

CONTRACT

EMAIL REQUEST

Requests can be emailed to your clients for month end meter readings.

The meter reading requests will be sent out in bulk.

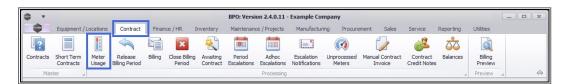
The <u>Contract Item Contact person</u> needs to be set to Contact Method:'**EMAIL**', and have a valid email address set up.

The email request will be mailed from the email address of the employee who selects the option to **Send Meter Reading Requests**.

The email request will be sent to the **'Contract Item Contact'** and cc'd to the **'Copy To'** person in the Service Manager (if configured). The **'Contract Item Contact'** group email address field is not used.

A unique **Meter Reading Request** email message template can be configured in **Contract Configuration** : Subject, Email Contact, Meter Detail and Email Salutation.

Ribbon Access: Contract > Meter Usage



1. The *Meter Processing* screen will be displayed.



SEND REQUEST FOR ALL METERS

 If you wish to send a meter reading request for *all* of the equipment item meters then click on the *'All items' check box* in the *column header* row.

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- 1. This will auto populate the check boxes in **all** the meter rows.
- 2. Click on *Email Request*.



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SEND REQUEST FOR INDIVIDUAL METERS

- If you wish to select *individual meters*, then click on the *check box* in the row of <u>each</u> *Serial No.* that you wish to send a meter reading request for.
- 2. Click on *Email Request*.



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- 1. An *Input validation* message box will pop up, asking:
 - This will send an email to the equipment contact as configured on the contract for all selected meters. Is this correct?
- 2. Click on Yes.



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View Meter Contact and Contact Method

To view the contract item meter *contact person* and their *contact method*, navigate to the *Contract Listing* screen in BPO.

Ribbon Access: Contract > Contracts



- 1. The *Contract Listing* screen will be displayed.
- 2. Select the *row* of the relevant contract.
- 3. Click on *Edit*.

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- 1. The *Maintenance for Contract No.: []* screen will be displayed.
- 2. Check the *Serial No.* to locate the correct machine.
- 3. Click on the *expand* button in the row of that machine.

and an		1	Maintenan	ice for Con	tract No. : COO	000043 - Statu	is : A - BPO: Ve	rsion 2.1.0.6	5 - Example Company			- 0	\times
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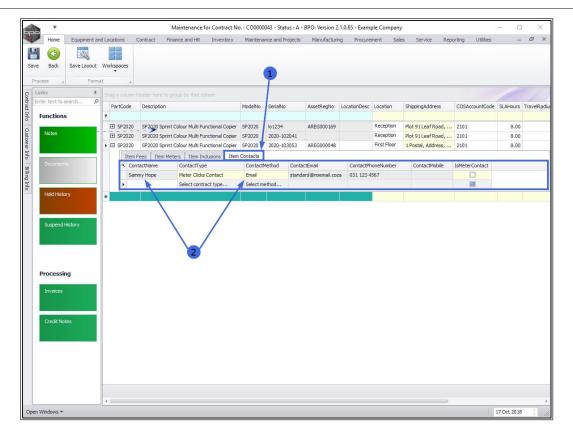
- 1. The *Items* frame will be expanded.
- 2. Click on the *Item Contacts* tab.



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- 1. The *Items Contacts* frame will be expanded.
- 2. Here you can view the *Contract Item Meters Contact* and the *Contact Method*.





METER READING REQUEST EMAIL EXAMPLE

Subject: Meter Usage for ABC123

Mail detail:

Dear John Smith Please supply the meter readings for the following device for the month of June

Model No.: **SP1212** Serial no.: **ABC123** Location: Reception, Address: ABC Shoes, Dun Street, Crystal Office Park, Midrand. Readings are required for: Meter: **Mono meter**, Meter: **Colour Meter**.

Your assistance is greatly appreciated.

Copier Business Systems.



MNU.116.005

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