

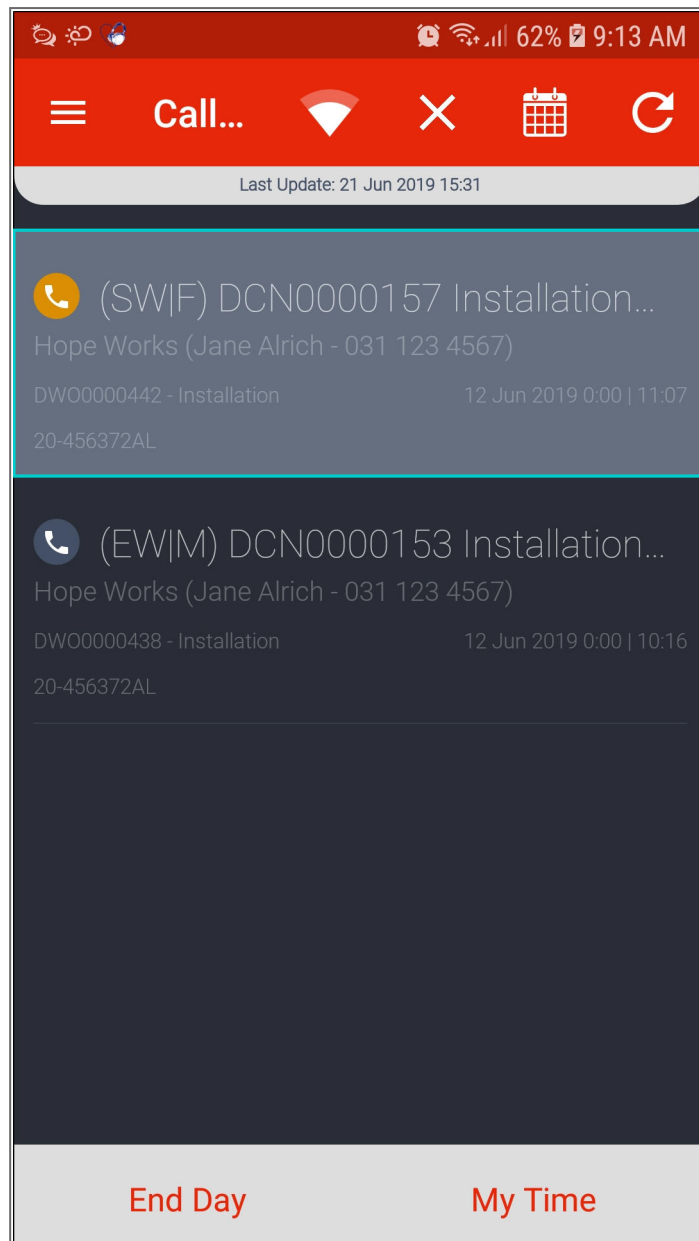
# TECHCONNECT

## WORK OPTIONS

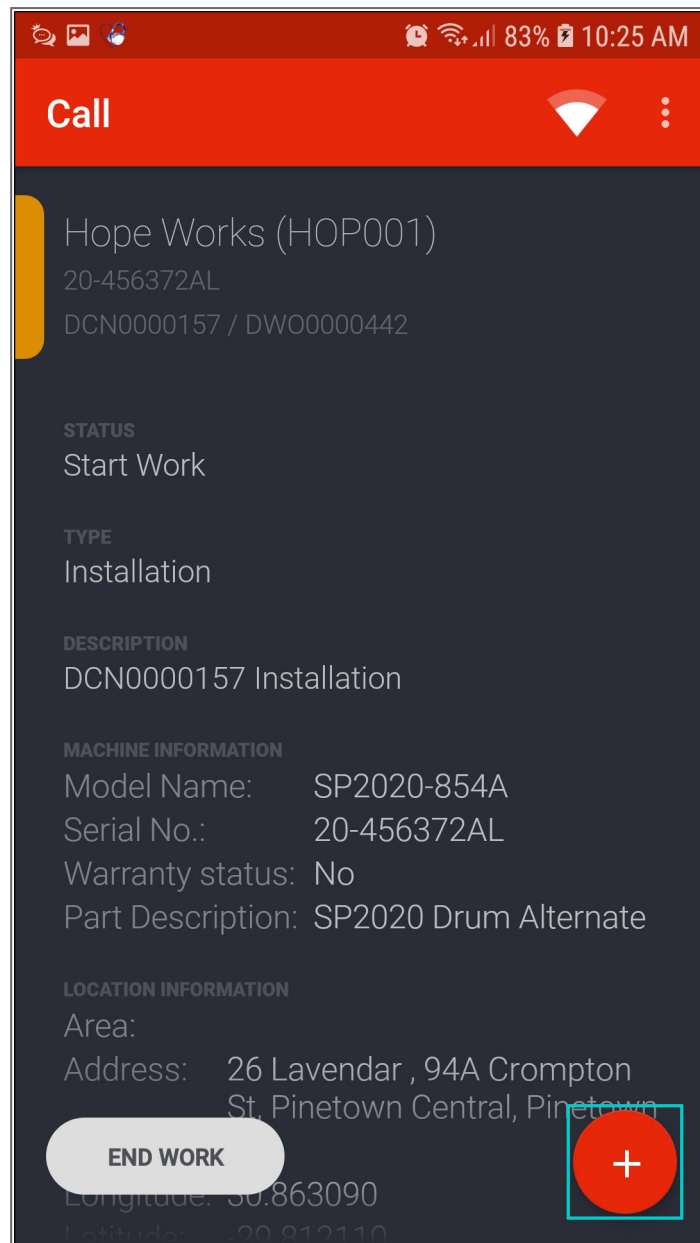
### CALL OPTIONS

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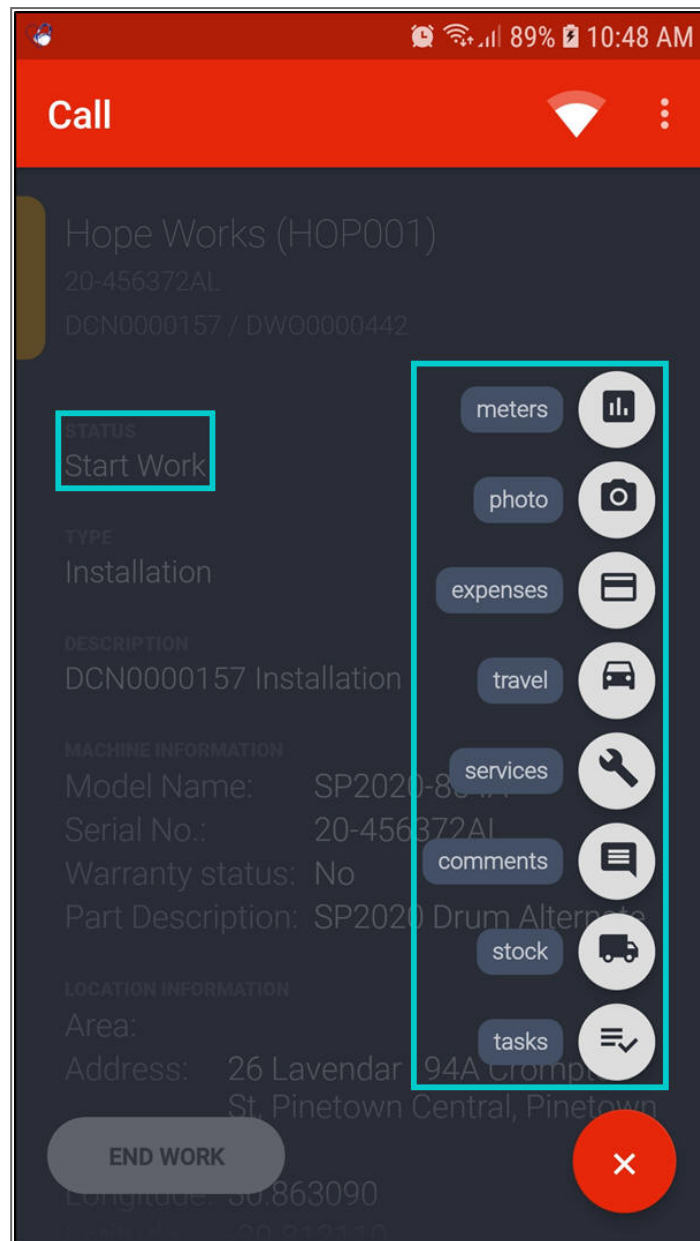
- All the call options are available in Status - ***Start Work***. In other statuses, you can only access some of the call options.
- In the ***Calls List*** screen, click on the call / project you wish to work on.



- The **Call** screen will be displayed.
- Click on the '+' button.

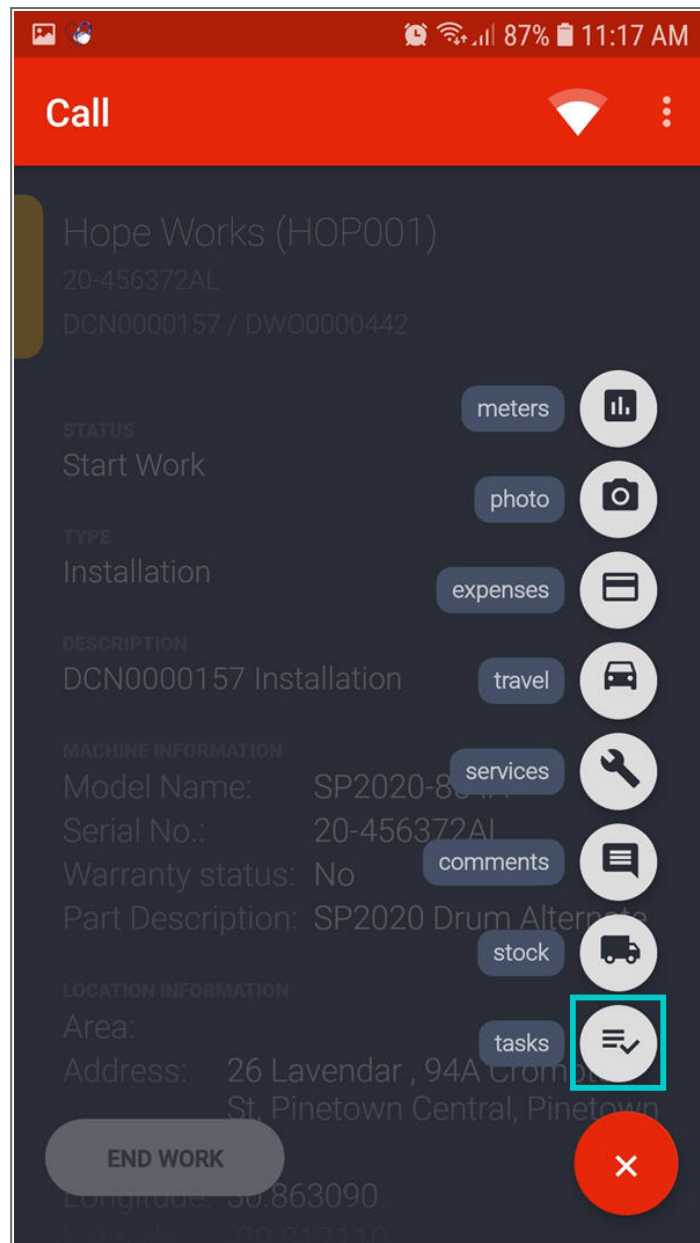


- A call options **menu** will be displayed.
  - **Note:** All call options are only displayed in status - **Start Work**.



## TASKS / INSTRUCTIONS

- Click on **Tasks**.



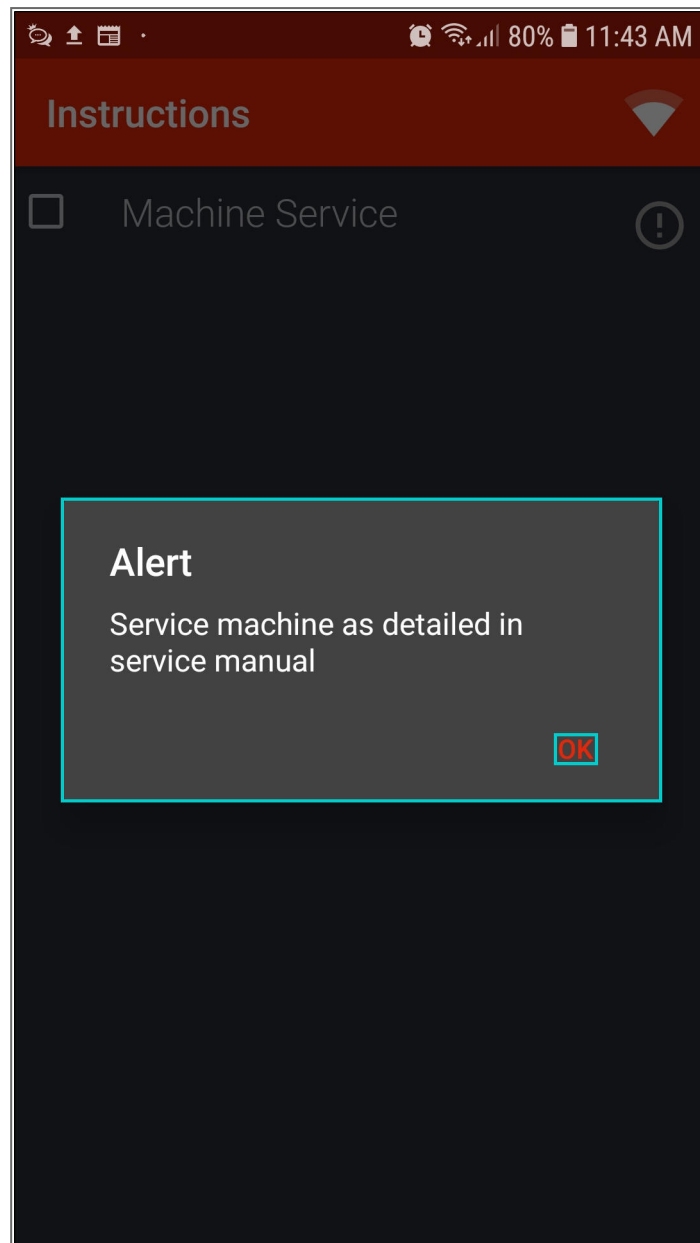
- The **Instructions** screen will be displayed.
- If the call / project was generated from a scheduled maintenance task, a list of work instructions will display.



- Click on the '!' - Information icon to view more details regarding the instruction.



- An **Alert** message box will be displayed with more details regarding the instruction.
- Click on **Ok** when you are done with the instruction details.



- To mark the task / instruction as done, click in the **check box**.





- The **check box** will now be marked.
- The **check box** colour will now **red**.



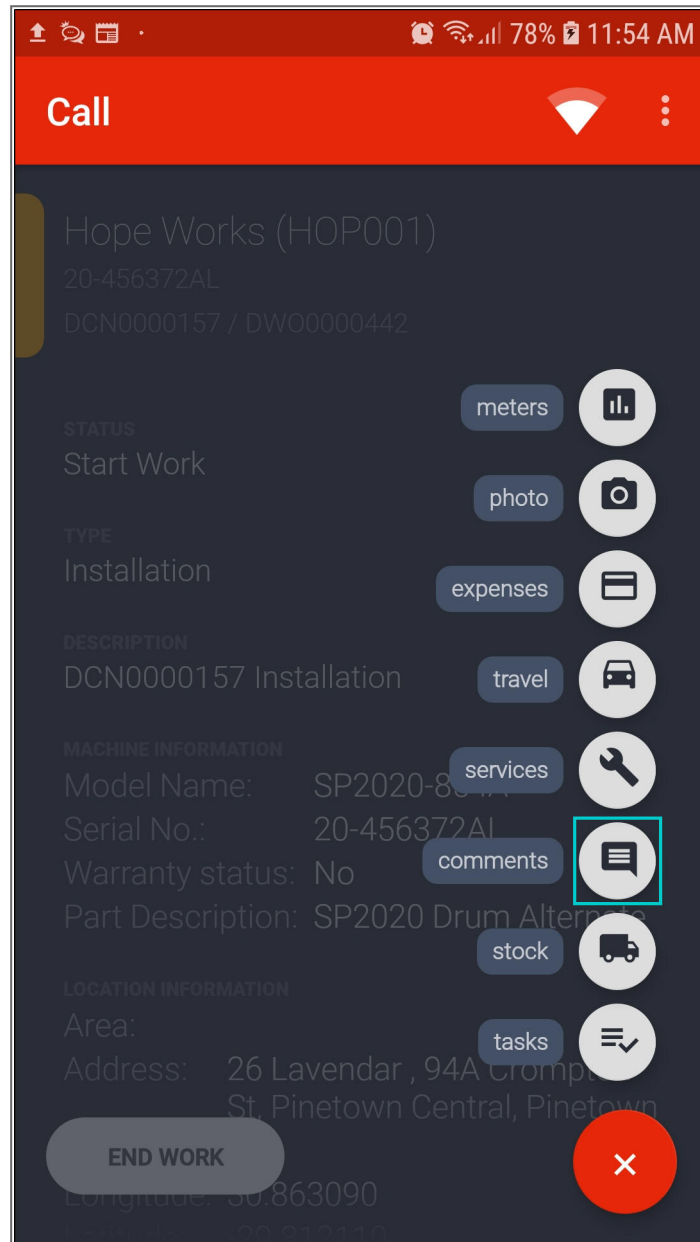
## STOCK

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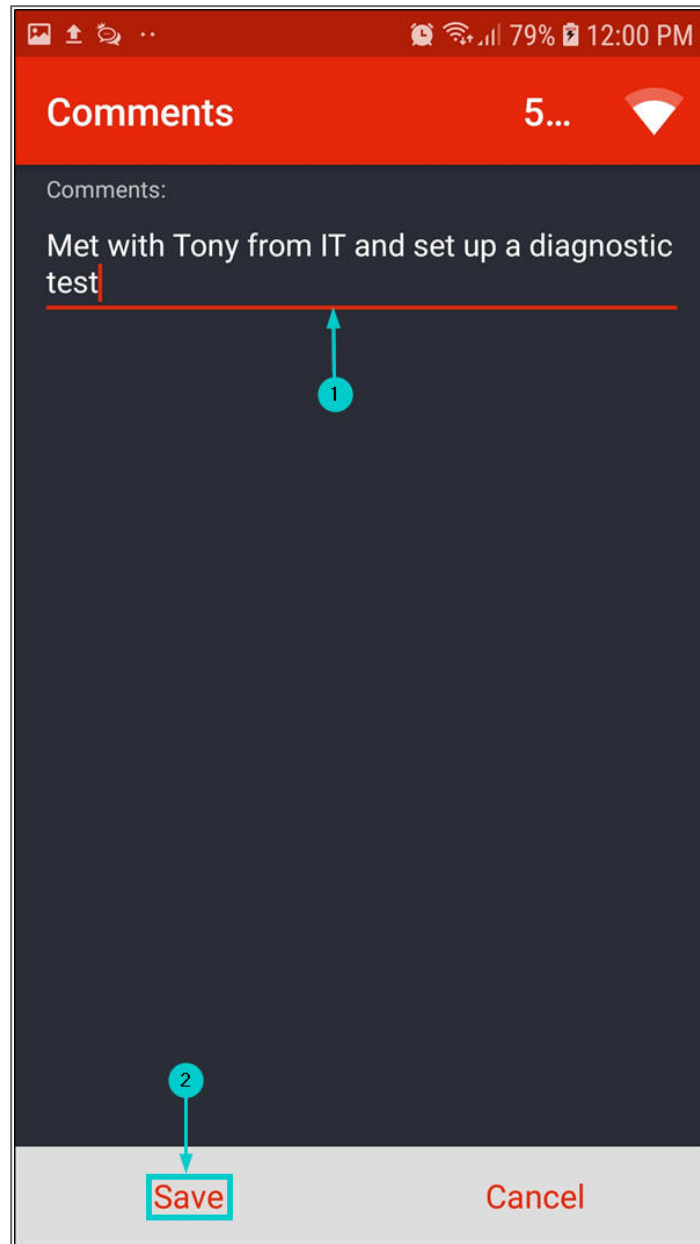
(refer to [Work options - Stock](#))

## WORK COMMENTS




- You can add work comments whilst work is in progress. These comments will pull through to the Technician end work **rec-tification comments** field.
- Click on **Comments**.






