

Odoo Field Service Management

A guide to Odoo Field Service Management: installing the module, configuring dispatch, offers, tracking, timesheets, van stock and invoicing, and building, publishing and using the technician app.

1. Start here

In plain words: This package gives you a complete **field service system** for **Odoo Community**: an **Odoo module** (`taqnix_fsm`) for the office, and the **Flutter source code** of the **iPhone and Android app** your technicians use on the road, even without a network. The office plans and dispatches the jobs, follows the technicians on a map, and invoices the work; the technician accepts a job, drives to the customer, works with a timer, scans the parts used, takes photos, collects the signature and sends the invoice from the phone.

Field Service

Dispatch

Billing

Reporting

Technicians

Configuration

Fieldco Services

Dispatch map

All teams

Open orders only

Orders

Technicians

Clear route

Updated 3:30:08 AM

Refresh

TECHNICIANS

Lina Yousef

FS/2026/00008 - Arrived

71%

1

Omar Nasser

FS/2026/00006 - On hold

64% - 42 km/h

2

Sara Haddad

FS/2026/00002 - In progress

3

TO DISPATCH (3)

FS/2026/00011

Sunrise Bakery

Al Barsha 1, Street 12, Dubai, Al Barsha, U...

Offered

FS/2026/00009

Sunrise Bakery

Al Barsha 1, Street 12, Dubai, Al Barsha, U...

FS/2026/00010

Green Valley School

Al Quoz 3, Dubai, Al Quoz, United Arab E...

Offered

The dispatch map: technicians, jobs and the jobs waiting to be assigned.

Tip: You do not need Odoo Enterprise: the module uses only the free apps Project, Timesheets, Inventory and Invoicing, and OpenStreetMap for the maps (no paid map key).

2. What is in the package

Item	What it is
taqnix_fsm.zip	The Odoo 19 module: orders, dispatch, offers, live map, geofence, timer and timesheets, van stock, signature and photos, billing, push notifications, the API of the app, Arabic translation, automated tests.
flutter-app-source.zip	The Flutter project of the technician app (Android and iOS): offline database, sync engine, background location, barcode scanner, signature pad, photos, invoice. With a setup script, its own README and tests.
documentation/	This guide in English (index.html) and Arabic (index-ar.html), with PDFs, and API.md for developers.
licensing/	The licence (OPL-1: one purchase = one company and one app brand, updates included).
preview-images/	Screenshots of the app and of the Odoo screens.
changelog.txt	History of the versions.

3. How it works

Part	Where it runs	What it does
Odoo module	Your Odoo server	Keeps orders, technicians, time, parts, photos, signatures and invoices; decides who is offered a job; answers the app on <code>/api/fsm/v1/...</code> .
Dispatch map	The browser of the dispatcher	Shows technicians and jobs on OpenStreetMap, refreshes by itself, draws the route of the day.
Technician app	The phones of your technicians	Works from a local database (SQLite). Everything the technician does is stored on the phone first and sent when there is a network.
Firebase (optional)	Google	Delivers push notifications: new job, job offered, job changed or cancelled.

In plain words: A job goes through these steps: New → Assigned → On the way → (Arrived) → In progress → (On hold) → Completed. Every step is stamped with the GPS position and the time of the phone, and these stamps cannot be edited afterwards. At the end Odoo books the timesheet, moves the parts out of the stock of the van, and prepares the invoice.

4. What you need

Item	Details
Odoo	19.0 Community or Enterprise. The apps Project , Timesheets , Inventory , Invoicing and Contacts geolocation are installed automatically with the module.
Python libraries	<code>PyJWT</code> and <code>requests</code> (push notifications). <code>pip install PyJWT requests</code> if your Odoo does not have them.
PDF engine	<code>wkhtmltopdf</code> as for any Odoo (service report and invoice PDF).
Address	A public https address for your Odoo: the phones must reach it. A self-signed certificate does not work on phones.
Outgoing email	An outgoing mail server in Odoo (Settings → Technical → Outgoing Mail Servers) to email invoices and reports.
A computer to build the app	A Mac for iPhone and Android (Windows or Linux can build Android only), about 30 GB free.
Developer tools	Flutter 3.41 or newer, Android Studio and Xcode (current versions) with CocoaPods.
Store accounts	Google Play Console (one-time fee) and Apple Developer Program (yearly fee). You can also distribute to your own staff without the public stores (internal testing, TestFlight, Apple Business Manager).
Optional	A free Firebase project for push notifications.

5. Install the Odoo module

- 1 Unzip the package. Inside is `taqnix_fsm.zip` ; unzip it to get the folder `taqnix_fsm` .
- 2 Copy the folder into one of the `addons_path` folders of your Odoo server and restart Odoo.
- 3 Log in as an administrator, activate **Developer mode**, open **Apps** and press **Update Apps List**.
- 4 Remove the "Apps" filter, search **Field Service Management** and press **Install**.

```
# or from the command line
./odoo-bin -c odoo.conf -d YOUR_DATABASE -i taqnix_fsm --stop-after-init
```

In plain words: After the installation a new app **Field Service** appears in the main menu. The installation also creates a **Field Service** project (for the timesheets), the products *Field service labor*, *Callout fee* and *Travel*, six service types, skills, checklists, hold reasons and the mail templates. You can change or delete all of them.

Important: Take a backup before installing on a production database, as for any module.

6. First setup in 10 minutes

- 1 Open **Field Service** → **Configuration** → **Settings** and walk through the sections (chapter 8). The defaults already fit most companies.
- 2 Check the **labor product** and its price in **Invoicing** (Settings, chapter 8) and the **callout** and **travel** products.
- 3 Create the **technicians** (chapter 7): an Odoo user, an employee for the timesheets, skills, a van stock location.
- 4 Put the parts in the vans: a normal Inventory adjustment or transfer into the location of each van.
- 5 Edit the **service types** to match your services: duration, price, checklist, proof required (chapter 9).
- 6 Create the first **order** (chapter 10), dispatch it and try it in the app (chapters 13 and 14).

Tip: The defaults are neutral enough for HVAC, plumbing, electrical, IT, appliance repair, security and facility services. Chapter 8 ends with a table of recipes by industry.

7. Technicians, dispatchers and managers

In plain words: There are three groups in **Settings → Users → Field Service**:

Group	Can	Uses
Technician	Sign in to the mobile app, see their jobs and the jobs offered to them, do the work. In Odoo they see only their own orders.	The phone
Dispatcher	Create, assign and cancel orders, use the map, create and send invoices, see all orders, technicians and tracking.	Odoo in the browser
Manager	Everything of the dispatcher plus the settings, service types, checklists, devices and the right to complete an order without the required proof.	Odoo in the browser

In plain words: To add a technician, open **Field Service → Technicians → Technicians** and press **New**: choose the Odoo user (create it first in Settings → Users; it needs no other access right), the **employee** that receives the timesheets, the **teams**, the **skills**, the **hourly billing rate** (optional) and the **van stock location**. Press **Create van location** to create a location under the stock of your warehouse. The technician receives the group *Technician* automatically.

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Fieldco Services

New

Technicians

Sara Haddad

Van stock

1 / 1

Send a message

Sign out all devices

User

Sara Haddad

Employee ?

Sara Haddad

Phone

Teams

Dubai North X

Skills

Electrical X

HVAC and refrigeration X

Van stock location ?

WH/Stock/Van Sara Haddad

Hourly billing rate ?

\$ 0.00

STATUS

Presence

Online

Last seen

Oct 26, 3:29 AM

Last latitude

25.1900000

Last longitude

55.2650000

Battery (%)

0

Speed (km/h)

0.00

Network

unknown

Open orders

3

Devices

1

A technician: employee, teams, skills, van stock and status.

Fieldco Services									
Field Service Dispatch Billing Reporting Technicians Configuration									
New Technicians									
Search...									
1-3 / 3									
User	Employee	Teams	Skills	Van stock location	Open or...	Last seen	Presence	Battery (...)	
☐ L Lina Yousef	Lina Yousef	Dubai South	IT and network Security and CCTV	WH/Stock/Van Lina Yousef	1	Oct 26, 3:24 AM	Online	71	
☐ O Omar Nasser	Omar Nasser	Dubai North	Gas certified Plumbing	WH/Stock/Van Omar Nasser	2	Oct 26, 3:24 AM	Online	64	
☐ S Sara Haddad	Sara Haddad	Dubai North	Electrical HVAC and refrigeration	WH/Stock/Van Sara Haddad	3	Oct 26, 3:29 AM	Online	0	

The list shows who is online, the battery and the open orders.

Tip: The Odoo login and password of the user are the ones used in the app. Give technicians a strong password; **Sign out all devices** on the technician form revokes every phone at once.

8. The settings, section by section

In plain words: Field Service → Configuration → Settings holds every rule of the company. Each block below says what it does and when to change it. Settings are per company.

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Dispatch: who gets the jobs

Default dispatch

Direct: the dispatcher picks the technician. Open to the team: every technician of the team sees the job and the first to accept gets it. Nearby: only the technicians close to the job are offered it.

Assigned to a technician

Widen the radius at every round

The radius is doubled each time nobody accepted.

Technicians can decline a job

A technician that was assigned a job can refuse it; it goes back to the dispatcher.

Technicians can create orders in the app

For walk-in customers and extra work found on site.

Nearby offers

Technicians within the radius (from their last position) are offered the job, the nearest first. When nobody accepts in time, the radius is widened and the job is offered again.

Offer radius (km)

25.00

Technicians offered a job at most

5

An offer expires after (minutes)

10

Rounds of offers before the dispatcher is warned

3

Warn the dispatchers

A to-do is scheduled for the team leader or the dispatchers when nobody takes a job, when a technician declines it or gives it back.

Technicians can give a job back

After the job was accepted, before the work starts.

Proof of work

Customer signature

The order cannot be completed without the signature of the customer (can be changed per service type).

Photos

Require at least one photo before the work starts and / or after it is done.

Photo before the work required

Photo after the work

Dispatch: who gets the jobs.

Setting	What it does
Default dispatch	Assigned to a technician: the dispatcher picks one. Open to the team: every technician of the team (with the skills needed) sees the job and the first to accept gets it. Offered to nearby technicians: only technicians within the radius of the job, from their last position, nearest first. Can be changed per order.
Offer radius, technicians offered, expiry, rounds	How far, how many, how long an offer lasts (minutes) and how many rounds are tried. If nobody accepts, the radius is doubled (optional) and the job is offered again; after the last round the dispatcher gets a to-do.
Technicians can decline / give back a job	A technician may refuse an assigned job, or give it back before the work starts. It returns to the dispatcher (or to the offer).
Technicians can create orders	For walk-in customers and extra work found on site: the technician creates an order from the phone, assigned to themselves.

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Proof of work

☒ Customer signature

The order cannot be completed without the signature of the customer (can be changed per service type).

☐ Checklist

The items marked as required must be ticked before the order can be completed.

Photos

Require at least one photo before the work starts and / or after it is done.

