



**TERRA
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Terra Tracker Form Completion Process

Marion Township, Berks County, PA

This guide provides instructions on how to initiate and complete forms using Terra Tracker. Keep in mind there will only be one form to complete per pumping service. New forms will be created by the company member scheduling the pumping service with the homeowner. The remainder of the form will be completed by the Service Technician on-site during pumping service.

Entering New Form

1. Once you are logged into your account and company, click the accordion (three horizontal lines) at the top left of the screen.
2. Click “Create New Form” on bottom of the page. Once clicked, “Start New Form” should appear at the top of the page.
3. From the drop-down bar select “Marion Township SMP Pumping Observation Report”. Then click the green “Start Form” button.
4. Under “Step 1 of 3: Select County” banner, Select State (Pennsylvania) and then County (Berks).
5. Under “Step 2 of 3: Search Parcels Within County” banner, search for the parcel by 1) Address, 2) Parcel Number or, 3) Owner Name. You will only be able to search for valid parcels in Marion Township, Berks County. Click “Search”.
6. Under “Step 3 of 3: Select a Parcel” banner, verify that the parcel information is correct and click the blue “Select” button for the next part of the form.
7. Next, you will see “Marion Township SMP Pumping Observation Report” at the top of the screen, along with the address and Parcel ID. Under “Company Info” banner, complete the “Scheduled Date of Service” and if desired, “Time of Service” and “On-Site Member”. Click “Continue to next section”.
8. Under “Customer Info” banner, provide the necessary information and click the “Email” switch if you want to send a confirmation email to the homeowner. Click “Continue to next section”.
9. Under “Scheduler Questions” banner, enter information regarding the pumping service scheduled. Every question must be completed to move on to the next section.
10. At the bottom of “Scheduler Questions” banner, click the blue “Invite Members” button to invite the second member of your company for the “Service Tech” role. This will be the member on-site completing the rest of the form during the scheduled pumping service.



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11. A pop-up of “Member Form Access” should appear. Click the box for the second member of your company, and then click the green “save” button. This will give your second member access to the form. A pop-up of “Member access updated successfully” should appear.

Service Technician – Completion of an In Progress Form

1. The second company member or “Service Tech” will open the new email with the heading “New Form Access for XXX (Your Company Name)”. Click “Login” and create a password.
2. The Service Tech will go to the “In Progress Forms” tab on the left side of the page click the blue “Continue” button and enter information under the “Service Tech Questions” banner. Complete every question then click green “Continue to next section” button.
3. Once the “Service Tech Questions” are complete you may add photos, videos or documents if you want by selecting the “Upload Images, Videos, and Files” banner.
4. If all sections of the form are complete, click the “Certify” switch to indicate information is true and correct.
5. To complete the form click the green “Submit” button, answer the “Submit Form?” as a secondary verification and click the green “Submit” button.
6. After submitted, “The form has been submitted” will appear with the Service Confirmation Code below.
7. You will receive an email titled “Service Confirmation” that includes the “Service Confirmation Code” as well as an attachment. The attachment is the completed form in PDF format.

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Thank you for your participation in the Marion Township Sewer Management Program and using Terra Tracker! If you have any questions please reach out to 484-879-2270 or at Support@terra-tracker.com.