


My software solution for your service teams
pobvol Service Solution
-Service orders-

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**Built with
Microsoft 365-
Services**

Business process (Planning)

Planning

- Schedule inspection dates

Execution

- Perform inspection, scan inventory and record results

Report

- Automatic test report with information from your database stored centrally as a PDF file and available everywhere

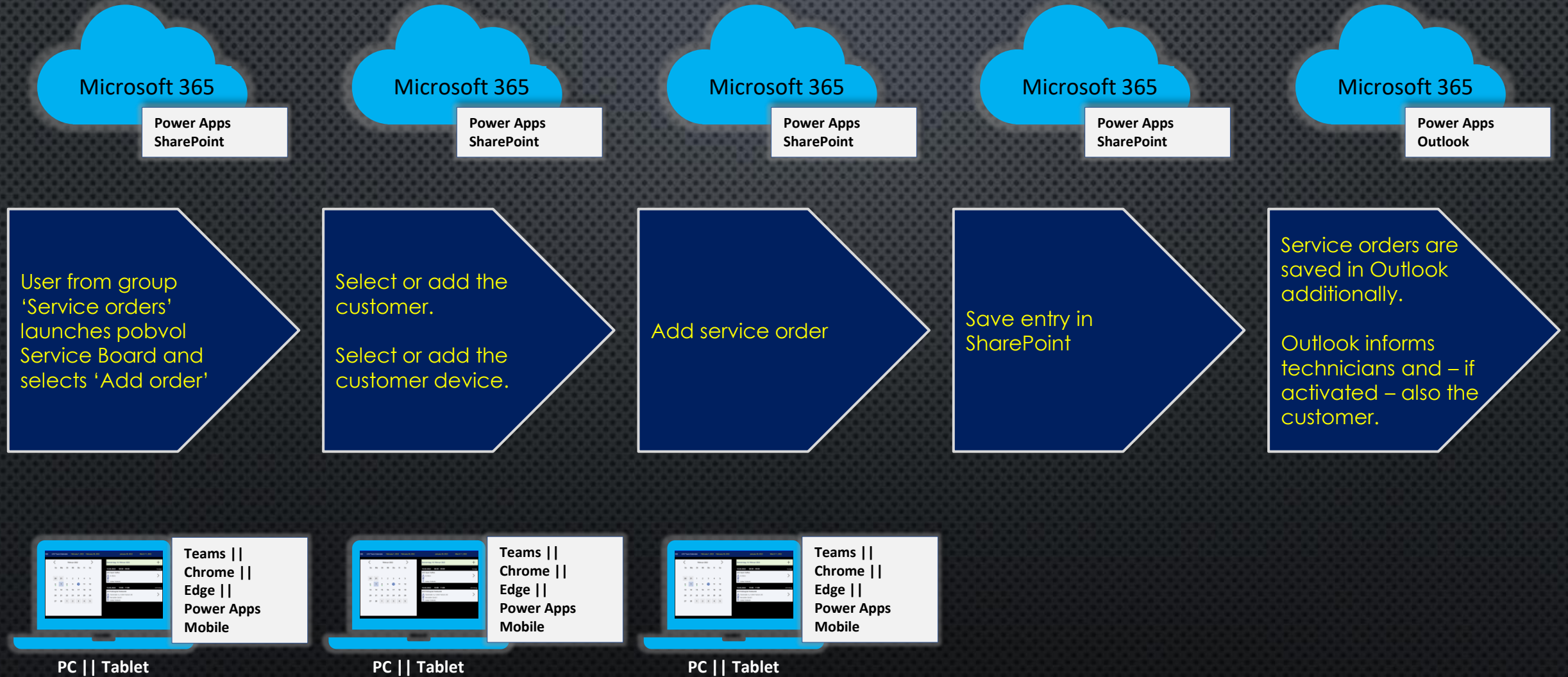
Review

- Review inspection report and adjust if necessary
- Approve report
- Automatic reminder for the next inspection
- Send report to customer by email

Monitoring

- Use dashboard and checklists for your monitoring

Process: Add a service order





Welcome to the Service Operations Board (pobvol | pssService)

The Service Operations Board is the place to monitor and manage your service activities.
 Connected Outlook calendar: Kontakt



