How to successfully transmit completed work

QUICK REFERENCE GUIDE (QRG) – Doc#TD043024

How to use this QRG:

The purpose of this document is to demonstrate how to successfully process data (location actions, survey answers, photos, target items) from your device to your company.

QUESTIONS

What are some tips to ensure all my store data has transferred?
- Ensure you receive a successful sync several times throughout the day when submitting multiple tickets.
- Do not work in Offline mode for extended periods of time without a successful sync.
- At the end of the day, verify that all Offline work has processed from the device.
- Company issued Tablet Gallery Maintenance- Delete old or processed photos from the tablet gallery. Large amounts of gallery photos, has been known to cause the older tablets to stall.
- Never select, "*Reset", or* clear the cache/data *on the AMP application. Additionally, do not* delete/reinstall the AMP application from your device, if you have Offline work registered on the device. This will cause data loss.

How do I know if I have received a successful sync? 🔄 Sync

If you see a red dot on the Sync button, tap it to sync your device information. A progress indicator starts spinning on the Sync button. Once Synced, the progress indicator will stop spinning and the red dot will disappear.

Why would I need to check my Offline Work section on the AMP application?
Data is sent over to the company in sections, so ensuring all data has transferred is a best practice.

What are the steps to view Offline work?
1. Select the *Navigation Toolbox on the* Home page of the AMP application.
2. Select, *Support.*
3. Select, *Offline Work*.
4. Each section will display the number of items remaining on the device.
5. If any of the areas display one or more items, then scroll down to the bottom of the screen, and select, *Sync Now* until all zeros remain. **NOTE:** Never clear the cache or data if any items are present, the data will be lost.