

# AD-HOC VISITS

## Completing the Notes Section

In the Ad-Hoc Visit, only the Notes section is available.

Record any specific notes related to the visit here. Back-office staff may also enter notes that require your response.

The screenshot shows a mobile application interface for an Ad-Hoc Visit. At the top, there is a teal header with a back arrow and the text "Machine Name 2 Machine Name 2". Below the header is a white card with a grid icon, the text "Machine Name 2 Machine Name 2", and an information icon. Underneath is a section titled "Notes" with an upward arrow. A text input field contains the text "Can you check the machine for damage?".

## Completing the Visit Sheet

Once you have filled out all mandatory details, select **'Submit'** to mark the visit as completed.

The screenshot shows two teal buttons stacked vertically. The top button is labeled "Submit" and the bottom button is labeled "Cancel".

## Cancelling a Visit

If you cannot complete the visit, you can cancel it by selecting **'Cancel'** within the visit sheet.

The screenshot shows two teal buttons stacked vertically. The top button is labeled "Submit" and the bottom button is labeled "Cancel". The "Cancel" button is highlighted with an orange border.

This will open a search field for a cancellation reason. Type in your reason, and matching options will appear below. Cancellation reasons must match those set up in the back-office.

The screenshot shows a dialog box with a teal header containing a back arrow and the text "Cancel Visit". The main content area has the text "You are about to cancel the visit, continue?" followed by a search field labeled "Select Cancellation Reason".

After selecting the reason, choose 'Continue' to submit the visit as cancelled. You will then be directed back to the machine list, where the visit will be marked as **'Cancelled'**.