

## Getting Employees Up and Running, MADE EASY WITH PESTPAC BY WORKWAVE

PestPac by WorkWave is designed to help you grow your business and provide exceptional service for your customers during every visit. To support your growth at every stage, PestPac makes it easy to bring new employees up to speed.

Whether it's a new team member in the office or a new technician out in the field, these new hire checklists make it a breeze to set up new employees and ensure they're ready to get the most out of PestPac.



### New Hire Checklist — Office Employees

After identifying roles and responsibilities for your new hire, it's time to set them up for success utilizing PestPac!

- Have their processes documented out
- Set them up as a new Employee and assign the appropriate Access Rights
- Request their login and course registration for WorkWave University [here](#)
- Request their PestPac Community access [here](#)
  - Help them get started by putting together a list of the knowledge articles that pertain to their position for reference
- Have them shadow another employee
- Have them create a test Location and practice their daily tasks

#### Some suggestions include:

- Add Location
- Assign/Edit Bill-To
- Add Location Notes
- Add Service Setup
- Add Production Order with fields you use regularly
- Post and Release Service Orders
- Post and Release Payments



### New Hire Checklist — Technicians:

After identifying your new technician's roles and responsibilities, it's time to set them up for success when utilizing the PestPac Mobile App!

- Have their processes documented out
- Set them up as a new Employee User/Tech and assign appropriate Access Rights
- Request their PestPac Community access [here](#)
  - Help them get started by putting together a list of the knowledge articles that pertain to their position for reference
- Request their login and course registration for WorkWave University [here](#)
- Have them shadow another technician on a ride-along
- Create a test production service order for them to play with, emphasizing the features you utilize

#### Some suggestions include:

- Navigate the Appointment Scheduler
- Search for a Service Order
- Start a Service Order, emphasizing the importance of timing in and out accurately
- Add Materials
- Enter Tech Comment
- Enter signature
- Mark Service Order as Complete



By helping each member of your team get more done, PestPac empowers your business to run more efficiently and outpace the competition. To get even more out of PestPac, our Professional Services team is available virtually or in person to work with you one-on-one and align your software to match your operations, workflows and reporting needs.

**TO GET STARTED, SIMPLY VISIT**

**[pestpac.com/professional-services](https://pestpac.com/professional-services) today!**