



## Corrections & Issues — Jobs to FreedomHub

Anything in the app that is wrong, missing or needs changing gets logged in the app itself, not on WhatsApp. It goes straight to the FreedomHub team and you can watch its progress.

Applies to: **Everyone who uses the app** · App: [revivalcrop.co.za/app](https://revivalcrop.co.za/app)

**1**

**YOU**

All tools & modules

**2**

**YOU**

Scroll to the bottom —  
Jobs to FreedomHub

**3**

**YOU**

Describe it (or talk), attach  
a screenshot

**4**

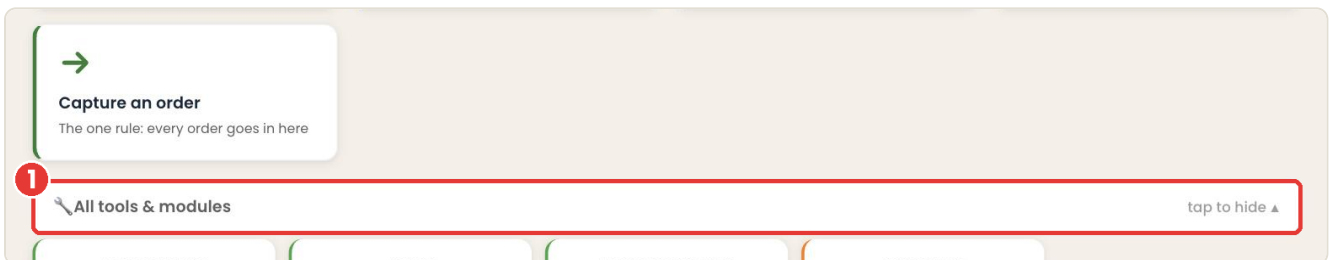
**YOU**

Submit to FreedomHub

### 1 Open All tools & modules

EVERYONE

- On your home screen tap the **All tools & modules** bar so the full list of modules opens.

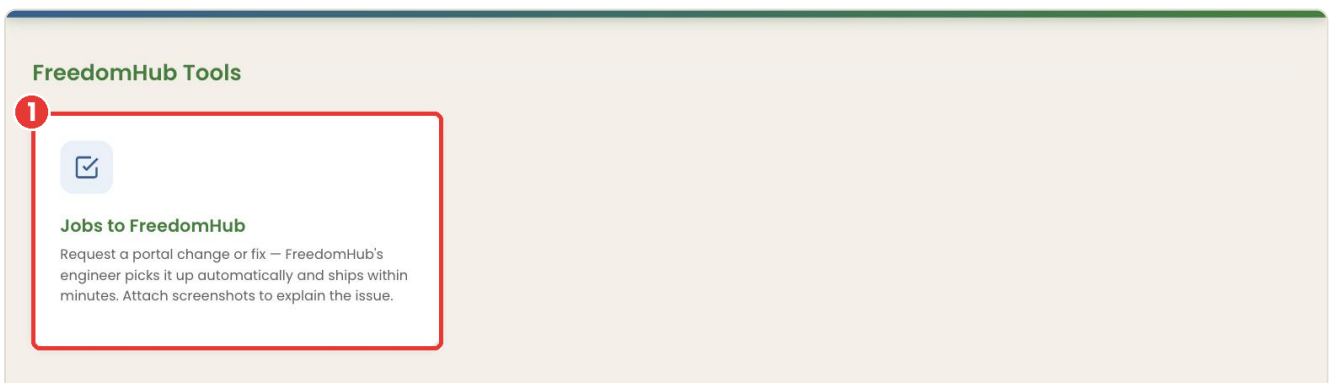


- ① **All tools & modules** — tap to show

### 2 Scroll all the way down to Jobs to FreedomHub

EVERYONE

- The last section is **FreedomHub Tools**. Tap **Jobs to FreedomHub**.



- ① **Jobs to FreedomHub** — bottom of the page

### 3 Describe the problem

EVERYONE

- **Short title:** what needs doing, e.g. *Stock not showing at my warehouse*.
- **Describe the change in detail:** which page, which warehouse or order number, what is wrong, what it should do. The more detail the better — the engineer cannot phone you mid-job.
- Rather talk? Tap  **Talk instead of typing** and say it.
- Add a **screenshot** of what you see — it is the fastest way to explain.

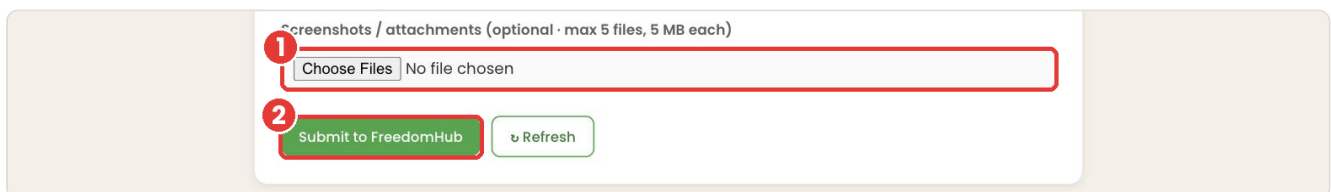
 and just talk.' At the bottom, there is a section for 'Screenshots / attachments (optional · max 5 files, 5 MB each)'." data-bbox="80 181 918 459"/>

① Short title ② or talk instead of typing ③ the detail

### 4 Submit and track it

EVERYONE

- Tap **Submit to FreedomHub**. Your job appears on the same page under **In Progress** and moves to **Completed** when it is done.
- If the engineer needs more information it shows under **Needs your input** — type (or talk) your answer there.



① Attach screenshots ② **Submit to FreedomHub**

#### Rules of the road

- Typical jobs: stock not showing at my warehouse · product missing from the list · wrong price or pack size · a PO or release note that will not open · cannot sign in.
- One problem per job, with the page and the order / warehouse name in it.
- Not a fault but a question about the process? Ask Carin or Jo first — they may just point you to the right SOP.