

SERVICE CENTRE

CONTRACT / NON CONTRACT CALL PROCESS

When logging the Call, you will see whether the machine is on **contract** or not.

The Call Maintenance screen shows the contract **item inclusions** and warranty details, where applicable.

Parts, Services and Labour requested that are listed on the contract as inclusions, will **not** be marked as billable.

1. [Log the Call](#)
2. [Assign a Technician to the Call](#)
3. [Print Call Work Order Report](#)
4. Requests:
 - i. [Request Parts](#)
 - ii. [Part Request Authorisation](#)
 - iii. [Issue Stock](#)
5. Services:
 1. [Request Services](#) (e.g. Customer machine repair by Supplier)
 2. [Service Requisition Cycle](#)
6. Update Call Costs:
 1. [Log Technician Time](#)
 2. [Log Expenses](#)
 3. [Log Travel](#)
 4. [Update Service Actual Cost](#) (if required).
 5. [Update Meter Reading](#) (if not logged at Call creation).

7. [Invoice the Call](#) (if billable).
8. [Close the Call](#)

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