

GeeksMobile

FIELD TECHNICIAN'S MANUAL

*(PLEASE READ AND ADHERE TO PRIOR TO GOING
ON ANY SERVICE CALLS)*

UPDATED 7/20/2010

NEW \$19.95 Service Fee added to all onsite service calls.

NEW Commercial Onsite Rate is now **\$120.00/hour** with a 1 hour minimum.
Additional Time is billed @ **30.00/quarter.**

NEW Separate Invoices for Residential and Commercial Calls

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COMPANY OVERVIEW

Geeks Mobile USA was founded to join qualified computer technicians with end users that require onsite computer service. Geeks Mobile is more price competitive than Geek Squad and almost all other 'geek' companies, proving that computer service does not have to cost a lot to be delivered in a professional and timely manner.

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WORKING WITH GEEKS MOBILE

1. You will receive a notification about an available service call in your area via email, SMS, or phone. This notification will contain a rough description of the problem and the client's zip code.
2. You can accept WO by reply via SMS, email or calling us at 866-959-4567
3. After you will accept the WO you will receive complete WO details by email
4. You will need to contact customer before going onsite, you will introduce yourself and ensure a customer that you will be on time.
5. When you are on your way/ and when you arrive onsite please let us know by SMS, email or phone.
6. After job is completed you will need to have client pay us online or over the phone with credit card. You will receive customer ID and confirmation #.
7. Fill out the invoice and have the customer sign it.
8. Please notify us that the job is completed by SMS, email or phone
9. Submit an invoice to us ASAP by email or fax to receive payment within 7-10 business days.

ACCEPTING SERVICE CALLS

You will receive notification about an available service call via Email, SMS, or Phone. The notification will contain a brief description of the problem, the customer's preferred time for the appointment, as well as the client's zip code. If you wish to accept this service call you must reply by email, SMS, or Phone. If you are assigned to this call you will receive a notification together with the complete Work Order details.

GOING TO THE SERVICE CALL

You will need to call the customer an hour before going on site, to introduce yourself. You **MUST** represent yourself as a Geeks Mobile technician. Try to avoid conversations as to how long the task may take as we have already quoted the customer over the phone, and this may confuse them. Also please check the work order for any

parts you may need prior to the call, and confirm with the customer that you are picking them up (for example a new hard drive or more ram). If the customer asks how much these parts will be, add a reasonable (20-25%) markup to the store price and inform them of it. Make sure you have printed copy of an invoice and ACH form. When you are on your way and as soon as you arrive onsite, you must notify us that you have arrived, via SMS, Phone, or Email.

ON THE SERVICE CALL

Please refer to the code of conduct section for guidelines regarding behavior and presentation, as well as appropriate topics of conversation. Please refer to the Recommended Tools section for items you should be bringing on site as well as software that is used to solve common problems. Finally, refer to the section 'Maximizing Billable Time' for tips on how to add more value to the service call and improve the quality of the user's computer experience.

SPECIAL SERVICE CALLS - PARTS REPLACEMENT CALLS

We will put in a best effort to diagnose the calls that need replacement parts and alert you prior to the call. Sometimes you may need to leave the customer site to go pick up another part. If you feel a part is needed, you may pick up the part yourself and mark it up as you see fit (be reasonable 20% is recommended). Please put the marked-up price on the invoice. **You will be reimbursed the entire marked up price minus 5% (of the part cost) for credit card processing.** This is your payment for picking up the part. Optimally you should pick up the part prior to the call if it is suspected that the customer may need it, to save drive time.

COMPLETING THE SERVICE CALL

CHECK OUT LIST

INSTANT SUPPORT CALLING CARD

This is a quick download that you need to install for the customer and can be found in the Bring-With-You category in the field tools section titled LogMeIn Rescue Calling Card or here at

<http://www.geeksmobileusa.com/field/Calling%20Card.msi>

OR

Go to www.geeksmobileusa.com and click on the 'remote support calling card' link at the bottom of the page.

Explain to the customer that this is an easy to use way to get immediate remote support from Geeks Mobile and that in conjunction with the 15 minutes free coupon they can receive instant help from us by clicking on the icon on their desktop. Make sure to show them to enter their full name and phone number so that we can find out who is requesting service.

You will need to install and TEST this feature by typing "TEST" in the problem description field when connecting to the technician. This insures there will be no issues for the customer when they go to use it in the future.#

30 DAY WARRANTY

Please print, fill out, and give the 30 day warranty card to the customer at the end of the service call and can be found on the 2nd page of the invoice (above the coupons). By filling out the warranty card you're letting the customer know that we're an honest company that honors our work. This can also act as proof that we were there, which can ease the mind of some customers.

