SERVICE

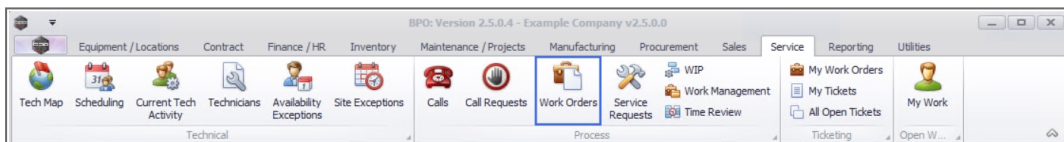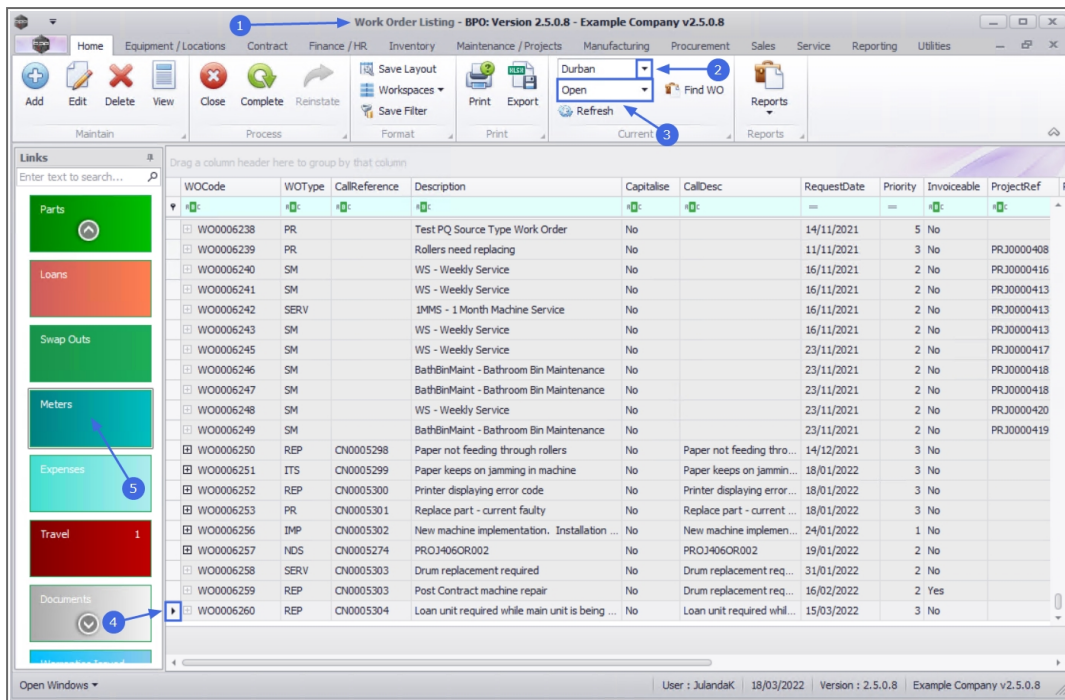## WORK ORDERS – METERS

Meter readings are used to accurately bill your customers for the amount of prints they have made. These readings can be further utilised by your sales team to distinguish which type of machine will be most advantageous to your customer. If your customer is linked to a contracted volume on their service plan, they will also rely on meter reports for accurate billing and for judging whether their contracted volume is appropriate.

Ribbon Access: *Service > Work Orders*

1. The *Work Order Listing* screen will be displayed.
2. Select the *Site* where the work order was issued.
   - The example has *Durban* selected.
3. Set the *Status* to *Open*.
4. Click on the *row* of the work order you wish to view the *meters* for.
5. Click on the *Meters* tile.

6. The *Meters for WO Code [WO number]* screen will be displayed.

- **Meter Code:** The meter code used to identify the meter definition.
- **Source Type:** The source type will be **WKOR** to identify that the meter reading originates from a Work Order.
- **Item Type:** The item type originates from **ASMN** - Asset Management.
- **Signal Tag:** This field is used for system reporting.
- **Unit:** Indicate the units that was used when the meter readings were recorded, e.g copies.
- **Code Description:** The description field will display the description for the units used to record the meter readings.
- **Reading Date:** The date the meter reading was recorded. Click to type in, or use the down *arrow* to select an alternative date using the calendar function.

- **Reading Time:** The time the meter reading was recorded. Click to type in, or use the **arrow** indicators to adjust the time.
- **Meter Reading:** The meter reading recorded. Click to type in or use the **arrow** indicators to record the new meter reading.
- **Comments:** Click to type in the comments required for the meter capturing, as required.

7. When you have finished updating the screen, click on **Save**.
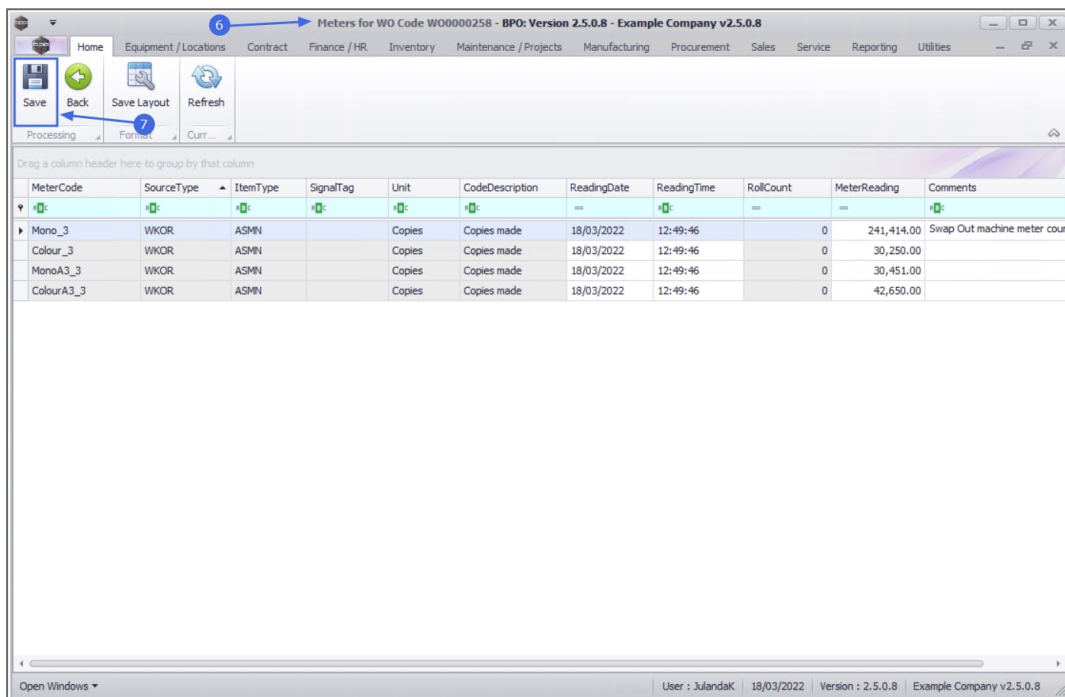
8. Click on **Back** to return to the Work Order Listing screen.

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