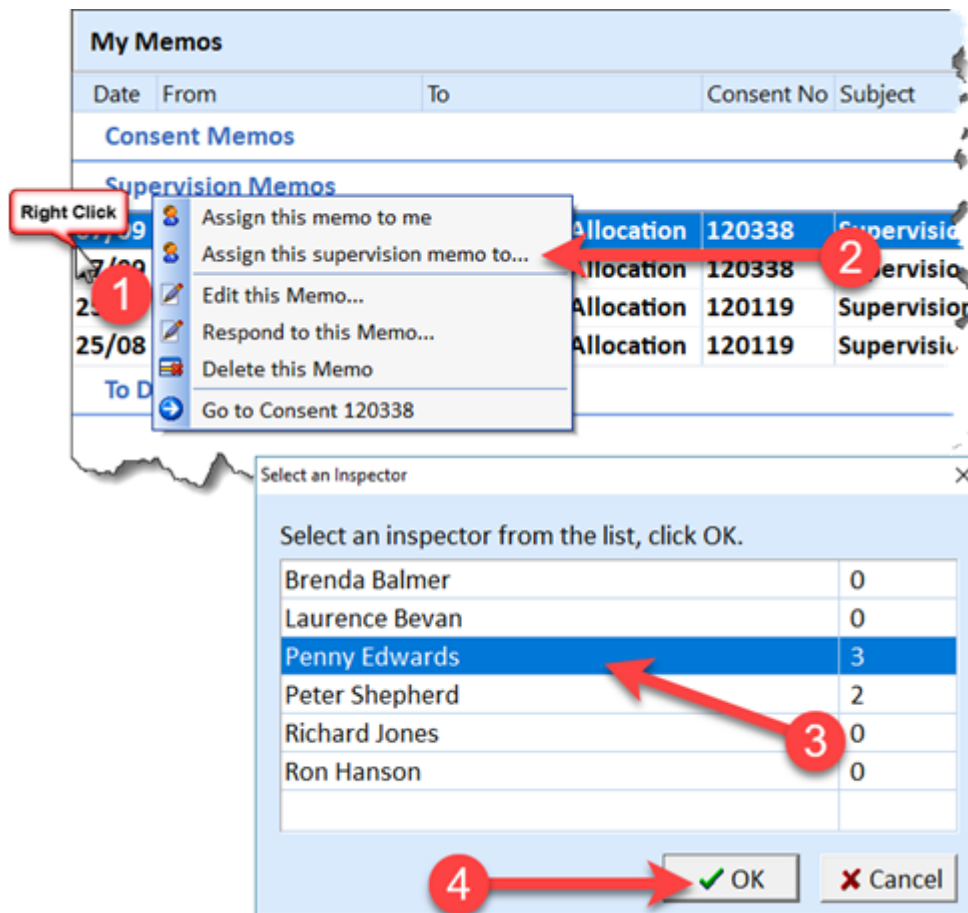
The supervision memo is created by GoGet automatically when a scheduler assigns an inspection to an inspector who is in training and overrides the competency warning. A memo is sent to the Supervision Allocation team. A member of this team will then assign someone from the Supervision team to be the nominated supervisor.

Assign a supervisor

As a member of the Supervision Allocation team, you have received a supervision memo.

In either the My Memos function panel or on the Memo tab if you are currently in the consent concerned—

- 1 With your right mouse button, click on the memo (No 1 below)



- 2 Click on **Assign this supervision memo to** or you may elect to assign yourself (No 2)
- 3 Click on the person to supervise (No 3)
- 4 Click on **OK** (No 4)

This supervision memo is stored on the Memos tab on the Consents function panel for the consent. The memo can be completed by the supervisor either when out on site observing the inspection or after the inspection once the site notice and audit report are available.

Complete a supervision memo

The supervisor for an inspection can complete the supervision memo either on site (for direct supervision) or after the inspection (indirect supervision). In the case of direct supervision, the memo is available and can be completed in GoGet Mobile. (See the GoGet Mobile user guide for details.)

For indirect supervision—

- 1 Open the consent
- 2 On the **Consents** function panel, click on the **Memo** tab

- 3 Double click on the supervision memo
- 4 In the **Reports** area, click on the **Site Notice** to open a copy of the site notice sent (No 1 below)
- 5 In the **Reports** area, click on the **Audit Report** to display the audit report details

Supervision Memo Response

Memo ID: 2945
 Consent No: 120338
 From: Administrator
 To: Penny Edwards
 Subject: Supervision - Martyn Trainor

Created: Mon 31 Jul 2017 9:09am
 Responded: Wed 6 Sep 2017 2:55pm
 Signed Off: Wed 6 Sep 2017 2:55pm

Details:
 Consent No: 120338
 Inspector: Martyn Trainor
 Building Category: R1
 Date: Monday 31 July 2017

Response:
 Inspector Performance:
 Carried out inspection in logical order, professional approach, completed all tasks

Communication with customer:
 Good communication with personnel on site
 Provided clear and precise instructions where issues needed to be addressed