Photo before the work required

☐

Photo after the work required

☐

Time to correct a completed order

The technician can still add notes, parts and photos for this many hours after completing.

24

Location, tracking and arrival

Location tracking

When the app sends the position of the technician. Points are buffered on the phone when there is no network.

During working hours

Working hours start

07:00

Working hours end

19:00

☒ Arrival detection (geofence)

When the technician comes within the radius of the job for a while, the app asks to mark the arrival, marks it or also starts the work.

Arrival radius (meters)

150

Stay inside for

20

Battery friendly sampling

The app slows down when the technician stands still and when the battery is low.

Interval while moving (seconds)

30

Interval while still (seconds)

300

Minimum distance between points (meters)

25

Save battery below (%)

20

Privacy

The text shown in the app before it asks for the location permission, and how long the points are kept.

Your location is shared with your employer only during working hours (or while a job is under way) to dispatch and navigate jobs and to prove arrival. It is not shared

Proof of work.

Setting	What it does
Customer signature	An order cannot be completed without the signature (can be overridden per service type).
Photos before / after	At least one photo of each kind is required.
Checklist	Items marked <i>required</i> on the checklist must be ticked.
Time to correct a completed order	The technician can still add notes, parts and photos for this many hours after completing.

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Location, tracking and arrival

Location tracking

When the app sends the position of the technician. Points are buffered on the phone when there is no network.

During working hours

Working hours start07:00

Working hours end19:00

☒ Arrival detection (geofence)

When the technician comes within the radius of the job for a while, the app asks to mark the arrival, marks it or also starts the work.

Arrival radius (meters)150

Stay inside for (seconds) before it counts20

When the technician arrivesAsk the technician

Battery friendly sampling

The app slows down when the technician stands still and when the battery is low.

Interval while moving (seconds)30

Interval while still (seconds)300

Minimum distance between points (meters)25

Save battery below (%)20

Privacy

The text shown in the app before it asks for the location permission, and how long the points are kept.

Your location is shared with your employer only during working hours (or while a job is under way) to dispatch and navigate jobs and to prove arrival. It is not shared with customers.

Keep location points for (days)30

Time and timesheets

☒ Timesheets

When an order is completed, its worked time (without the pauses) is booked on the employee of the technician, on the task of the order.

Timesheet linesOne timesheet line per orc

Round timesheet time up to (minutes, 0 = exact)0

Field service projectField Service

☒ Project task per order

Every order gets a task in the field service project (for timesheets and reporting).

☒ Warn when a technician has no employee

Location, tracking and arrival.

Setting	What it does
Location tracking	Off; Only while a job is under way (from On the way until Completed); During working hours (also when idle, so you can offer jobs to the nearest technician).
Battery friendly sampling	Interval while moving (default 30 s) and while still (300 s), minimum distance between points (25 m), and the battery level under which the app samples less.
Arrival detection (geofence)	Radius around the job (default 150 m) and the time the technician must stay inside (seconds). Then: Ask the technician (push + a prompt in the app), Mark as arrived , or Mark as arrived and start the work (starts the timer).
Privacy	The text shown in the app before it asks for the location permission, and how many days the location points are kept (default 30).

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Time and timesheets

☒ Timesheets

When an order is completed, its worked time (without the pauses) is booked on the employee of the technician, on the task of the order.

Timesheet lines

One timesheet line per orc

Round timesheet time up to (minutes, 0 = exact)

0

Field service project

Field Service

☒ Project task per order

Every order gets a task in the field service project (for timesheets and reporting).

☒ Warn when a technician has no employee

Timesheets need an employee: the dispatcher gets a to-do when none could be booked.

Parts and van stock

☒ When parts are used

Parts are taken from the stock location of the van of the technician into a transfer to the customer.

Validate the stock moves

☒ Allow parts the van does not have

If off, the app refuses a part that is not in the van.

☒ Prices in the app

Show the prices to the technician, and let them change them.

Technicians can change prices

☐

☒ Parent of the van locations

New van locations are created below this location (default: the stock of the warehouse).

☒ Technicians can add any product

If off, only the products with a quantity in the van can be added.

Invoicing

Time and timesheets.

Setting	What it does
Timesheets	On completion the worked time (without the pauses that stop the timer) is booked on the employee of the technician, on the task of the order. One line per order or one per work interval; optional rounding up (for example 15 minutes).
Project task per order	Every order gets a task in the Field Service project, for timesheet reports and the Project app.
Warn when a technician has no employee	The dispatcher gets a to-do when a timesheet could not be booked.

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Parts and van stock

When parts are used

Parts are taken from the stock location of the van of the technician into a transfer to the customer.

Validate the stock moves

☒ Allow parts the van does not have

If off, the app refuses a part that is not in the van.

☒ Prices in the app

Show the prices to the technician, and let them change them.

Technicians can change prices

☐

Parent of the van locations

New van locations are created below this location (default: the stock of the warehouse).

☒ Technicians can add any product

If off, only the products with a quantity in the van can be added.

Invoicing

Default billing

Time and materials: the hours are billed with the rounding and the minimum below. Fixed price: the price of the service type. Materials only: only the parts.

Time and materials

Labor product

[FSM-LABOR] Field ... →

Use the hourly rate of the technician when it is set

☐

Duration based billing

The worked time is rounded up to blocks and never less than the minimum. The callout fee can cover the first minutes.

Bill time in blocks of (minutes)

15

Minimum billable time (minutes)

60

Minutes covered by the callout fee

0

Callout and travel

A fixed fee per visit and a fee per kilometre driven beyond the free distance (measured from the recorded positions).

Callout fee product

[FSM-CALLOUT] C... →

Invoice creation

Create the draft invoice when the order is completed, or leave it to the dispatcher or the technician.

Manually

Parts and van stock.

Setting	What it does
When parts are used	Validate the stock moves: when the order is completed a transfer from the van to the customer is created and validated. Create the transfer to validate later: the transfer waits for a storekeeper. Do not move stock: only billing.
Parent of the van locations	New van locations are created below this location.
Allow parts the van does not have / any product	Strict mode: the technician can only use what is in the van.
Prices in the app	Show the prices to the technician and, separately, let them change them.

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Invoicing

Default billing

Time and materials: the hours are billed with the rounding and the minimum below. Fixed price: the price of the service type. Materials only: only the parts.

Time and materials

Labor product

Use the hourly rate of the technician when it is set

Duration based billing

The worked time is rounded up to blocks and never less than the minimum. The callout fee can cover the first minutes.

Bill time in blocks of (minutes)

Minimum billable time (minutes)

Minutes covered by the callout fee

Callout and travel

A fixed fee per visit and a fee per kilometre driven beyond the free distance (measured from the recorded positions).

Callout fee product

Callout fee

Travel fee product

Free travel distance (km)

Travel fee per km beyond

Invoice creation

Create the draft invoice when the order is completed, or leave it to the dispatcher or the technician.

Manually

Confirm the invoice automatically

Email the invoice to the customer automatically

Invoice journal

Invoicing from the app

What the technician can do with the invoice on the phone.

Technicians can create the invoice in the app

Technicians can confirm the invoice in the app

Technicians can email the invoice from the app

Invoicing.

Setting	What it does
Default billing	Time and materials, Fixed price or Materials only ; the labor product and whether the hourly rate of the technician is used (chapter 15).
Duration based billing	Bill time in blocks (default 15 min), a minimum billable time (default 60 min) and minutes covered by the callout fee.
Callout and travel	A fee per visit and a fee per kilometre beyond a free distance, measured from the recorded positions between On the way and Arrived.
Invoice creation	Manually, or automatically when the order is completed, optionally confirmed and emailed too.
Invoicing from the app	What the technician may do on the phone: create the draft invoice, confirm it, email it to the customer.

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Notifications

Push notifications to technicians

Sent through Firebase Cloud Messaging.

Push: job assigned or changed

☒

Push: job offered

☒

Push: job cancelled

☒

Firestore (app and server)

Create a Firestore project, add the Android and iOS apps, copy their identifiers here, and paste the service account JSON for the server. See the installation guide.

Firestore project ID

Firestore API key

Firestore sender ID

Firestore app ID (Android)

Firestore app ID (iOS)

Firestore service account JSON

Emails to the customer

The technician on the way, and the service report when the work is completed.

Email the customer when the technician is on the way

☐

Email the service report when the order is completed

☒

Dispatch map

Map tiles

OpenStreetMap by default. For a lot of traffic use your own tile provider (the public OpenStreetMap servers have a usage policy).

Map tiles

Start position

Where the dispatch map opens.

Default map latitude

Default map longitude

Default map zoom

Notifications.

Setting	What it does
Push notifications	To the technician: job assigned or changed, job offered, job cancelled.
Emails to the customer	A message when the technician is on the way; the service report (PDF) when the work is completed.
Firebase	The identifiers of your Firestore project and the service account JSON (chapter 17).

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changed

☒

Push: job offered

☒

Push: job cancelled

☒

Firebase (app and server)

Create a Firebase project, add the Android and iOS apps, copy their identifiers here, and paste the service account JSON for the server. See the installation guide.

Firebase project ID

Firebase API key

Firebase sender ID

Firebase app ID (Android)

Firebase app ID (iOS)

Firebase service account JSON

Email the customer when the technician is on the way

☐

Email the service report when the order is completed

☒

Dispatch map

Map tiles

OpenStreetMap by default. For a lot of traffic use your own tile provider (the public OpenStreetMap servers have a usage policy).

Map tiles

https://tile.openstreetmap.c

Map attribution

© OpenStreetMap contribu

Start position

Where the dispatch map opens.

Default map latitude

25.170000

Default map longitude

55.250000

Default map zoom

11

Dispatch map refresh (seconds)

30

A technician is shown as offline after (minutes)

15

The dispatch map.

Industry	Suggested settings
HVAC and refrigeration	Service types: <i>Repair</i> (time and materials) and <i>Preventive maintenance</i> (fixed price with included minutes). Van stock strict, photo after required, checklist required, geofence prompt.
Plumbing and emergency repair	Default dispatch <i>nearby</i> , offer radius 15-25 km, tracking during working hours, callout fee and travel fee, geofence auto-arrived, no required photos.
Electrical	Checklist with a safety item (required), hold reason <i>Safety issue</i> , signature required, photos before and after.
IT and network	No parts or few; time billing in blocks of 15 minutes, minimum 30; tracking on job only; signature required.
Appliance repair	Time and materials, van stock, <i>Warranty visit</i> service type with materials only; photos before and after.
Security and CCTV installation	Fixed price per installation, photos after required, checklist with serial numbers noted.
Facility services and cleaning	Fixed price, checklist required, signature of the site manager, tracking on job only.
Medical and lab equipment	Signature always required, checklist required, <i>Manager can complete without proof</i> only for managers.

9. Service types, skills, checklists and hold reasons

In plain words: These lists describe your business. They live in **Field Service → Configuration** and are copied into every order, so changing them never alters old orders.

