

We are currently updating our site; thank you for your patience.

SERVICE

MY WORK – VIEW, ADD METER READINGS

Confirm with your supervisor as to whether you will log the meter readings, or whether call centre administration will do this.

For clients using [Tech Connect](#), the meters can be [logged via the mobile app](#).

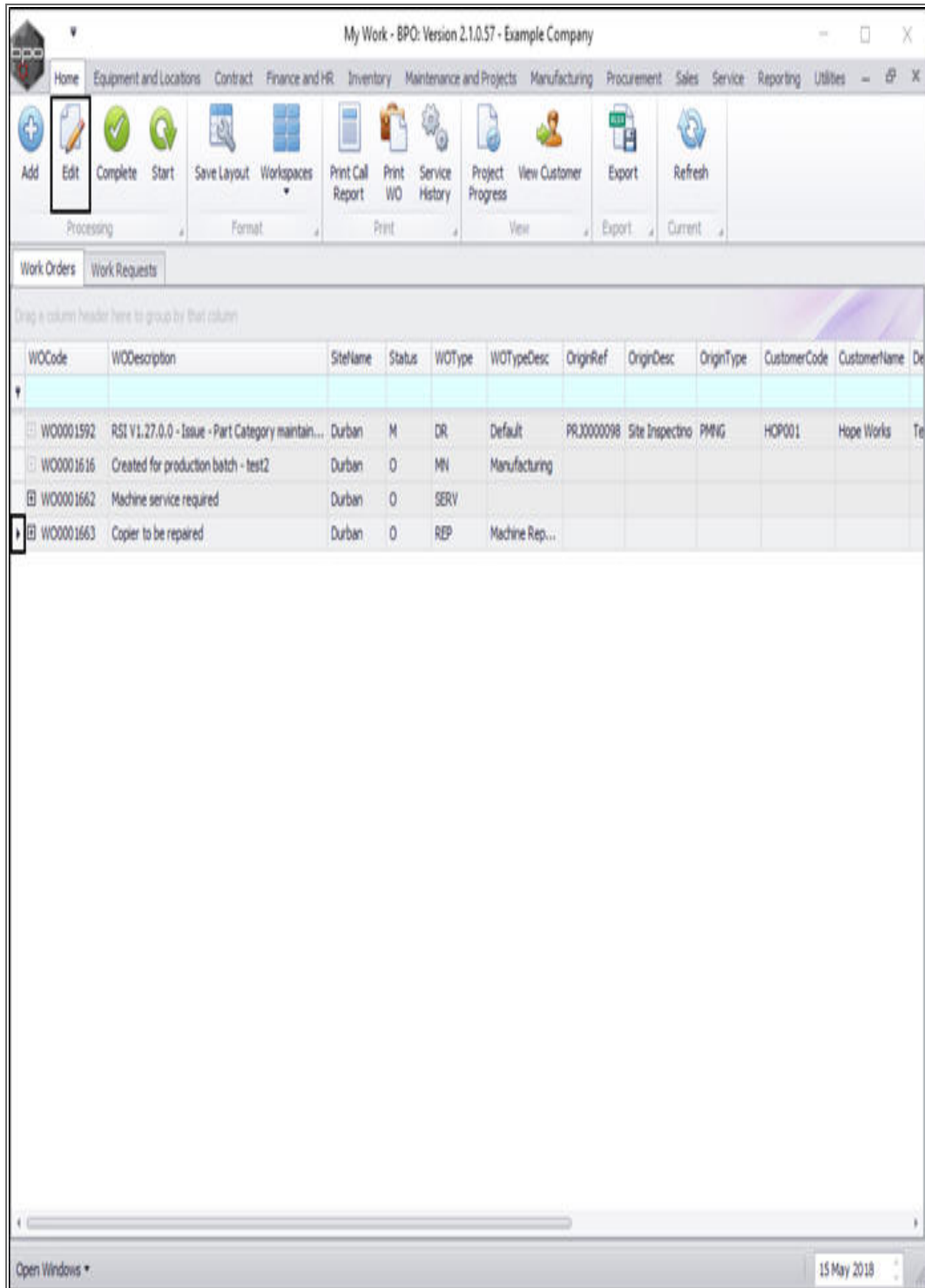
Ribbon Access: Service > My Work



The **My Work** listing screen will be displayed.