- The **Comments** screen will be displayed.
  - Type in your comment.
  - Click on **Save**.





- You will return to the **Call** screen.




82%
12:13 PM

Call

Hope Works (HOP001)

20-456372AL

DCN0000157 / DWO0000442

STATUS

Start Work

TYPE

Installation

DESCRIPTION

DCN0000157 Installation

MACHINE INFORMATION

Model Name: SP2020-854A

Serial No.: 20-456372AL

Warranty status: No

Part Description: SP2020 Drum Alternate

LOCATION INFORMATION

Area:

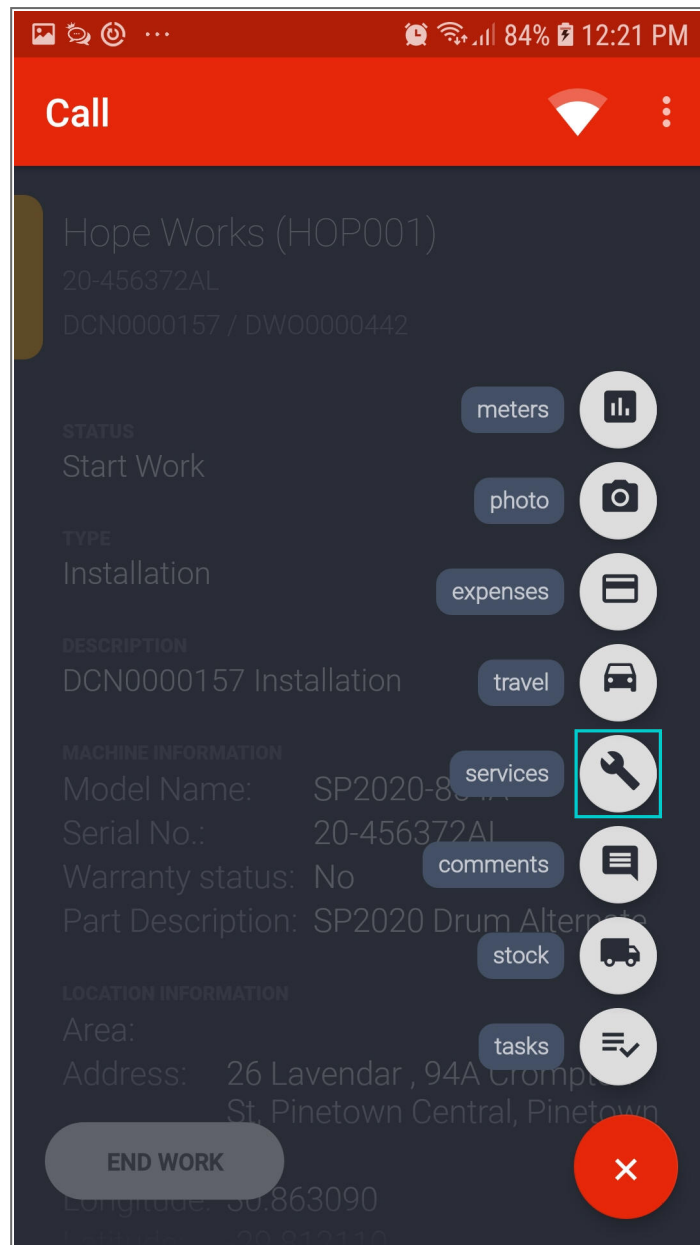
Address: 26 Lavendar , 94A Crompton St, Pinetown Central, Pinetown

END WORK

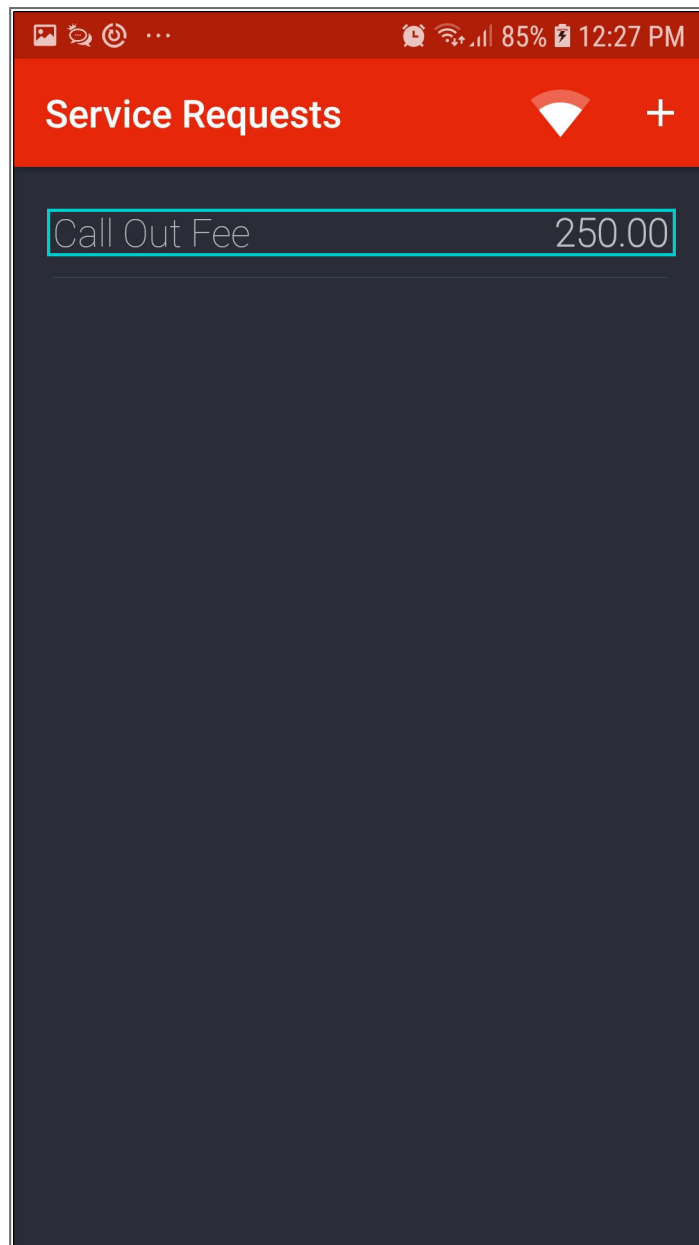
+

## THIRD PARTY SERVICE REQUEST

- If a Third Party Sub-contract is required for work that must be done, a **Service Request** must be raised.
- Click on the **Services**.

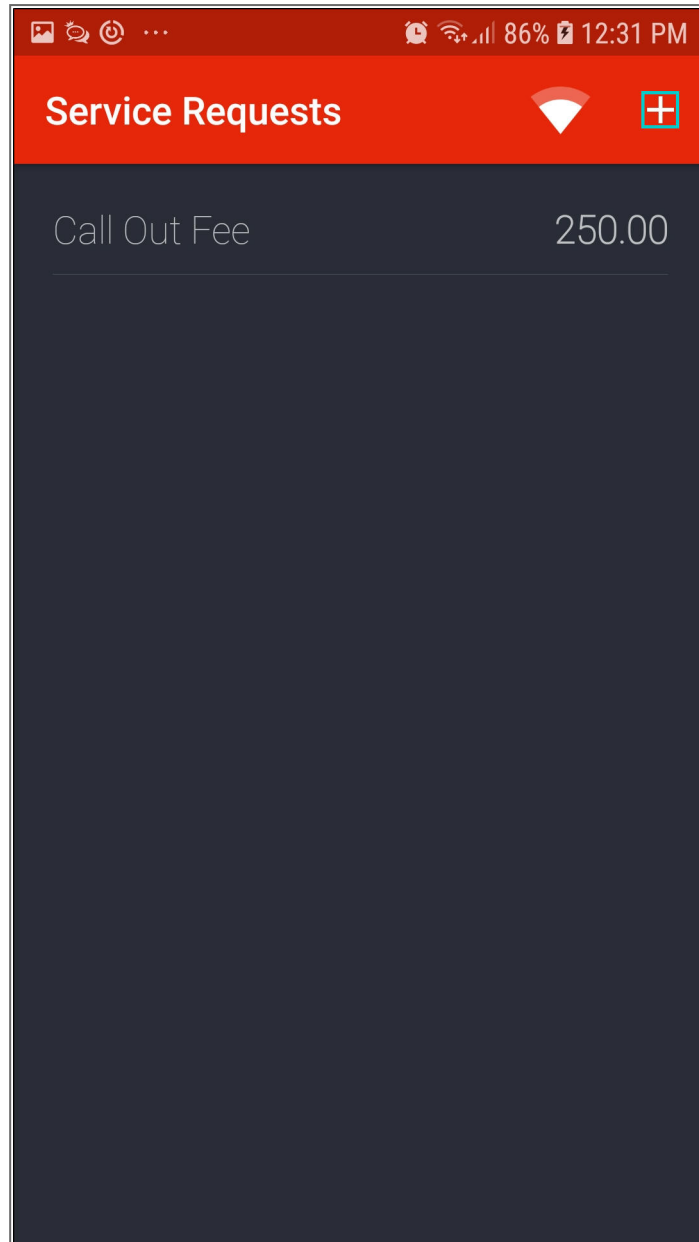


- The **Service Requests** screen will be displayed.
- Any services that have already been requested will be displayed in this screen.



The screenshot shows a mobile application interface for 'Service Requests'. At the top, there is a red header bar with the text 'Service Requests' on the left, a white Wi-Fi icon in the center, and a white plus sign on the right. Below the header, the main content area has a dark blue background. A single entry is visible, consisting of a light blue rectangular box containing the text 'Call Out Fee' on the left and the value '250.00' on the right. The status bar at the very top of the phone screen shows various icons including a camera, a speech bubble, a power button, a clock, a Wi-Fi signal, cellular signal bars, 85% battery, and the time 12:27 PM.

- To add a Service Request, click on the '+' icon.

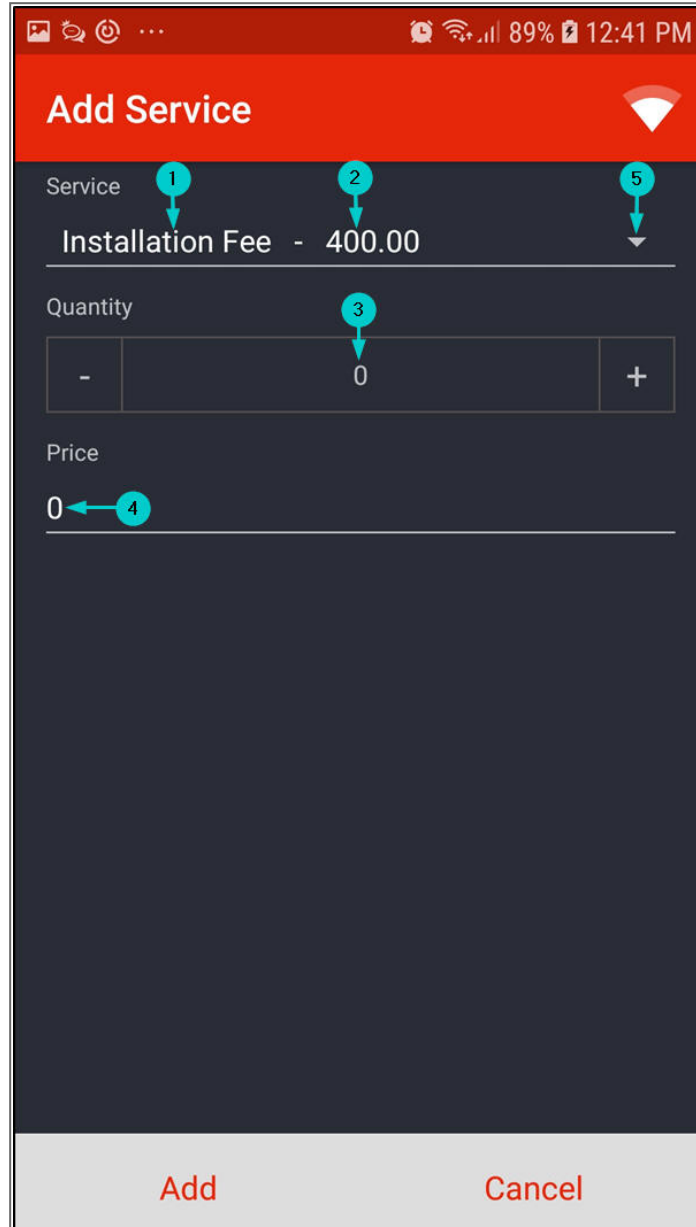


- An **Add Service** screen will be displayed.
  1. A service and the
  2. service fee will auto populate.
  3. The Quantity will default as **0**.
  4. The Price will default as **0**.



5. You can change the service by clicking on the **down arrow** and selecting the required service.

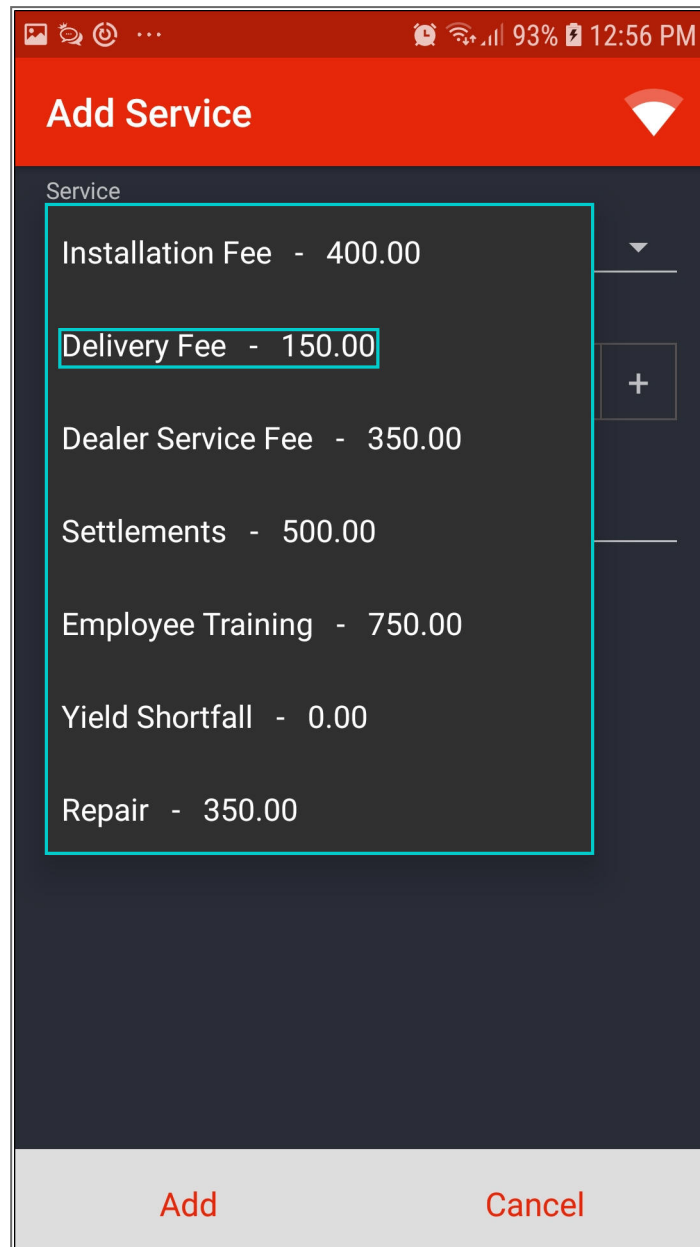
- **Note:** The price shown for each service is based on the **Service Unit Cost**.



The screenshot shows a mobile application interface for adding a service. At the top is a red header with the text "Add Service" and a white Wi-Fi icon. Below the header, the interface is divided into sections. The "Service" section shows "Installation Fee" with a price of "400.00". A red circle with the number "1" points to the "Service" label, a red circle with the number "2" points to the "Installation Fee" text, and a red circle with the number "5" points to a downward arrow icon. The "Quantity" section shows a numeric input field with "0" and a red circle with the number "3" pointing to it. The "Price" section shows a numeric input field with "0" and a red circle with the number "4" pointing to it. At the bottom are two buttons: "Add" and "Cancel".

- A **menu** will be displayed.
- Select the required service.

- In this image, **Delivery Fee** was selected.



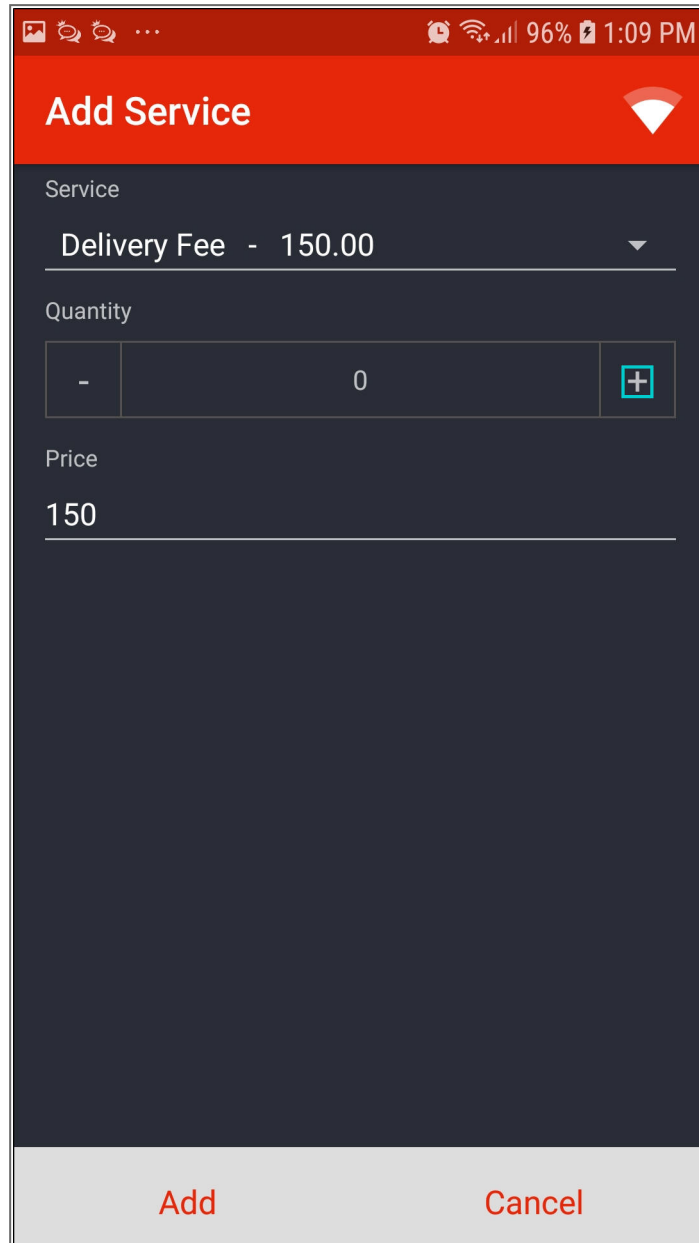
Service

Installation Fee - 400.00	▼
<b>Delivery Fee - 150.00</b>	+
Dealer Service Fee - 350.00	
Settlements - 500.00	
Employee Training - 750.00	
Yield Shortfall - 0.00	
Repair - 350.00	

Add Cancel

- The selected service will now be displayed.
- Click on '+' icon to add the required quantity.
  - **Note:** Use '+' icon to increase the quantity and '-' icon to decrease the quantity.

- The price will auto populate but you can change this by deleting the price and typing in a new price.



