VECTOR

OPERATIONS PRO

Floor card

What to do when you find something that needs fixing.

Two sides. Everything you need on the floor. Keep it in your pocket.

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You found a problem

Raise it before you walk away. It takes under a minute.

Raise it

1. On **My Work**, tap **+**.
2. Give it a short title, and describe the condition you see.
3. Pick the site, and the area if it helps.
4. Leave **Action is required** on; say what counts as fixed under **Done when**.
5. Choose the **owner**, and a due date if it needs one.
6. Tap **Create Item**.

> Write the title for somebody who **wasn't there**. It is the first thing the owner reads.

Photograph it, now

1. Tap **Add Evidence**, then **Take a photo**.
2. Caption what the picture shows.
3. Tap **Attach Evidence**. Stage is **Before**.

A picture of the problem saves a phone call. An owner who can see it does not have to come and look.

Priority

Critical **High** **Normal** **Low** — and the **program** says what kind of work it is. Anything with no program goes under **Direct actions**.

Find any item later in **My Work**, or search its number — **VX-0012**.

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Getting it closed

Nothing closes on a word. It closes on proof.

While you are working it

1. Open the item, tap **Add Progress**.
2. Say what was done, tap **Add Note**.

Notes are never edited once saved. If something changes, add another one.

When it is fixed

1. Add an **After** photo of the fixed condition.
2. Tap **Submit for Verification**.

Checking somebody else's work

1. Open an item that is **Pending Verification**.
2. Tap **Verify & Close**.
3. Check the fix against **Done when**. Say what the condition is now and how you checked it, then tap **Verify & Close**.

> You may close your own item — it is marked **Self-verified by the owner**. A check by somebody else carries more weight.

The three statuses people ask about

Blocked — waiting on something. **Pending Verification** — fixed, waiting on a check. **Reopened** — closed once, and it came back.

Came back? Open it, tap **Reopen Item**, and say why. The old closure stays in the history, with the reason.

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One loop, every time

However a problem is found, it goes round the same five steps.

1. **Raise it**
   What needs attention, and where
2. **Own it**
   One person, one due date
3. **Work it**
   Notes and photos as it moves
4. **Prove it**
   A photo of the fixed condition
5. **Verify it**
   Somebody else checks, and closes it

> Nothing on the record can be quietly changed. Every note, photo and status change is kept, with who did it and when.

When you need more than this card

In the app: Settings → Help Center. Every screen explained, searchable, and it works with no signal.

vectorxpro.com/help
The same articles, on a laptop.

Stuck? **support@vectorxpro.com**

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