VIEW METER READINGS

- Click on the **row selector** in front of the **work order** that you wish to **view** the meter readings of.
- Click on **Edit**.



- The **Maintain WO - Ref []** screen will be displayed.
- Click on the **Meters** tab.

The screenshot shows a software interface for managing work orders. The main window is titled "Maintain WO - Ref WO0001663 - BPO: Version 2.1.0.69 - Example Company". The interface includes a top navigation bar with various modules like Home, Equipment and Locations, Contract, Finance and HR, Inventory, Maintenance and Projects, Manufacturing, Procurement, Sales, Service, Reporting, and Utilities. Below this is a toolbar with icons for Save, Back, Save Layout, and Print. A left sidebar contains a "Links" search bar and a "Functions" menu with options like Time, Services, Third Party Services, Parts, Loans, Swap Outs, Meters, and Expenses. The "Meters" option is highlighted with a blue arrow. The main content area is divided into several sections: "Description" (Copier to be repaired), "Requestor" (Abigail Milne), "WO Type" (Repair), "Priority" (2), "Request Date" (15 May 2018), "Status" (Open), "Billable" (checkbox), "Capitalise" (checkbox), "Work Order Item" (Functional Location, Equipment, Item: 19-12345), and "Comment". On the right, there are sections for "Links" (a table with columns RefType, ReferenceType, ReferenceNo), "Schedule" (Assigned To, Assigned By, Scheduled Start, Scheduled End, Actual Start, Actual End), "Delay Comments", "Rectification Code", "Rectification Comments", and "Completion Date". A bottom status bar shows "Open Windows" and the date "22 Jan 2019".

1. The **Meters** frame will be expanded.
2. Here you can view the latest meter readings for each meter type.

The screenshot shows the 'Maintain WO - Ref WO0001663 - BPO: Version 2.1.0.69 - Example Company' window. The main form contains fields for Description, Requestor, WO Type, Priority, Request Date, Status, and Schedule. Below the form is a 'Meters' window containing a table of meter readings.

fid Serial No	fid Meter Def Code	fid Description	fid Reading Date	fid Reading Time	fid Period	fid Meter Re...	fid Prior Reading	fid Roll Count	fid Comments	fid Capture Date
19-12345	Mono	Mono meter	22 Jan 2019	13:45:07	1	0.0000	2400.000000	0		2018/05/15
19-12345	Colour	Colour Meter	22 Jan 2019	13:45:07	1	0.0000	500.000000	0		2018/05/15
19-12345	ClearA3	Clear A3	22 Jan 2019	13:45:07	1	0.0000	1000.000000	0		2018/05/15

ADD A METER READING

- In the **row** of the meter that you wish to **add** a reading to, click in the **Meter Reading** field.

Maintain WO - Ref WO0001663 - 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 | Save Layout | Print

Maintain | Format | Print

Links: Enter text to search...

Functions

- Time
- Services
- Third Party Services
- Parts

Description Copier to be repaired

Requestor Abigail Milne

WO Type Repair

Priority 2

Request Date 15 May 2018 10:40:28

Status 0 - Open

Billable

Capitalise

Work Order Item

Functional Location **Equipment**

Links

RefType	ReferenceType	ReferenceNo
CALL	Call Reference	
PMNG	Project Reference	

Schedule

Assigned To Abigail Milne

Assigned By Belinda Sharman

Scheduled Start 15 May 2018 10:40:29

Scheduled End 14 Jun 2018 00:00:00

Actual Start 18 Jun 2018 08:30:00

Actual End 18 Jun 2018 10:30:00

Delay Comments Client not available until the actual start date.