**Add Service**

Service

Delivery Fee - 150.00

Quantity

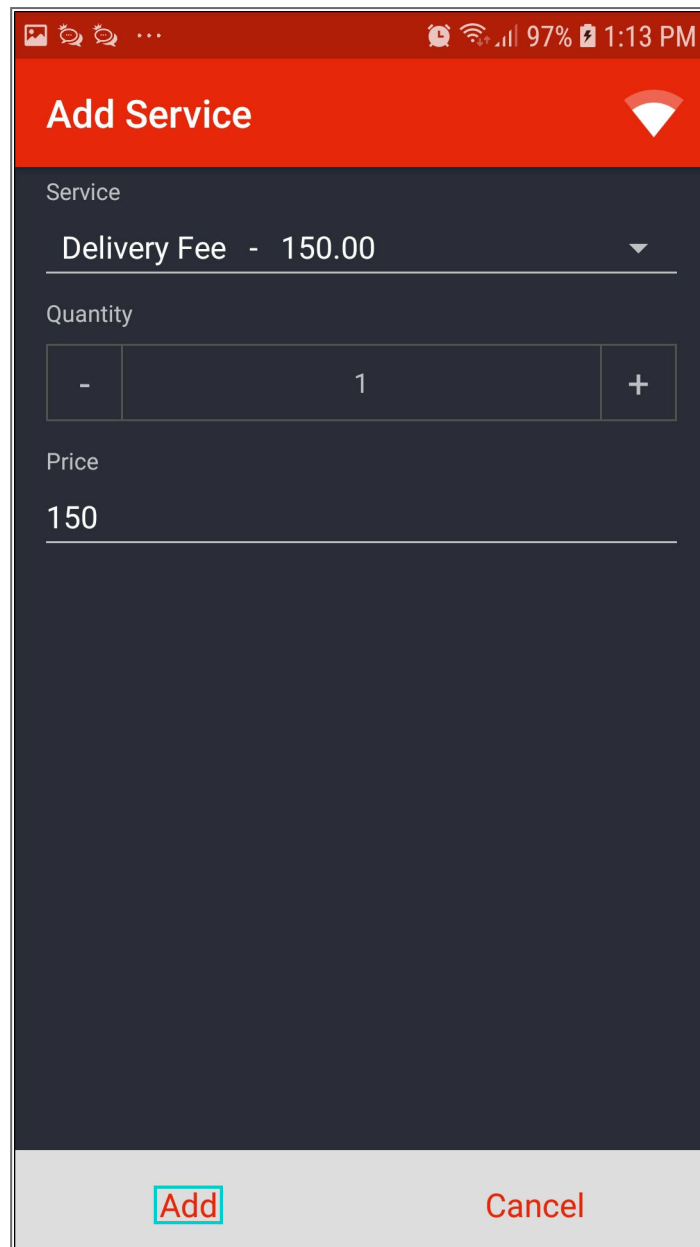
- 0 +

Price

150

Add Cancel

- Click on **Add**.



**Add Service**

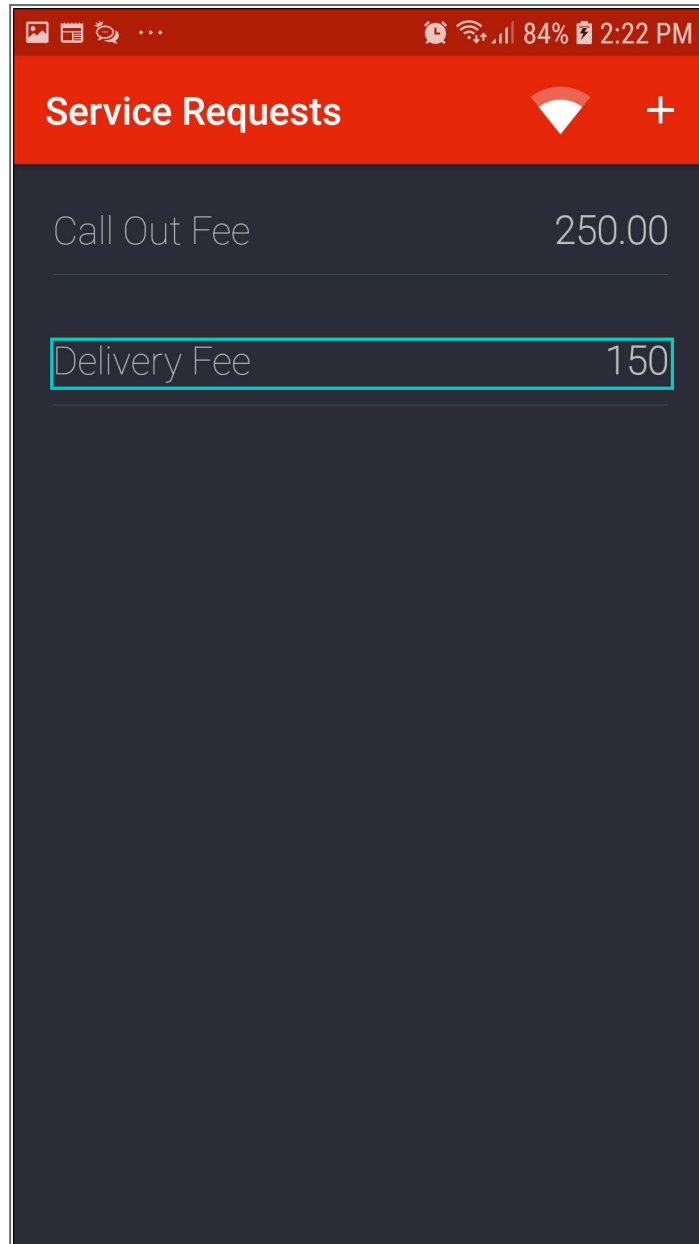
Service  
Delivery Fee - 150.00

Quantity  
- 1 +

Price  
150

**Add** **Cancel**

- The service request will now be displayed in the **Service Requests** screen.
- The **Call Centre** can then follow up by creating a **Service Requisition** and completing the **Third Party Non - Stock Procurement Process**.

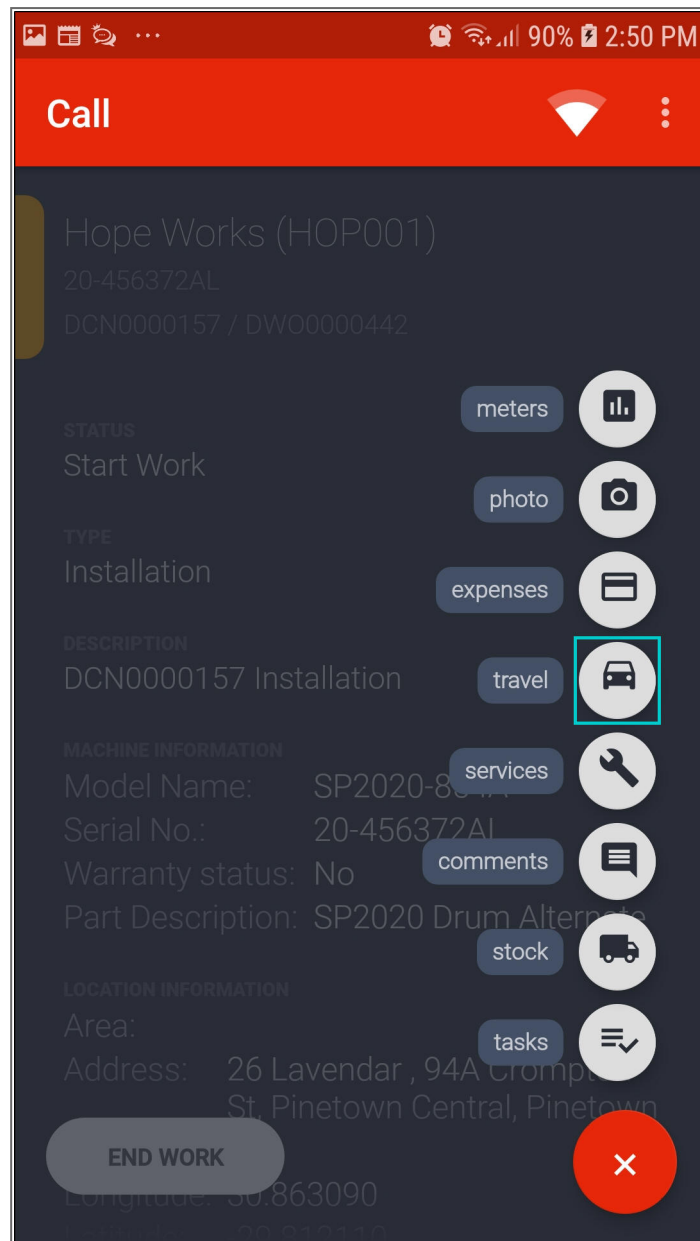


The screenshot shows a mobile application interface for 'Service Requests'. At the top, there is a red header bar with the title 'Service Requests' in white, a white Wi-Fi icon, and a white plus sign. Below the header, the background is dark blue. The first item is 'Call Out Fee' with a value of '250.00'. The second item is 'Delivery Fee' with a value of '150', which is highlighted by a red rectangular border. The status bar at the very top shows icons for camera, calendar, messages, and more options, along with a clock icon, Wi-Fi, cellular signal, 84% battery, and the time 2:22 PM.

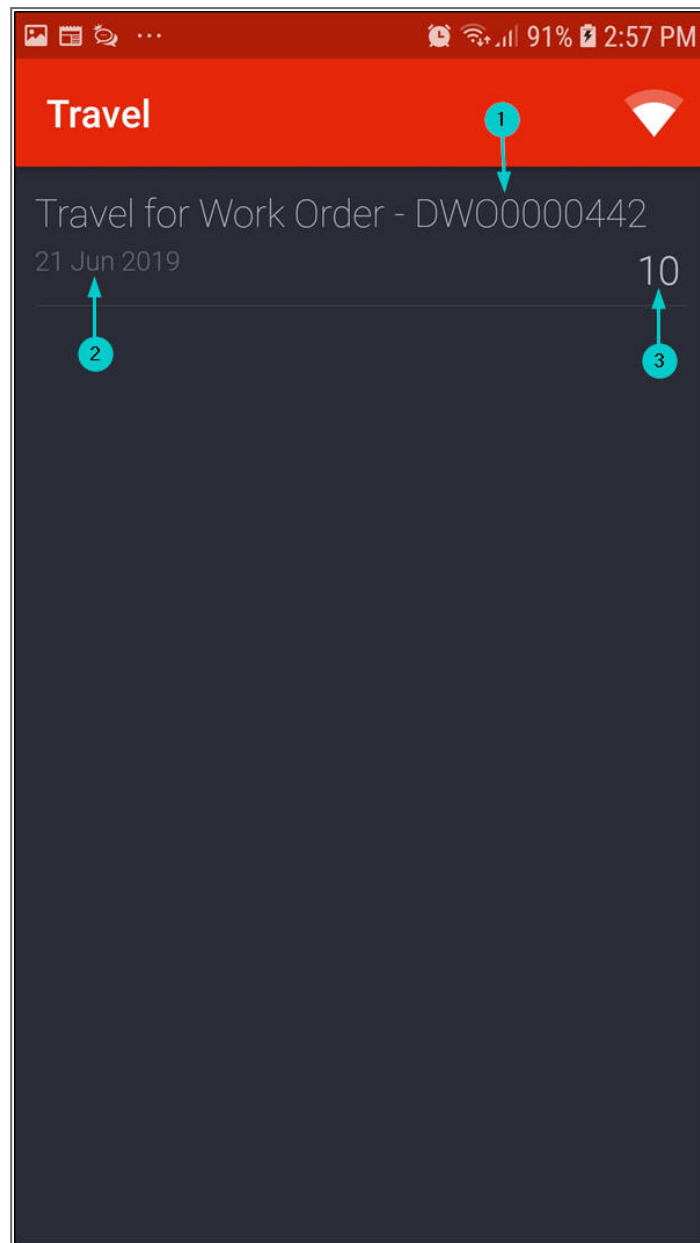
Call Out Fee	250.00
Delivery Fee	150

## TRAVEL

- You can view or edit travel done on the call you are working on.
- Click on ***Travel***.

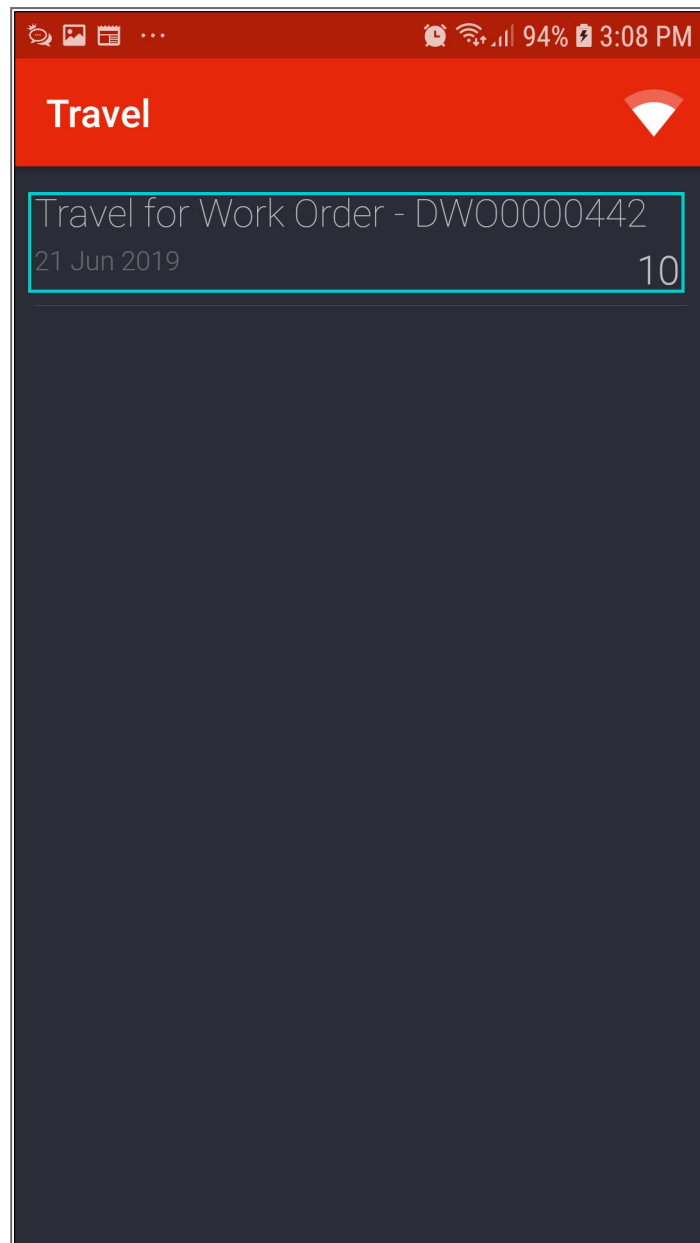


- The **Travel** screen will be displayed.
- Any travel linked to the call you are working on will be displayed in this screen showing the;
  1. work order number,
  2. date the travel was logged and the
  3. distance travelled in km(s).



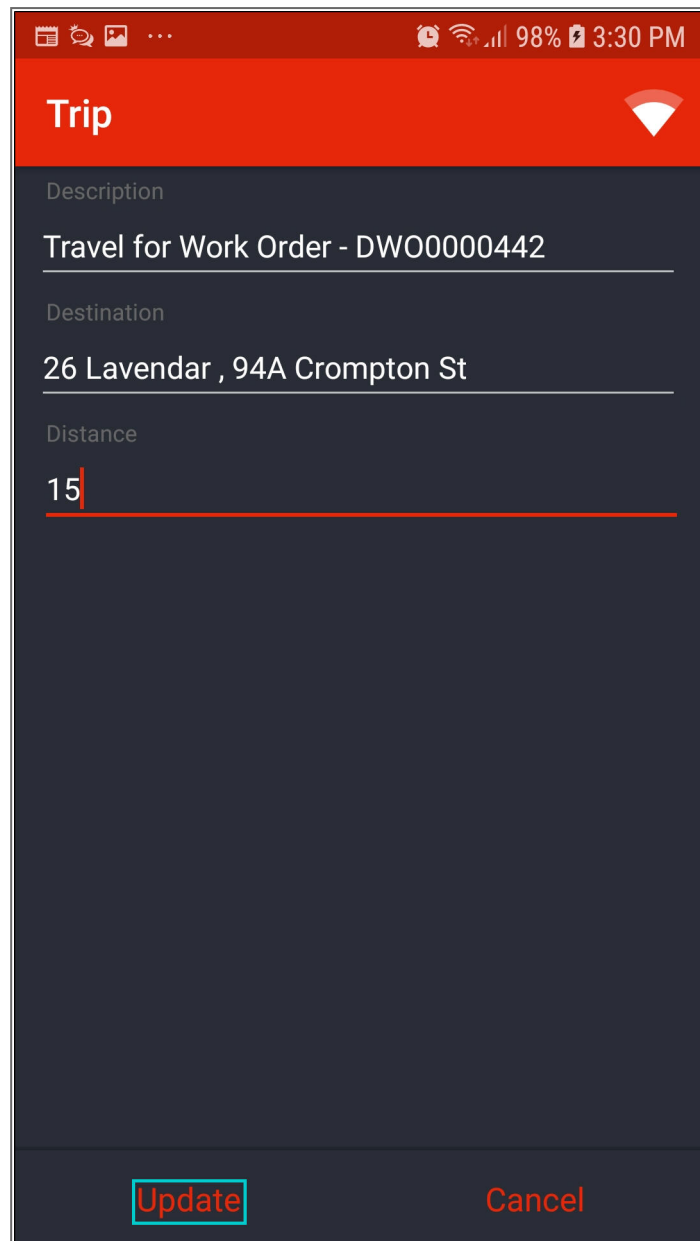
### TRAVEL ENTRY:

- To edit the travel record, click on the travel record you wish to edit.



- The **Trip** screen will be displayed.
- Edit the relevant details.
- Click on **Update**.
- In this image, **Distance** was updated.





