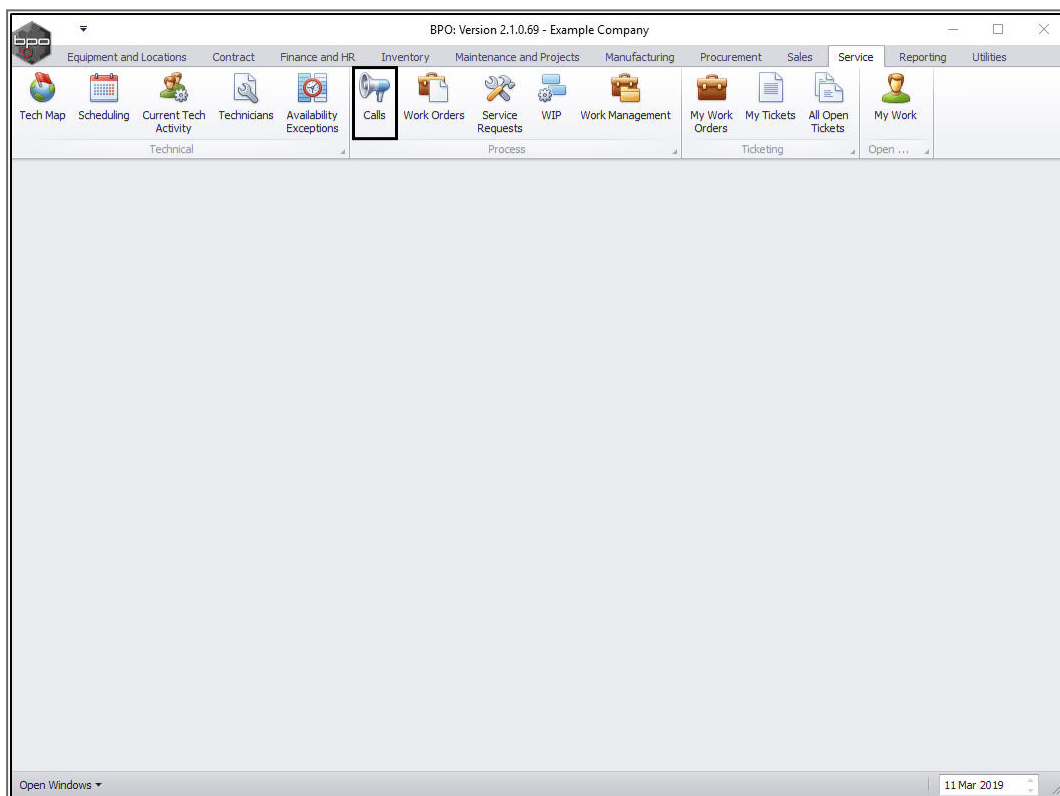


SERVICE

CALLS – UPDATE METER READING

If the meter reading was not taken when the call was logged, then the reading can be logged when the updated work order is returned to the office, (e.g. when logging technician time and work done).