Select Customers

30
Service customers

64
Customer devices

14
Service contracts

20
Checklists

2/10
App Users

Service customers (30)

Search

Aéroport de Luxembourg

ZLux1
Aéroport de Luxembourg
1, Route de Trèves
L-2632 Findel, Luxembourg

lux Airport Parking
T: +352 2464 4040

Demo1 GmbH

ZDemo1
Demo1 GmbH
Köllner Str. 92
D-66292 Riegelsberg

Herr Demo1
T: +49 123 4567890
M: kontakt@pobvol.com

Demo2 GmbH

ZDemo2
Demo2 GmbH
Poststr. 9
D-66822 Lebach

Herr Demo2
T: Telefon

Demo3 GmbH

ZDemo3
Demo3 GmbH
Carl-Zeiss-Str. 4
D-66740 Saarlouis

Herr Demo3
T: Telefonnummer
M: kontakt@pobvol.com

Demo4 GmbH

ZDemo4
Demo4 GmbH
Weidkamp 23
D-45355 Essen

Herr Demo4
T: 0201 1234
M: kontakt@pobvol.com



Power Apps

Service customers (30)

- Customers
- Devices**
- Orders
- Reports

Search + ↕ ↻

- Demo4 GmbH (ZDemo4) ^
D-45355 Essen
- Demo5 GmbH (ZDemo5)
D-66292 Riegelsberg
- Demo6 (ZDemo6)
D-66292 Riegelsberg
- Demo7 (ZDemo7)**
D-66292 Riegelsberg
- Demokunde1 (33422)
D-66346 Püttlingen-Köllerbach
- Demokunde2 (6857)
D-66130 Saarbrücken
- Demokunde3 (33471) v
D-66265 Heusweiler

Select the customer and then Devices

Customer: Demo7, Riegelsberg (ZDemo7) Edit

Address: **Wolfskaulstr. 84, D-66292 Riegelsberg**
 Language: **German**

Comments:
Kunde Bemerkungen Zeile1
Kunde Bemerkungen Zeile2
Kunde Bemerkungen Zeile3
Kunde Bemerkungen Zeile4
Kunde Bemerkungen Zeile5

Contact: Herr Demo7

Phone: **06806 1234-0**
 Email: **kontakt@pobvol.com**

Bing Maps


Address: **Wolfskaulstr. 84, D-66292 Riegelsberg**
 GPS coordinates: **49.29827,6.93160**

Service customers | Customer devices (1)



- Customers
- Devices
- Orders**
- Reports

Search



Industrial truck
 JH ETV Q 25 (ZDemo7 100 629)
 Demo7 (ZDemo7)
 Device No: 27-08-2024-11-29
 Cust Inv No.: 2708241128

ID: 66

Details Service

Customer device: JH ETV Q 25



Description:
Gerät Bemerkungen Zeile1
Gerät Bemerkungen Zeile2
Gerät Bemerkungen Zeile3

Code:
KDNR:ZDemo7; KUNDE:Demo7; KUNDENORT:Riegelsberg; INV-NR:ZDemo7 100 629; HERSTELLER:JH; GERAETEART:ETV Q 25; GERAETE-NR:27-08-2024-11-29; BAUJAHR:2024; STANDORT:Hauplager; GERAETETYP:Flurfoerderzeuge;

Select the device and than Orders

Customer device: JH ETV Q 25



Device type:	Industrial truck	Inventory number:	ZDemo7 100 629
Manufacturer:	JH	Cust. Inventory No:	2708241128
Device kind:	ETV Q 25	Article No.:	100 629
		Device number:	27-08-2024-11-29



Device location: **Hauplager** GPS coordinates: **49.29827,6.93160**

Search

The icon is visible only for users of app group 'Service orders'

UVV inspection 09/24
 Sep/17/2024, 01:00 PM
 Volker
 Demo7 (ZDemo7)
 JH ETV Q 25 (ZDemo7 100 629)
 ID: 147
 Data found

Service order: UVV inspection  

UVV inspection 09/24
 Tuesday, September 17, 2024, 01:00 PM - 01:30 PM (30 min)
 Demo7 (ZDemo7) 100 629-UVV-Pruefung-Flurfoerderzeuge
 Status: Data found

Reminder
 UVV inspection 09/25
 Sep/12/2025, 12:05 AM
 Demo7 (ZDemo7)
 JH ETV Q 25 (ZDemo7 100 629)
 ID: 148
Open (no data yet)

Customer device: JH ETV Q 25 (ZDemo7 100 629)

Deviating address
Köllner Str. 92, D-66292 Riegelsberg

Click on the inventory to start the service operation.