**Trip**

Description

Travel for Work Order - DW00000442

Destination

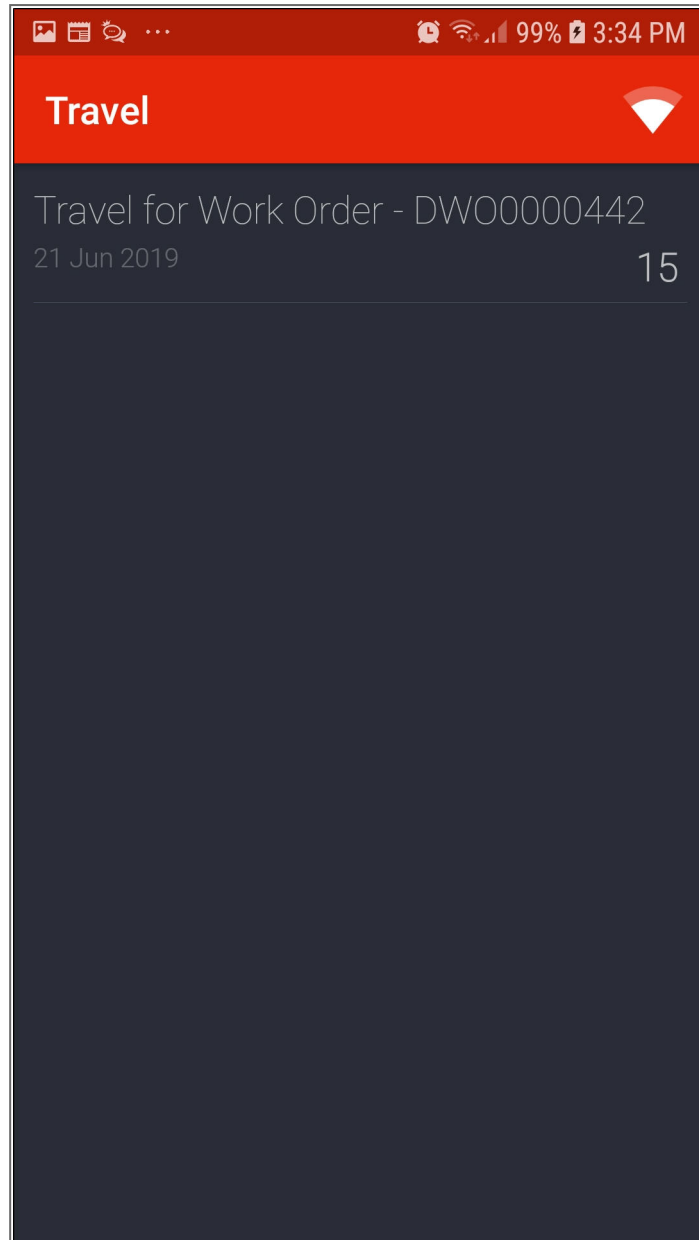
26 Lavendar , 94A Crompton St

Distance

15

**Update** **Cancel**

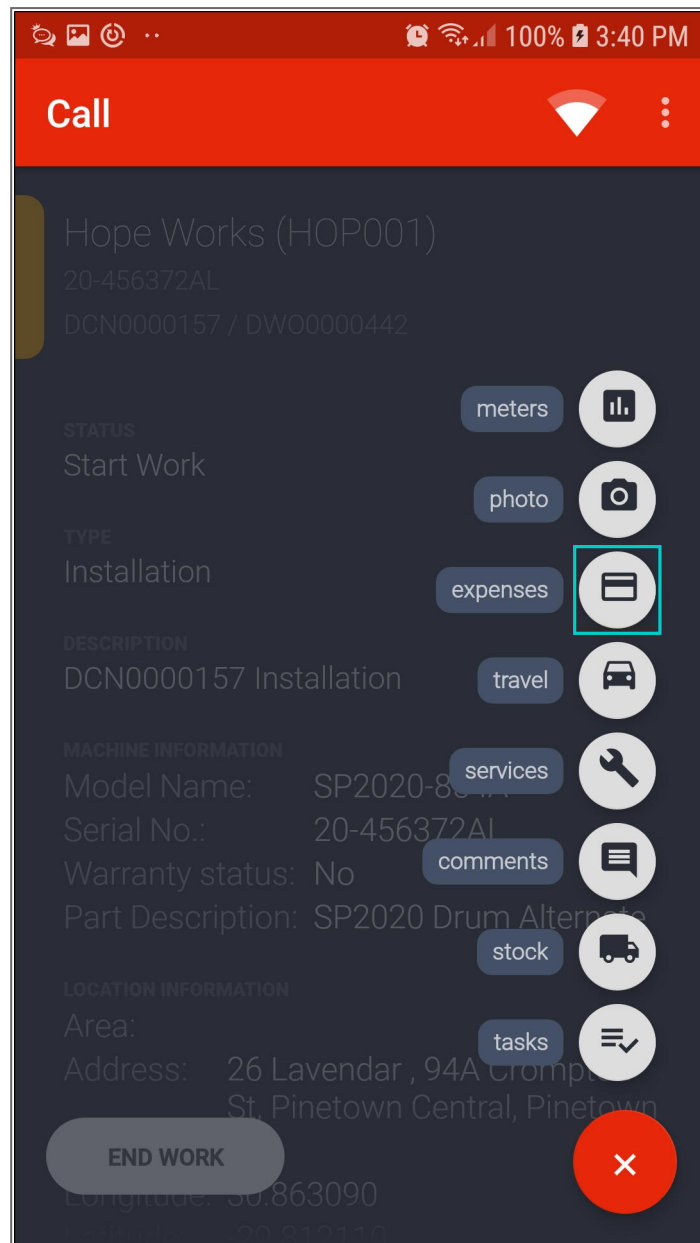
- The updated travel record will now be displayed in the **Travel** screen.



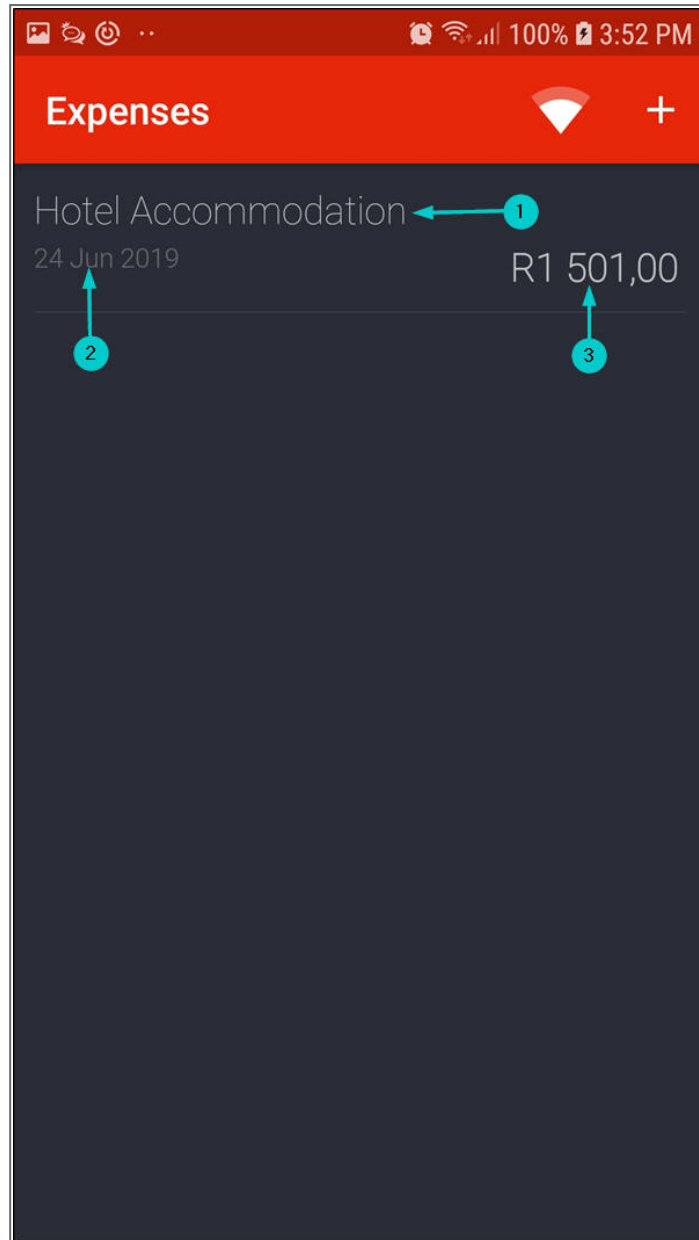
## EXPENSES

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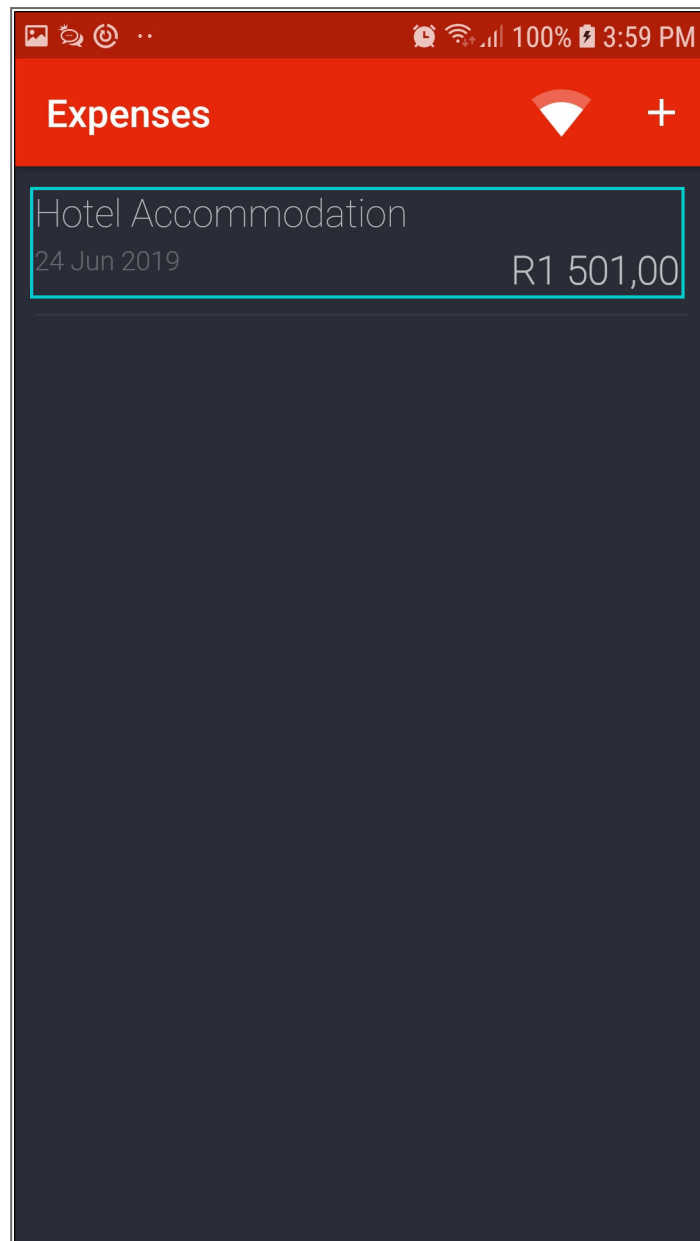
- You can view or add expenses on the call you are working on.
- Click on ***Expenses***.



- The **Expenses** screen will be displayed.
- Any expenses linked to the call you are working on will be displayed in this screen showing the;
  1. expense description, the
  2. date when the expense was logged and the
  3. expense cost.

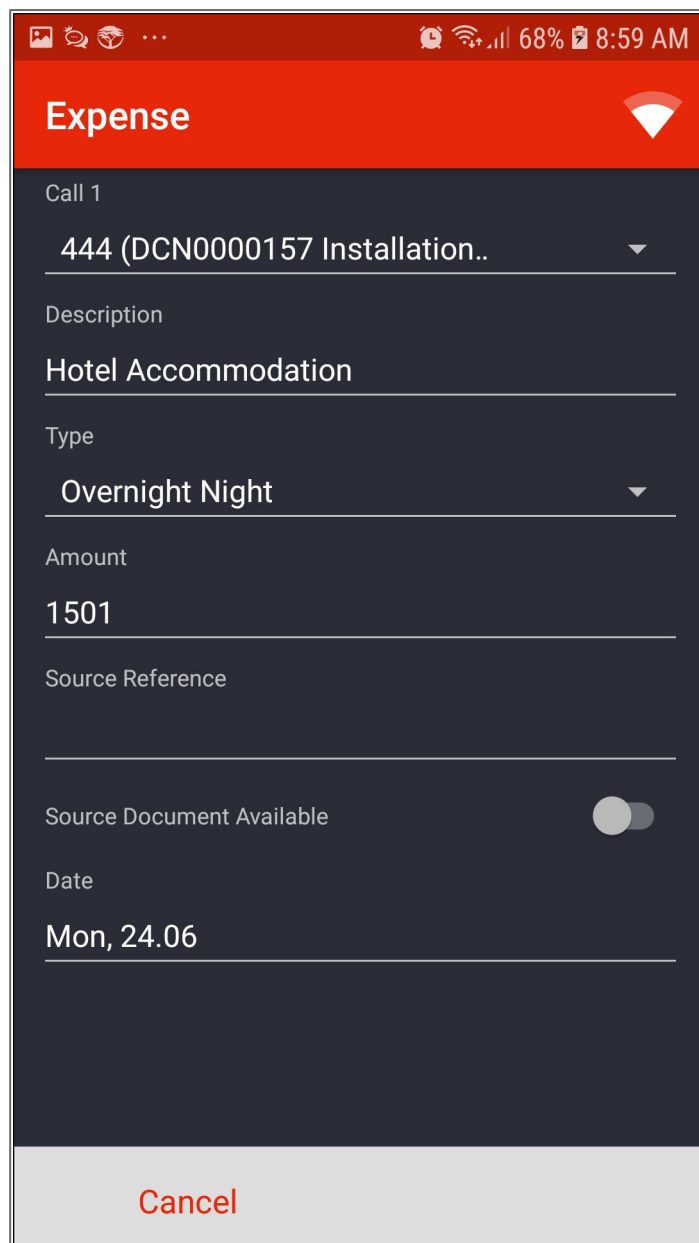


- To view more details, click on the expense you wish to view more details for.



- The **Expense** screen will be displayed.
  - **Call [ ]**: This will auto populate with the call number you are currently working on.
  - **Description**: This shows the call / project description.
  - **Type**: This shows the expense type.
  - **Amount**: This shows the expense amount.

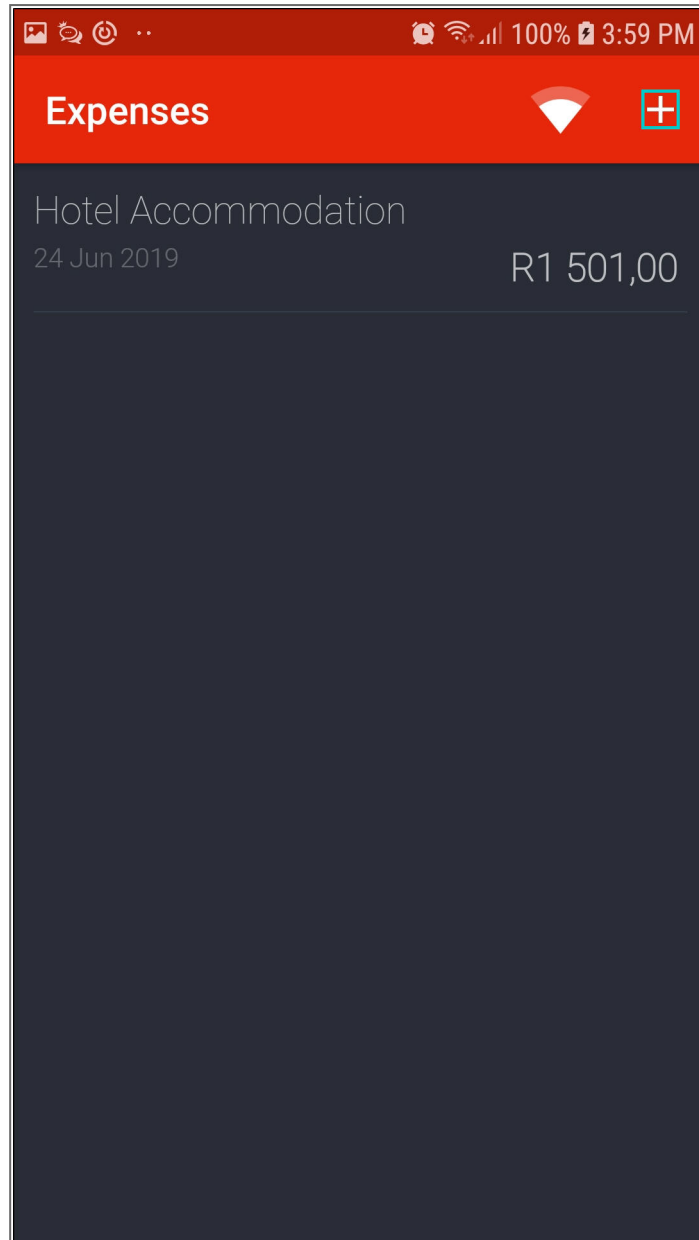
- **Source Reference:** This shows the receipt number if applicable.
- **Source Document Available:** This shows whether the source document is available or not.
  - **Note 1:** When the **Toggle** button is to your **left** and **grey**, it means the source document is not available.
  - **Note 2:** When the **Toggle** button is to your **right** and **red**, it means the source document is available.
- **Date:** This shows the date the expense was logged.



The image shows a mobile application interface for adding an expense. At the top, there is a red header bar with the word "Expense" in white. Below this, the form is set against a dark blue background. The form includes several input fields: "Call 1" with a dropdown menu showing "444 (DCN0000157 Installation.."; "Description" with the text "Hotel Accommodation"; "Type" with a dropdown menu showing "Overnight Night"; "Amount" with the value "1501"; "Source Reference" (empty); "Source Document Available" (a toggle switch that is currently off); and "Date" with the value "Mon, 24.06". At the bottom of the form is a light gray bar with the word "Cancel" in red.

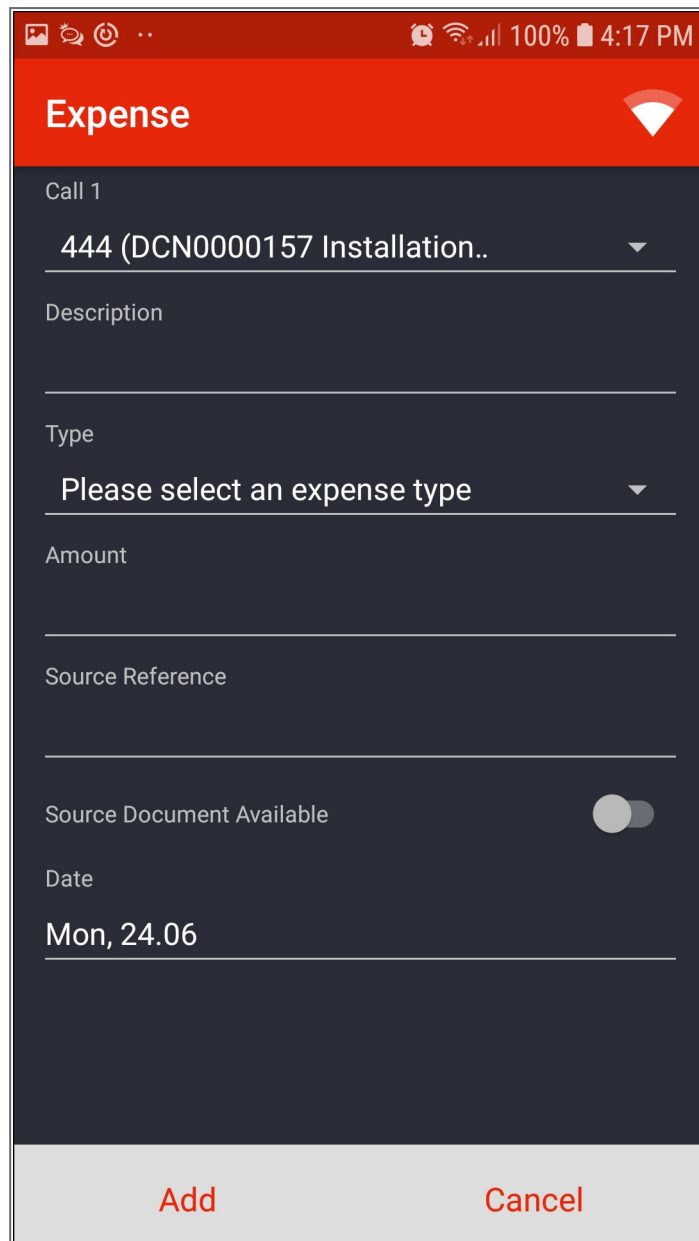
## ADD AN EXPENSE

- Click on the '+' icon in the *Expenses* screen.



- The **Expense** screen will be displayed.





The screenshot shows a mobile application interface for adding an expense. At the top, there is a red header bar with the word "Expense" in white. Below the header, the form is set against a dark blue background. The fields are as follows:




- Call 1:** A dropdown menu currently showing "444 (DCN0000157 Installation..".
- Description:** An empty text input field.
- Type:** A dropdown menu with the text "Please select an expense type".
- Amount:** An empty text input field.
- Source Reference:** An empty text input field.
- Source Document Available:** A toggle switch that is currently turned off.
- Date:** A text input field showing "Mon, 24.06".




At the bottom of the form, there is a light grey bar containing two buttons: "Add" and "Cancel", both in red text.

- **Call [ ]:** This will auto populate with the call number you are currently working on but you can change this by clicking on the **down arrow** and selecting a different call.
- **Note:** If you choose a different call from the one you are

working on, on save, the expense will not be displayed in this screen but in **Expenses - Basics**.