Ribbon Access: *Service > Calls*

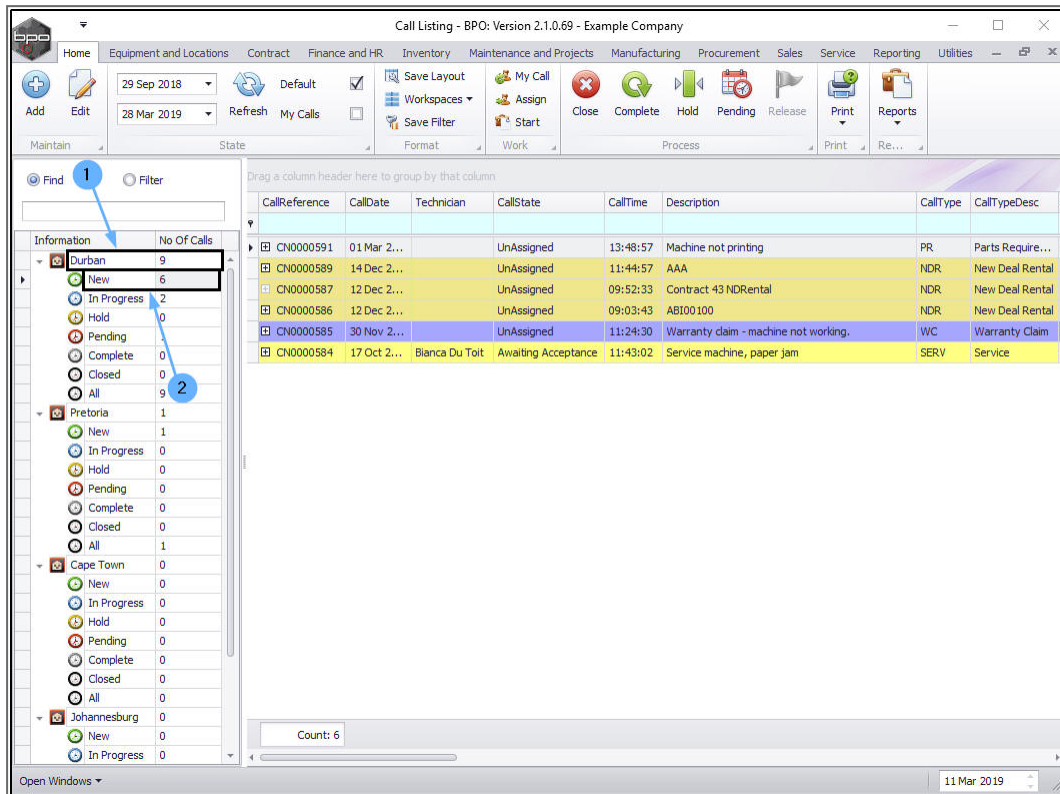


The ***Call Listing*** screen will be displayed.

SELECT AND EDIT THE CALL

- Select the ***site*** and ***status***.

1. In this image, the **Durban** site
2. and the **New** status have been selected.



Call Listing - BPO: Version 2.1.0.69 - Example Company

Home | Equipment and Locations | Contract | Finance and HR | Inventory | Maintenance and Projects | Manufacturing | Procurement | Sales | Service | Reporting | Utilities

29 Sep 2018 | 28 Mar 2019 | Default | Refresh | My Calls | Save Layout | Workspaces | Save Filter | My Call | Assign | Close | Complete | Hold | Pending | Release | Print | Reports

Find | Filter

Information | No Of Calls

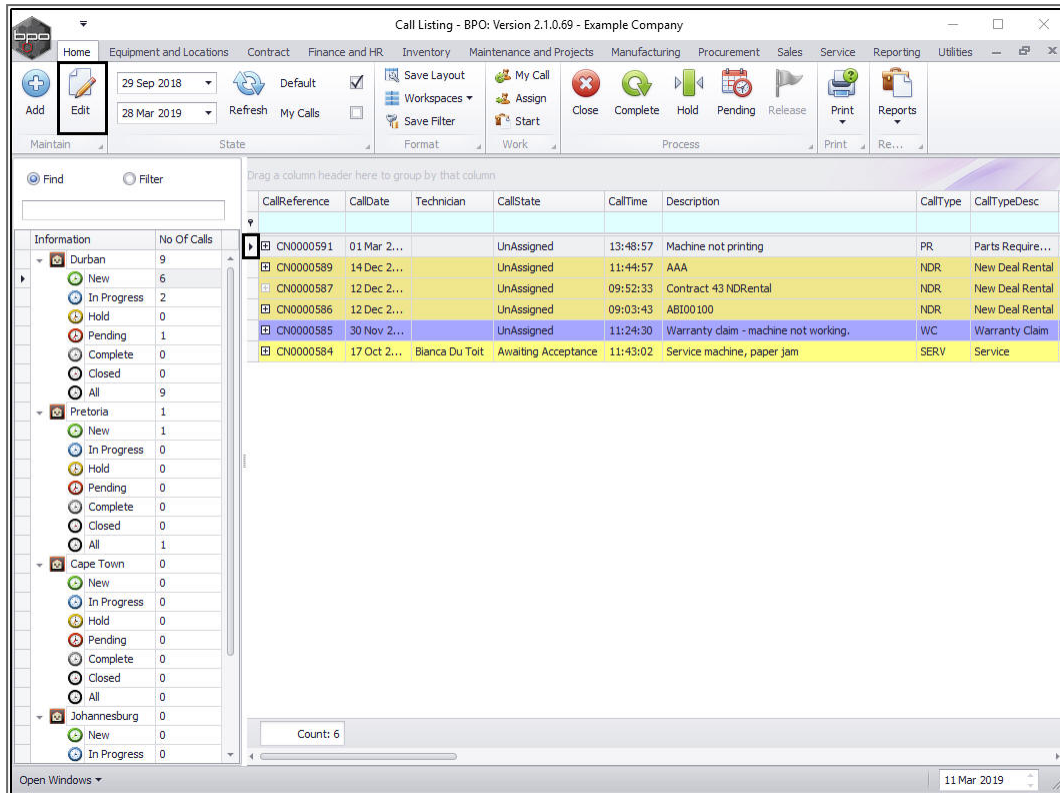
- Durban 9
 - New 6
 - In Progress 2
 - Hold 0
 - Pending 0
 - Complete 0
 - Closed 0
 - All 9
- Pretoria 1
 - New 1
 - In Progress 0
 - Hold 0
 - Pending 0
 - Complete 0
 - Closed 0
 - All 1
- Cape Town 0
 - New 0
 - In Progress 0
 - Hold 0
 - Pending 0
 - Complete 0
 - Closed 0
 - All 0
- Johannesburg 0
 - New 0
 - In Progress 0

