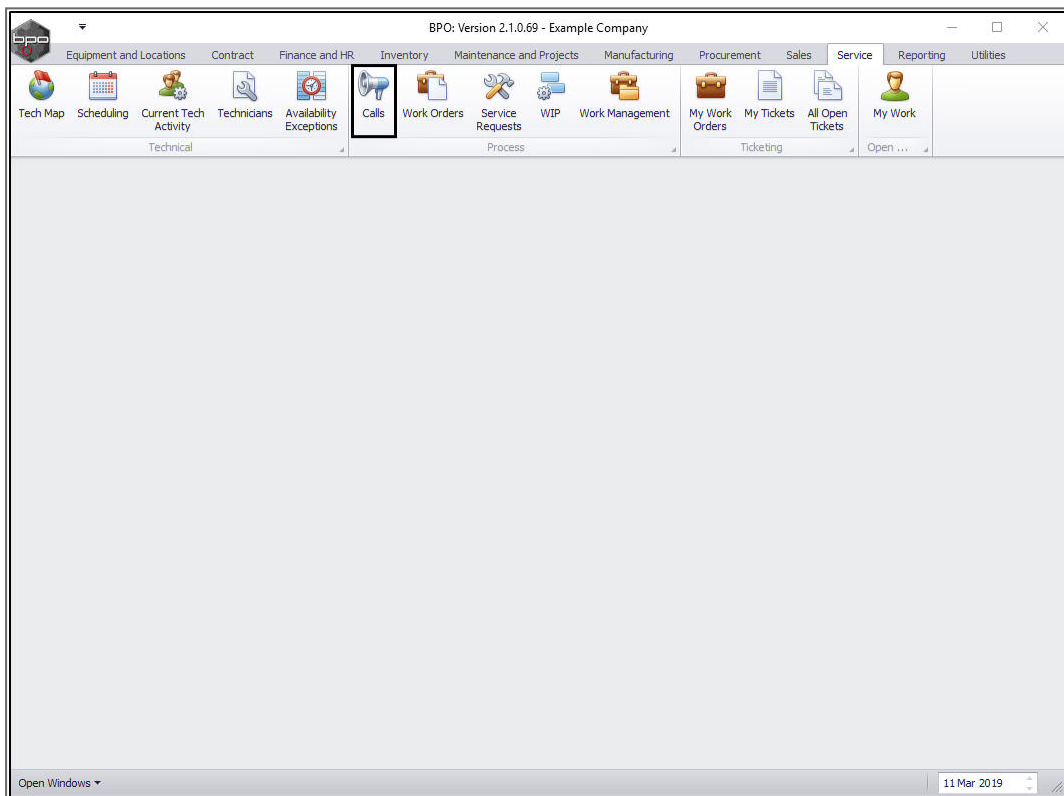


SERVICE

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*

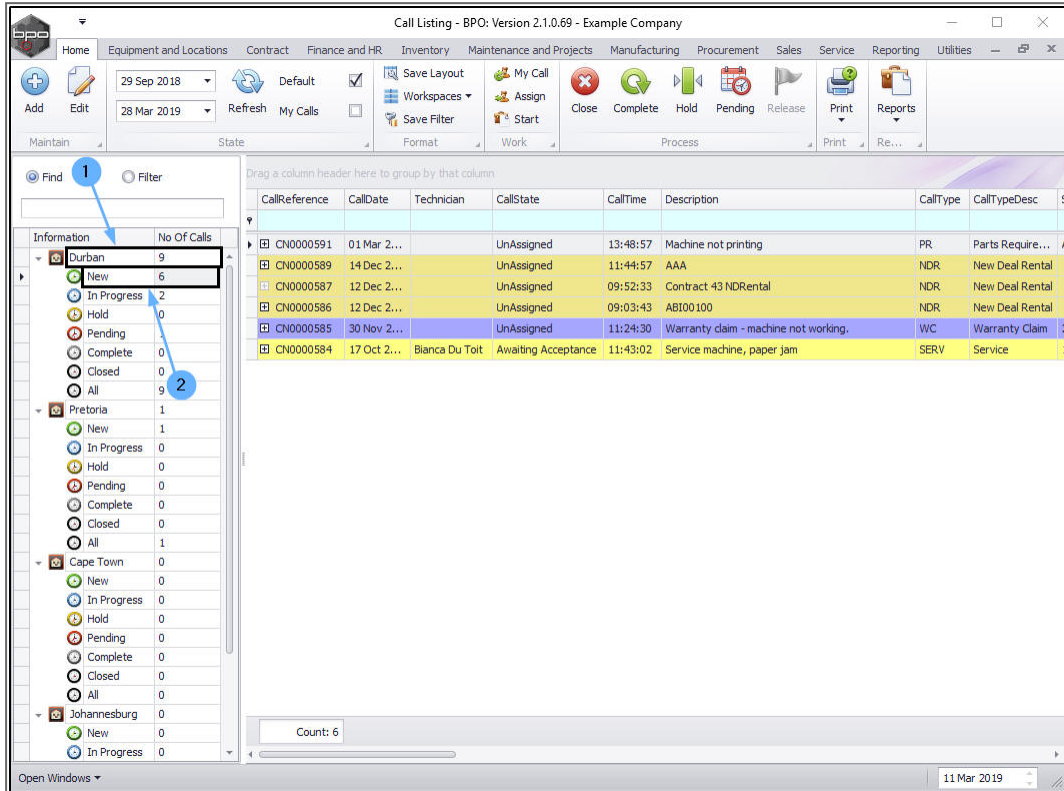


The **Call Listing** screen will be displayed.