- **Description:** Type in the relevant description.
- **Type:** Click on the down arrow and select the relevant expense type.
- **Amount:** Type in the Expense Amount.
- **Source Reference:** Type in the Receipt Number if applicable.
- **Source Document Available:** This is set to **Yes** by default on save. Only change this if you do not have the Receipt / relating document.
  - **Note 1:** When the **Toggle** button is to your **left** and **grey**, it means the source document is not available.
  - **Note 2:** When the **Toggle** button is to your **right** and **red**, it means the source document is available.
- **Date:** The current date will auto populate but you can change this by clicking on the date and selecting the relevant date.
- Click on **Add**.




100%
4:22 PM

Expense

Call 1

444 (DCN0000157 Installation..

Description

Marianhill toll fee

Type

Toll

Amount

45.0

Source Reference

RE12345

Source Document Available

☐

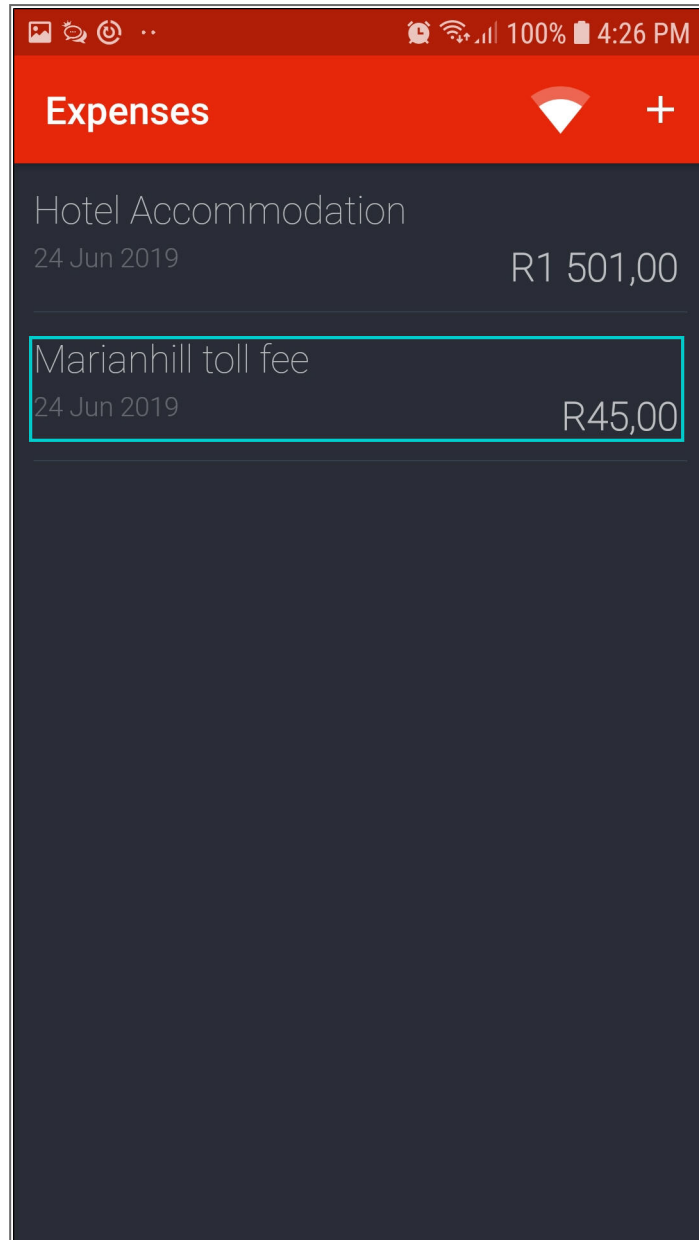
Date

Mon, 24.06

Add

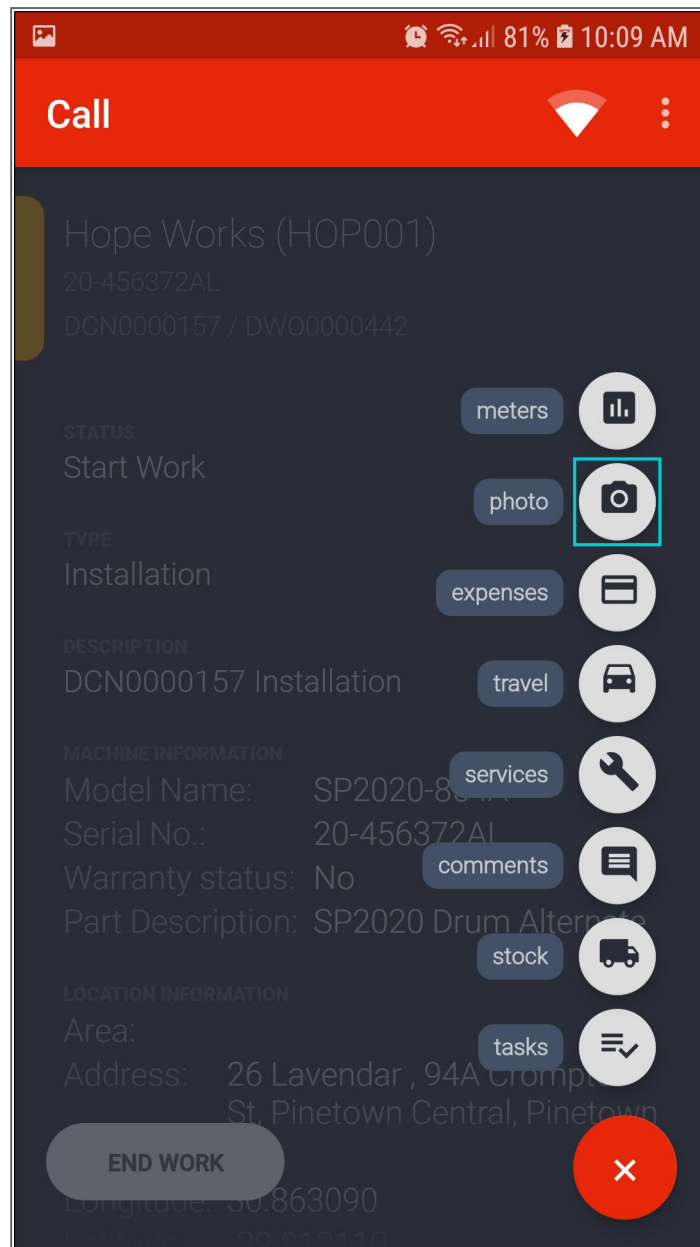
Cancel

- The expense record will now be displayed in the **Expenses** screen.

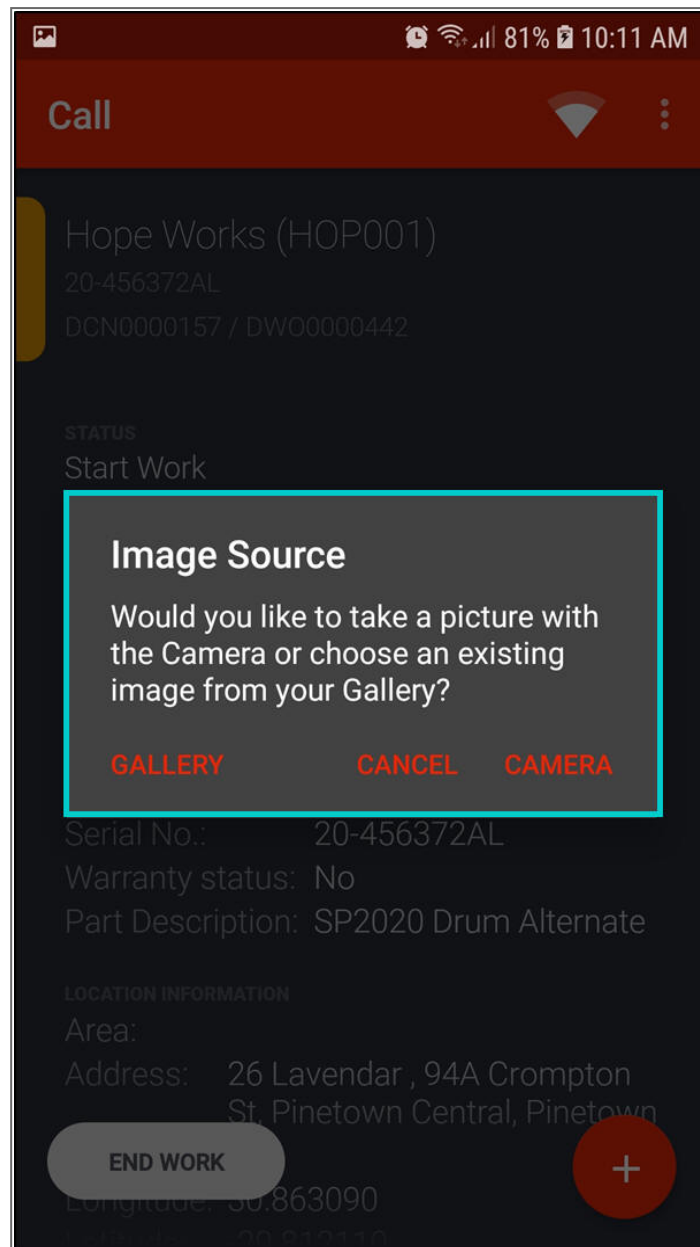


## SAVE IMAGE TO WORK ORDER

- Click on *Photo*.

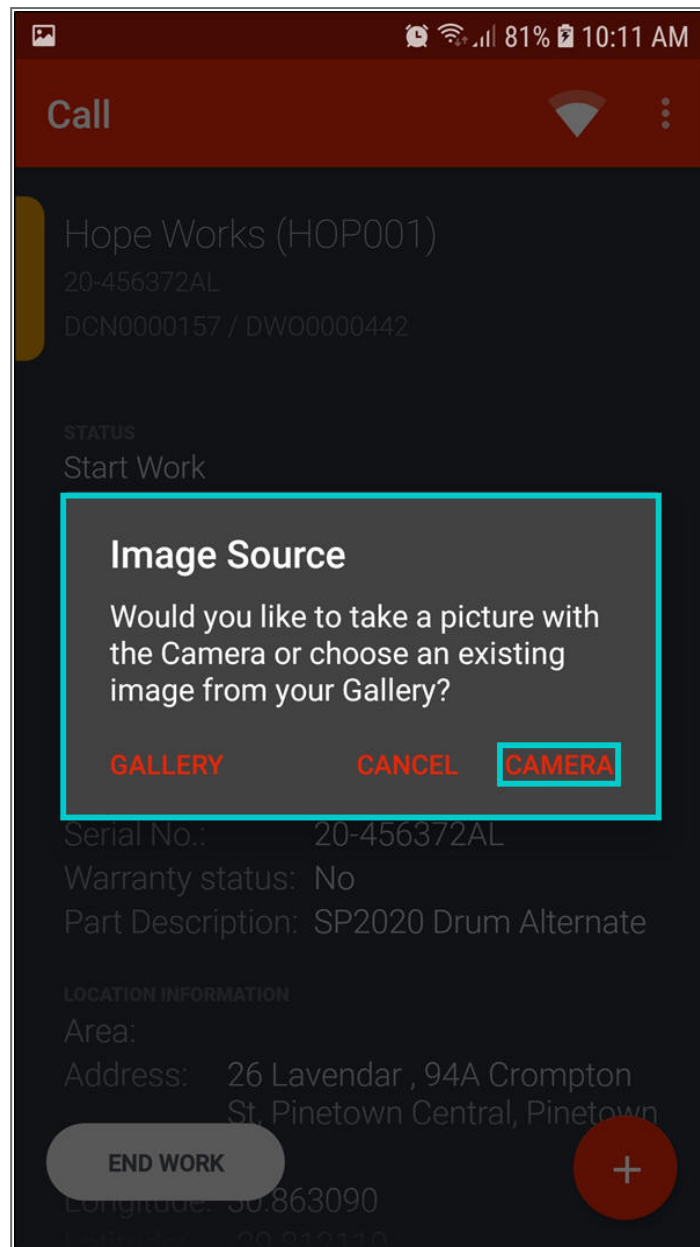


- An **Image Source** message box will pop asking you;
  - *Would you like to take a picture with the Camera or choose an existing image from your Gallery?*
- You can either click on **Gallery** or **Camera**.

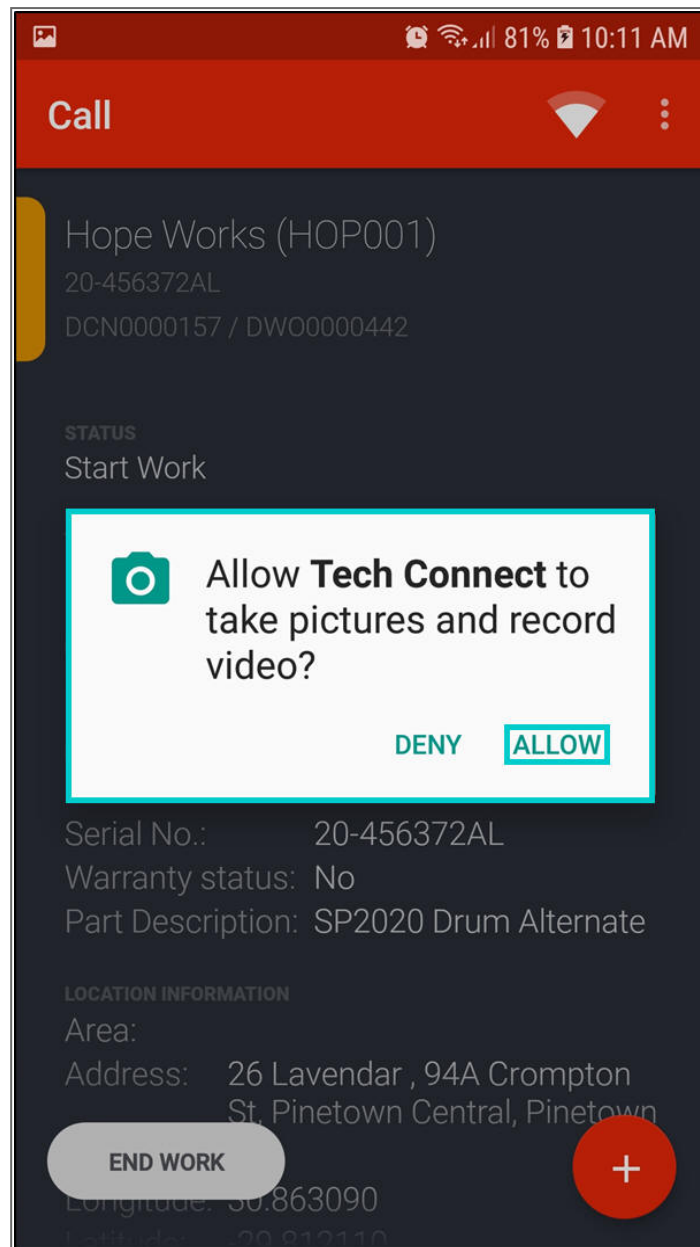


## ***Image Source - Camera***

- Click on **Camera**.

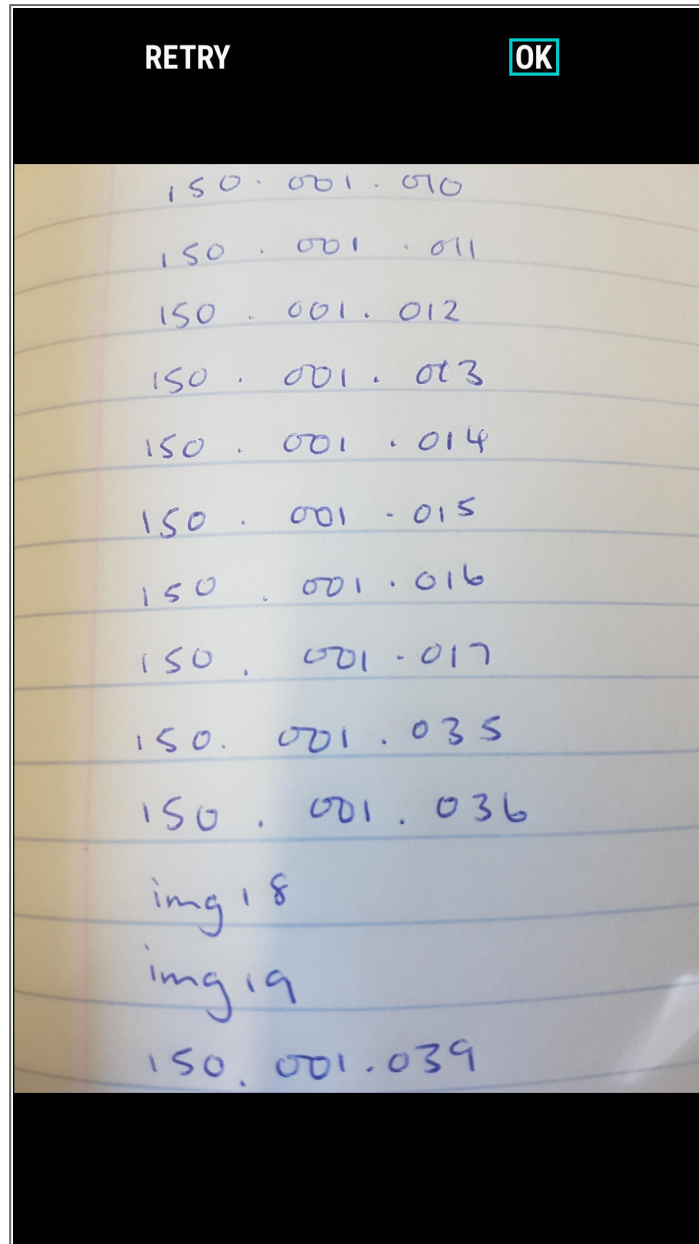


- A message box may pop up asking you;
  - ***Allow Tech Connect to take pictures and record video?***
- Click on ***Allow***.

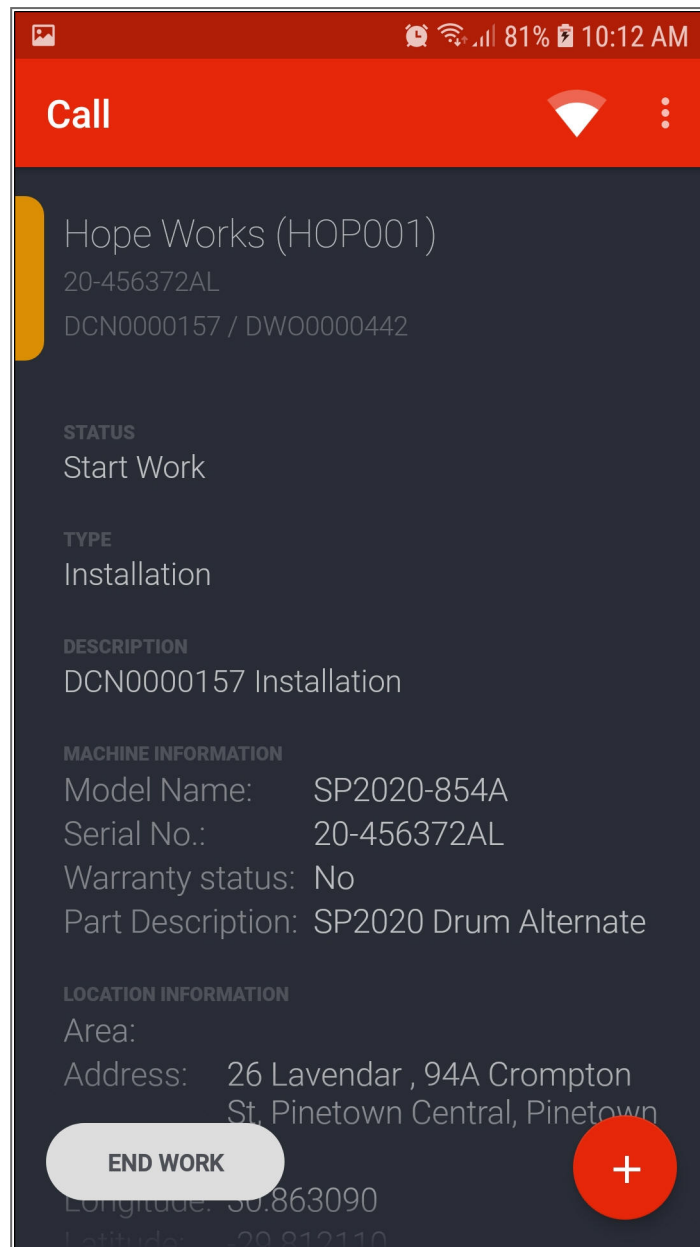


- The application will open the camera app. This may look different depending on your phone / tablet.
- Take the photo.
- Click on **OK** if you are satisfied with the photo or click on **Retry** to retake the photo if you are not satisfied with the photo.
- For the purpose of this manual, **OK** was selected.