Count: 6

CallReference	CallDate	Technician	CallState	CallTime	Description	CallType	CallTypeDesc
CN0000591	01 Mar 2...		UnAssigned	13:48:57	Machine not printing	PR	Parts Require...
CN0000589	14 Dec 2...		UnAssigned	11:44:57	AAA	NDR	New Deal Rental
CN0000587	12 Dec 2...		UnAssigned	09:52:33	Contract 43 NDRental	NDR	New Deal Rental
CN0000586	12 Dec 2...		UnAssigned	09:03:43	AB100100	NDR	New Deal Rental
CN0000585	30 Nov 2...		UnAssigned	11:24:30	Warranty claim - machine not working.	WC	Warranty Claim
CN0000584	17 Oct 2...	Blanca Du Toit	Awaiting Acceptance	11:43:02	Service machine, paper jam	SERV	Service

Open Windows | 11 Mar 2019

- Click on the **row selector** in front of the **call** that you wish to **update** the meter readings of.
- Click on **Edit**.



The **Call maintenance: Call ref. - []** screen will be displayed.

METER READINGS VIA 'RELATES TO' GRID

- Click in the text box in the **Reference No** column, in line with the **Serial No** row.

Note: The technician is responding to a call that has already been logged on the system. As such, the original call was already linked to a specific serial number. Therefore this text box will be auto populated with that serial number - in this example **AM001**.

Call maintenance : Call ref. - CN0000591 - BPO: Version 2.1.0.69 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back Close Complete Assign Hold Pending Release Reinstate Save Layout Workspaces Print Note

Maintain Process Format Print Info

Links
Enter text to search...

Functions

- Work Orders 1
- Work In Progress
- Notes
- Assignments
- Hold History
- Pending History
- On Site Info 1

Customer Big Bargains

Contact Tarryn Snow CUSTOMER CONTAI

Contact No. 031 123 4567

Address

Call Type Parts Requirement

Error Code Faulty

Description Machine not printing

Call Date Time 01 Mar 2019 13:48:57

Priority 3

SLA

Date Required 01 Mar 2019

Order No

Logged By AbigailM

Status N - New

Optional No

Relates To :

ReferenceType	ReferenceNo
Serial No	AM001
Prior Call Reference	
Contract No	
Location	
Project Reference	
Quote Reference	
Invoice Reference	
Order Reference	

Prior Calls :

CallReference	CallDate	CallTime	Description	CallType	Cal
CN0000591	01 Mar 2019	13:48:57	Machine not printing	PR	Par

Meters

Open Windows

11 Mar 2019

1. Two buttons will be revealed in this text box.
2. Click on the **plus [+]** button.

Call maintenance : Call ref. - CN0000591 - BPO: Version 2.1.0.69 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back Close Complete Assign Hold Pending Release Reinstate Save Layout Workspaces Print Note

Maintain Process Format Print Info

Links
Enter text to search...

