

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.

Home Equipment 29 Sep 2 Id Edit 28 Mar 2 Iaintain	and Locations	Contract Finance	e and HR II	wentory Mair						
id Edit 29 Sep 2 28 Mar 2	2018 🔻 🤙	0		ivencory man	tenance and Projects	Manufactu	uring Procurement Sales	Service Reportin	g Utilitie	s — 🗗
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A et al										
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- 🔯 Durban 🦿	9 *	▶ ⊞ CN0000591	01 Mar 2		UnAssigned	13:48:57	Machine not printing		PR	Parts Require
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In Progress	2	E CN0000587	12 Dec 2		UnAssigned	09:52:33	Contract 43 NDRental		NDR	New Deal Rent
🐼 Hold 🛛 🐧	0		12 Dec 2		UnAssigned	09:03:43	ABI00100		NDR	New Deal Rent
Pending			30 Nov 2		UnAssigned	11:24:30	Warranty claim - machine not	working.	WC	Warranty Clair
🕑 Complete 🕜	0		17 Oct 2	Bianca Du Toit	Awaiting Acceptance	11:43:02	Service machine, paper jam		SERV	Service
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All (0									
New (0	Count: 6								
In Progress (0 v	1								

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



	Ŧ			Ca	II Listing - BPO:	Version 2.1.0.69 - Exa	mple Com	pany		
0	Home Equ	ipment and Location	s Contract Finan	ce and HR I	nventory Mair	tenance and Projects	Manufact	uring Procurement Sales Service Reportir	ng Utilitie	s _ & ×
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C Ein		C Eilter								
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	🕑 In Progr	ress 2	CN0000587	12 Dec 2		UnAssigned	09:52:33	Contract 43 NDRental	NDR	New Deal Rental
	🕑 Hold	0	E CN0000586	12 Dec 2		UnAssigned	09:03:43	ABI00100	NDR	New Deal Rental
	Pending	1		30 Nov 2		UnAssigned	11:24:30	Warranty claim - machine not working.	WC	Warranty Claim
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Open W	indows 🕶		77-26						11 M	ar 2019 🗘 🎢

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**.



	Ŧ					Call m	aintenan	nce : Call ref.	- CN00005	91 - BPC	D: Version	2.1.0.69	- Example	Company						×
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D.	andina Mir	hand		Log	ged By	AbigailM														
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o	n Site Info) 1																		
Motore										12	-									•
Open W	/indows *																	11 Mar 2	019	÷ "

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



	-					Call m	aintenar	nce : Call re	ef CN000	00591 - E	PO:	Version	2.1.0.69	- Example	Compa	ny					X
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0	n Site Info) 1									10077										
Meters	1										1										·
Open W	indows *																		11 Mar 3	2019	-

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



	Ŧ				Call n	naintenanc	e : Call ref	CN0000591 - BF	O: Version 2.1.0	.69 - Example	e Company				-		×
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	lork Order	e 1	- Com		001 120	1507	0		Contract No								-
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Meters																	
Open W	/indows *														11 Mar 2	2019	- /

METER READINGS VIA 'METERS' TAB

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



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SH SH	lold History	r :		Date Re	quired	01 Mar 20	19 •	-			► CN00	00591	01 M	lar 2019	13:48:57	Machine n	iot printing	PR		Par
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- -	on Site Info	• 1		opu							•									Þ
Meters Open V	s Vindows •		1														17	11 Mar 20	19	* /

- 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 m	aintenano	e : Call ret	f C	N0000591 - E	PO	: Version 2	.1.0.69	Example C	ompany	/					×
	Home	Equipment	and Locatio	ons C	ontract	Finance a	and HR	Inventory	M	aintenance an	d Pr	ojects M	lanufact	curing Pro	curement	t Sale	s Servic	e Reporting	Utilities	-	9 x
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Meters	lindows 🛪					2	_												11 Mar 2	2019	

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



	•				Call m	aintenance	: Call ref Cl	V0000591 - B	PO:	Version 2.1.0.69	- Example C	Company			100		×
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Mete	rs																
Open	windows	•													11 Mar 2	019	- 11

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



	Ŧ					Call m	aintenance	e : Call ref CN	10000591 - BPC): Version 2.1.0.69	- Example	Company					×
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Motors																	
Open 14	lindowe -														11 Mar	2010	
openn	indows *														11 Mail	010	7 //

SAVE METER READINGS

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



	Ŧ				Call m	aintenance :	: Call ref CN	10000591 - BP(D: Version 2.1	.0.69 -	Example Co	ompany					×
0	Home	Equipment ar	nd Locations C	Contract	Finance a	nd HR Inv	ventory Mai	intenance and F	Projects Ma	nufactu	uring Proc	urement Sa	ales Serv	vice Reportin	g Utilities	- 8	х
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Meters																	
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٩					Sollie St.												
AMO	01 M	ono	Mono meter	01 Mar	2019	13:50:25	3	180.	00	0.00	0	Toner to be	replaced				
I AMO	01 C	olour	Colour Meter	01 Mar	2019	13:50:25	3	120.	00	0.00	0	Ioner to be	replaced	1			
Meters	1																
Open Wi	ndows 🔻														11 Mar 20	19 Ç	1

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

MNU.122.023