

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

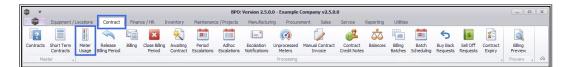


# CONTRACT

# SET TO CALL

Some meter readings may not have been captured due to the client being unavailable or machine not being in use. This option gives you the ability to set the **Current Reading** equal to the **last reading** from the **Call Centre** for the current period.

**Ribbon Access:** Contract > Meter Usage



1. The **Meter Processing** screen will be displayed.

#### **SELECT METER**

- Click on the check box in the row of the meter that you wish to select. You can select multiple lines, if required.
- In this example, the Mono meter reading of the selected serial number is 0.

## SELECT 'SET TO CALL'

3. Click on Set to Call.



#### Set to Call

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1		2020-5674F	SP2020 Sprint MFC	Colour 82	C00000173	Fine Hair Salon	01 Apr 2019	2 442.00	2 442.00	0.00	9.50
		2020-8793F	SP2020 Sprint MFC	Colour 81	C00000173	Fine Hair Salon		2 458.00	2 458.00	0.00	9.50
t		2020-8793F	SP2020 Sprint MFC	Mono 81	00000173	Fine Hair Salon	01 Apr 2019	2 475.00	2 475.00	0.00	9.6
		2020-9875H	SP2020 Sprint MFC	Mono_114	CO0000226	Healing Hands		0.00	5 805.00	0.00	385.83
		2020-9875H	SP2020 Sprint MFC	Colour 114	CO0000226	Healing Hands		0.00	5 634.00	0.00	367.00
	$\checkmark$	2020-00018	SP2020 Sprint MFC	Mono_415	CO0000237	Hope Works		0.00	1 334.00	0.00	222.3
Ľ		2020-00018	SP2020 Sprint MFC	Colour_415	CO0000237	Hope Works		0.00	666.00	0.00	111.00
1		2020-00019	SP2020 Sprint MFC	Mono_416	CO0000237	Hope Works		0.00	1 334.00	0.00	222.3
1		2020-00019	SP2020 Sprint MFC	Colour_416	CO0000237	Hope Works		0.00	866.00	0.00	144.3
h		2020-2314R	SP2020 Sprint MFC	Mono_476	CO0000237	Hope Works		0.00	1 266.00	0.00	211.00
		2020-2314R	SP2020 Sprint MFC	Colour_476	CO0000237	Hope Works		0.00	466.00	0.00	77.6
		2020-7189H	SP2020 Sprint MFC	Mono_383	CO0000178	Hope Works	01 Apr 2019	2 483.00	2 483.00	0.00	0.00
		2020-7189H	SP2020 Sprint MFC	Colour_383	CO0000178	Hope Works	01 Apr 2019	2 466.00	2 466.00	0.00	0.0
		2020-7589H	SP2020 Sprint MFC	Mono_382	CO0000178	Hope Works	01 Apr 2019	2 499.00	2 499.00	0.00	0.00
		2020-7589H	SP2020 Sprint MFC	Colour_382	CO0000178	Hope Works	01 Apr 2019	2 515.00	2 515.00	0.00	0.00
		2020-7678H	SP2020 Sprint MEC	Mono 380	CO0000181	Hope Works		0.00	1 947.00	0.00	38.3
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Ine	en Wind	ows 🔻					User : JudithM	05 Apr 2019	Version : 2.2	0.1 TEST ALPH	A - JUDITH PC LOCAL

#### **CONFIRM METER SETTING**

- 1. An Input Validation message will pop up asking you;
  - This will set all selected readings equal to the last call reading for this meter in the current period. Is this correct?
- 2. Click on Yes.



#### Set to Call

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		SerialNo	PartDesc	MeterCode	ContractNo	CustomerName	ReadingDate	MeterReading	PriorReading	Usage	AverageReading
2	A@C 80C		REC.	RBC	8 <b>0</b> 0	REC	8 <b>8</b> 0	-	<del></del> )	-	=0
		2020-5674F	SP2020 Sprint MFC	Colour_82	C00000173	Fine Hair Salor	01 Apr 2019	2 442.00	2 442.00	0.00	9.50
		2020-8793F	SP2020 Sprint MFC	Colour 91	C00000172	Fine Hair Caler	01 8 2010	2 458.00	2 458.00	0.00	9.50
		2020-8793F	SP2020 Sprint MF	out validation				5.00	2 475.00	0.00	9.62
		2020-9875H	SP2020 Sprint MFC					0.00	5 805.00	0.00	385.8
		2020-9875H	SP2020 Sprint MFC				the last call readin	g 0.00	5 634.00	0.00	367.0
	$\checkmark$	2020-00018	SP2020 Sprint MFC	for this i	meter in the cu	the current@eriod. Is this correct? 0.00 1				0.00	222.3
		2020-00018	SP2020 Sprint MFC			0.00 666.0					111.0
		2020-00019	SP2020 Sprint MFC				es No	0.00	1 334.00	0.00	222.3
		2020-00019	SP2020 Sprint MFC					0.00	866.00	0.00	144.3
		2020-2314R	SP2020 Sprint MFC	Mono_476	CO0000237	Hope Works		0.00	1 266.00	0.00	211.0
		2020-2314R	SP2020 Sprint MFC	Colour_476	CO0000237	Hope Works		0.00	466.00	0.00	77.6
		2020-7189H	SP2020 Sprint MFC	Mono_383	CO0000178	Hope Works	01 Apr 2019	2 483.00	2 483.00	0.00	0.0
		2020-7189H	SP2020 Sprint MFC	Colour_383	CO0000178	Hope Works	01 Apr 2019	2 466.00	2 466.00	0.00	0.0
		2020-7589H	SP2020 Sprint MFC	Mono_382	CO0000178	Hope Works	01 Apr 2019	2 499.00	2 499.00	0.00	0.0
		2020-7589H	SP2020 Sprint MFC	Colour_382	CO0000178	Hope Works	01 Apr 2019	2 515.00	2 515.00	0.00	0.0
		2020-7678H	SP2020 Sprint MEC	Mono 380	CO0000181	Hope Works		0.00	1 947.00	0.00	38.3
										0	12 599
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### **VIEW METER SETTING RESULTS**