Industrial truck: JH ETV Q 25 (ZDemo7 100 629)

 Device No: **27-08-2024-11-29**
 Cust. Inventory No: **2708241128**
 Year of manufacture: **2024**
 Device location: **Hauptlager**
 Service interval: **yearly**
 Next check/maintenance: **Sep'25**

Add service order

Customer: Demo7, Riegelsberg (ZDemo7)
Customer device: JH ETV Q 25 (ZDemo7 100 629)

* Service type: **UVV inspection**

* Reminder?: No

* Title: pobvol pssService: UVV inspection - Industrial truck - 10'24

* Location: Wolfskaulstr. 84, D-66292 Riegelsberg

Deviating address: [Empty field]

* Start time: 10/24/2024 13 : 00

* End time: 10/24/2024 13 : 30

Technician: Volker

Order date: 9/25/2024

Order by: Herr Demo7

Cust. Order No: [Empty field]

1. Select the service type

2. Service order or reminder?

3. Deviating address to consider?

4. Customer's order data to consider?

7. Finally 'Save data'

Save data

Service date planning

*Technician: Volker

*Datum: 10/24/2024

*Dauer: 0.5 hours

5. Assign up to 3 technicians

*Technician: Volker

09	10	11	12	13	14	15
free	tentative	busy	oof	Unknown		

to select the start time

6. The availability is displayed. Select the start time.

Service customers | Customer devices | Open service orders & reminders (3)

- Customers
- Devices
- Orders
- Reports

Search + ↕ ↻

UVV inspection 09/24
 Sep/17/2024, 01:00 PM
Volker
 Demo7 (ZDemo7)
 JH ETV Q 25 (ZDemo7 100 629)
 ID: 147
Data found

UVV inspection 10/24
 Oct/24/2024, 01:00 PM
Volker
 Demo7 (ZDemo7)
 JH ETV Q 25 (ZDemo7 100 629)
 ID: 149
Open (no data yet)

Reminder
UVV inspection
 Sep/12/2025, 12:05 PM
 Demo7 (ZDemo7)
 JH ETV Q 25 (ZDemo7 100 629)
 ID: 148
Open (no data yet)

The new service order is listed

Service order: UVV inspection Delete Edit

UVV inspection 10/24
 Thursday, October 24, 2024, 01:00 PM - 01:30 PM (30 min)
Volker
 Key: 2024-10-ZDemo7-ZDemo7 100 629-UVV-Pruefung-Flurfoerderzeuge
Status: Open (no data yet)

Customer device: JH ETV Q 25 (ZDemo7 100 629)

Click on the inventory to start the service operation.

Industrial truck: JH ETV Q 25 (ZDemo7 100 629)

Device No: 27-08-2024-11-29
 Cust. Inventory No: 2708241128
 Year of manufacture: 2024
 Device location: **Hauptlager**
 Service interval: **yearly**
 Next check/maintenance: **Sep'25**

Prerequisites & System Requirements

- Your technicians will need a smartphone or tablet (iOS or Android). The devices must support NFC if NFC tags are to be processed.
- Your office staff can use a PC, Mac or tablet (iOS or Android).
- You need a Microsoft 365 Business Basic license or higher per user.
- If more than one team member shall manage your service orders with the solution, you need a shared mailbox and a Microsoft 365 Business Basic License or higher.
- You need a Microsoft Windows PC on which the PC component of the solution is installed and running.
- To customize and extend the PC component, you need a Microsoft Office license that includes the desktop versions of Excel and Access. This means at least a Microsoft 365 Apps for Business License or a Microsoft Office Professional License.
- For information about the system requirements, see the [Microsoft 365 and Office Resources](#)  page.
- Microsoft's minimum requirements for using Power Apps are provided on the [Microsoft System requirements, limits, and configuration values for Power Apps](#)  page.

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