Functions

- Work Orders 1
- Work In Progress
- Notes
- Assignments
- Hold History
- Pending History
- On Site Info 1

Customer Big Bargains

Contact Tarryn Snow CUSTOMER CONTAI

Contact No. 031 123 4567

Address

Call Type Parts Requirement

Error Code Faulty

Description Machine not printing

Call Date Time 01 Mar 2019 13:48:57

Priority 3

SLA

Date Required 01 Mar 2019

Order No

Logged By AbigailM

Status N - New

Optional No

Relates To :

ReferenceType	ReferenceNo
Serial No	AM001
Prior Call Reference	
Contract No	
Location	
Project Reference	
Quote Reference	
Invoice Reference	
Order Reference	

Prior Calls :

CallReference	CallDate	CallTime	Description	CallType	Cal
CN0000591	01 Mar 2019	13:48:57	Machine not printing	PR	Par

Meters

Open Windows

11 Mar 2019

1. The **Meters** sub grid will be expanded.
2. Type in the new reading(s).

Call maintenance: Call ref. - CN0000591 - BPO: Version 2.1.0.69 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back Close Complete Assign Hold Pending Release Reinstale Save Layout Workspaces Print Note

Maintain Process Format Print Info

Links
Enter text to search...

Functions
Work Orders 1
Work In Progress
Notes
Assignments
Hold History

Customer: Big Bargains
Contact: Tarryn Snow CUSTOMER CONTAI
Contact No.: 031 123 4567
Address:
Call Type: Parts Requirement
Error Code: Faulty
Description: Machine not printing
Call Date Time: 01 Mar 2019 13:48:57
Priority: 3
SLA: 0.00
Date Required: 01 Mar 2019

Relates To:
ReferenceType ReferenceNo
Serial No AM001
Prior Call Reference
Contract No
Location
Project Reference
Quote Reference
Invoice Reference
Order Reference

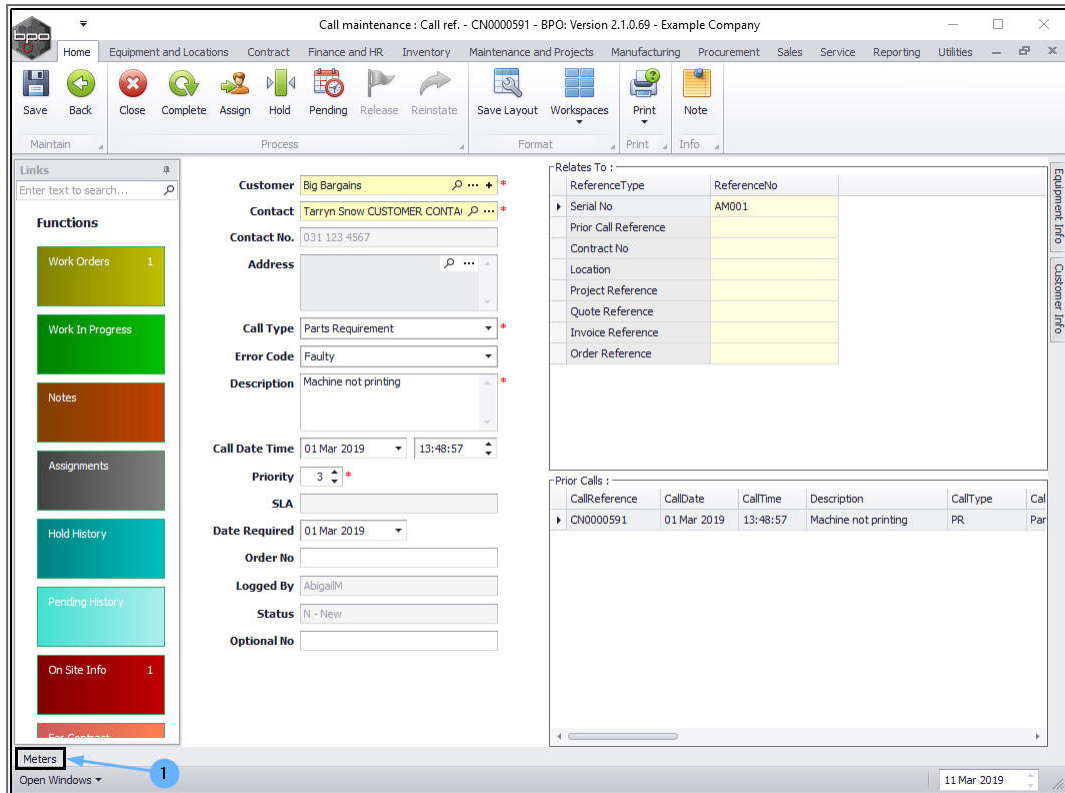
Prior Calls:
CallReference CallDate CallTime Description CallType Cal
CN0000591 01 Mar 2019 13:48:57 Machine not printing PR Par