Meters

Drag a column header here to group by that column

fid Serial No	fid Meter Def Code	fid Description	fid Reading Date	fid Reading Time	fid Period	fid Meter Reading	fid Prior Reading	fid Roll Count	fid Comments	fid Capture Date
19-12345	Mono	Mono meter	22 Jan 2019	13:45:07	1	0.0000	2400.00000	0		2018/05/15
19-12345	Colour	Colour Meter	22 Jan 2019	13:45:07	1	0.0000	500.00000	0		2018/05/15
19-12345	ClearA3	Clear A3	22 Jan 2019	13:45:07	1	0.0000	1000.00000	0		2018/05/15

Meters

Open Windows

22 Jan 2019

- Type in the **new** reading.

The screenshot displays the 'Maintain WO - Ref WO0001663 - BPO: Version 2.1.0.69 - Example Company' window. The interface includes a top navigation bar with tabs like Home, Equipment and Locations, Contract, Finance and HR, Inventory, Maintenance and Projects, Manufacturing, Procurement, Sales, Service, Reporting, and Utilities. Below this is a toolbar with Save, Back, Save Layout, and Print buttons. The main area is divided into several sections:

- Links:** A table with columns RefType, ReferenceType, and ReferenceNo. It lists 'CALL' (Call Reference) and 'PMNG' (Project Reference).
- Schedule:** A section with fields for Assigned To (Abigail Milne), Assigned By (Belinda Sharman), Scheduled Start (15 May 2018), Scheduled End (14 Jun 2018), Actual Start (18 Jun 2018), and Actual End (18 Jun 2018). A delay comment states 'Client not available until the actual start date.'
- Meters:** A table with columns: fid Serial No, fid Meter Def Code, fid Description, fid Reading Date, fid Reading Time, fid Period, fid Meter Re..., fid Prior Reading, fid Roll Count, fid Comments, and fid Capture Date. The table contains three rows of meter data.

fid Serial No	fid Meter Def Code	fid Description	fid Reading Date	fid Reading Time	fid Period	fid Meter Re...	fid Prior Reading	fid Roll Count	fid Comments	fid Capture Date
I 19-12345	Mono	Mono meter	22 Jan 2019	13:45:07	1	2750	2400.00000	0		2018/05/15
19-12345	Colour	Colour Meter	22 Jan 2019	13:45:07	1	0.0000	500.00000	0		2018/05/15
19-12345	ClearA3	Clear A3	22 Jan 2019	13:45:07	1	0.0000	1000.00000	0		2018/05/15

1. Click in the **Reading Date** field. (This will be populated with the current date.)
2. A drop-down arrow will be displayed.
 - Either highlight over the date and type in the correct reading capture date,
 - or click on the arrow and use the calendar function to select the correct date.

The screenshot shows the 'Maintain WO' form for 'WO0001663'. The 'Description' is 'Copier to be repaired'. The 'Requestor' is 'Abigail Milne'. The 'WO Type' is 'Repair'. The 'Priority' is '2'. The 'Request Date' is '15 May 2018'. The 'Status' is '0 - Open'. The 'Meters' table is visible at the bottom, with the following data:

fid Serial No	fid Meter Def Code	fid Description	fid Reading Date	fid Reading Time	fid Period	fid Meter Re...	fid Prior Reading	fid Roll Count	fid Comments	fid Capture Date
I 19-12345	Mono	Mono meter	2019/01/22	13:45:07	1	2750	2400.00000	0		2018/05/15
19-12345	Colour	Colour Meter	22 Jan 2019	13:45:07	1	0.0000	500.00000	0		2018/05/15
19-12345	ClearA3	Clear A3	22 Jan 2019	13:45:07	1	0.0000	1000.00000	0		2018/05/15

1. Click in the **Reading Time** field. (This will be populated with the current time.)
2. Directional arrows will be displayed.
 - Either highlight over the time and type in the correct reading time,
 - or use the directional arrows to select the correct time.