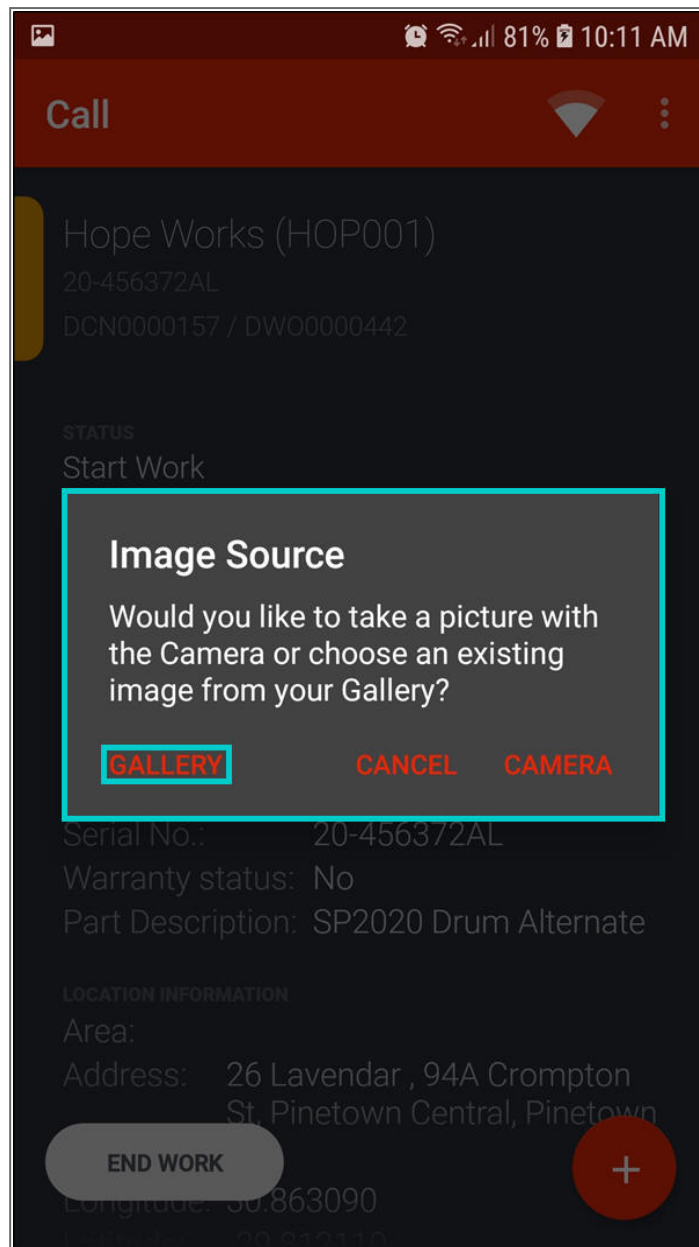


- You will return to the **Call** screen.

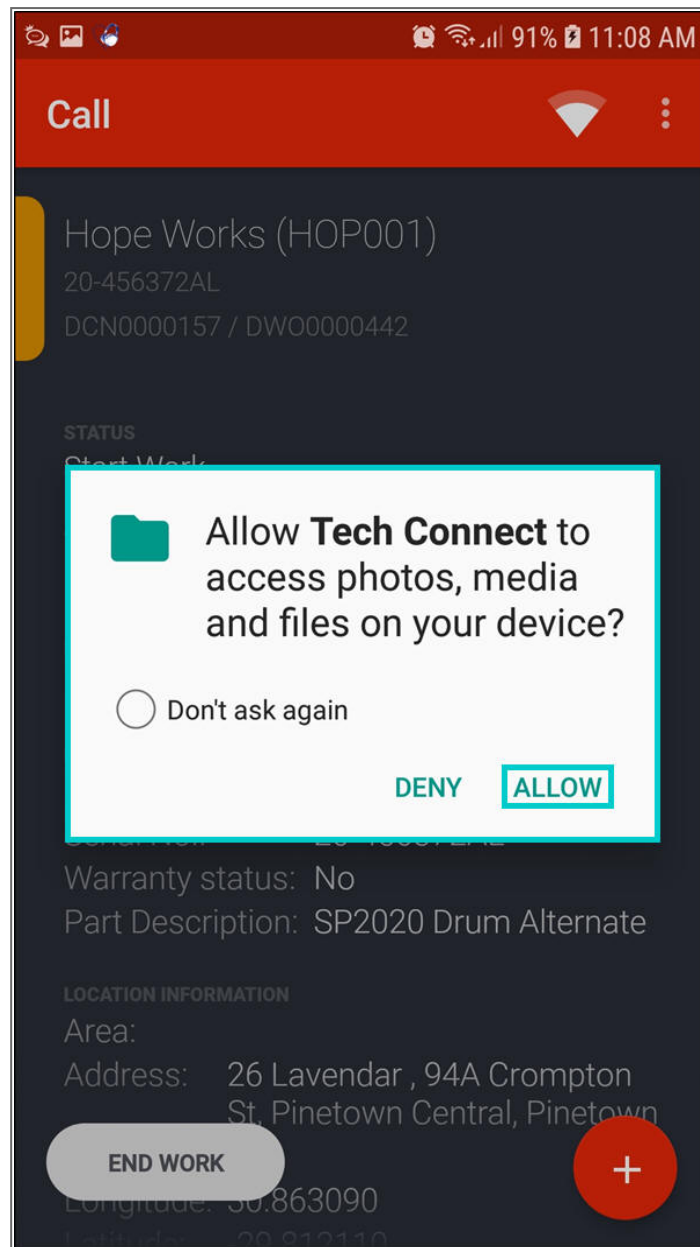


## Image Source - Gallery

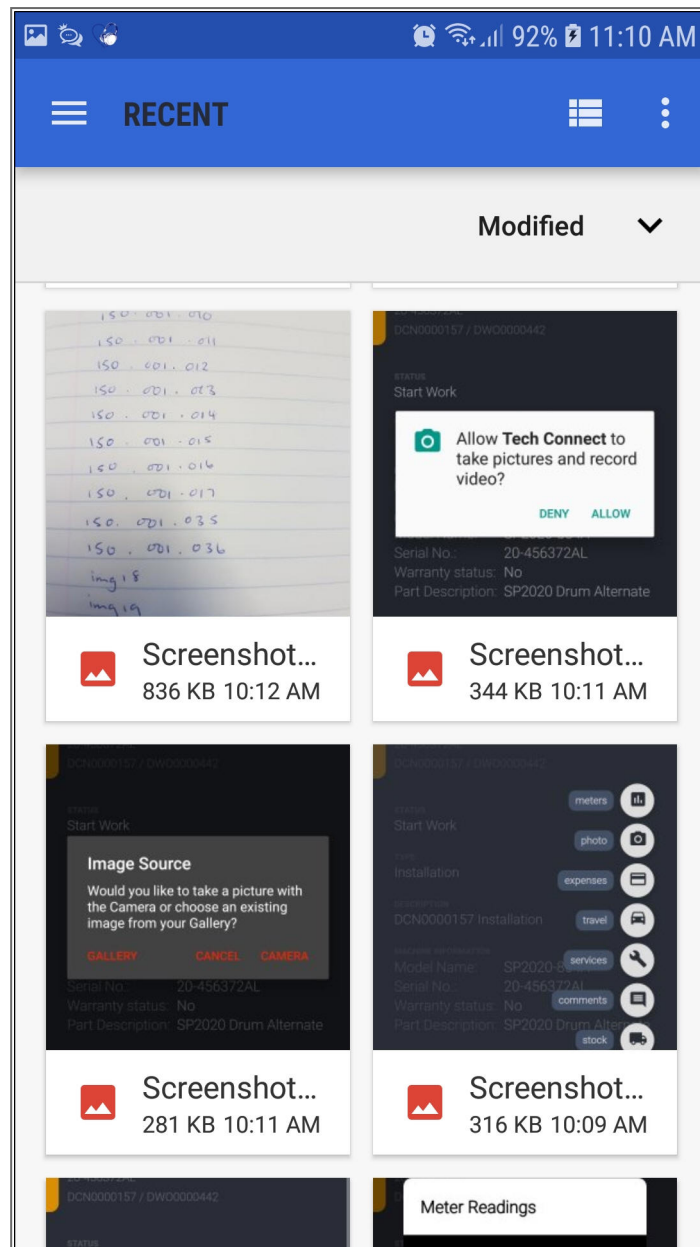
- Click on **Gallery**.



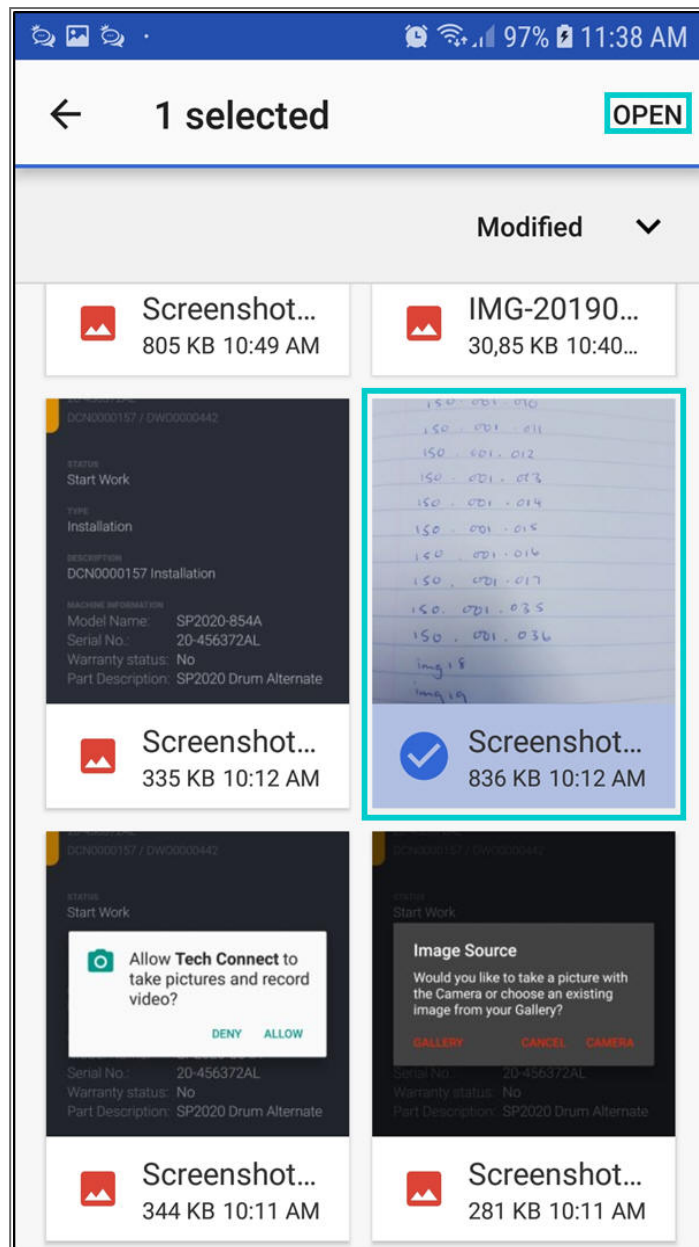
- A message box may pop up asking you;
  - Allow TechConnect to access photos, media and files on your device?
- Click on **Allow**.




- The application will open the **Gallery**. This may look different depending on your phone / tablet.





- Select a photo.
- Click on **Open**.



- You will return to the **Call** screen.



Call

Hope Works (HOP001)

20-456372AL

DCN0000157 / DWO0000442

STATUS

Start Work

TYPE

Installation

DESCRIPTION

DCN0000157 Installation

MACHINE INFORMATION

Model Name: SP2020-854A

Serial No.: 20-456372AL

Warranty status: No

Part Description: SP2020 Drum Alternate

LOCATION INFORMATION


Area:

Address: 26 Lavendar , 94A Crompton St, Pinetown Central, Pinetown

Longitude: 30.863090

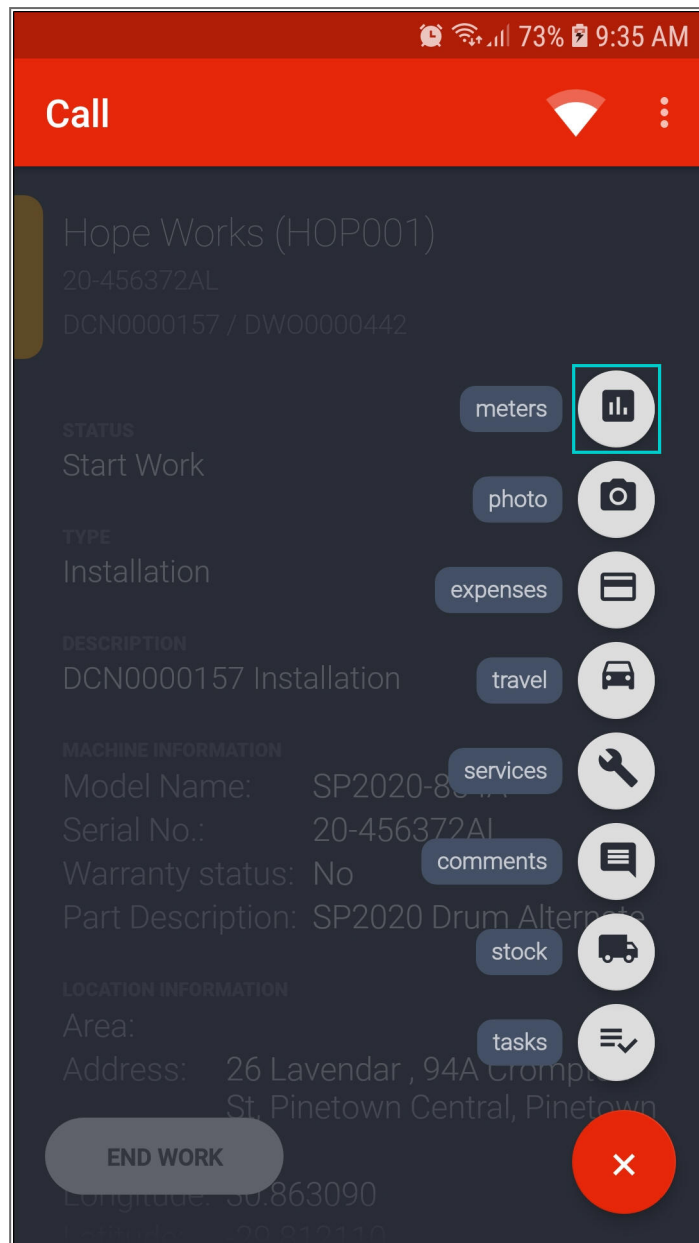
Latitude: 30.812110

END WORK



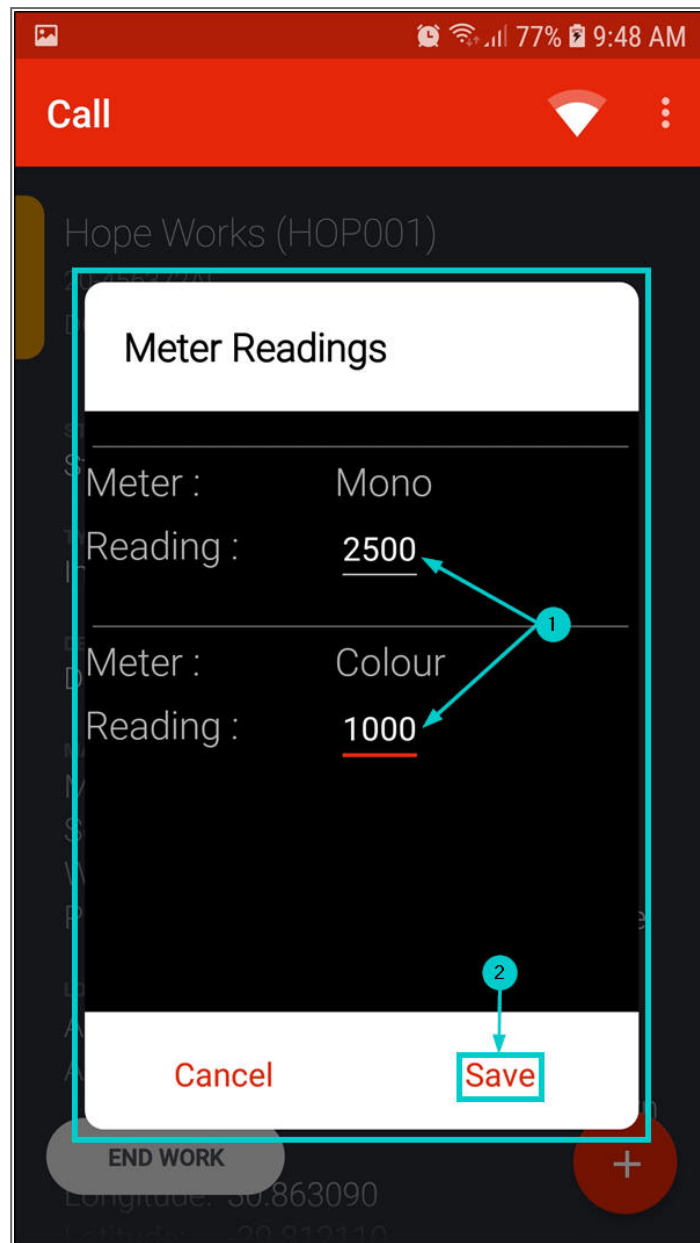
## ADD A METER READING

- Click on **Meters**.



- The **Meter Readings** message box will pop up.
  1. On the meter you wish to update, e.g. '**Mono**', type in the meter reading in the **Reading** field.
  2. Click on **Save**.
    - In this image, **Mono** and **Colour** meter readings were updated.