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A

New

Service types

Q

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<

>

<div>☐</div> <div>Name</div>	<div>Planned ...</div>	<div>Billing</div>	<div>Skills needed</div>	<div>Checklist</div>
<div>☐</div> <div><div><div></div><div></div><div></div></div>Repair</div>	90			Repair
<div>☐</div> <div><div><div></div><div></div><div></div></div>Installation</div>	180			Installation
<div>☐</div> <div><div><div></div><div></div><div></div></div>Preventive maintenance</div>	60	Fixed price		Preventive maintenance
<div>☐</div> <div><div><div></div><div></div><div></div></div>Inspection / survey</div>	45	Fixed price		Inspection and survey
<div>☐</div> <div><div><div></div><div></div><div></div></div>Emergency callout</div>	60			Repair
<div>☐</div> <div><div><div></div><div></div><div></div></div>Warranty visit (not billed)</div>	60	Materials only		Repair

The service types that come with the module.

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Service types

Preventive maintenance

1 / 1

SERVICE

Name

Preventive maintenance

Color

Planned duration (minutes)

60

min

Skills needed

Checklist

Preventive maintenance

BILLING (EMPTY = THE SETTINGS)

Billing

Fixed price

Service product

Hourly rate

\$ 0.00

PROOF REQUIRED

Customer signature

As in the settings

Photo before

As in the settings

Photo after

As in the settings

A service type: planned duration, skills, checklist, proof and billing.

List	What to know
Service types	Planned duration (used for the calendar), skills needed, a checklist, whether the signature and the photos are required (as in the settings, yes or no), billing mode, price, included minutes, hourly rate and callout fee. The app shows them with their color.
Skills	Attached to technicians and service types. With skills on the order only the qualified technicians are offered the job and ranked first in the assignment wizard.
Checklists	Templates of tasks; items marked required must be done before completion when the setting is on. The technician ticks them in the app and can add a note.
Hold reasons	Offered when a technician pauses a job (waiting for parts, customer not available, break...). <i>Stops the timer</i> decides whether the pause counts as worked time; <i>Needs a note</i> forces a comment.

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NewHold reasons⚙️

Q

Search...

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☐	Name	Code	Needs a note	Stops the ti...
☐	⋮ Waiting for parts	parts	☐	☒
☐	⋮ Customer not available	customer_absent	☐	☒
☐	⋮ No access to the site	no_access	☒	☒
☐	⋮ Waiting for the customer to approve	approval	☐	☒
☐	⋮ Need other tools or a colleague	tools	☒	☒
☐	⋮ Break	break	☐	☒
☐	⋮ Safety issue	safety	☒	☒
☐	⋮ Waiting on site (paid time)	onsite_wait	☐	☐

Hold reasons.

10. Create and dispatch orders

In plain words: **Field Service** → **Dispatch** → **Orders** shows the orders as a board by status, a list, a calendar by technician, and pivot and graph reports.

Field Service

Dispatch

Billing

Reporting

Technicians

Configuration

Fieldco Services

NewOrders

QTYOpenX

Search...

New (0)

Assigned (2)

On the way (1)

Arrived (1)

In progress

FS/2026/00003

Marina Heights Apt 2203

Marina Walk, Dubai, Dubai Marina, United Arab ...

Installation - Oct 26, 5:55 AM

00:00

S

FS/2026/00004

Villa 14, Frond K

Palm Jumeirah, Dubai, Palm Jumeirah, United A...

Inspection / survey - Oct 26, 11:25 PM

00:00

S

FS/2026/00005

Green Valley School

Al Quoz 3, Dubai, Al Quoz, United Arab Emirates

Emergency callout - Oct 26, 3:25 AM

00:00

O

FS/2026/00008

Silicon Tech Offices

Dubai Silicon Oasis, Building 7, Dubai, Silicon O...

Repair - Oct 26, 3:25 AM

00:00

L

FS/2026/00009

Creek Side

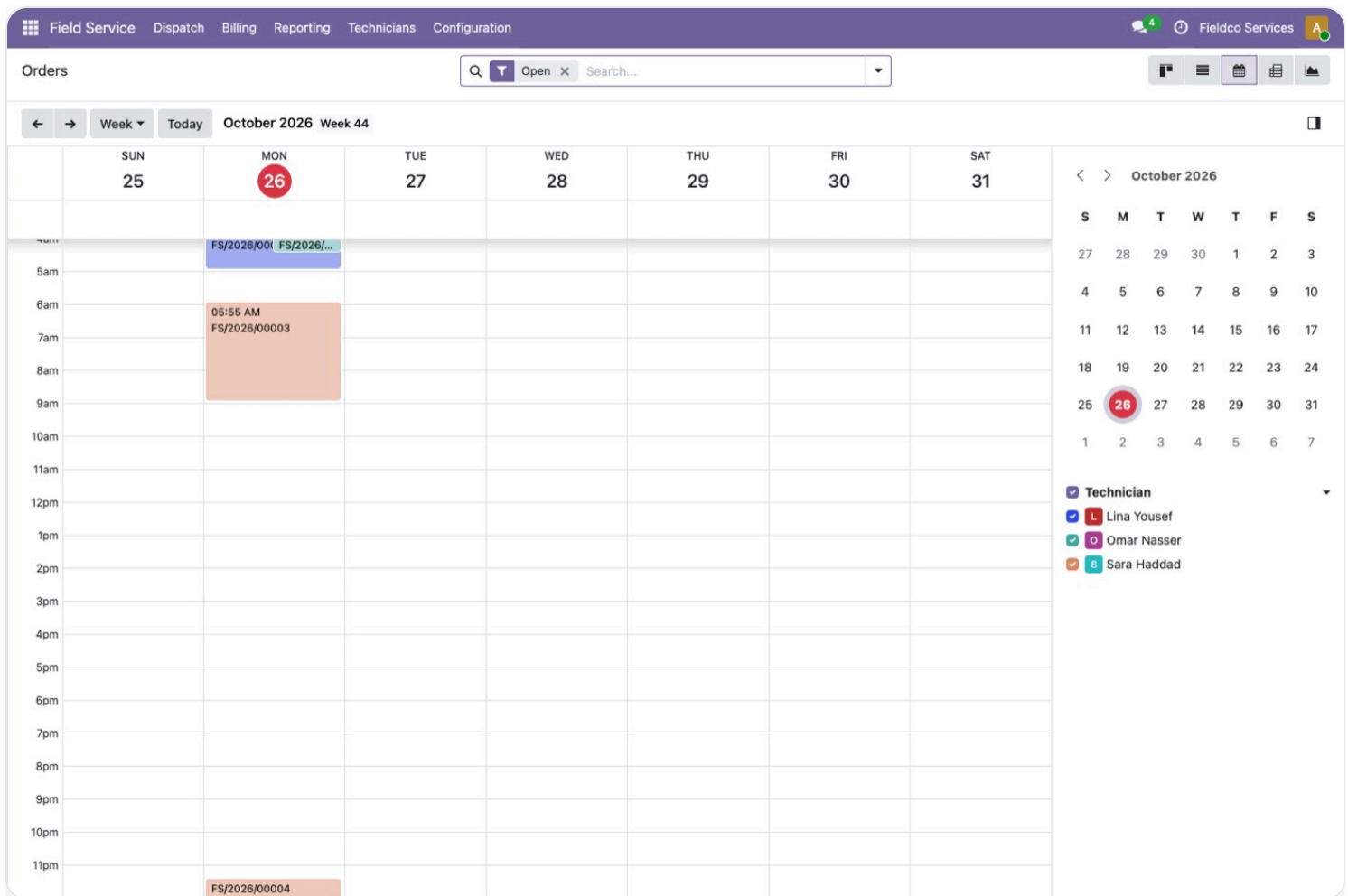
Al Seef Road, Dubai, Al Seef, United Arab Emirates

Preventive maintenance - Oct 26, 3:25 AM

00:45

L

The order board.



The calendar: jobs by technician and day.

- 1 Press **New** and choose the **customer**. The service address, phone and the coordinates are taken from the customer; press **Find** to geolocate an address with OpenStreetMap, or open the **Map** tab and click the exact place.
- 2 Choose the **service type** (it fills the duration, skills and checklist), the **scheduled start**, the **priority**, and write the **description** and the **instructions for the technician** (gate code, who to ask for, dangers).
- 3 Choose how to dispatch: pick a technician, or leave it open to the team or to nearby technicians.
- 4 Press **Dispatch**. A direct order becomes *Assigned* and the technician gets a push notification; an open order becomes *Offered* to the technicians that qualify.

Field Service

Dispatch

Billing

Reporting

Technicians

Configuration

Fieldco Services

New

Orders

FS/2026/00009

Dispatch

Assign...

Cancel

New

Assigned

On the way

In progress

Completed

Send message

Log note

Activity

FS/2026/00009

CUSTOMER

Customer

Sunrise Bakery

Address

Al Barsha 1, Street 12, Dubai, Al Barsha, United Arab Emirates

Contact on site

Mr. Joseph

Phone on site

+971 50 555 0000

Coordinates

25.1129000

Arrival radius (m)

150

WORK

Service

Repair

Scheduled start

Oct 26, 7:25 AM

Planned duration (minutes)

90

min

DISPATCH

Dispatch

Assigned to a technician

Technician

Team

Description

Checklist

Planned duration

Oven exhaust fan makes a grinding noise

INSTRUCTIONS FOR THE TECHNICIAN

Gate code, parking, who to ask for, dangers...

Today

OdooBot 3:26 AM

Field service order created

Assign the order

Mode

Assign to a technician

Open to the team

Offer to nearby technicians

Team

Technician

SUGGESTIONS (SKILLS FIRST, THEN NEAREST)

Technician	Distance (km)	Has the skills	Open
Sara Haddad	10.8	☒	3 Choose
Omar Nasser	16.3	☒	2 Choose
Lina Yousef	18.4	☒	1 Choose

Confirm

Cancel

The assignment wizard.

You want to	Do this
Give the job to somebody else	Change the Technician field or use Assign...; the first technician is told the job was removed, the new one is notified.
Cancel	Press Cancel ; the technician is told. Set to new brings it back.
See who did what and where	The History tab lists every step with the time of the phone, the GPS position, the distance from the job and the source (app, Odoo, arrival detection).
Duplicate a recurring job	Use the standard Odoo <i>Duplicate</i> action; recurring contracts are not included (chapter 20).

11. Offers: any technician can accept a job

In plain words: When the dispatch is **Open to the team** or **Offered to nearby technicians**, the job is sent as an *offer* to the technicians that qualify (team, skills, and for nearby: within the radius of their last known position). They get a push notification and see it in the **Offers** list of the app with the distance. The first one to press **Accept** gets the job; the others are told it was taken, and a late answer is refused.

Field Service

Dispatch

Billing

Reporting

Technicians

Configuration

Fieldco Services

Updated 3:30:08 AM

Refresh

Dispatch map

All teams

Open orders only

Orders

Technicians

Clear route

TECHNICIANS

Lina Yousef

FS/2026/00008 - Arrived

71%

Omar Nasser

FS/2026/00006 - On hold

64% - 42 km/h

Sara Haddad

FS/2026/00002 - In progress

TO DISPATCH (3)

FS/2026/00011

Sunrise Bakery

Al Barsha 1, Street 12, Dubai, Al Barsha, U...

