

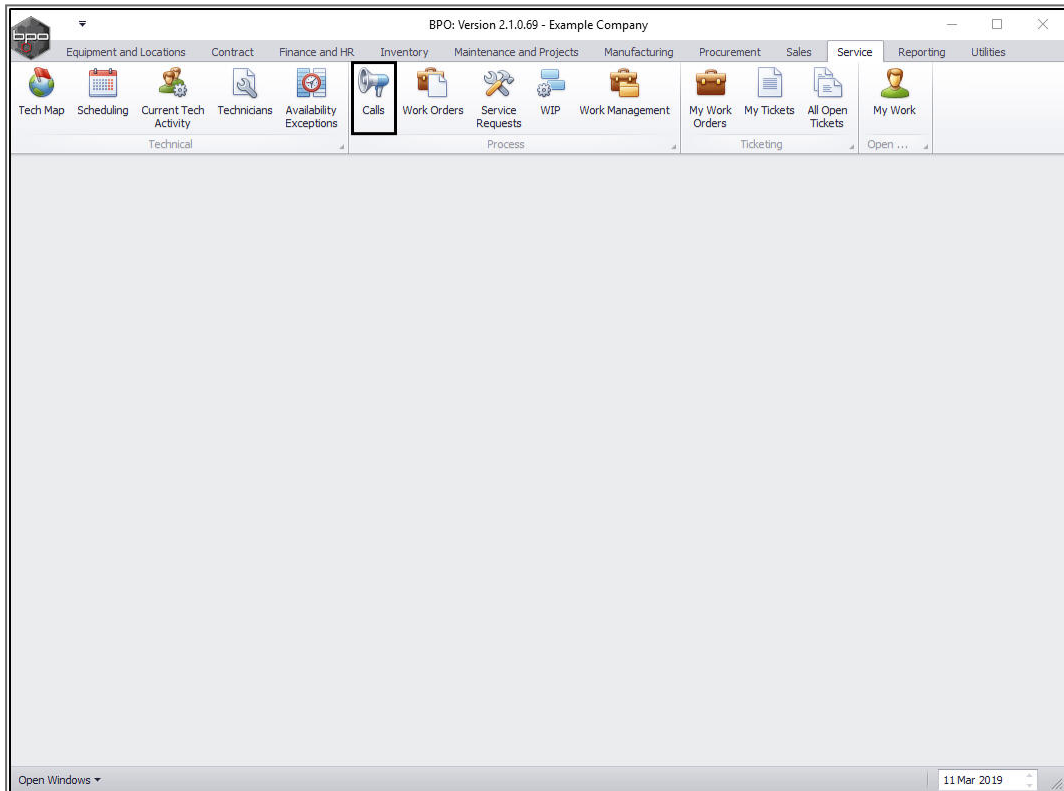
We are currently updating our site; thank you for your patience.

