

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

COMPANY

SITES - SITE MANAGEMENT

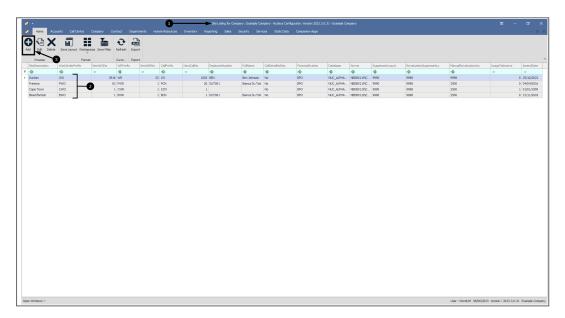
Ribbon Access: Company > Sites

Accounts Cal Centre Company Contract Depar Company Addresse Sites Parchange Seles System Periods

- 1. The **Site Listing for Company :** [Company Name] screen will be displayed.
- 2. For multi sited companies any sites already created will be listed in the data grid.

ADD A SITE

3. Click on Add.

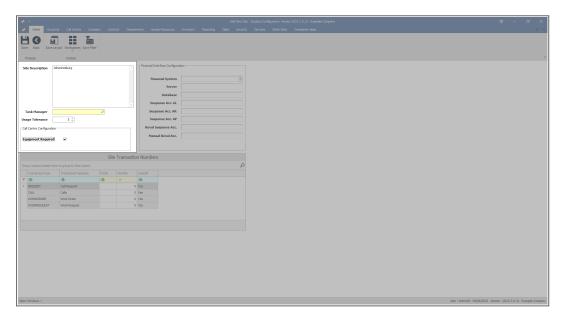




- 4. The **Add New Site** screen will be displayed.
 - Site Configuration:
 - **Site Description:** Click to type in the name of the site or branch you are creating.
 - Task Manager: Click on the search button to auto populate the task manager for the site.

Note that you will need to edit the site and then link the responsible **Service Controller** to the new site.

- Usage Tolerance: Click to type in or use the arrow indicators to select the percentage variation in meter readings allowed before a warning is raised, for the site.
- Call Centre Configuration:
 - Equipment Required: Click to select the check box to ensure that calls cannot be saved without linking a serialised item.





- Financial Interface Configuration:
 - **Financial System:** Click on the down **arrow** to select the system you wish to integrate with BPO.
 - Server: Click to type in the server name where the financial system database is held.
 - **Database:** Click to type in the financial server database name.
 - Suspense Acc. GL: Click to type in the GL suspense account for the current site.
 - Suspense Acc. AR: Click to type in the AR suspense account for the current site.
 - Suspense Acc. AP: Click to type in the AP suspense account for the current site.
 - **Reval Suspense Acc.:** Click to type in the revaluation account for the current site.
 - Manual Reval Acc.: Click to type in the manual revaluation account for the current site.

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- Site Transaction Numbers
 - Site ID: Specify the Site ID position in the Site dropdown list. When the Site ID is set to the number 6, then the site will appear 6th on the list.
 - Transaction Type: The transaction types have been auto populated REQUEST, CALL, WORKORDER and WORKREQUEST. Click in the relevant field to modify the transaction type, if required.
 - **Transaction Type Desc:** The description for the transaction type has been auto populated. Click in the relevant field to modify the transaction description, if required.
 - **Prefix:** Click to type in a **transactional reference prefix** for the site. These prefixes will be appended to the transaction type document specified.
 - Next No: If the next prefix number is NOT zero for each transaction type, will only allow the prefix code to be edited.
 - **Can Edit:** Click to specify **Yes** or **No** in the relevant field for the transaction type to be edited or not.
- 5. When you have finished adding the site description, call centre configuration and financial configuration details, click on **Save**.



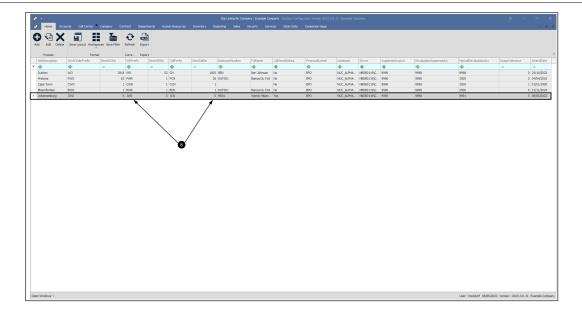
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- 6. When you receive the **Process Validation** message to confirm;
 - Save Successful.
- 7. Click on OK.

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8. You will return to the updated **Site Listing for Company** screen where you can view the new site details.





EDIT SITE

- 1. From the Site Listing for Company : [Company Name] screen,
- 2. Click on the **row** of the site you wish to edit.
- 3. Click on **Edit**.

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- 4. The Edit Site : [Site Name] screen will be displayed.
- Make the changes as required to the Site, Call Centre Configuration, Financial Interface Configuration or the Site Transaction numbers as required.
- 6. Click on Save.

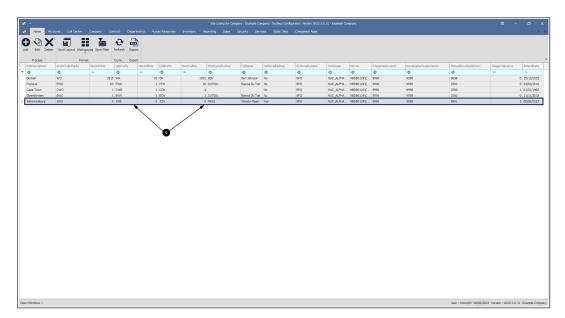
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- 7. When you receive the **Process Validation** message to confirm;
 - Save Successful.
- 8. Click on OK.



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9. You will return to the updated **Site Listing for Company** screen where you can view the updated site details.



DELETE SITE

- 1. From the Site Listing for Company : [Company Name] screen,
- 2. Click on the **row** of the site you with to remove.



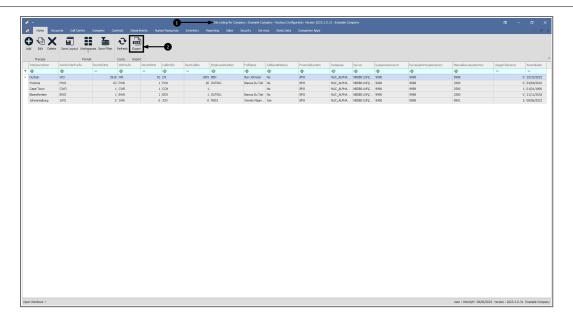
- 3. Click on Delete.
- 4. When you receive the **Delete Machine** message to confirm;
 - Are you sure you want to remove this site [Site Name]? This can only be done if no other item is associated.
- 5. Click on **Yes**.

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EXPORT

- 1. From the Site Listing for Company : [Company Name] screen,
- 2. Click on Export.





- 3. A list of all the Sites for the company is listed in an Excel Spreadsheet where it can be maintained using the standard Excel features.
- 4. **Close** the screen to return to the Site Listing for Company screen.

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