Offered

Assign

Open

FS/2026/00009

Sunrise Bakery

Al Barsha 1, Street 12, Dubai, Al Barsha, U...

FS/2026/00010

Green Valley School

Al Quoz 3, Dubai, Al Quoz, United Arab E...

Offered

+

-

FS/2026/00011

New

Sunrise Bakery

Al Barsha 1, Street 12, Dubai, Al Barsha, United Arab Emirates

Assign

Open

A job offered to three technicians appears with the badge Offered.

Step	What happens
Offer	Technicians busy with a job are skipped unless nobody else qualifies. Up to <i>technicians offered at most</i> are chosen, nearest first.
Expiry	After <i>an offer expires after</i> minutes, the offer is renewed with a larger radius (if <i>widen</i> is on).
Escalation	After the last round the job is not offered any more and the team leader (or the dispatcher) gets a to-do: <i>Nobody accepted the job</i> .
Decline	A technician can decline an offer (it disappears from their list) or an assigned job (it returns to the dispatcher).

12. The dispatch map and live location

In plain words: Field Service → Dispatch → Map shows technicians and orders on OpenStreetMap. Technicians are round badges with their initials and a status dot (green online, orange not seen for a while, grey offline), orders are pins colored by status with a red ring for urgent jobs. The map refreshes by itself every 30 seconds.

The screenshot displays the 'Field Service' application interface. The top navigation bar includes 'Field Service', 'Dispatch', 'Billing', 'Reporting', 'Technicians', and 'Configuration'. The 'Dispatch' tab is active, showing a map of Dubai with various locations marked. On the left, a sidebar lists technicians and orders to be dispatched.

TECHNICIANS

- Lina Yousef** (1) - FS/2026/00008 - Arrived - 71% battery
- Omar Nasser** (2) - FS/2026/00006 - On hold - 64% battery, 42 km/h
- Sara Haddad** (3) - FS/2026/00002 - In progress

TO DISPATCH (3)

- FS/2026/00011** - Sunrise Bakery - Al Barsha 1, Street 12, Dubai, Al Barsha, U... - **Offered**
- FS/2026/00009** - Sunrise Bakery - Al Barsha 1, Street 12, Dubai, Al Barsha, U... - **Offered**
- FS/2026/00010** - Green Valley School - Al Quoz 3, Dubai, Al Quoz, United Arab E... - **Offered**

The map shows a blue route line connecting several locations. A red ring around a pin indicates an urgent job. The map is updated at 3:30:08 AM and includes a 'Refresh' button.

Select a technician to see the route of the day.

Do	How
Filter	By team, only open orders, show or hide orders and technicians.
Follow a technician	Click the name, press Today's route (the line is built from the location points of the last 8 hours).
Assign from the map	The list <i>To dispatch</i> shows the orders waiting; click one and press Assign .
Location history	Reporting → Location history lists the points (time, accuracy, speed, battery, network).

Fieldco Services									
Field Service Dispatch Billing Reporting Technicians Configuration									
Location history									
Q Today x Technician x Search...									
1-3 / 3 < >									
☐ Recorded on the phone	Technician	Order	Latitude	Longitude	Accuracy (m)	Speed (km/h)	Battery (...)	Network	Moving
▶ Lina Yousef (11)			276.9297157	608.9225493	91.94	493.74	913		
▶ Omar Nasser (16)			403.5393991	885.9936737	136.23	686.43	1,323		
▶ Sara Haddad (23)			579.4279645	1,271.4947...	187.83	989.58	1,768		

The raw location points.

In plain words: What the app sends: latitude, longitude, accuracy, speed, heading, altitude, battery level, charging, network type and the time of the phone. Points are stored on the phone

when there is no network and sent in batches (up to 500) when it returns; duplicates are ignored. The server also uses each point to detect the arrival.

Tip: Map tiles come from the public OpenStreetMap servers, which have a fair-use policy. For many dispatchers, enter the URL of your own or a paid tile provider in Settings → Dispatch map.

13. What the technician does

In plain words: The app is built around the job under way. On the **Today** list the technician sees the jobs, the next one first, with the customer, address, time, service and distance.

9:41



My jobs

 just now



Today **3**

Upcoming

Offers **2**

History

In progress · 1

FS/2026/00002

 In progress

Creek Side Café

 Al Seef Road, Dubai, Dubai Creek, United Arab Emirates

 Today, 2:25 AM - 3:25 AM  7.8 km

 Preventive maintenance

Assigned · 2

FS/2026/00003

 Assigned

Marina Heights Apt 2203

 Marina Walk, Dubai, Dubai Marina, United Arab Emirates

 Today, 5:55 AM - 8:55 AM  17.5 km

 Installation

FS/2026/00004

● Assigned

Villa 14, Frond K

📍 Palm Jumeirah, Dubai, Palm Jumeirah, United Arab Emirates

🕒 Today, 11:25 PM - 12:10 AM 📏 15.3 km

■ Inspection / survey

+ New job

Today's jobs.

9:41



My jobs

 just now



Today **3**

Upcoming

Offers **2**

History

FS/2026/00010

Green Valley School

 Al Quoz 3, Dubai, Al Quoz, United Arab Emirates

 Tomorrow, 3:25 AM - 6:25 AM  6.6 km

 **Installation**

 **Open to the team** Offer until 3:25 AM

 **Accept job**

! Urgent FS/2026/00011

Sunrise Bakery

 Al Barsha 1, Street 12, Dubai, Al Barsha, United Arab Emirates

 Today, 3:25 AM - 4:25 AM  10.8 km

 **Emergency callout**



Near you Offer until 3:25 AM



Accept job



New job

Jobs offered, with the distance.

Step	In the app	In Odoo
Accept	Accept or decline an offer.	The order is assigned to the technician; the other technicians are told.
On my way	One tap, with the navigation button (opens the maps app).	State On the way; position and time are recorded; tracking starts; optional email to the customer.
Arrived	A prompt appears when the phone is inside the radius, or the technician taps Arrived.	State Arrived, with the distance from the customer address.
Start work	Starts the timer.	A work interval starts.
Hold / resume	Choose the reason (waiting for parts...), add a note.	The timer pauses; the pause is recorded with its reason.
Parts	Search or scan the barcode, set the quantity.	Lines on the order; the stock is moved on completion.
Photos	Before and after photos from the camera or gallery.	Photos on the order, compressed on the phone.
Checklist and notes	Tick the items, write what was done.	Saved on the order.
Signature	The customer signs on the screen.	Image, name, time and position.
Complete	Checks that everything required is there.	Timesheet, stock transfer, optional invoice and report email.

9:41



FS/2026/00004

just now

☒ Assigned ☐ Inspection / survey

Today, 9:46 PM - 10:31 PM

Planned: 45 min

Dubai North

Customer

Villa 14, Frond K

Contact: Mrs. Al Faris

+971 55 555 0144

Call

WhatsApp

SMS

Email

Location

Dalm Jumeirah Dubai Dalm Jumeirah

Fam Jamheran, Dubai, Fam Jamheran,
United Arab Emirates



Start travel



Hand back

The job: customer, address, instructions, checklist.

9:41



FS/2026/00004



● In progress ■ Inspection / survey

Today, 9:46 PM - 10:31 PM

Planned: 45 min

Dubai North

Working time · running

00:08:38

Planned	Worked	Paused
45 min	9 min	2 min

Running estimate

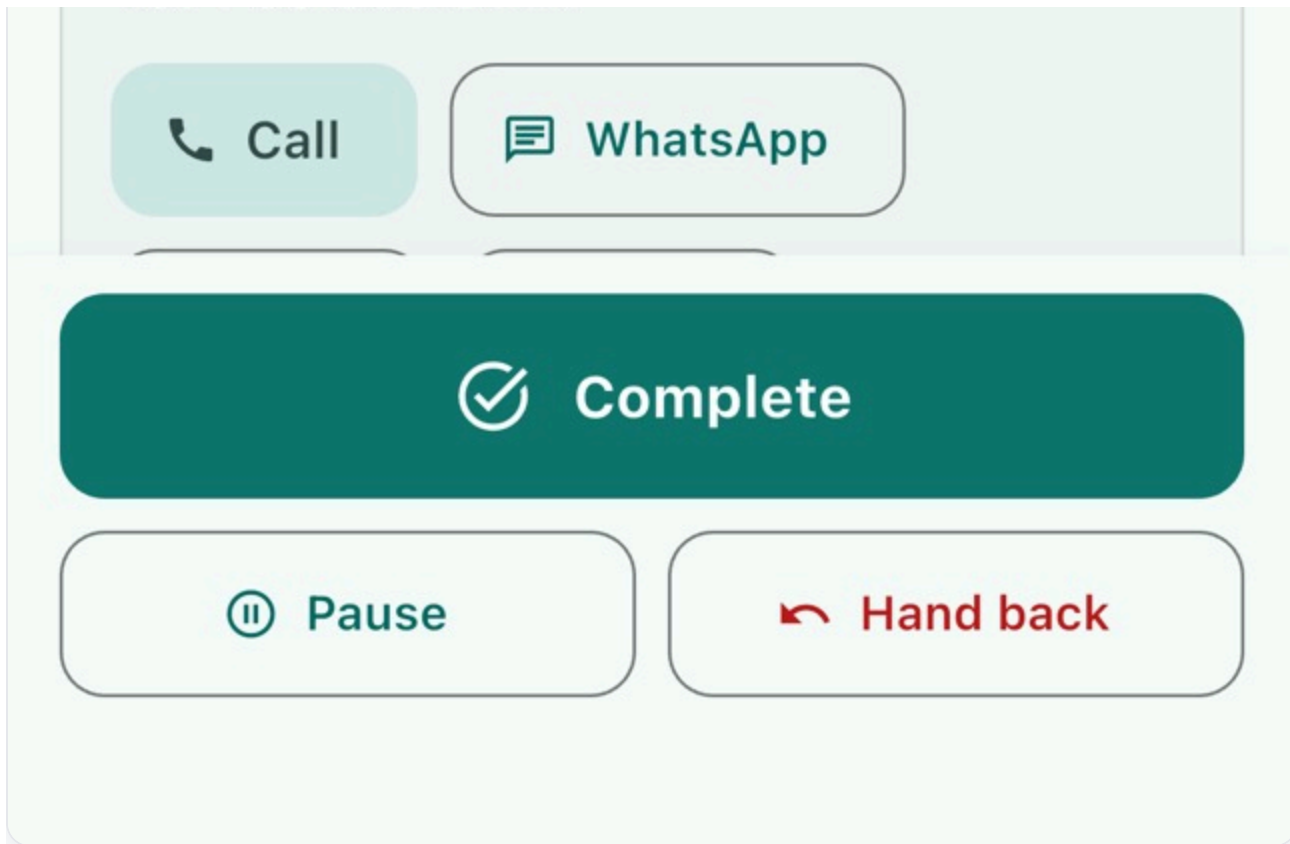
\$105.00

Customer

Villa 14, Frond K

Contact: Mrs. Al Faris

+971 55 555 0144



The active job: timer, one-tap status buttons, parts, photos.