Meters
Meters
SerialNo MeterDefCode Description ReadingDate ReadingTime Period MeterReading PriorReading RollCount Comments
AM001 Mono Mono meter 28 Mar 2019 13:50:25 3 0.00 0.00 0
AM001 Colour Colour Meter 28 Mar 2019 13:50:25 3 0.00 0.00 0

Meters
Open Windows 11 Mar 2019

METER READINGS VIA 'METERS' TAB

1. In the *Call Maintenance: Call ref. - []* screen, click on the **Meters** tab.



Call maintenance: Call ref. - CN0000591 - BPO: Version 2.1.0.69 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back Close Complete Assign Hold Pending Release Reinstall Save Layout Workspaces Print Note

Maintain Process Format Print Info

Links Enter text to search...

Functions

- Work Orders 1
- Work In Progress
- Notes
- Assignments
- Hold History
- Pending History
- On Site Info 1

Customer: Big Bargains

Contact: Tarryn Snow CUSTOMER CONTAI

Contact No: 031 123 4567

Address:

Call Type: Parts Requirement

Error Code: Faulty

Description: Machine not printing

Call Date Time: 01 Mar 2019 13:48:57

Priority: 3

SLA:

Date Required: 01 Mar 2019

Order No:

Logged By: AbigailM

Status: N - New

Optional No:

Relates To:

ReferenceType	ReferenceNo
Serial No	AM001
Prior Call Reference	
Contract No	
Location	
Project Reference	
Quote Reference	
Invoice Reference	
Order Reference	

Prior Calls:

CallReference	CalDate	CallTime	Description	CallType	Cal
CN0000591	01 Mar 2019	13:48:57	Machine not printing	PR	Par

Meters

Open Windows

11 Mar 2019

1. The **Meters** sub grid will be expanded.
2. The **Reading Date** and **Reading Time** columns will auto populate with the current date and time.
3. To Change the Reading Date and or Time:
 - **Date:** You can type in or click on the drop-down arrow and use the calendar function to select an alternative date, if required.
 - **Time:** You can type in or use the directional arrows to select an alternative time, if required.

Call maintenance : Call ref. - CN0000591 - BPO: Version 2.1.0.69 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back Close Complete Assign Hold Pending Release Reinstale Save Layout Workspaces Print Note

Maintain Process Format Print Info

Links
Enter text to search...

Functions
Work Orders 1
Work In Progress
Notes
Assignments
Hold History

Customer Big Bargains
Contact Tarryn Snow CUSTOMER CONTAI
Contact No. 031 123 4567
Address
Call Type Parts Requirement
Error Code Faulty
Description Machine not printing
Call Date Time 01 Mar 2019 13:48:57
Priority 3
SLA 0.00
Date Required 01 Mar 2019

Relates To :
ReferenceType ReferenceNo
Serial No AM001
Prior Call Reference
Contract No
Location
Project Reference
Quote Reference
Invoice Reference
Order Reference

Prior Calls :
CallReference CallDate CallTime Description CallType Cal
CN0000591 01 Mar 2019 13:48:57 Machine not printing PR Par

Meters
Meters
SerialNo MeterDefCode Description ReadingDate ReadingTime Period MeterReading PriorReading RollCount Comments
AM001 Mono Mono meter 2019/03/01 13:50:25 3 0.00 0.00 0
AM001 Colour Colour Meter 01 Mar 2019 13:50:25 3 0.00 0.00 0

Meters
Open Windows 11 Mar 2019

- Type in the **Meter Reading(s)** for the equipment.

Call maintenance : Call ref. - CN0000591 - BPO: Version 2.1.0.69 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back Close Complete Assign Hold Pending Release Reinstate Save Layout Workspaces Print Note

Maintain Process Format Print Info

Links
Enter text to search...