Call

Hope Works (HOP001)

**Meter Readings**

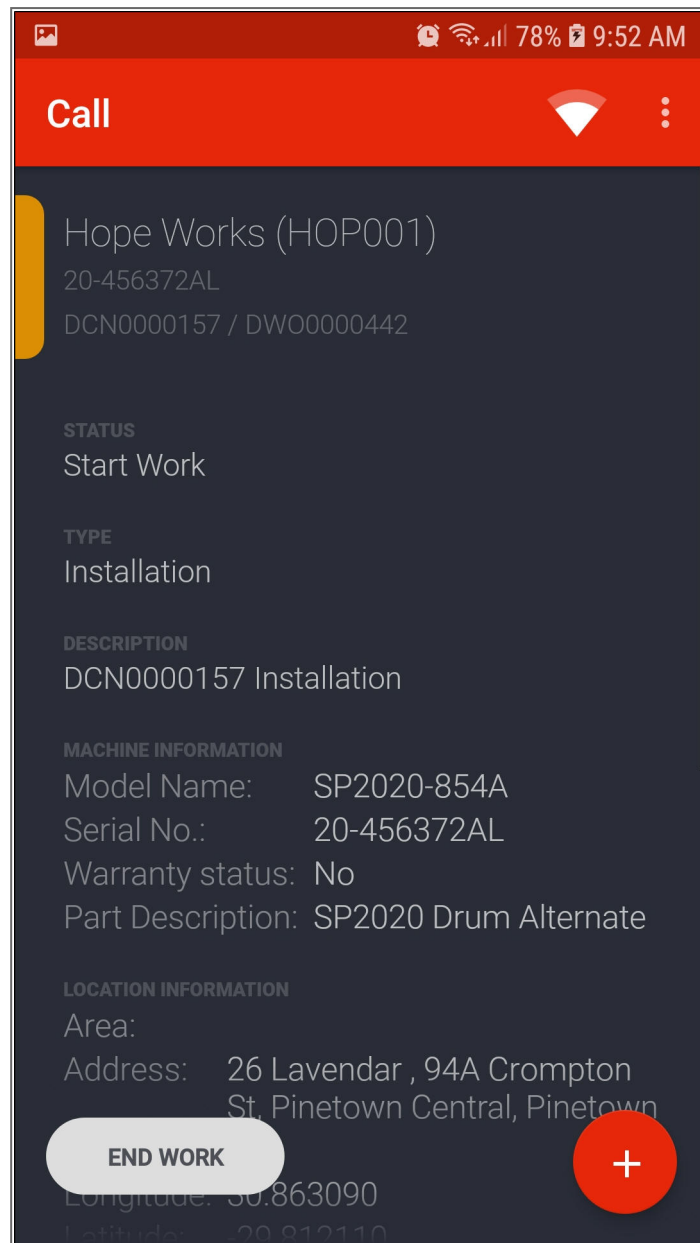
Meter : Mono  
Reading : 2500

Meter : Colour  
Reading : 1000

Cancel Save

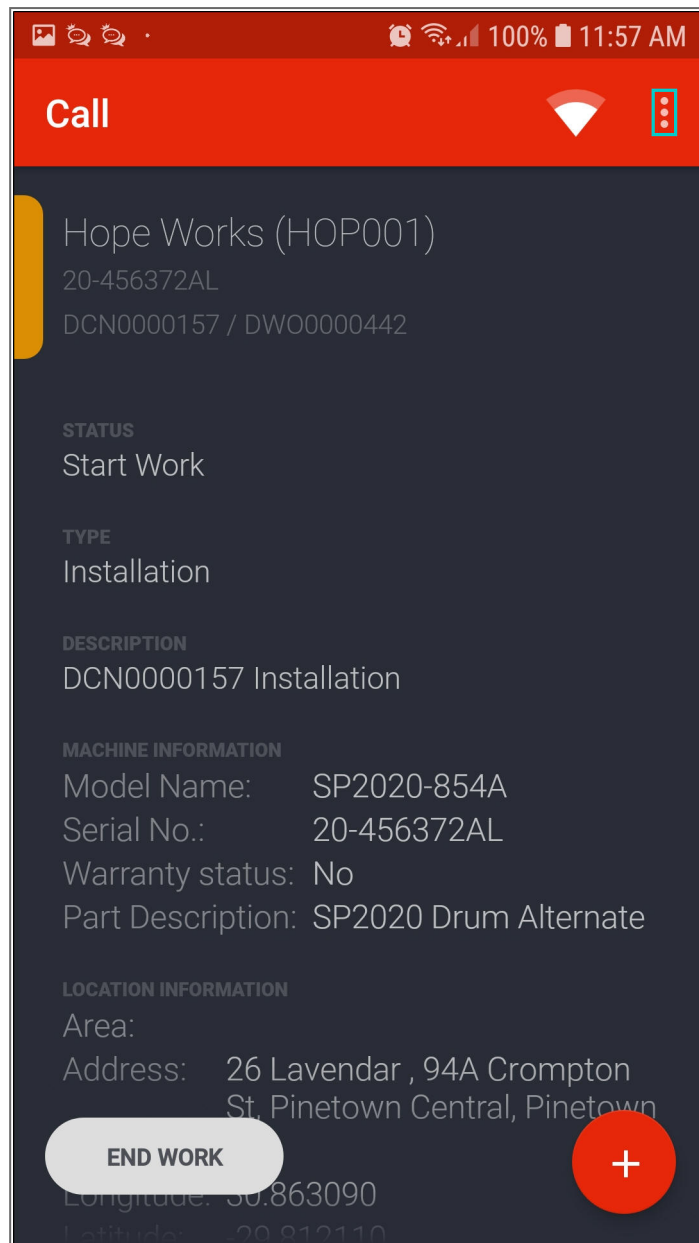
END WORK

- You will return to the **Call** screen.




## MORE CALL OPTIONS

- In the **Call** screen, click on the **Side Menu**.



- A **menu** will be displayed.



Information

Previous Calls

Times

Site Parts

Prior Part Requests

LOCATION INFORMATION


Area:

Address: 1st stre

Location:

Longitude: 0.0000


Latitude: 0.0000


 NAVIGATE TO

CONTACT PERSON INFORMATION

Name: Son

Phone:


 CALL

CALL INFORMATION

Priority: 3

Date: 24 Jun 2019

Time: 00:00:00

SLA Date: 25 Jun 2019

SLA Time: 11:07:00

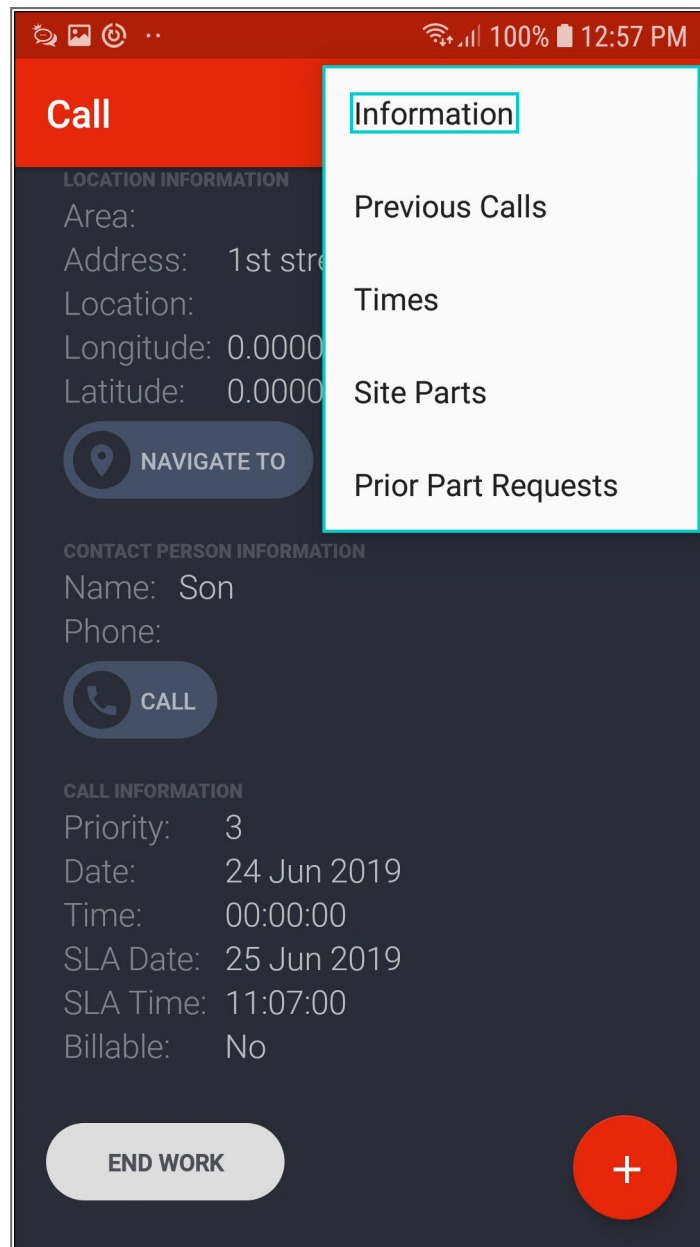
Billable: No

END WORK

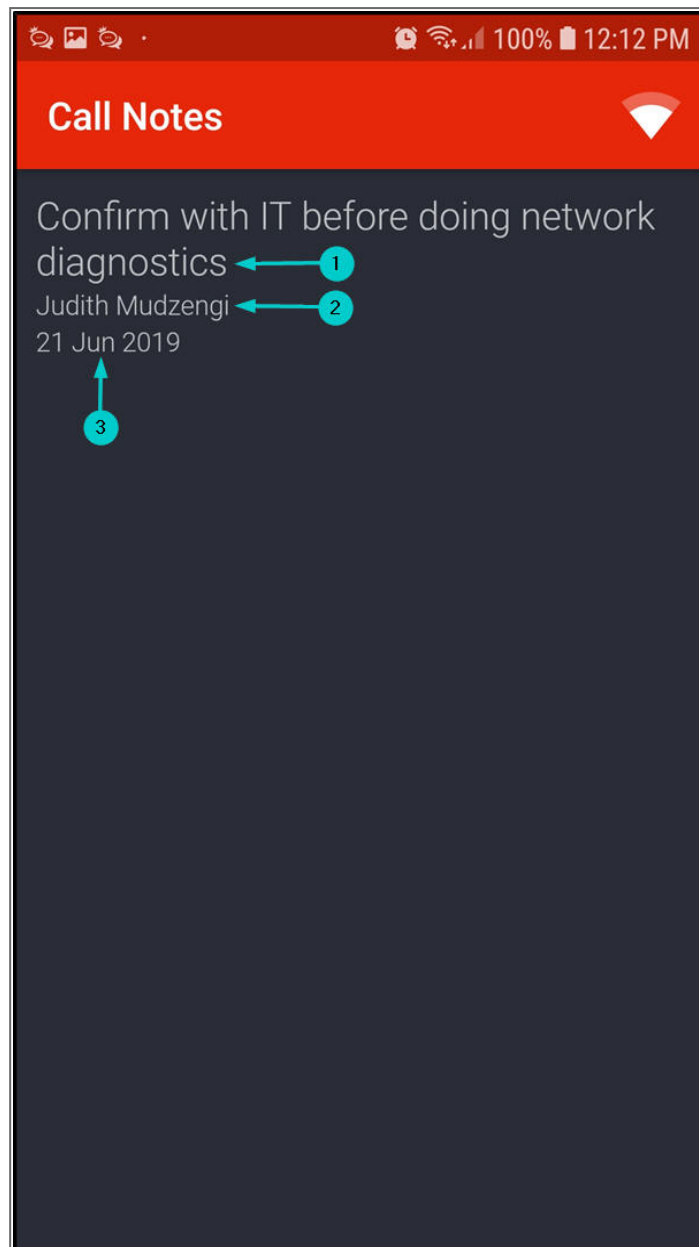
+

## INFORMATION / CALL NOTES

- Click on *Information*.

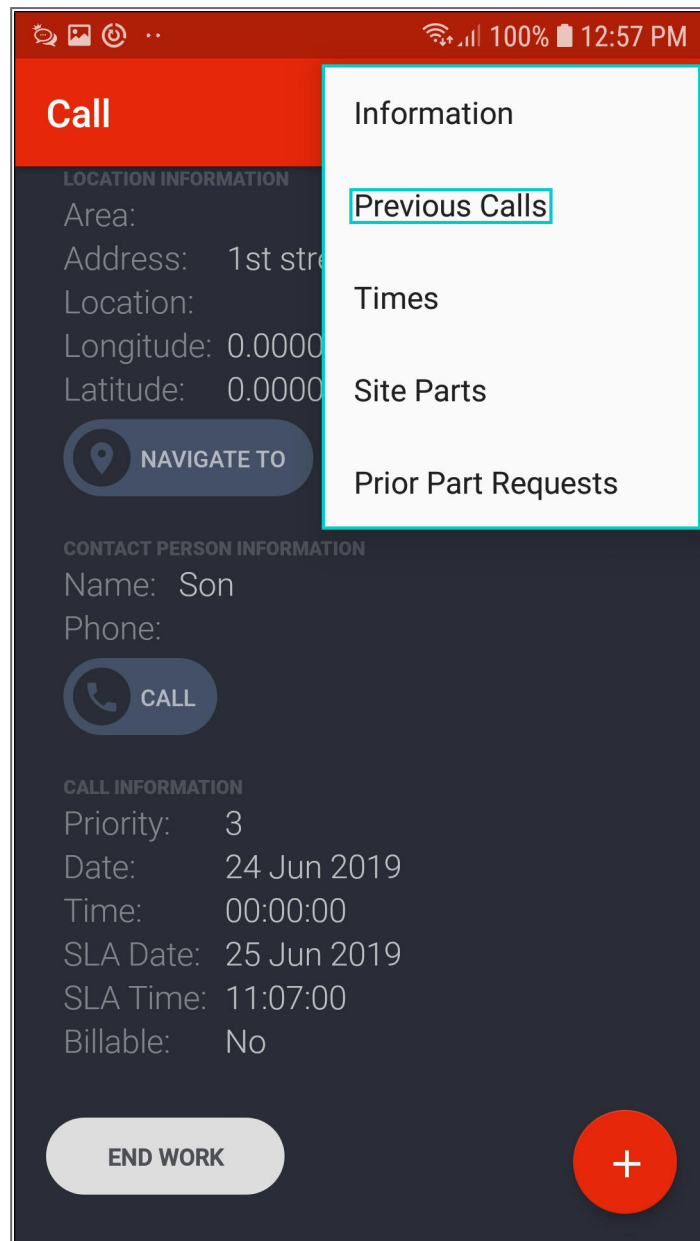


- The **Call Notes** screen will be displayed.
- You can now view the
  1. notes that were added to the call,
  2. the name of the person who added the notes and
  3. the date the notes were added.

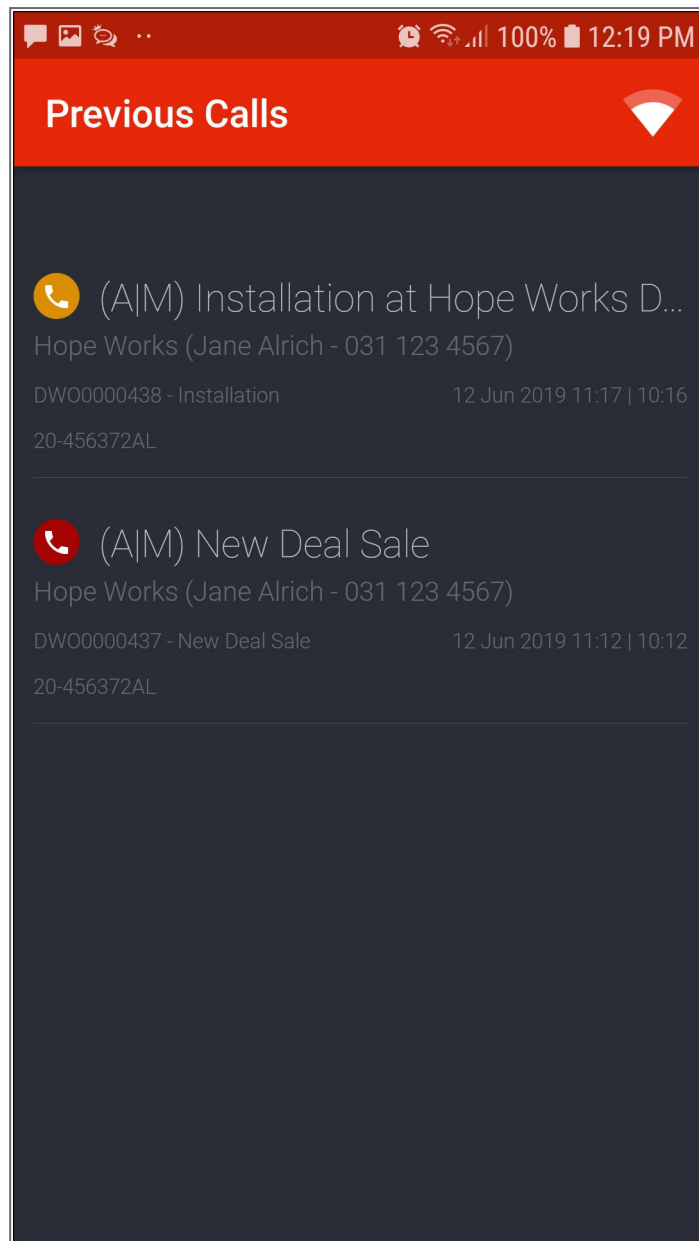


## PREVIOUS CALLS

- Click on *Previous Calls*.



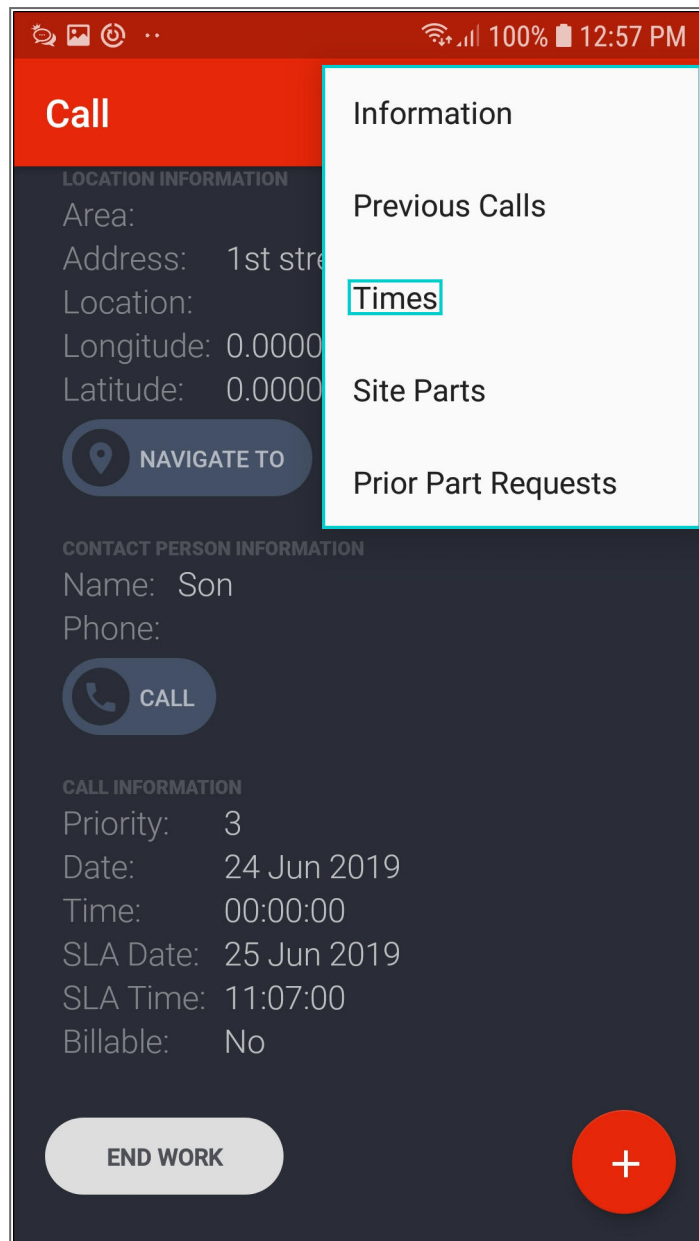
- The ***Previous Calls*** screen will be displayed.
- A list of prior calls linked to the serial number on the call you are currently working on will be displayed.