14. Parts, barcode, photos and signature

In plain words: The parts come from the **van stock**: the Inventory location of the technician. In the app, **Add part** opens a search by name, code or barcode, or the scanner (barcodes and QR codes). The catalog and the van quantities are stored on the phone, so searching and scanning work offline.

9:41



< Materials

[GN-SIL] Silicone sealant

GN-SIL



1



\$6.50 / Units

\$6.50

Billable



In van: 6

[HV-FLT-2025] HVAC air filter 20x25

HV-FLT-2025



2



\$18.00 / Units

\$36.00

Billable



In van: 10

Parts total

\$42.50



Scan



Search parts

Parts used with their prices.

9:41



Scan a part



Digital thermostat · quantity 2



The camera is not available. Type the code below or search the catalog.



Enter a code manually

Add

Scan a barcode to add a part.

Rule	Detail
Stock	On completion a transfer <i>Field service consumption</i> from the van to the customer location is created and validated (or left to validate, see the settings). Late additions after completion are moved at once.
Out of stock	By default a technician may add a part the van does not have (the stock goes negative); turn it off in the settings for strict control.
Billable	Each line has <i>Billable</i> ; a part that is not billable is still taken out of the stock.
Locked lines	Once the stock moved, the line cannot change or be deleted; add another line to correct.

9:41



< Photos

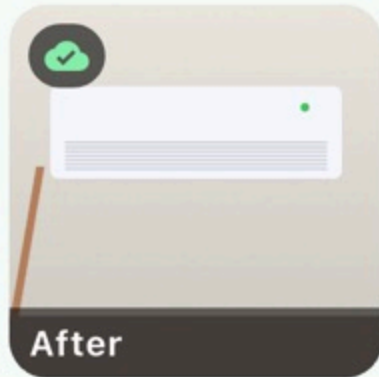


Photo saved. It will upload in the background.

I< Before

>I After

... Other

 Take photo

 Gallery

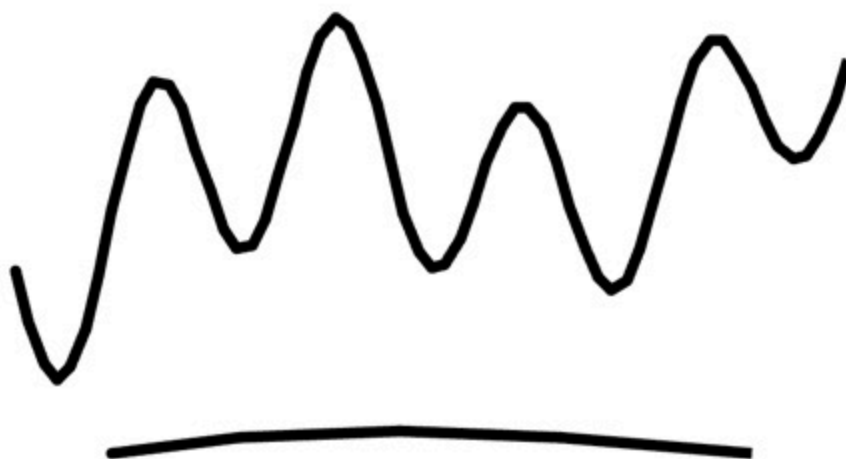
Before and after photos.

9:41



< Signature

Ask the customer to sign with a finger.



Name of the signer

Karim (manager)

↺ Clear

✓ Save signature

The customer signs on the phone.

Field Service

Dispatch

Billing

Reporting

Technicians

Configuration

Fieldco Services

4

A

New

Orders

FS/2026/00002

Photos 1

1 / 1

Hold

Complete

Complete without proof

Service report

Cancel

...

On the way

In progress

Completed

Send message

Log note

Activity

1

☆☆

FS/2026/00002

CUSTOMER

CustomerCreek Side Café

AddressAl Seef Road, Dubai, Dubai Creek, United Arab Emirates

Contact on siteKarim (manager)

Phone on site+971 50 555 0122

Coordinates25.228500055.3300000Find

Arrival radius (m)150

WORK

ServicePreventive maintenance

Scheduled startOct 26, 2:25 AM

Planned duration (minutes)60min

Scheduled endOct 26, 3:25 AM

Skills needed

DISPATCH

DispatchAssigned to a technician

TechnicianS Sara Haddad

TeamDubai North

Description

Checklist

Parts

Time

Map

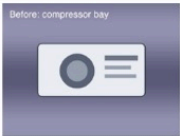
Photos

Proof

Billing

History

Before: compressor bay



Before

Compressor bay

Oct 26, 1:33 AM

Add Photos

Today

OdooBot 3:26 AM

Assigned to Sara Haddad.

OdooBot 3:26 AM

Field service order created

The photos on the order in Odoo.

The signature, the notes and the proof rules.

In plain words: The timer runs while the order is *In progress*. A pause stops it unless its reason

says otherwise (for example *Waiting on site (paid time)*). The **Time** tab lists every interval.

Field Service

Dispatch

Billing

Reporting

Technicians

Configuration

Fieldco Services

New

Orders

FS/2026/00002

Photos

1/1

Hold

Complete

Complete without proof

Service report

Cancel

...

On the way

In progress

Completed

Send message

Log note

Activity

☆☆

FS/2026/00002

CUSTOMER

CustomerCreek Side Café

AddressAl Seef Road, Dubai, Dubai Creek, United Arab Emirates

Contact on siteKarim (manager)

Phone on site+971 50 555 0122

Coordinates25.228500055.3300000Find

Arrival radius (m)150

WORK

ServicePreventive maintenance

Scheduled startOct 26, 2:25 AM

Planned duration (minutes)60min

Scheduled endOct 26, 3:25 AM

Skills needed

DISPATCH

DispatchAssigned to a technician

TechnicianS Sara Haddad

TeamDubai North

Description

Checklist

Parts

Time

Map

Photos

Proof

Billing

History

Left atOct 26, 12:55 AM

ArrivedOct 26, 1:27 AM

StartedOct 26, 1:30 AM

Completed

Worked time00:45

Paused900s

Travel distance (km)0.00

Kind

Started At

Ended At

Hours

Reason

Count...

Technician

WorkOct 26, 1:30 AMOct 26, 2:15 AM00:45S Sara Haddad

PauseOct 26, 2:15 AMOct 26, 2:30 AM00:15 BreakS Sara Haddad

WorkOct 26, 2:30 AM00:00S Sara Haddad

Add a line

01:00

Today

OdooBot 3:26 AM

Assigned to Sara Haddad.

OdooBot 3:26 AM

Field service order created

Work and pause intervals of an order.

In plain words: The **invoice** is a normal customer invoice (`account.move`) created from the order, as a draft. What it contains depends on the billing mode:

Mode	Labor line	Other lines
Time and materials	Worked time (minus the minutes covered by the callout fee), rounded up to the block (15 min) and not less than the minimum (60 min), at the hourly rate.	Billable parts; callout fee; travel beyond the free kilometres.
Fixed price	One line with the price of the order or service type; time beyond the included minutes is added as <i>extra time</i> at the hourly rate.	As above.
Materials only	None.	Billable parts (and fees if set).

In plain words: The **hourly rate** is the first that exists: the rate of the service type, the rate of the technician (if the setting is on), the price of the labor product. **Example:** 79 minutes of work, blocks of 15, minimum 60, rate 85 → 90 minutes → 127.50; two filters at 18 → 36; callout 45 → **208.50** before tax.

Fieldco Services

Field Service Dispatch Billing Reporting Technicians Configuration

New Orders FS/2026/00001

Worked 01:01 Posted Invoice Parts 3 Photos 2

1 / 1

Send invoice Service report New Assigned On the way In progress Completed Send message Log note Activity

FS/2026/00001

CUSTOMER		WORK	
Customer	Al Noor Dental Clinic	Service	Repair
Address	Bay Avenue, Shop 3, Dubai, Business Bay, United Arab Emirates	Scheduled start	Oct 25, 10:25 PM
Contact on site	Dr. Lama	Planned duration (minutes)	90 min
Phone on site	+971 50 555 0111	Scheduled end	Oct 25, 11:55 PM
Coordinates	25.1850000 55.2700000	Skills needed	
Arrival radius (m)	150		

DISPATCH

Dispatch Assigned to a technician

Technician **S** Sara Haddad

Team Dubai North

Description	Checklist	Parts	Time	Map	Photos	Proof	Billing	History
Billing	Time and materials						Estimate \$ 276.33	
Invoice to	Al Noor Dental Clinic						Invoice INV/2026/00001 (FS/2026/00001)	
							Invoice sent	

Today

- OdooBot 3:26 AM None → **Posted** (Invoice status)
- OdooBot 3:26 AM Draft invoice created.
- OdooBot 3:25 AM Completed. Worked time: 1:01.
- OdooBot 3:25 AM Parts taken from WH/Stock/Van Sara Haddad: transfer WH/FSMC/00001.
- OdooBot 3:25 AM Assigned to Sara Haddad.
- OdooBot 3:25 AM Field service order created

The Billing tab with the estimate and the invoice.

- 1 In Odoo press **Create invoice** on a completed order (or find it in **Billing → To invoice**), check the draft and confirm it as usual.
- 2 **Send invoice** confirms it if needed and emails it to the invoice contact of the customer with the PDF; you can also do it from the app.
- 3 **Service report** prints the PDF with the checklist, parts, photos and signature; it is emailed to the customer automatically if the setting is on.

Field Service

Dispatch

Billing

Reporting

Technicians

Configuration

Fieldco Services

New

To invoice

Search

To invoice

Search...

1-1 / 1

Reference	Priority	Customer	Address	Service	Schedule...	Scheduled start	Technician	Worked ti...	State
FS/2026/0...	☆☆	Al Noor Dental ...	Bay Avenue, Shop 3, Dubai, Business Bay, United Arab Em...	Preventive mainte...	Yesterday	Oct 25, 2:25 AM	Omar Nasser	01:00	Comple...

Completed orders waiting to be invoiced.