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

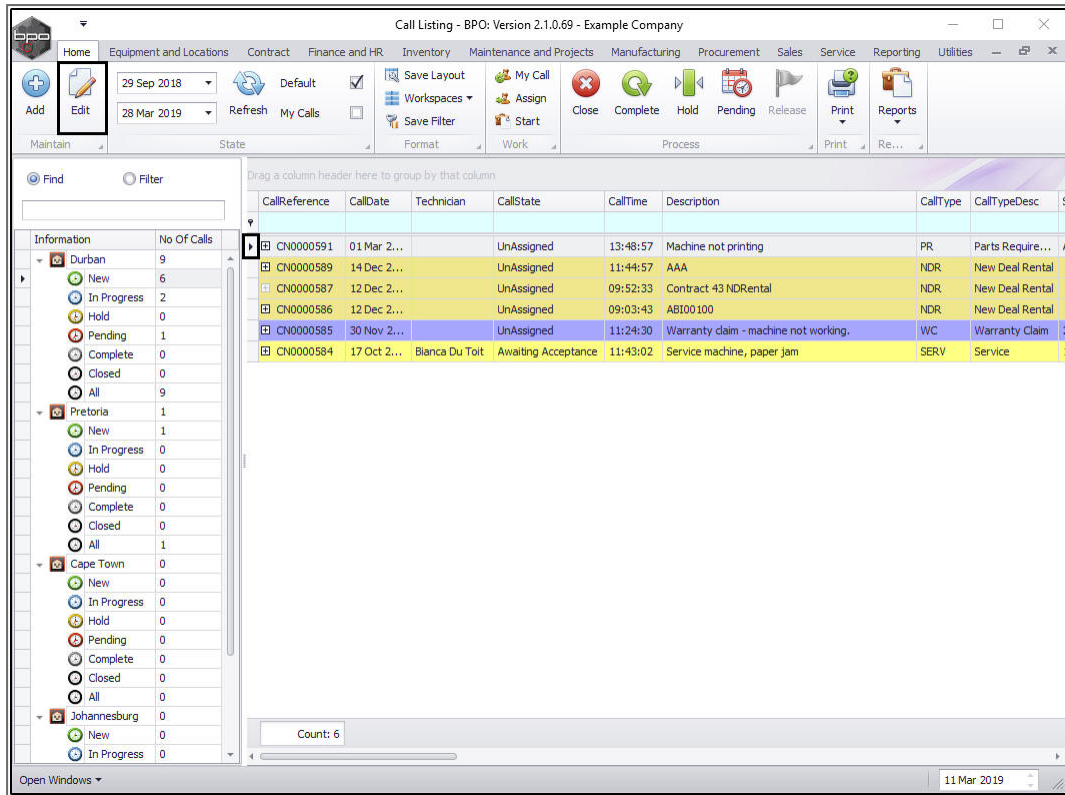
- Select the **site** and **status**.

1. In this image, the **Durban** site
2. and the **New** status have been selected.

The screenshot shows the 'Call Listing' application window. The left-hand pane displays a tree view of filters. Under the 'Durban' site, the 'New' status is selected, indicated by a red circle and arrow labeled '1'. Another red circle and arrow labeled '2' points to the 'New' status under the 'Durban' site. The main table displays a list of calls with columns: CallReference, CallDate, Technician, CallState, CallTime, Description, CallType, and CallTypeDesc. The table shows several rows of call data, including one for 'CN0000584' with technician 'Blanca Du Toit' and status 'Awaiting Acceptance'.

CallReference	CallDate	Technician	CallState	CallTime	Description	CallType	CallTypeDesc
CN0000591	01 Mar 2...		UnAssigned	13:48:57	Machine not printing	PR	Parts Require...
CN0000589	14 Dec 2...		UnAssigned	11:44:57	AAA	NDR	New Deal Rental
CN0000587	12 Dec 2...		UnAssigned	09:52:33	Contract 43 NDRental	NDR	New Deal Rental
CN0000586	12 Dec 2...		UnAssigned	09:03:43	AB100100	NDR	New Deal Rental
CN0000585	30 Nov 2...		UnAssigned	11:24:30	Warranty claim - machine not working.	WC	Warranty Claim
CN0000584	17 Oct 2...	Blanca Du Toit	Awaiting Acceptance	11:43:02	Service machine, paper jam	SERV	Service

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



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**.

Call maintenance: Call ref. - CN0000591 - 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 Close Complete Assign Hold Pending Release Reinststate Save Layout Workspaces Print Note

Maintain Process Format Print Info

Links
Enter text to search...

Functions
Work Orders 1
Work In Progress
Notes
Assignments
Hold History
Pending History
On Site Info 1

Customer: Big Bargains
Contact: Tarryn Snow CUSTOMER CONTAI
Contact No: 031 123 4567
Address:
Call Type: Parts Requirement
Error Code: Faulty
Description: Machine not printing
Call Date Time: 01 Mar 2019 13:48:57
Priority: 3
SLA:
Date Required: 01 Mar 2019
Order No:
Logged By: AbigailM
Status: N - New
Optional No:

Relates To:

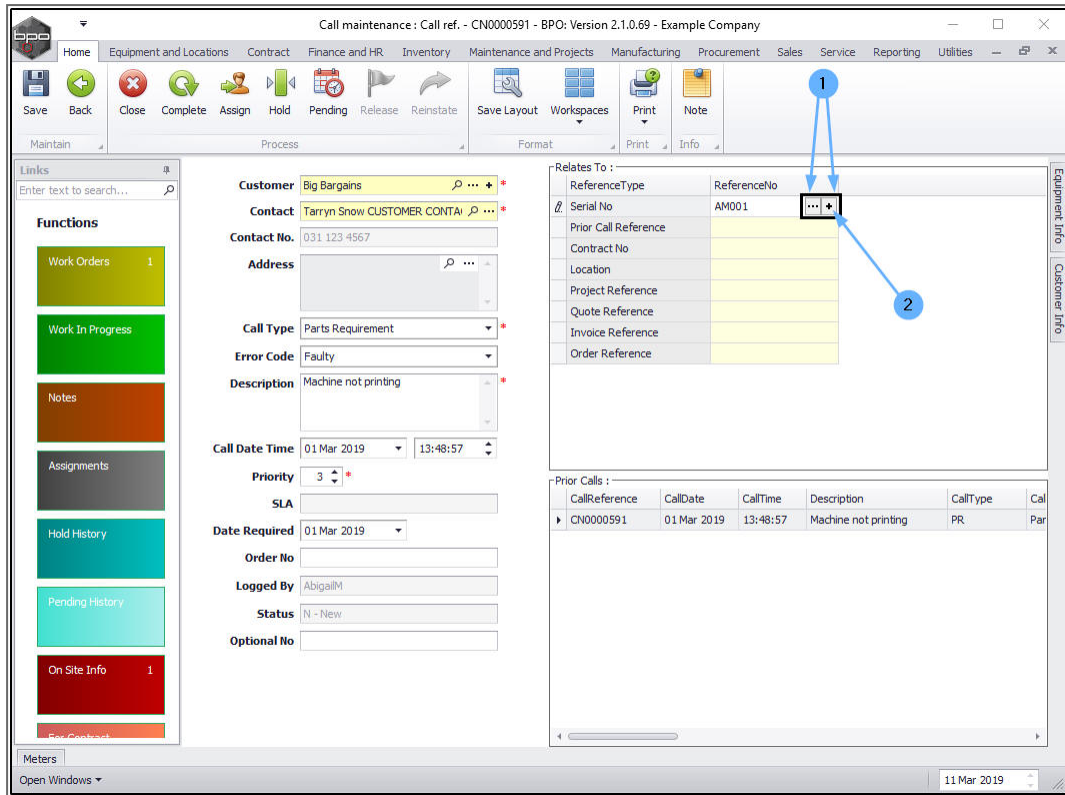
ReferenceType	ReferenceNo
Serial No	AM001
Prior Call Reference	
Contract No	
Location	
Project Reference	
Quote Reference	
Invoice Reference	
Order Reference	

Prior Calls:

CallReference	CallDate	CallTime	Description	CallType	Cal
CN0000591	01 Mar 2019	13:48:57	Machine not printing	PR	Par

Meters
Open Windows 11 Mar 2019

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



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

The screenshot shows the 'Call Maintenance: Call ref. - CN0000591 - 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 icons for Save, Back, Close, Complete, Assign, Hold, Pending, Release, Reinstater, Save Layout, Workspaces, Print, and Note. The main area is divided into several sections:

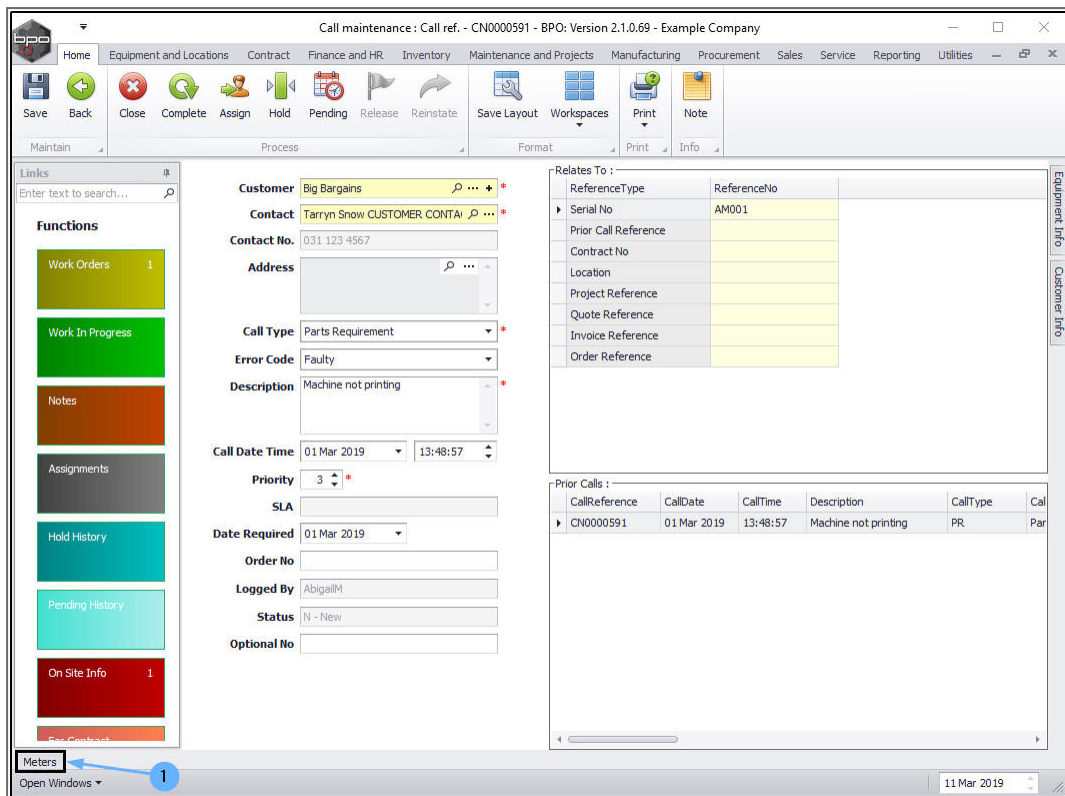
- Links:** A search bar for links.
- Functions:** A list of functional buttons: Work Orders (1), Work In Progress, Notes, Assignments, and Hold History.
- Customer Information:** Fields for Customer (Big Bargains), Contact (Tarryn Snow CUSTOMER CONTAI), Contact No. (031 123 4567), Address, Call Type (Parts Requirement), Error Code (Faulty), Description (Machine not printing), Call Date Time (01 Mar 2019 13:48:57), Priority (3), SLA (0.00), and Date Required (01 Mar 2019).
- Relates To:** A table showing related records with columns for ReferenceType and ReferenceNo.
- Prior Calls:** A table showing call history with columns for CallReference, CallDate, CallTime, Description, CallType, and Call.
- Meters:** A table showing meter readings with columns for SerialNo, MeterDefCode, Description, ReadingDate, ReadingTime, Period, MeterReading, PriorReading, RollCount, and Comments.

The 'Meters' tab is highlighted in the left-hand navigation pane, and a blue arrow with the number '1' points to it.

SerialNo	MeterDefCode	Description	ReadingDate	ReadingTime	Period	MeterReading	PriorReading	RollCount	Comments
AM001	Mono	Mono meter	28 Mar 2019	13:50:25	3	0.00	0.00	0	
AM001	Colour	Colour Meter	28 Mar 2019	13:50:25	3	0.00	0.00	0	

METER READINGS VIA 'METERS' TAB

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



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 maintenance : Call ref. - CN0000591 - BPO: Version 2.1.0.69 - Example Company

Customer: Big Bargains
 Contact: Tarryn Snow CUSTOMER CONTAI
 Contact No. 031 123 4567
 Address
 Call Type: Parts Requirement
 Error Code: Faulty
 Description: Machine not printing
 Call Date Time: 01 Mar 2019 13:48:57
 Priority: 3
 SLA: 0.00
 Date Required: 01 Mar 2019

Relates To :

ReferenceType	ReferenceNo
Serial No	AM001
Prior Call Reference	
Contract No	
Location	
Project Reference	
Quote Reference	
Invoice Reference	
Order Reference	

Prior Calls :

CallReference	CallDate	CallTime	Description	CallType	Cal
CN0000591	01 Mar 2019	13:48:57	Machine not printing	PR	Par

Meters

SerialNo	MeterDefCode	Description	ReadingDate	ReadingTime	Period	MeterReading	PriorReading	RollCount	Comments
AM001	Mono	Mono meter	2019/03/01	13:50:25	3	0.00	0.00	0	
AM001	Colour	Colour Meter	01 Mar 2019	13:50:25	3	0.00	0.00	0	