The screenshot shows the 'Maintain WO' interface for a work order with reference WO0001663. The 'Meters' table at the bottom contains the following data:

fid Serial No	fid Meter Def Code	fid Description	fid Reading Date	fid Reading Time	fid Period	fid Meter Reading	fid Prior Reading	fid Roll Count	fid Comments	fid Capture Date
I 19-12345	Mono	Mono meter	19 Jan 2019	1:45:07 PM	1	2750	2400.00000	0		2018/05/15
19-12345	Colour	Colour Meter	22 Jan 2019	13:45:07	1	0.0000	500.00000	0		2018/05/15
19-12345	ClearA3	Clear A3	22 Jan 2019	13:45:07	1	0.0000	1000.00000	0		2018/05/15

- Click in the **Period** field.
- Highlight over the period and type in the correct period.

The screenshot displays the 'Maintain WO - Ref WO0001663 - BPO: Version 2.1.0.69 - Example Company' window. The interface includes a top navigation bar with tabs like Home, Equipment and Locations, Contract, Finance and HR, Inventory, Maintenance and Projects, Manufacturing, Procurement, Sales, Service, Reporting, and Utilities. Below this is a toolbar with Save, Back, Save Layout, and Print buttons. The main area is divided into several sections:

- Links:** A table with columns RefType, ReferenceType, and ReferenceNo. It lists 'CALL' (Call Reference) and 'PMNG' (Project Reference).
- Schedule:** A section with fields for Assigned To (Abigail Milne), Assigned By (Belinda Sharman), Scheduled Start (15 May 2018), Scheduled End (14 Jun 2018), Actual Start (18 Jun 2018), and Actual End (18 Jun 2018). A Delay Comments field contains the text 'Client not available until the actual start date.'
- Form Fields:** Description (Copier to be repaired), Requestor (Abigail Milne), WO Type (Repair), Priority (2), Request Date (15 May 2018), Status (Open), Billable (checkbox), Capitalise (checkbox), and Work Order Item (Functional Location, Equipment).
- Meters Table:** A table with columns: fid Serial No, fid Meter Def Code, fid Description, fid Reading Date, fid Reading Time, fid Period, fid Meter Reading, fid Prior Reading, fid Roll Count, fid Comments, and fid Capture... The table contains three rows of meter data.

fid Serial No	fid Meter Def Code	fid Description	fid Reading Date	fid Reading Time	fid Period	fid Meter Reading	fid Prior Reading	fid Roll Count	fid Comments	fid Capture...
I 19-12345	Mono	Mono meter	19 Jan 2019	08:42:48	1	2750	2400.00000	0		2018/05/15
19-12345	Colour	Colour Meter	23 Jan 2019	08:42:48	1	0.0000	500.00000	0		2018/05/15
19-12345	ClearA3	Clear A3	23 Jan 2019	08:42:48	1	0.0000	1000.00000	0		2018/05/15

- Click in the **Roll Count** field.
 - Highlight over the count and type in the correct roll count.

The screenshot displays the 'Maintain WO - Ref WO0001663 - BPO: Version 2.1.0.69 - Example Company' window. The interface includes a top navigation bar with tabs like Home, Equipment and Locations, Contract, Finance and HR, Inventory, Maintenance and Projects, Manufacturing, Procurement, Sales, Service, Reporting, and Utilities. Below this is a toolbar with Save, Back, Save Layout, and Print buttons. A left sidebar contains 'Links' and 'Functions' (Time, Services, Third Party Services, Parts). The main area is divided into several sections:

- Description:** Copier to be repaired
- Requestor:** Abigail Milne
- WO Type:** Repair
- Priority:** 2
- Request Date:** 15 May 2018, 10:40:28
- Status:** 0 - Open
- Billable:**
- Capitalise:**
- Work Order Item:** Functional Location Equipment
- Links:** A table with columns RefType, ReferenceType, and ReferenceNo. It lists 'CALL' (Call Reference) and 'PMNG' (Project Reference).
- Schedule:** A table with columns Assigned To, Assigned By, Scheduled Start, Scheduled End, Actual Start, and Actual End. It shows dates from 15 May 2018 to 18 Jun 2018. A 'Delay Comments' field contains 'Client not available until the actual start date.'