9:41



< Invoice & report



Job completed



Summary

Worked 2 h 56 min

Materials 3

Photos 2

Signature Karim (manager)

Total \$515.50



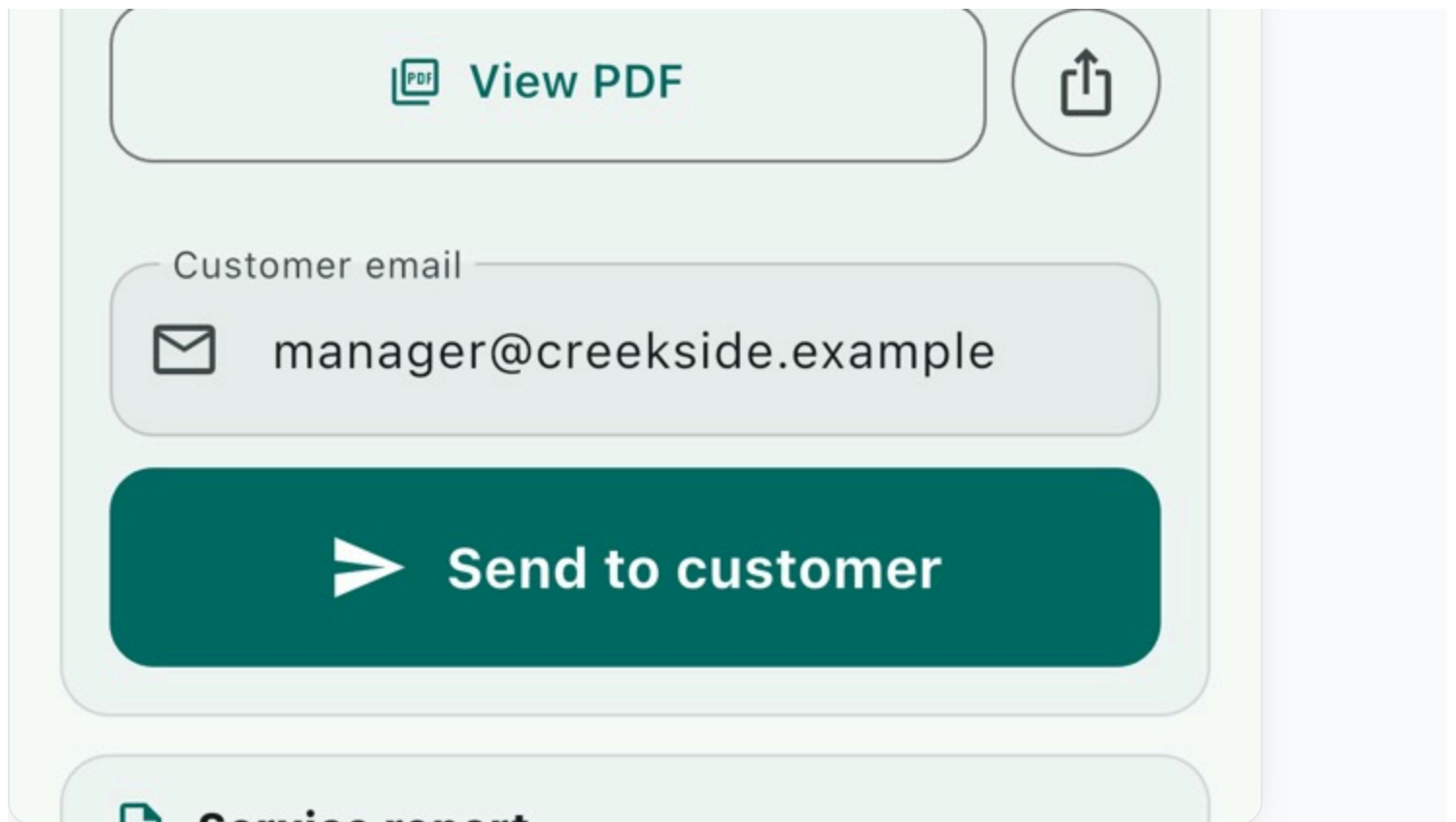
Invoice

INV/2026/00002

Posted

\$515.50

Sent Oct 26, 2026 3:03 AM



Create, confirm and send the invoice from the phone.

Important: The email goes through the outgoing mail server of Odoo. If it is not configured, or the server refuses the message, Odoo shows the error and does not mark the invoice as sent.

16. The mobile app in short

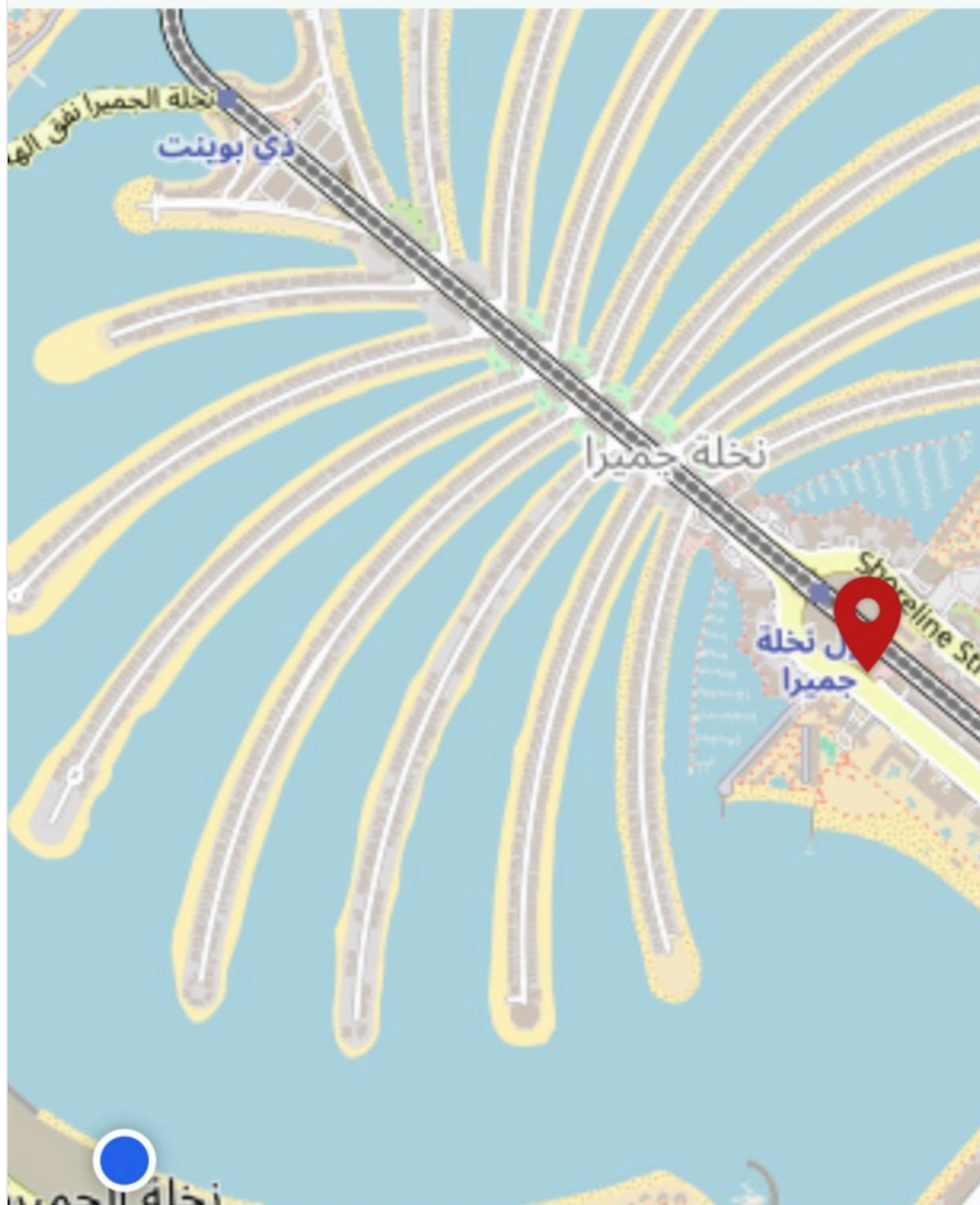
In plain words: The app is written in **Flutter**: one code base for Android and iOS, in English and Arabic (right to left). It keeps working without a network.

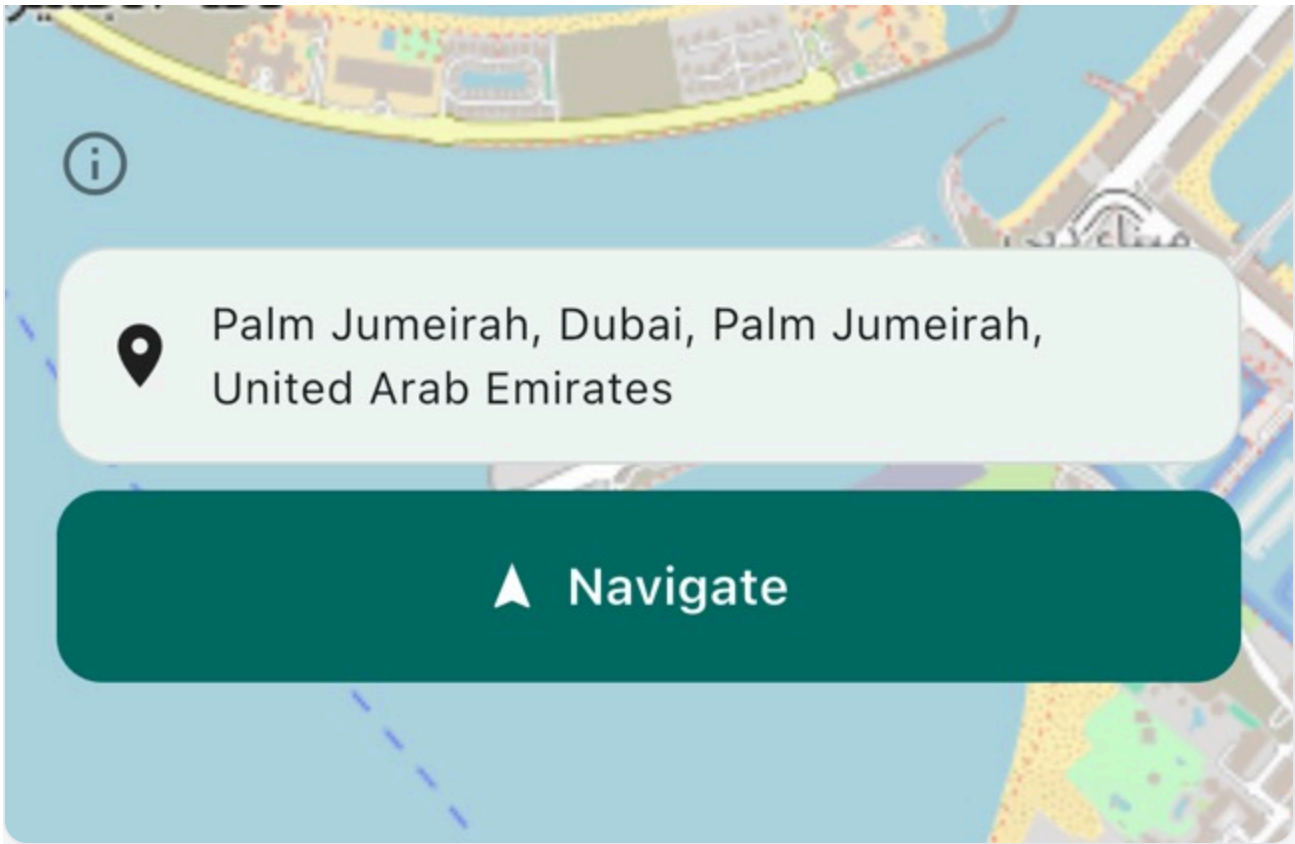
Area	What it does
Sign in	Server address, Odoo login and password. The token is kept in the secure storage of the phone.
Jobs	Today and upcoming jobs, offers, completed jobs; details, navigation, call the customer.
Active job	Timer, status buttons, hold reasons, parts, scanner, photos, signature, notes, checklist, invoice.
Map	The jobs and the position of the technician on OpenStreetMap.
Tracking	Background location, buffered offline, with battery friendly sampling; the privacy text and the permission steps.
Sync	Outbox of actions, retries, conflict messages and a screen of problems to resolve.
Settings	Language, appearance, sync now, sync issues, tracking diagnostics, clear local data, sign out (and, in debug builds only, an offline simulation switch).