The meter reading will be set to the **last** Call reading in the current period.

 In this example, the Mono meter reading is now 2000 which (as shown in the next image) is the same as the last Call reading in the current period.



#### Set to Call

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		SerialNo	PartDesc	MeterCode	ContractNo	CustomerName	ReadingDate	MeterReading	PriorReading	Usage	AverageReading	Usage
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		2020-5674F	SP2020 Sprint MFC	Colour_82	C00000173	Fine Hair Salon	01 Apr 2019	2 442.00	2 442.00	0.00	9.50	
		2020-8793F	SP2020 Sprint MFC	Colour_81	C00000173	Fine Hair Salon	01 Apr 2019	2 458.00	2 458.00	0.00	9.50	
		2020-8793F	SP2020 Sprint MFC	Mono_81	C00000173	Fine Hair Salon	01 Apr 2019	2 475.00	2 475.00	0.00	9.67	
		2020-9875H	SP2020 Sprint MFC	Mono_114	CO0000226	Healing Hands		0.00	5 805.00	0.00	385.83	
		2020-9875H	SP2020 Sprint MFC	Colour_114	CO0000226	Healing Hands		0.00	5 634.00	0.00	367.00	
		2020-00018	SP2020 Sprint MFC	Mono_415	C00000237	Hope Works	05 Apr 2019	2 000.00	1 334.00	666.00	222.33	
		2020-00018	SP2020 Sprint MFC	Colour_415	CO0000237	Hope Works		0.00	666.00	0.00	111.00	
		2020-00019	SP2020 Sprint MFC	Mono_416	CO000237	Hope Works		0.00	1 334.00	0.00	222.33	
		2020-00019	SP2020 Sprint MFC	Colour_416	CO0000237	Hope Works		0.00	866.00	0.00	144.33	
		2020-2314R	SP2020 Sprint MFC	Mono_476	CO0000237	Hope Works		0.00	1 266.00	0.00	211.00	
		2020-2314R	SP2020 Sprint MFC	Colour_476	CO0000237	Hope Works		0.00	466.00	0.00	77.67	•
		2020-7189H	SP2020 Sprint MFC	Mono_383	CO0000178	Hope Works	01 Apr 2019	2 483.00	2 483.00	0.00	0.00	
		2020-7189H	SP2020 Sprint MFC	Colour_383	CO0000178	Hope Works	01 Apr 2019	2 466.00	2 466.00	0.00	0.00	
		2020-7589H	SP2020 Sprint MFC	Mono_382	CO0000178	Hope Works	01 Apr 2019	2 499.00	2 499.00	0.00	0.00	
		2020-7589H	SP2020 Sprint MFC	Colour_382	CO0000178	Hope Works	01 Apr 2019	2 515.00	2 515.00	0.00	0.00	
		2020-7678H	SP2020 Sprint MEC	Mono 380	CO0000181	Hope Works		0.00	1 947.00	0.00	38.33	
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## **Compare Last Call Reading**

If you go to the last Call logged against the selected serial number, you can see that the captured meter reading in the **Call Maintenance** screen is the same as the updated meter reading in the **Meter Processing** screen.

**Ribbon Access:** Service > Calls > Select Call > Edit > Click on the Meters tab

- 1. You will be in the Call maintenance screen,
- 2. Ensure that this is the Call linked to the **serial no**. selected in the Meter Processing screen above.
- 3. Click on the **Meters** tab is at the foot of this screen, to open the **Meters** frame.
- 4. The **Meter Reading** field amount should reflect the <u>same</u> amount that was set to Call in the Meter Processing screen.

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Meters < - Open Windows 🕶	****	3				j	User : Judithi	M 05 Apr 201	19 Version : 2.	2.0.1 TEST	alpha - Ju	JDITH PC LOC

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