GEEKS MOBILE STICKER

Place the silver Geeks Mobile sticker on the computer. This sticker has our contact info which makes it easy for the customer if they need assistance again.

Please note that any repeat business not only gives you the first right of refusal (offering you the work order first), but you will also get a \$15 bonus for generating that business!

SCHEDULE MAINTENANCE APPOINTMENT

As part of the check out list we require that you schedule a maintenance appointment for the customer 6 months out. Let the customer know that a computer is like a car in the sense that it needs routine maintenance to continue running at its best. The section asks for a date and time along with any special requests.

BILLING AND INVOICING

Payment is to be collected and the invoice should be filled out and signed by the customer before leaving the site.

All residential calls are charged \$99 for the first hour with a \$19.95 service fee. Additional time is billed at \$25.00/quarter hour. **There is always a 1 hour minimum.** (\$119.95)

All business calls are billed at \$120/hour, with a \$19.95 service fee. Additional time is billed at \$30.00/quarter hour. **There is always a 1 hour minimum** (\$139.95)

Please note that you are required to collect payment before leaving site unless instructed different from an employee of Geeks Mobile. If you have any issues with collecting payment you must call the office immediately.

Also note that in unique situations the rate can change, please console a dispatcher with any questions about the rate.

The check out list must be completed as part of the invoice and also needs to be signed by the customer and returned to us in order for you to receive your payment. So, help us help you!

ACCEPTING PAYMENTS

ONLINE PAYMENT (Most preferred option)

After you have completed service call, and are still onsite, you must process customer payment through our website. Use the 'Pay Now' link at the bottom of our website, www.geeksmobileusa.com. Once payment is submitted you will get a payment conformation page you must write down generated the CUSTOMER ID as well as the CONFIRMATION# on the invoice you printed and fax or email it directly to the accounting department. **You must have the customer sign your copy of the invoice.**

ACCEPTING PAYMENTS OVER THE PHONE

If there is no internet access on site you must call us at 866-668-6605 to process the payment. When doing a payment over the phone, we must directly talk to the customer to get credit card information and their verbal authorization. We will process their payment over the phone and then give you a CUSTOMER ID as well as the CONFIRMATION# that you must write down on the invoice and fax or email it directly to the accounting department. **You must have the customer sign your copy of the invoice.**

ACCEPTING PAYMENT IF INTERNET OR PHONE OPTIONS ARE NOT AVAILABLE OR CREDIT CARD NOT AVAILABLE

Use the designated ACH (electronic check) processing sheet to collect payment.

Make sure to fill out all required fields in the ACH Payment form
Get the customers check and attach it in the designated spot on the bottom of the page
Make sure to obtain customer's signature on the form
Once all the fields are filled out, and the check has been attached please fax or e-mail the form to us along with an invoice.

ALWAYS NOTIFY US ABOUT OUTCOME OF SERVICE CALL ONCE YOU LEFT THE SITE.

HOW AND WHERE TO SUBMIT ALL PAPERWORK

Fax it to us at (888)-811-0176

OR

Email: accounting@geeksmobileusa.com as the email address for all paperwork.
(**DO NOT** use any other email addresses as it will delay payment.)

GETTING PAID

You will receive payment within 7-10 business days of us receiving the invoice sheet from you. You do not need to submit any additional paperwork aside from your emailed or faxed invoice sheets and ACH form (if used). Payment will be made by company check.

Please submit completed W9 form (<http://www.irs.gov/pub/irs-pdf/fw9.pdf>) previous to your first service call or with your first completed invoice. When you submit your W-9 form you must attach a copy of your license or photo id, and it must be signed.

Make sure to always update your mailing address with us.

Please email payissues@geeksmobileusa.com with any questions regarding your check in order to get a prompt response.



TECHNICIAN CODE OF CONDUCT

If you have any support issues regarding technical problems you would like our advice on please don't hesitate to email us @ support@geeksmobileusa.com

If you have general feedback questions regarding our company please email us at techrelations@geeksmobileusa.com

ALL TECHNICIANS ARE REQUIRED TO DOWNLOAD AND BURN THE FOLLOWING ISO'S THESE ARE ALL BOOTABLE CD'S. If you do not know how to burn a bootable cd/dvd or what an ISO image file is, please let us know.