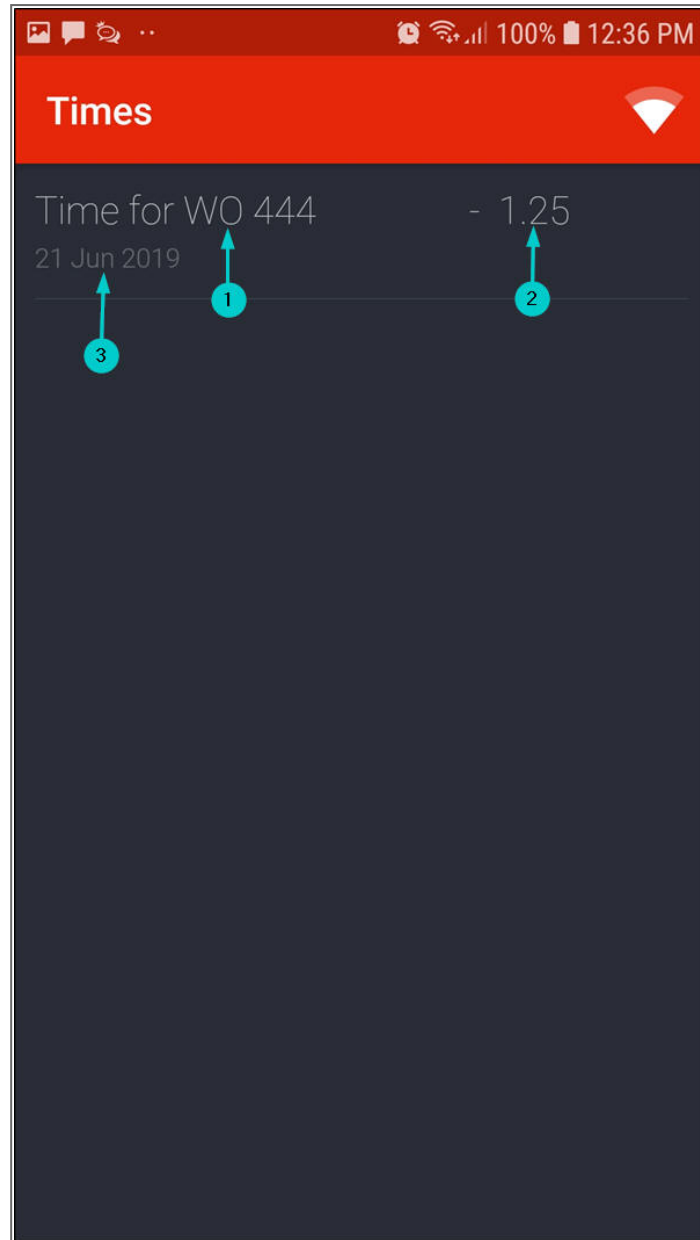
## TIMES

- Click on ***Times***.

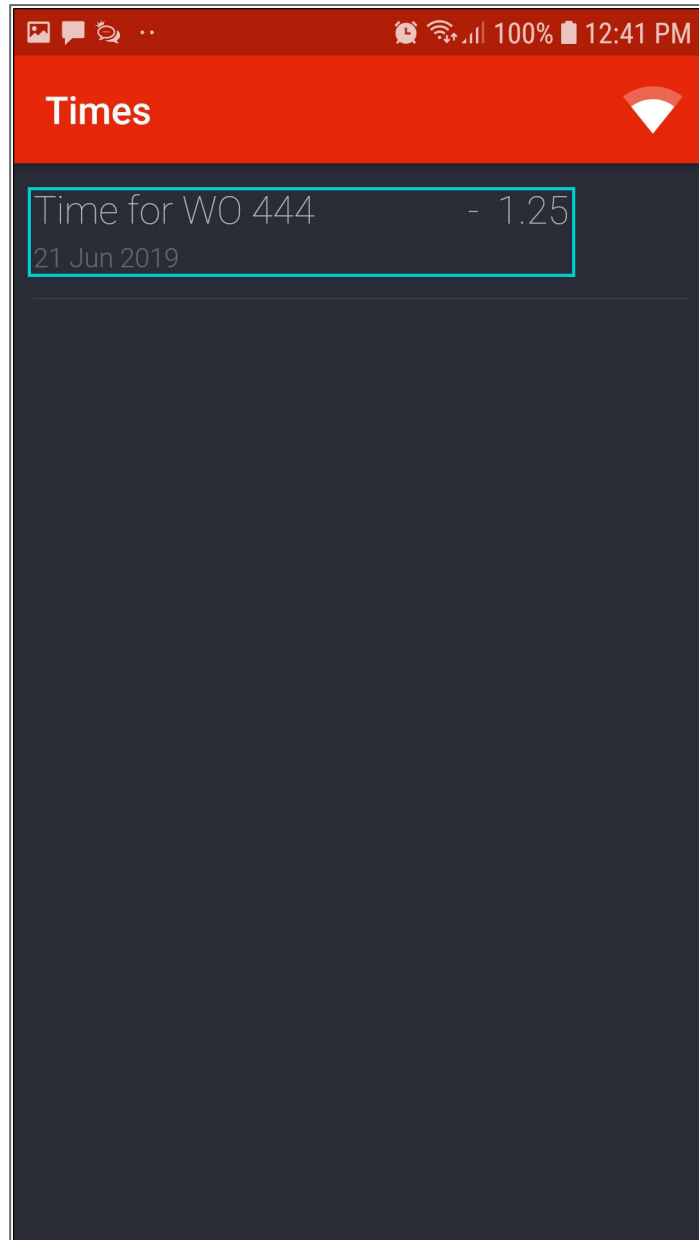




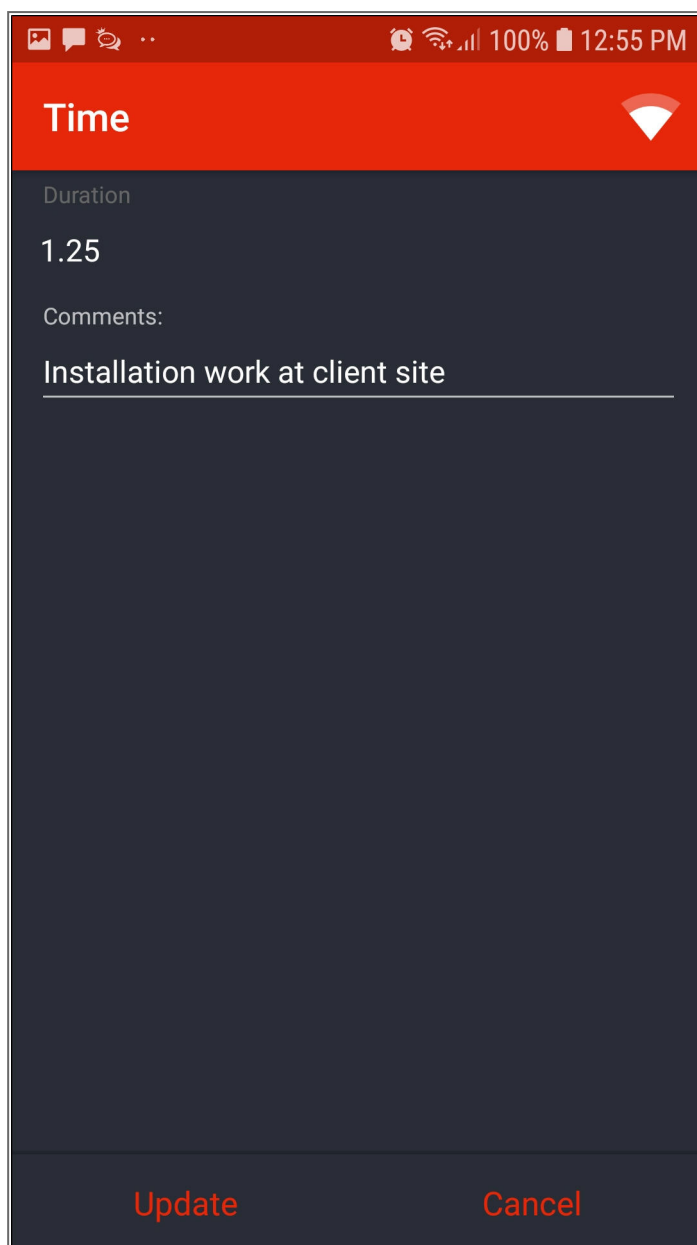
- The ***Times*** screen will be displayed.
- Any time logged on the call you are working on will be displayed in this screen showing the;
  1. work order number the time was booked for,
  2. the time duration of the task and
  3. the date the time was logged.



- You can view more details by clicking on the time record you wish to view more details for.



- The **Time** screen will be displayed.
- From this screen, you can view the time duration and comments of the selected time record.



**Time**

Duration

1.25

Comments:

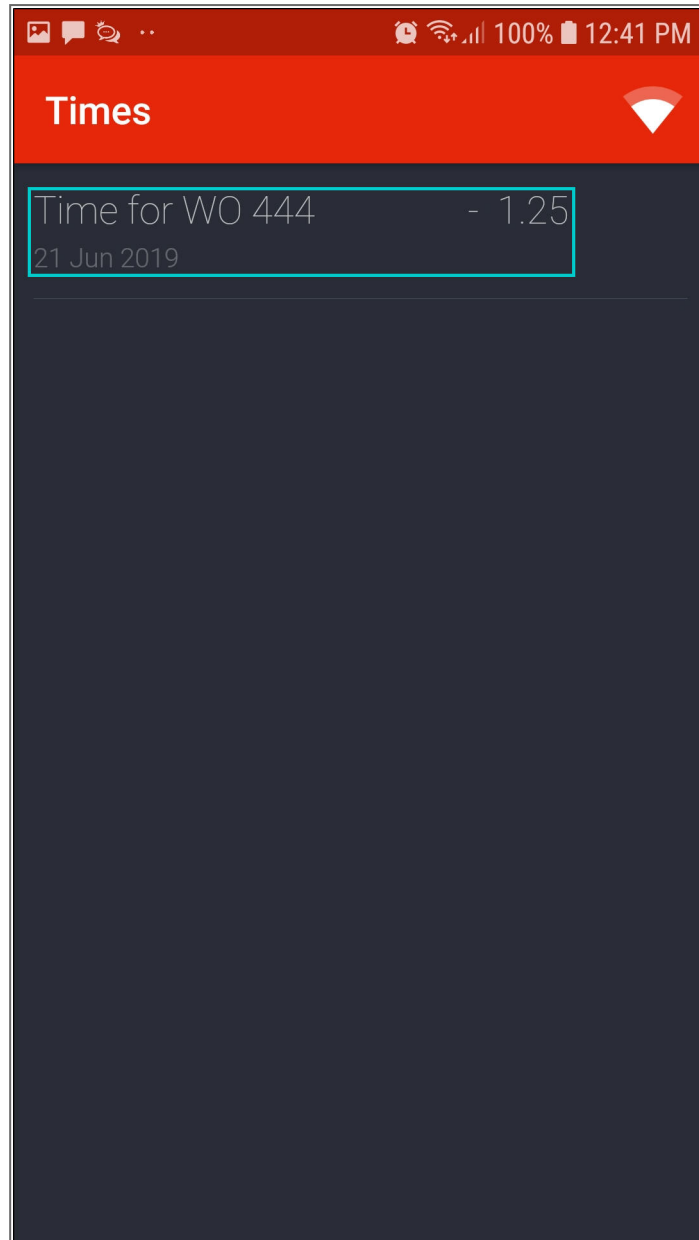
Installation work at client site

Update Cancel

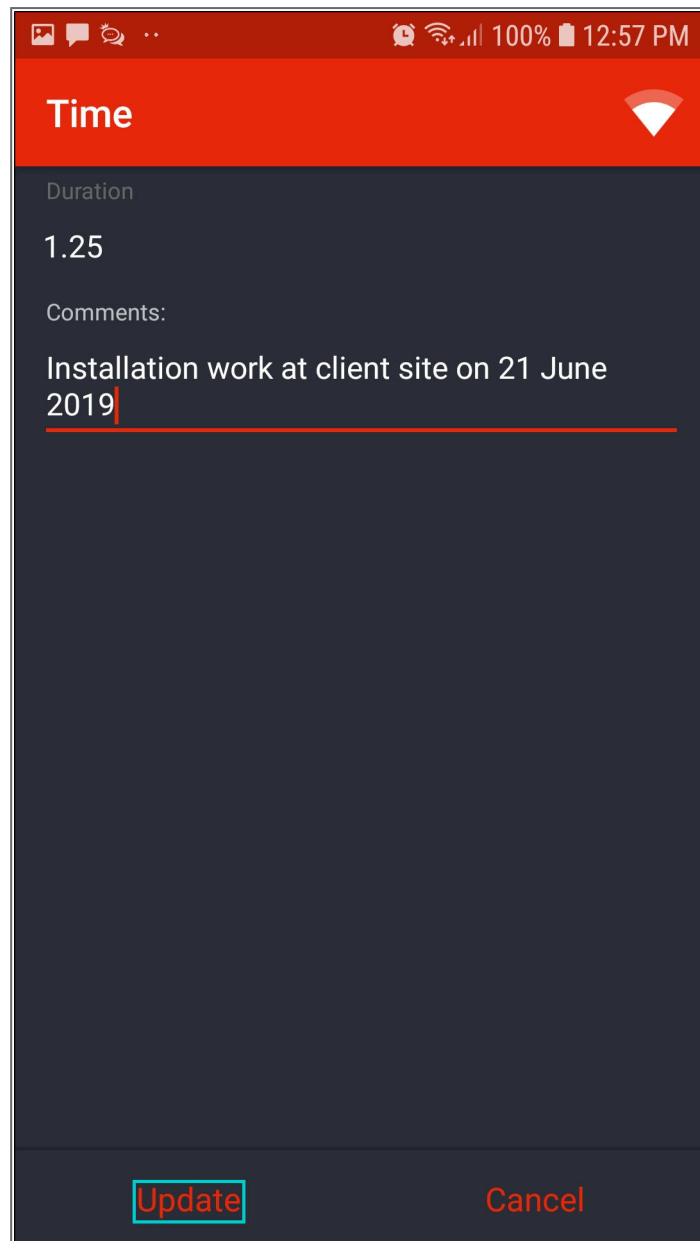
### ***Update Time Comments***

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- Click on the time record you wish to amend.



- The **Time** screen will be displayed.
- Update the comments accordingly.
- Click on **Update**.
  - **Note:** The system does not allow you to update the time duration from this screen.



Time

Duration

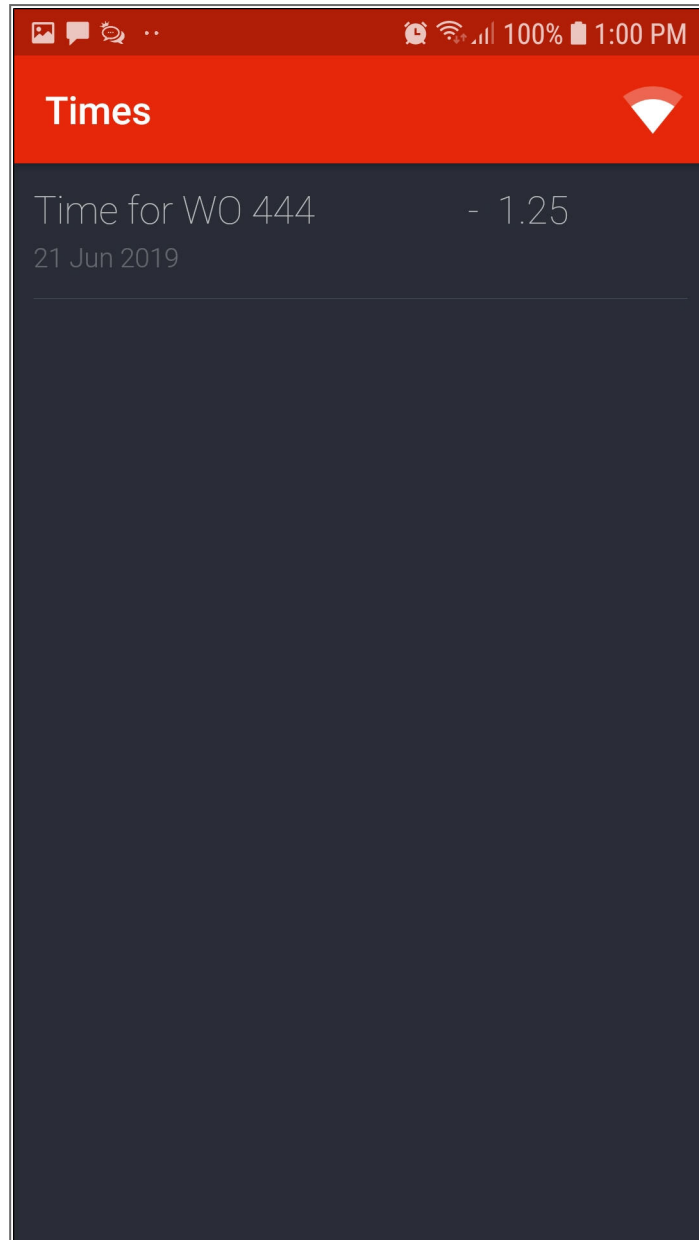
1.25

Comments:

Installation work at client site on 21 June 2019

Update Cancel

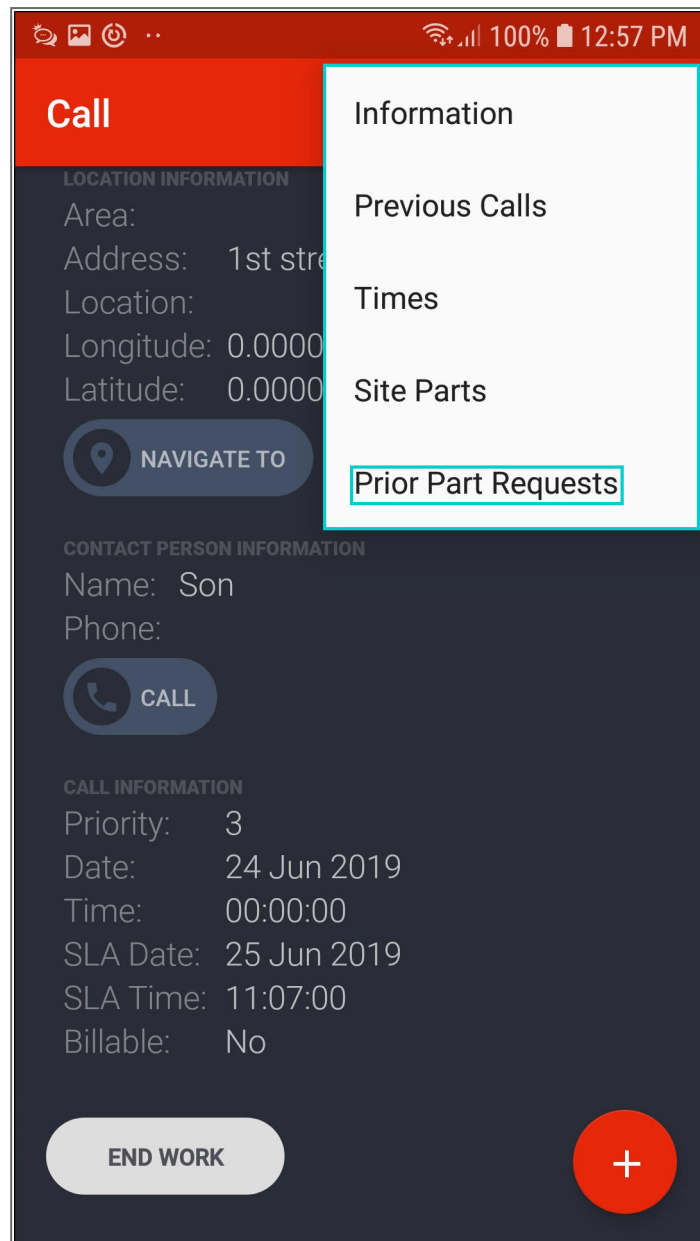
- You will return to the ***Times*** screen.



## PRIOR PART REQUESTS

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- Click on *Prior Part Requests*.



- The **Prior Part Requests** screen will be displayed.
- A list of **Prior Part Requests** linked to the serial number on the call you are currently working on will be displayed. The last 6 issues will be displayed.



Prior Part Requests	
SP2020 Yellow Toner Alternate	
2020-147YA	
requested: 1	
issued: 0	
SP2020 Magenta Toner Alternate	
2020-147MA	
requested: 1	
issued: 0	
SP2020 Cyan Toner Alternate	
2020-147CA	
requested: 1	
issued: 0	
SP2020 Black Toner Alternate	
2020-147KA	
requested: 1	
issued: 0	
SP2020 Drum Alternate	
2020-586A	
requested: 1	
issued: 0	

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