

SERVICE CENTRE

CONTRACT ITEM REPAIR PROCESS

- 1. Log Call
- 2. Assign a Technician to the Call
- 3. Print Call Work Order Report
- 4. Requests:
 - i. <u>Request Parts</u>
 - ii. <u>Part Request Authorisation</u> (if configured, otherwise the part request will be auto approved)
 - iii. Issue Stock
 - iv. Loan Machine Processing (where a loan unit is required whilst machine is repaired)
- 5. Services; (where machine is repaired by a third party)
 - i. <u>Request Services</u>
 - ii. Service Requisition Cycle
- 6. Update Call Costs:
 - i. Log Technician Time
 - ii. Log Expenses
 - iii. <u>Log Travel</u>
 - iv. Update Service Actual Cost (if repair is done by a third party and the charge is billable to the client)
 - v. Update Meter Reading (if not logged at call creation)
- 7. Invoice Call (if billable)
- 8. Close Call

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