SERVICE CENTRE

CUSTOMER OWNED ITEM REPAIR CALL PROCESS

This process is to be used when clients bring their equipment item to you for repair, where this item was not sold by your company, and there is no record of it on the system.

1. **Customer Machine Logging**:
   i. Add Equipment Item Part Number (if required)
   ii. Create Customer Item
2. Log Call
3. Assign a Technician to the Call
4. Print Call Work Order Report
5. **Requests**:
   i. Request Parts
   ii. Part Request Authorisation
   iii. Issue Stock
6. **Services**:
   i. Request Services (e.g. Customer machine repair by Supplier)
   ii. Service Requisition Cycle
7. **Update Call Costs**:
   i. Log Technician Time
   ii. Log Expenses
   iii. Log Travel
   iv. Update Service Actual Cost (if required)
   v. Update Meter Reading (if not logged at call creation)
8. Invoice Call
9. Close Call