1. Windows XP HOME - <http://www.geeksmobileusa.com/field/tools/windows/WXPHOME2.iso>
2. Windows XP PRO - <http://www.geeksmobileusa.com/field/tools/windows/XPROSP3.iso>
3. Windows Vista Home Premium <http://www.albanycomputerrepair.net/field/VistaHomePremium.iso>
4. Windows Vista Business - <http://www.albanycomputerrepair.net/field/vistabusinesssp1.iso>
5. ERD COMMANDER 2005 (bootable diagnostic cd for XP Systems) - <http://www.geeksmobileusa.com/field/tools/recovery/erd2005.iso>
6. MS DART 6.0 (bootable diagnostic cd for Vista Systems) <http://www.geeksmobileusa.com/field/tools/recovery/MSDART60-prebuilt-vista-x86.iso>
7. Windows 7 ALL IN ONE (All versions on one DVD) <http://www.albanycomputerrepair.net/field/Windows%207%20600%20AIO.ISO>
8. MS DART 6.5 (bootable diagnostic cd for Windows 7 and Windows Server 2008 Systems) <http://www.geeksmobileusa.com/field/tools/recovery/ERD65-windows7.iso>

Please do not share details of your personal life. The customer needs the problem solved, not a new friend. Becoming friendly with customers will only make them want to ask you for discounts (which will put you in an awkward situation).

Be friendly, and agreeable. If the customer is talkative and sharing of details, share only enough to project that 'warm and fuzzy' feeling of comfort, but do not sway from your primary task.

If there is any issue collecting payment from customer you must call us please do not try to hang it yourself, have the customer call our office and one of our reps will gladly explain the charges.

Please do not rush any repair processes, we want our customer to have excellent accurate service.

BE ON TIME. Be 10 minutes early, but never be late. The most important thing is to build solidarity up front. The more professional you are, the more pliable the customer will be to your needs for more time, and more open to your suggestions.

Dress appropriately. Dress shirt, jeans, and sneakers (weather allowing) is appropriate, but all clothes must be clean and ironed.

Stay away from conversation topics that are controversial, (i.e. wars, politics, abortion, marriage, etc). Sports are ok, but do NOT ask personal or financial questions.

DO NOT give out your personal contact info. While you may be tempted to let the client call you directly, the reality is that they are OUR client, and it is illegal for you to circumvent us. If the client insists, simply say that they can always request you next time they need service. Giving out your personal information or in any way soliciting payments will disqualify you from continuing to work with us, and will stall or deny any outstanding payments to you.

DO NOT take any customers computer off site unless approved from someone in the tech department.

REWARDS

Any repeat business not only gives you the first right of refusal (offering you the work order first), but you will also get a \$15 bonus for generating that business!

Also, after you have successfully completed 10 service calls for us you will receive a company polo shirt to wear when going on calls!

We know when you're doing a great job and are always planning new ways to show recognition and appreciation!

TECHNICAL ADVICE AND SUGGESTIONS

NOTE: This part of the document is updated often – please re-download this manual to receive updates.

Recommended Hardware

1. External Hard Drive
2. USB to IDE/SATA/3.5"/2.5" adapter (for transferring data from 1 hard drive to another pc)
3. Large Capacity Flash Drive (8GB)
4. Power Supply Tester
5. Ethernet Cable Tester
6. VGA Cable
7. Power Cable
8. PCI Network Card
9. PCI Video Card
10. USB Mouse
11. USB Keyboard
12. Several Blank DVD's
13. Several Blank Cd's



Recommended Software

1. Common Windows Recovery Discs <http://www.geeksmobileusa.com/field/tools/windows>
2. Erd Commander 2005 – <http://www.geeksmobileusa.com/field/tools/recovery/erd2005.iso>
3. Windows DART 6.0 - <http://www.geeksmobileusa.com/field/tools/recovery/MSDART60-prebuilt-vista-x86.iso>
4. Norton Ghost 8.0 Bootable <http://www.geeksmobileusa.com/field/tools/recovery/NG-10-BOOT.ISO>

Recommended Links

1. Updated Geeks Mobile Tools: <http://www.geeksmobileusa.com/field>
2. Drivelmage XML (Drive Cloning Tool) - <http://www.runtime.org/driveimage-xml.htm>
3. Common Software Updates: <http://www.filehippo.com>
4. Ccleaner <http://www.ccleaner.com>
5. JKDefrag (Works on Xp/Vista) <http://www.mydefrag.com>
6. Malwarebytes – <http://www.malwarebytes.org>
7. SuperAntiSpyware – <http://www.superantispyware.com>
8. Hijackthis - http://www.trendsecure.com/portal/en-US/tools/security_tools/hijackthis
9. Latest Tech Manual: <http://www.geeksmobileusa.com/field/Technician%20Manual.pdf>
10. Residential Invoice Sheet: http://www.geeksmobileusa.com/field/residential_invoice.pdf
11. Business Invoice Sheet http://www.geeksmobileusa.com/field/business_invoice.pdf