Outcome of inspection:
 Correct decision on outcome given

Date Required: none

Save Cancel

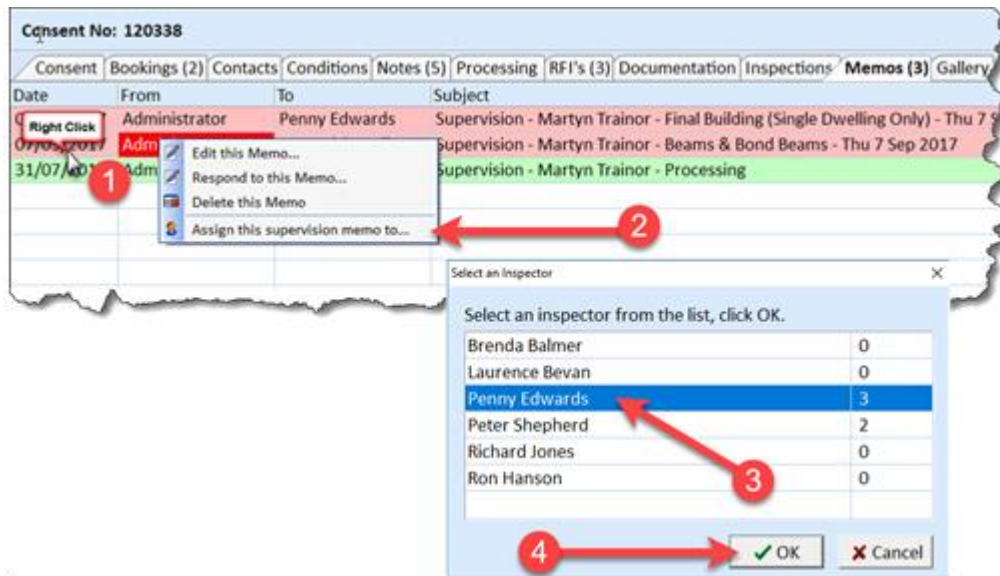
- 6 Click in the **Response** area and enter your observations (No 2)
- 7 Click on **Save** (No 3)
- 8 Close both the Site Notice and the Audit Report

Reassign a supervision memo

If you have been assigned a supervision memo and you are unable to do this supervision, you can reassign the memo.

In either the My Memos function panel or on the Memo tab—

- 1 With your right mouse button, click on the supervision memo (No 1 below)



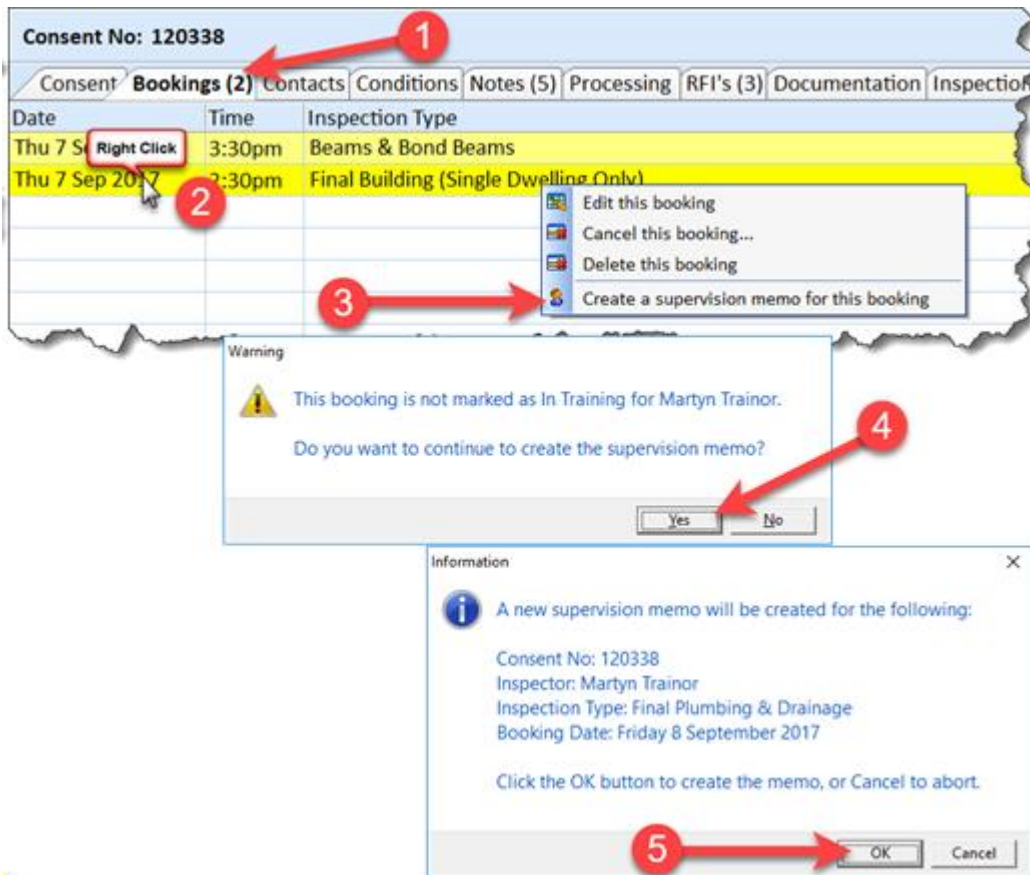
- 2 Click on **Assign this supervision memo to** (No 2)
- 3 Click on the person to supervise (No 3)
- 4 Click on **OK** (No 4)

Request a supervision memo

You can elect to have someone supervise an inspection even if the inspector is not in training. You can request GoGet to create the supervision memo on the Bookings tab of the Consents function panel.

Once an inspection booking has been made—

- 1 Open the consent
- 2 On the **Consents** function panel, click on the **Bookings** tab (No 1 below)



- 3 With your right mouse button, click on the booking (No 2)
- 4 Click on **Create a supervision memo for this booking** (No 3)
- 5 Click on **Yes** to respond to the warning (No 4)
- 6 Click on **OK** to create the memo (No 5)

GoGet will then send a memo to the Supervision Allocation team who will then assign a supervisor.

Response text headings or checklist

You can set up the response text or checklist in the profile settings file. Please talk to a member of the MBS staff if this is what you want to do.

Alternatively, you can use AutoText to drop in the response text or checklist items. In this case, A GoGet administrator can set up the AutoText entries in the Administration function panel.