

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

SERVICE CENTRE

CONTRACT ITEM REPAIR PROCESS

1. [Log Call](#)
2. [Assign a Technician to the Call](#)
3. [Print Call Work Order Report](#)
4. **Requests:**
 - i. [Request Parts](#)
 - ii. [Part Request Authorisation](#) (if configured, otherwise the part request will be auto approved)
 - iii. [Issue Stock](#)
 - iv. [Loan Machine Processing](#) (where a loan unit is required whilst machine is repaired)
5. **Services;** (where machine is repaired by a third party)
 - i. [Request Services](#)
 - ii. [Service Requisition Cycle](#)
6. **Update Call Costs:**
 - i. [Log Technician Time](#)
 - ii. [Log Expenses](#)
 - iii. [Log Travel](#)
 - iv. [Update Service Actual Cost](#) (if repair is done by a third party and the charge is billable to the client)
 - v. [Update Meter Reading](#) (if not logged at call creation)
7. [Invoice Call](#) (if billable)
8. [Close Call](#)

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