Functions
Work Orders 1
Work In Progress
Notes
Assignments
Hold History

Customer Big Bargains
Contact Tarryn Snow CUSTOMER CONTAI
Contact No. 031 123 4567
Address
Call Type Parts Requirement
Error Code Faulty
Description Machine not printing
Call Date Time 01 Mar 2019 13:48:57
Priority 3
SLA 0.00
Date Required 01 Mar 2019

Relates To :
ReferenceType ReferenceNo
Serial No AM001
Prior Call Reference
Contract No
Location
Project Reference
Quote Reference
Invoice Reference
Order Reference

Prior Calls :
CallReference CallDate CallTime Description CallType Cal
CN0000591 01 Mar 2019 13:48:57 Machine not printing PR Par

Meters
SerialNo MeterDefCode Description ReadingDate ReadingTime Period MeterReading PriorReading RollCount Comments
AM001 Mono Mono meter 01 Mar 2019 13:50:25 3 0.00 0.00 0
AM001 Colour Colour Meter 01 Mar 2019 13:50:25 3 0.00 0.00 0

Meters
Open Windows 11 Mar 2019

- Type in any **Comments** relating to these readings, if required.

Call maintenance : Call ref. - CN0000591 - BPO: Version 2.1.0.69 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back Close Complete Assign Hold Pending Release Reinstale Save Layout Workspaces Print Note

Maintain Process Format Print Info

Links
Enter text to search...

Functions
Work Orders 1
Work In Progress
Notes
Assignments
Hold History

Customer Big Bargains
Contact Tarryn Snow CUSTOMER CONTAI
Contact No. 031 123 4567
Address
Call Type Parts Requirement
Error Code Faulty
Description Machine not printing
Call Date Time 01 Mar 2019 13:48:57
Priority 3
SLA 0.00
Date Required 01 Mar 2019

Relates To :
ReferenceType ReferenceNo
Serial No AM001
Prior Call Reference
Contract No
Location
Project Reference
Quote Reference
Invoice Reference
Order Reference

Prior Calls :
CallReference CallDate CallTime Description CallType Cal
CN0000591 01 Mar 2019 13:48:57 Machine not printing PR Par

Meters
SerialNo MeterDefCode Description ReadingDate ReadingTime Period MeterReading PriorReading RollCount Comments
AM001 Mono Mono meter 01 Mar 2019 13:50:25 3 180.00 0.00 0
AM001 Colour Colour Meter 01 Mar 2019 13:50:25 3 120.00 0.00 0

Meters
Open Windows 11 Mar 2019

SAVE METER READINGS

- When you have finished adding the meter reading details, click on **Save**.

Call maintenance : Call ref. - CN0000591 - BPO: Version 2.1.0.69 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back Close Complete Assign Hold Pending Release Reinstate Save Layout Workspaces Print Note

Maintain Process Format Print Info

Links
Enter text to search...

Functions
Work Orders 1
Work In Progress
Notes
Assignments
Hold History

Customer: Big Bargains
Contact: Tarryn Snow CUSTOMER CONTAI
Contact No: 031 123 4567
Address:
Call Type: Parts Requirement
Error Code: Faulty
Description: Machine not printing
Call Date Time: 01 Mar 2019 13:48:57
Priority: 3
SLA: 0.00
Date Required: 01 Mar 2019

Relates To :
ReferenceType ReferenceNo
Serial No AM001
Prior Call Reference
Contract No
Location
Project Reference
Quote Reference
Invoice Reference
Order Reference

Prior Calls :
CallReference CallDate CallTime Description CallType Cal
CN0000591 01 Mar 2019 13:48:57 Machine not printing PR Par

Meters
SerialNo MeterDefCode Description ReadingDate ReadingTime Period MeterReading PriorReading RollCount Comments
AM001 Mono Mono meter 01 Mar 2019 13:50:25 3 180.00 0.00 0 Toner to be replaced
AM001 Colour Colour Meter 01 Mar 2019 13:50:25 3 120.00 0.00 0 Toner to be replaced

Meters
Open Windows 11 Mar 2019

- The Meter reading details will be **saved** and you will return to the **Call Listing** screen.

MNU.122.023