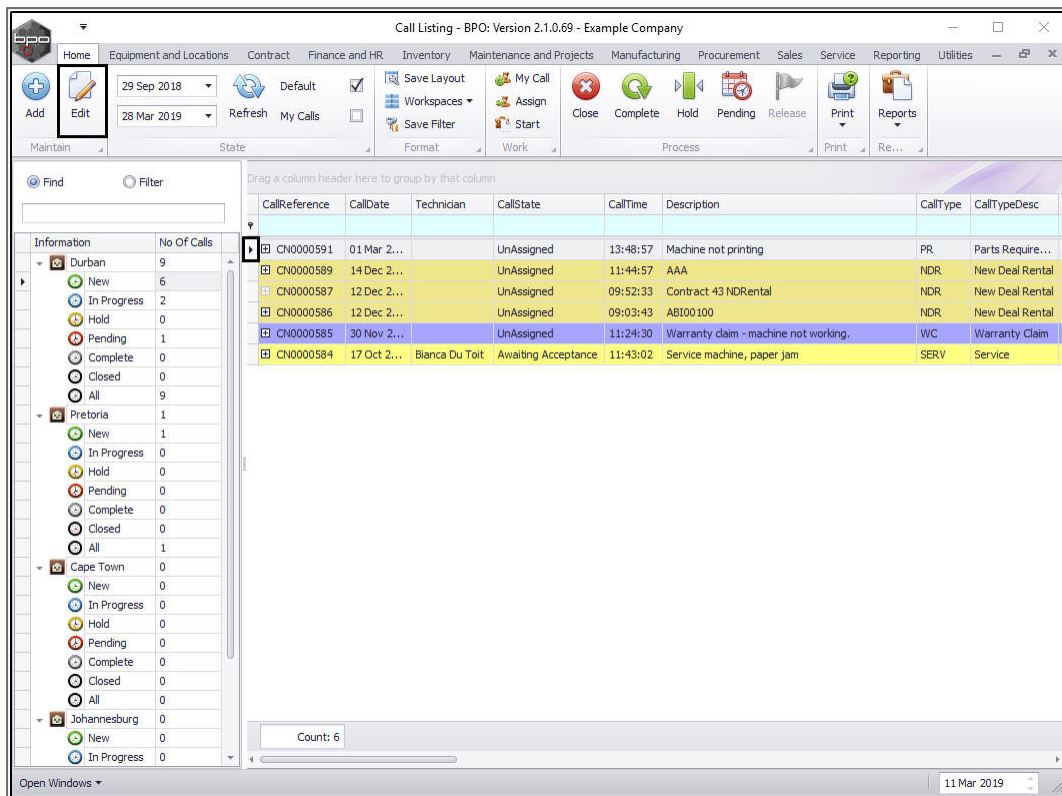
SELECT AND EDIT THE CALL

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

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



- 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**.