MAXIMIZING BILLABLE TIME

PLEASE NOTE – OUR CLIENTS GET QUOTED BETWEEN 1-1.5 BILLABLE HOURS FOR ALL JOBS. Not only are they understanding when the jobs take longer, but they are 100% ok with ALL jobs taking at least 1.5 hours. There should be **NO** reason a job takes only 1 hour. While Geeks Mobile does not enforce billable hours quotas, our best performing and longest-working technicians bill between 2.5-3 hours per call.

There's always something you can offer to do for the customer on top of what they invited you over to do. Here are some suggestions.

Computer Cleanup and Anti Virus/Anti Spyware: Offer to remove Norton/McAfee/Other Expired software, and install free, unlimited software such as AVG. Offer to do a defragmentation using tools such as (diskeeper lite). Offer to perform a system optimization by removing unwanted programs, cleaning up disk space, and check event logs for errors that need to be fixed. Remove slowness culprits such as AOL that are no longer used. Blow out dust, and check for loose parts. You should have a checklist for speeding up performance of any computer.

Other Computers: Does the client have other computers that need to be looked at? Do they need a cleanup? Are they running slowly, or just need to be checked out?

Wireless Networking/Security: Check to see if the customer has a wireless network: Offer to install one if he doesn't. Offer to secure it and update the software on the router to improve performance.

Backup: Ask the customer about his/her backup procedures. Ask what data he/she has that he cannot afford to lose. Offer an external hard drive as an automated backup solution, that could also work well in a wireless network, to backup all the clients' computers.

General System Updates/Software Updates/Service Packs: If the client says the computer is running fast and has updated security software, note any outdated applications/browsers, offer to install McAfee site advisor and Firefox for security, offer to update their Office Software to improve performance (Service Pack 3 is out for MS OFFICE 2003). Look for Adobe, Internet Explorer, Firefox, MS Office, iTunes, etc and check to see if updated versions/service packs are available.

Be Consistent: Offer these solutions on every call. Your time is valuable to the client and you should always search for ways you can improve the client's computer use experience.

OTHER SUGGESTIONS

Flush temporary files before running virus/spyware scans. While it may be tempting to rack up billable time that way, the truth is that you will be able to make good money speeding up the computer in legitimate ways.

Alert the customer to any software you install on their computer. Make a special folder with shortcuts called Geeks Mobile on their desktop (or wherever they prefer), and if possible show them how to use such programs as Ad-aware, spybot, the virus scanner you loaded (if applicable), and diskeeper lite (if you installed it), as well as anything else you chose to load.

Decide quickly if you're going to do a reinstall (under half an hour), so you can charge that time as a reasonable diagnostic. Taking two hours to remove spyware and failing at it, will frustrate the customer and shake their faith in you, even if you eat that time and not charge them.

Check the hardware for errors first. Test the RAM (switch from quick boot or run memtest), as well as get S.M.A.R.T. status from the hard drive, and the windows event log for disk errors. There's nothing worse than running spyware scans or a total reinstall on a failing computer or one with memory problems. The customer will like, and EXPECT you to do a mechanical check, so take advantage of the extra billable time, even if you're sure the computer is fine.

Older computers may not be worth doing a complete overhaul on. Gauge the customer's attachment to the old machine, and spend a reasonable time fixing it if you can. Make sure your strategy generates results, rather than leaving the computer in the state it was in before.

Be aware that the customer is paying a lot of money for your time. You are not just there to entertain them, be their friend, or to 'try' to fix the problem. You are the expert, and your word is law. They will look to you for direct answers and expect you to be knowledgeable. Be aware of your abilities, and learn what you NEED to know to do the job, otherwise you will be embarrassed (and the company with you), when you make a mistake

CONTACTING GEEKS MOBILE

Dispatch Department

dispatch@geeksmobileusa.com

Phone: (866) 959-4567

Tech Relations Department

techrelations@geeksmobileusa.com

Phone: (617) 440-7617

Skype: GeeksMobileHR

Technical Support for **BOTH** Technicians & Customers

support@geeksmobileusa.com

Accounting

accounting@geeksmobileusa.com

Fax: (888) 811-0176

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