9:41



< FS/2026/00004





Jobs on the map.

9:41



Tracking diagnostics



Tracking is running

Points are stored and sent to your dispatcher

Tracking

Mode	During work hours
Work hours	07:00 - 19:00
Interval (moving / still)	30 s / 300 s
Location permission	Always
Battery	-
Last position	25.11260, 55.13920 ±5 m · 3:09 AM
Last point stored	Oct 26, 2026 3:09 AM
Points waiting to be sent	0

Last upload

Oct 26, 2026 3:09 AM

 Send now

 Privacy

Your location is shared with your employer only during working hours (or while a job is under way) to dispatch and navigate jobs and to prove arrival. It is not shared with customers.

Location tracking and the privacy text.

9:41



Settings



Sara Haddad

sara@fieldco.example

Fieldco Services

GENERAL



Language

Same as phone



Appearance

Same as phone

SYNCHRONISATION



Sync now

Last sync: Oct 26, 2026 3:06 AM



Sync issues

Nothing waiting to be sent



LOCATION TRACKING



Tracking diagnostics



During work hours

DATA

Clear local data



Removes jobs, photos and the catalog stored on this phone

DEVELOPER

Simulate offline



Debug builds only: every request fails like a lost connection



Settings.

In plain words: Offline first. Everything the technician does is written to the local database and to an *outbox*; the screens read only the local database, so the app is as fast and usable offline as online. When a network is available, the app sends the outbox in order, each action with a unique ID (a retry can never apply it twice), then downloads what changed. The rules: **the server decides** assignment and cancellation; **the phone decides** what happened in the field (times, parts, photos, signature, notes, checklist); a pending action of the phone is never overwritten by older server data.

9:41



FS/2026/00...

 Offline · 1 pending

● On hold ■ Inspection / survey

🕒 Today, 9:46 PM - 10:31 PM

🕒 Planned: 45 min

👤 Dubai North



Status saved on this phone. It will be sent when you are online.

⏸ Paused

00:02:39

Planned	Worked
45 min	3 min

Running estimate

\$105.00



Customer

Villa 14, Frond K

Contact: Mrs. Al Faris

+971 55 555 0144



Resume



Hand back

Working offline: actions wait in the outbox.

9:41



< Sync issues

The server did not accept these changes. Retry them, or discard them to get the server version back.

↔ **Status change**

Conflict

FS/2026/00003 · Marina Heights Apt 2203

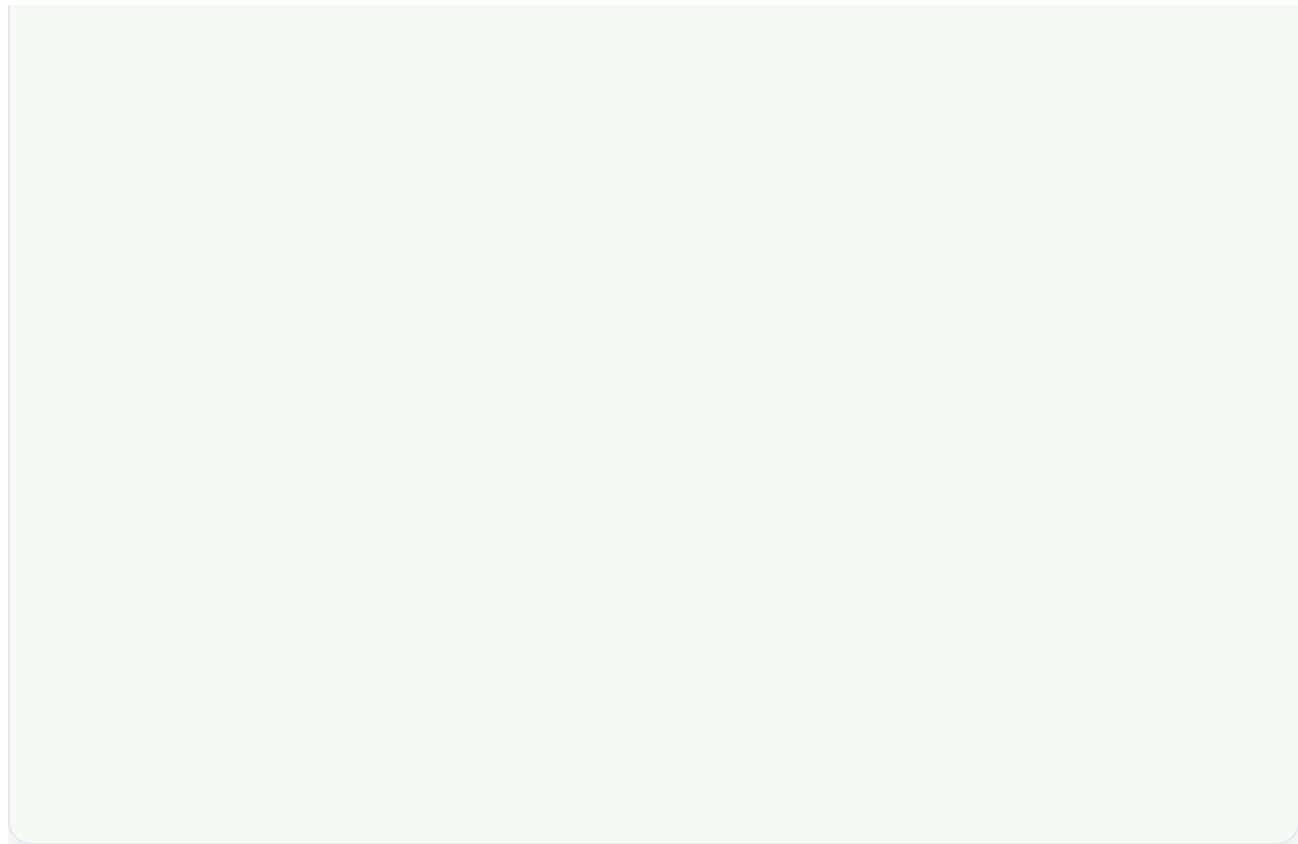
This status change is not allowed from the current status.

An order cannot go from In progress to On the way.

Done on the phone at Oct 26, 2026 3:08 AM

 **Discard**

 **Retry**



Actions that the server refused or that conflict are listed with the reason.

Situation	Result
The dispatcher cancelled the job while the technician was offline	The actions come back as <i>conflict: order closed</i> and are listed in the sync issues; the job shows Cancelled.
Two technicians accept the same offer	The first request wins; the other gets <i>already taken</i> .
A technician starts a job that was reassigned	<i>Not assigned</i> : refused and listed.
The phone clock is wrong	The time of the phone is kept, but never earlier than the previous step of the same order.
No stock in the van (strict mode)	The part is refused with <i>insufficient stock</i> .

17. Build and publish the app

In plain words: Skip this chapter if you only want to test: `flutter run` works on a simulator or a connected phone.

- 1 Install **Flutter** (3.41 or newer), Android Studio, and on a Mac Xcode with CocoaPods; run `flutter doctor` and fix what it reports.
- 2 Unzip `flutter-app-source.zip` in a folder without spaces.
- 3 Run the setup script with your Odoo address and your own package name: `dart run tools/setup.dart --url https://odoo.example.com --package com.yourcompany.fieldservice`. It writes the address and the identifiers into the project; add `--name "Your Company Service"`, `--color "#0f766e"` and `--icon your-icon-1024.png` to set the app name, the brand color and the icon (the script is safe to run again).
- 4 Run `flutter pub get`, then `flutter run` to try it, signing in with a technician of your Odoo.

```
cd flutter-app
dart run tools/setup.dart --url https://odoo.example.com --package com.yourcompany.fieldservice
flutter pub get
flutter run --dart-define=SITE_URL=https://odoo.example.com
```

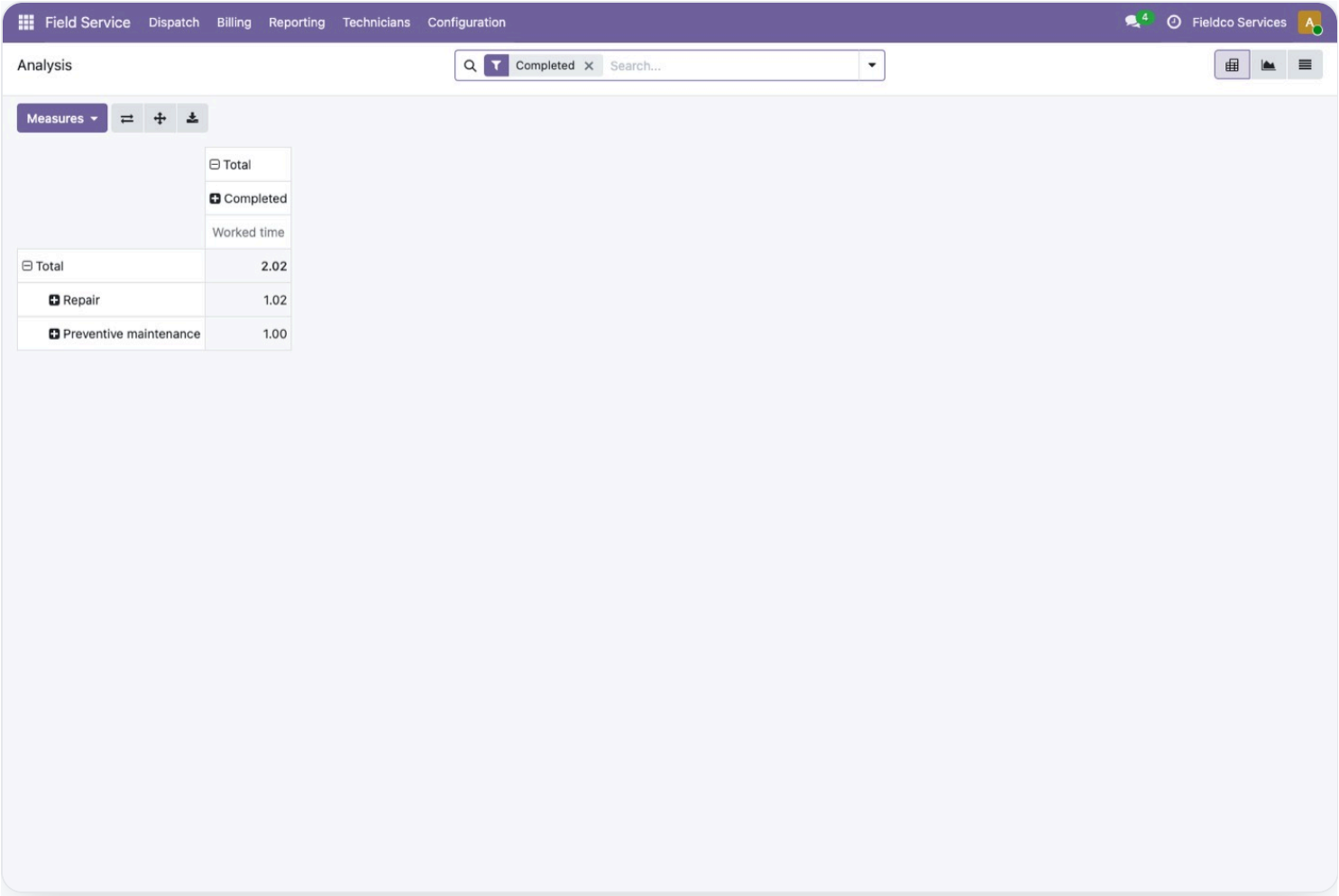
Target	Command	Then
Android (Google Play)	<code>flutter build appbundle --release</code>	Upload the <code>.aab</code> in the Play Console. Create the signing key once and keep it safe.
Android (internal, no store)	<code>flutter build apk --release</code>	Send the <code>.apk</code> to your technicians (allow installation from this source).
iPhone (App Store, TestFlight)	<code>flutter build ipa --release</code>	Upload with Xcode or Transporter; create the App ID with the capabilities <i>Push Notifications</i> and <i>Background Modes (location updates)</i> .