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

The screenshot shows the CO3 software interface for updating a meter reading. The main window displays call details for 'Big Bargains' with the following information:

- Customer:** Big Bargains
- Contact:** Tarryn Snow CUSTOMER CONTAI
- Contact No.:** 031 123 4567
- Address:** [Redacted]
- Call Type:** Parts Requirement
- Error Code:** Faulty
- Description:** Machine not printing
- Call Date Time:** 01 Mar 2019 13:48:57
- Priority:** 3
- SLA:** [Redacted]
- Date Required:** 01 Mar 2019
- Order No.:** [Redacted]
- Logged By:** AbigailM
- Status:** N - New
- Optional No.:** [Redacted]

The 'Meters' sub-grid is expanded, and a new reading is being entered. The 'Relates To' table shows the following data:

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

The 'Prior Calls' table shows the following data:

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

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

The screenshot shows the 'Call Maintenance: Call ref.' interface. The 'Meters' tab is selected in the left sidebar, indicated by a blue circle with the number '1'. The main window displays call details for 'Big Bargains' and a table of meters.

Call Details:

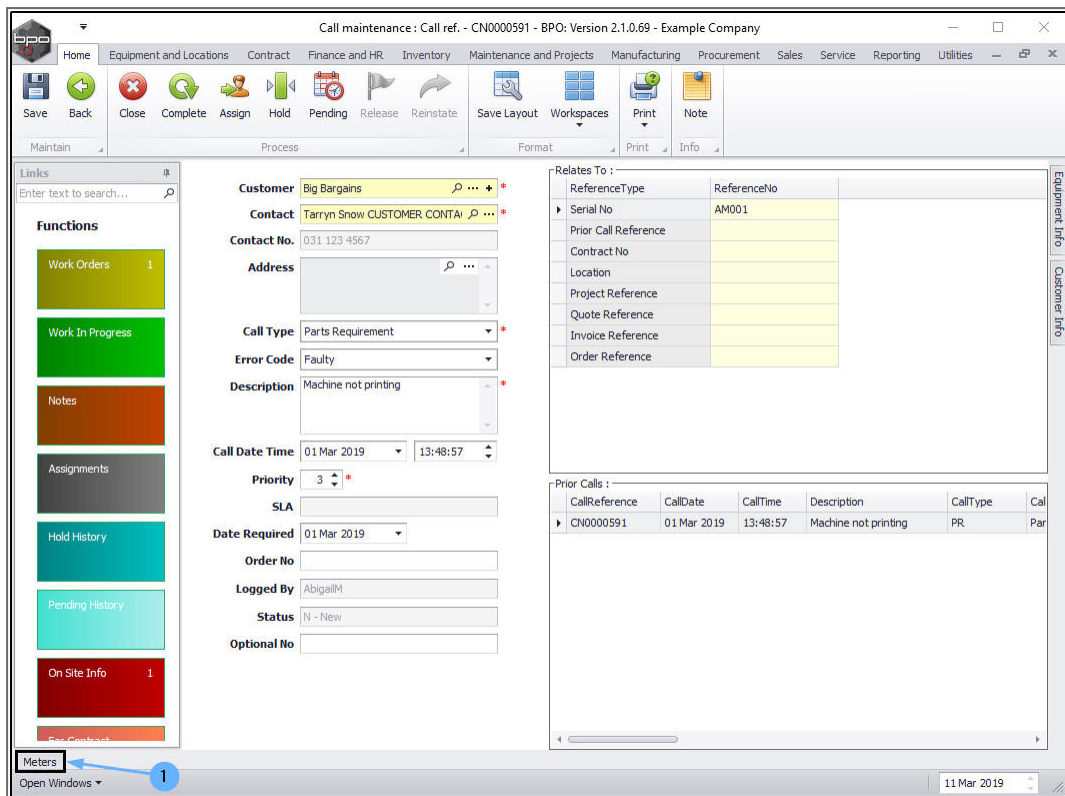
- Customer: Big Bargains
- Contact: Tarryn Snow CUSTOMER CONTAI
- Contact No.: 031 123 4567
- Address: [Redacted]
- Call Type: Parts Requirement
- Error Code: Faulty
- Description: Machine not printing
- Call Date Time: 01 Mar 2019 13:48:57
- Priority: 3
- SLA: 0.00
- Date Required: 01 Mar 2019

Meters Table:

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	

METER READINGS VIA 'METERS' TAB

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



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

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

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	

- 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 | 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: [Search]
 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.

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

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

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

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	

SAVE METER READINGS

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

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

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

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

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

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

MNU.122.023