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

Call maintenance : Call ref. - CN0000591 - BPO: Version 2.1.0.69 - Example Company

Customer: Big Bargains
 Contact: Tarryn Snow CUSTOMER CONTAI
 Contact No: 031 123 4567
 Address: [Redacted]
 Call Type: Parts Requirement
 Error Code: Faulty
 Description: Machine not printing
 Call Date Time: 01 Mar 2019 13:48:57
 Priority: 3
 SLA: 0.00
 Date Required: 01 Mar 2019

ReferenceType	ReferenceNo
Serial No	AM001
Prior Call Reference	
Contract No	
Location	
Project Reference	
Quote Reference	
Invoice Reference	
Order Reference	

CallReference	CallDate	CallTime	Description	CallType	Cal
CN0000591	01 Mar 2019	13:48:57	Machine not printing	PR	Par

SerialNo	MeterDefCode	Description	ReadingDate	ReadingTime	Period	MeterReading	PriorReading	RollCount	Comments
AM001	Mono	Mono meter	01 Mar 2019	13:50:25	3	0.00	0.00	0	
AM001	Colour	Colour Meter	01 Mar 2019	13:50:25	3	0.00	0.00	0	

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

Customer
Customer: Big Bargains
Contact: Tarryn Snow CUSTOMER CONTAI
Contact No.: 031 123 4567
Address:
Call Type: Parts Requirement
Error Code: Faulty
Description: Machine not printing
Call Date Time: 01 Mar 2019 13:48:57
Priority: 3
SLA: 0.00
Date Required: 01 Mar 2019

Relates To :

ReferenceType	ReferenceNo
Serial No	AM001
Prior Call Reference	
Contract No	
Location	
Project Reference	
Quote Reference	
Invoice Reference	
Order Reference	

Prior Calls :

CallReference	CallDate	CallTime	Description	CallType	Cal
CN0000591	01 Mar 2019	13:48:57	Machine not printing	PR	Par

Meters

SerialNo	MeterDefCode	Description	ReadingDate	ReadingTime	Period	MeterReading	PriorReading	RollCount	Comments
AM001	Mono	Mono meter	01 Mar 2019	13:50:25	3	180.00	0.00	0	
AM001	Colour	Colour Meter	01 Mar 2019	13:50:25	3	120.00	0.00	0	

SAVE METER READINGS

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

The screenshot displays the 'Call maintenance' window for call reference CN0000591. 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 actions such as Save, Back, Close, Complete, Assign, Hold, Pending, Release, Reinstater, Save Layout, Workspaces, Print, and Note.

The main area is divided into several sections:

- Links:** A search bar for navigation.
- Functions:** A sidebar with buttons for Work Orders (1), Work In Progress, Notes, Assignments, and Hold History.
- Customer Information:** Fields for Customer (Big Bargains), Contact (Tarryn Snow), Contact No. (031 123 4567), Address, Call Type (Parts Requirement), Error Code (Faulty), Description (Machine not printing), Call Date Time (01 Mar 2019 13:48:57), Priority (3), SLA (0.00), and Date Required (01 Mar 2019).
- Relates To:** A table showing related reference numbers.
- Prior Calls:** A table listing previous calls.
- Meters:** A table showing meter details.

Relates To Table:

ReferenceType	ReferenceNo
Serial No	AM001
Prior Call Reference	
Contract No	
Location	
Project Reference	
Quote Reference	
Invoice Reference	
Order Reference	

Prior Calls Table:

CallReference	CallDate	CallTime	Description	CallType	Cal
CN0000591	01 Mar 2019	13:48:57	Machine not printing	PR	Par

Meters Table:

SerialNo	MeterDefCode	Description	ReadingDate	ReadingTime	Period	MeterReading	PriorReading	RollCount	Comments
AM001	Mono	Mono meter	01 Mar 2019	13:50:25	3	180.00	0.00	0	Toner to be replaced
AM001	Colour	Colour Meter	01 Mar 2019	13:50:25	3	120.00	0.00	0	Toner to be replaced

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

MNU.122.023