Important: Both stores ask to justify the background location: use the sentence *The app records the position of the technician during working hours and while a job is under way to dispatch jobs, navigate and prove arrival*, and publish a privacy policy. The app shows its own explanation before it asks the permission.

In plain words: Push notifications (Firebase): 1) create a Firebase project; 2) add an Android app and an iOS app with your package names; 3) in *Project settings* → *Cloud Messaging* upload your **APNs key** for iOS; 4) in Odoo Settings → Notifications enter the project ID, the API key and the app IDs, and paste the content of a **service account JSON** (Project settings → Service accounts → Generate new private key). The app reads the identifiers from your server when it signs in, so the source code contains no key.

18. Day to day for the dispatcher

Task	Where
Morning check	Dispatch → To dispatch (new orders) and the map (who is online).
Overdue	Filter Late in the orders (not started after the scheduled time).
Offers nobody took	Filter Offered, nobody took it , or the to-do in your Activities.
Complete or fix an order	Open it; managers can <i>Complete without proof</i> when a signature could not be collected.
Invoices	Billing → To invoice , then Invoices .
Parts consumed	Billing → Parts used lists the transfers from the vans.
Message a technician	Technicians → Send a notification sends a push message to chosen technicians.
Analysis	Reporting → Analysis : orders and worked hours by service, technician and status.



Analysis of the orders.

Field Service

Dispatch

Billing

Reporting

Technicians

Configuration

Fieldco Services

New

Orders

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☐	Reference	Priority	Customer	Address	Service	Schedule...	Scheduled start	Technician	Worked ti...	State	⚙
☐	FS/2026/0...	★ ★	Green Valley S...	Al Quoz 3, Dubai, Al Quoz, United Arab Emirates	Emergency c...	Today	Oct 26, 3:25 AM	 Omar Nasser	00:00	On the ...	
☐	FS/2026/0...	☆☆	Hassan Family	Mirdif, Street 31, Dubai, Mirdif, United Arab Emirates	Repair	Today	Oct 26, 1:25 AM	 Omar Nasser	01:56	On hold	
☐	FS/2026/0...	☆☆	Creek Side Café	Al Seef Road, Dubai, Dubai Creek, United Arab Emirates	Preventive m...	Today	Oct 26, 2:25 AM	 Sara Haddad	00:45	In progr...	
☐	FS/2026/0...	☆☆	Silicon Tech Of...	Dubai Silicon Oasis, Building 7, Dubai, Silicon Oasis, United Ara...	Repair	Today	Oct 26, 3:25 AM	 Lina Yousef	00:00	Arrived	
☐	FS/2026/0...	☆☆	Marina Height...	Marina Walk, Dubai, Dubai Marina, United Arab Emirates	Installation	Today	Oct 26, 5:55 AM	 Sara Haddad	00:00	Assigned	
☐	FS/2026/0...	☆☆	Villa 14, Frond K	Palm Jumeirah, Dubai, Palm Jumeirah, United Arab Emirates	Inspection / s...	Today	Oct 26, 11:25 PM	 Sara Haddad	00:00	Assigned	

The list of orders with the filters Late, To invoice, Offered...

19. Security and privacy

Topic	How it is handled
Access	The app signs in with the Odoo login; internal users with the group Technician only. Record rules: a technician sees only their own orders and the orders offered to them. Accounts with two-factor authentication cannot sign in to the app.
Tokens	A random token per device, only its hash is stored in Odoo, devices unused for 180 days are forgotten. Devices lists them; a technician can be signed out everywhere. Odoo's own protection slows down repeated wrong passwords (a cooldown after five failures).
Orders are protected	Every action of the app is checked on the server: the order must be assigned to the user, the state machine must allow the move, and the proof rules apply.
History cannot be changed	The events (state, time, GPS) cannot be edited or deleted, not even by a manager.
Location	Collected only while the setting says so, with a privacy text and the system permission; points older than the retention (30 days by default) are deleted every day. Customers do not see the technician's position.
Secrets	The Firebase service account is readable only by Odoo administrators. The app contains only public identifiers.

Tip: Tell your technicians what is collected and when. In some countries employee location tracking requires a written notice or consent: use the privacy text of the settings and your own policy.

20. Good to know

Limit	Detail
Recurring maintenance contracts	Not included. Duplicate orders or use Odoo scheduled actions.
Route optimisation	Not included. The map and the assignment wizard help to choose by distance; navigation opens the maps app of the phone.
Lot and serial numbers	The app adds parts by quantity; serial numbers can be noted in the checklist or the notes.
Customer portal	Not included. The customer receives emails (on the way, service report, invoice).
Background location on phones	Android and iOS may stop apps to save the battery. Ask technicians to allow <i>always</i> location and disable battery optimisation for the app; the buffer keeps the points until the phone reconnects.
Odoo version	Built and tested on Odoo 19.0. Other versions need an adaptation of the views and some methods.
Maps	Public OpenStreetMap tiles are for moderate use; configure another tile server for heavy use.

21. For developers

In plain words: Skip this chapter if you only use the product. The complete contract of the app API is in [documentation/API.md](#) .

```
# is the server reachable?
curl https://odoo.example.com/api/fsm/v1/ping
# {"ok": true, "api_version": 1, "server_time": "2026-10-26T08:00:00Z"}

# sign in (returns a token and the configuration)
curl -X POST https://odoo.example.com/api/fsm/v1/auth/login -H 'Content-Type: application/json' -d '{"login": "sara@example.com", "password": "...", "device": {"id": "abc", "platform": "android"}}'

# send buffered location points
curl -X POST https://odoo.example.com/api/fsm/v1/tracking/batch -H "Authorization: Bearer $TOKEN" -d '{"points": [{"uuid": "1", "lat": 25.2, "lng": 55.27, "speed": 8.3, "heading": 90, "timestamp": "2026-10-26T08:00:00Z"}]}'

# push the queued actions and pull the changes
curl -X POST https://odoo.example.com/api/fsm/v1/sync -H "Authorization: Bearer $TOKEN" -d '{"cursor": null, "ops": [{"uuid": "9d1c...", "type": "transition", "order_id": 12, "data": {"order_id": 12, "action": "cancel"}}]}'
```

Area	Endpoints under /api/fsm/v1
Session	GET /ping, /config, /auth/me; POST /auth/login, /auth/logout, /auth/push-token
Sync	POST /sync (operations: transition, claim, decline, material_set, photo_add, signature_set, notes_set, checklist_set, order_create, invoice)
Tracking	POST /tracking/batch (also /api/fsm/tracking/batch)
Data	GET /jobs/available, /orders/<id>, /catalog/products, /catalog/lookup?barcode=, /van-stock, /customers
Files	GET /photos/<id>, /orders/<id>/signature, /orders/<id>/invoice.pdf, /orders/<id>/report.pdf

In plain words: Calls send `Authorization: Bearer <token>` and optionally `Accept-Language`. Every operation of `/sync` has a unique `uuid` and is answered `applied`, `duplicate`, `rejected` or `conflict` with a code. The module has 130+ automated tests (`--test-tags /taqnix_fsm`) and the app has unit tests (`flutter test`).

22. Troubleshooting

Problem	What to do
The app cannot connect	Open <code>https://your-odoo/api/fsm/v1/ping</code> on the phone: it must answer <code>{"ok": true}</code> . Check https, the certificate, the address without a trailing slash and that the module is installed on that database (the right one if you have several: add <code>--db-filter</code> or the dbfilter setting).
Sign-in says the account is not a technician	Add the user in Technicians (it gets the group automatically).
The technician sees no jobs	The order must be <i>Assigned</i> to that user (not New). Open the order and press Dispatch.
No offers appear	Check the team and the skills, the radius and that the technician has a recent location (tracking on) for nearby offers.
The map is empty or white	The browser must reach the tile server; set the tile URL in the settings.
No timesheet	The technician needs an employee and the project of the settings; see the to-do created for the dispatcher.
Parts are not moved	Check the setting <i>When parts are used</i> and that the products are storable; look at Billing → Parts used .
The invoice is not emailed	Set up the outgoing mail server in Odoo and check the customer email.
No push notifications	Check the Firebase identifiers and the service account in the settings, the APNs key for iPhone, and that the technician allowed notifications. Technicians → Send a notification tells you when nobody could be reached.
Location stops in the background	Allow location <i>always</i> and remove battery optimisation for the app on the phone.

23. Support

Installation help and bug fixes are included for 6 months, with lifetime updates. Contact us through the marketplace page where you bought the module or write to **support@taqnix.com** with your Odoo version and a screenshot.

Changelog

1.0.0 – Initial release

- Odoo module: orders with state machine, GPS and time stamps, direct, team and nearby dispatch with offers, geofence, timer with pauses, timesheets, van stock and consumption, signature and photos, checklists, invoices (time, fixed, materials, callout, travel), service report
- Leaflet dispatch map with live technicians, routes and location history
- REST API with idempotent sync, push notifications (Firebase)
- Flutter technician app for Android and iOS, offline-first, with background location, barcode scanner, signature pad and invoice from the phone
- English and Arabic app, module and documentation; 130+ automated tests