At the bottom, the 'Meters' section contains a table with the following data:

fid Serial No	fid Meter Def Code	fid Description	fid Reading Date	fid Reading Time	fid Period	fid Meter Reading	fid Prior Reading	fid Roll Count	fid Comments	fid Capture...
I 19-12345	Mono	Mono meter	19 Jan 2019	08:42:48	2	2750	2400.00000	0		2018/05/15
19-12345	Colour	Colour Meter	23 Jan 2019	08:42:48	1	0.0000	500.00000	0		2018/05/15
19-12345	ClearA3	Clear A3	23 Jan 2019	08:42:48	1	0.0000	1000.00000	0		2018/05/15

- Click in the **Comments** field.
- Type in any comments relevant to this meter reading as required.

The screenshot displays the 'Maintain WO - Ref WO0001663 - BPO: Version 2.1.0.69 - Example Company' window. The interface includes a top navigation bar with tabs like 'Home', 'Equipment and Locations', 'Contract', etc. Below this is a toolbar with 'Save', 'Back', 'Save Layout', and 'Print' buttons. The main area is divided into several sections:

- Links:** A table with columns 'RefType', 'ReferenceType', and 'ReferenceNo'. It contains two rows: 'CALL' (Call Reference) and 'PMNG' (Project Reference).
- Schedule:** A section with fields for 'Assigned To' (Abigail Milne), 'Assigned By' (Belinda Sharman), 'Scheduled Start' (15 May 2018, 10:40:29), 'Scheduled End' (14 Jun 2018, 00:00:00), 'Actual Start' (18 Jun 2018, 08:30:00), and 'Actual End' (18 Jun 2018, 10:30:00). A 'Delay Comments' field contains the text 'Client not available until the actual start date.'
- Form Fields:** 'Description' (Copier to be repaired), 'Requestor' (Abigail Milne), 'WO Type' (Repair), 'Priority' (2), 'Request Date' (15 May 2018, 10:40:28), 'Status' (0 - Open), 'Billable' (checkbox), and 'Capitalise' (checkbox).
- Work Order Item:** Radio buttons for 'Functional Location' and 'Equipment'.
- Meters Table:** A table with columns: 'fid Serial No', 'fid Meter Def Code', 'fid Description', 'fid Reading Date', 'fid Reading Time', 'fid Period', 'fid Meter Reading', 'fid Prior Reading', 'fid Roll Count', 'fid Comments', and 'fid Capture...'. It lists three meter entries for '19-12345'.

1. When you have finished adding details to the editable fields in the meter row,
2. click on **Save**.

The screenshot displays the 'Maintain WO - Ref WO0001663 - BPO: Version 2.1.0.69 - Example Company' window. The interface includes a top menu bar with options like Home, Equipment and Locations, Contract, Finance and HR, Inventory, Maintenance and Projects, Manufacturing, Procurement, Sales, Service, Reporting, and Utilities. Below the menu is a toolbar with buttons for Save, Back, Save Layout, and Print. A 'Links' section on the right shows a table with columns for RefType, ReferenceType, and ReferenceNo, containing entries for CALL and PMNG. A 'Schedule' section includes fields for Assigned To, Assigned By, Scheduled Start, Scheduled End, Actual Start, and Actual End. The 'Meters' table at the bottom is highlighted with a blue arrow labeled '1'. The table has columns for fid Serial No, fid Meter Def Code, fid Description, fid Reading Date, fid Reading Time, fid Period, fid Meter Reading, fid Prior Reading, fid Roll Count, fid Comments, and fid Capture... The table contains three rows of data for different meter types: Mono meter, Colour Meter, and Clear A3.

fid Serial No	fid Meter Def Code	fid Description	fid Reading Date	fid Reading Time	fid Period	fid Meter Reading	fid Prior Reading	fid Roll Count	fid Comments	fid Capture...
19-12345	Mono	Mono meter	19 Jan 2019	08:42:48	2	2750	2400.00000	1	Meter reading ...	2018/05/15
19-12345	Colour	Colour Meter	23 Jan 2019	08:42:48	1	0.0000	500.00000	0		2018/05/15
19-12345	ClearA3	Clear A3	23 Jan 2019	08:42:48	1	0.0000	1000.00000	0		2018/05/15

- The details will be **saved** and you will return to the **My Work** listing screen.

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