

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

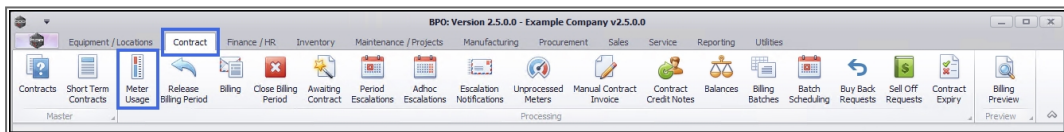
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CONTRACT

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



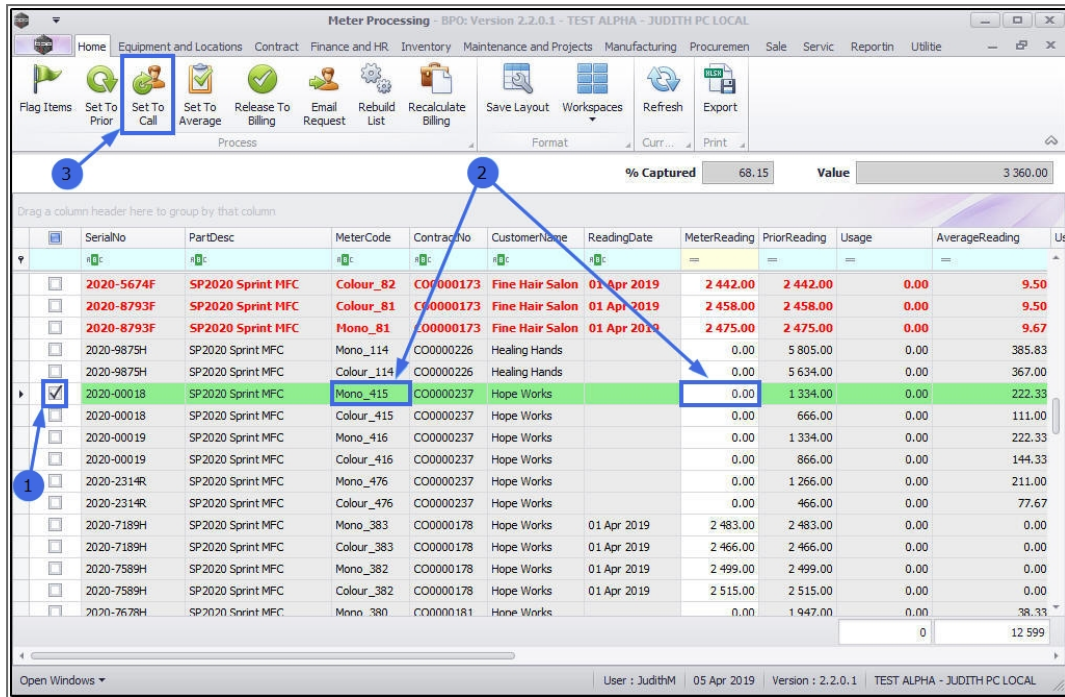
1. The **Meter Processing** screen will be displayed.

SELECT METER

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

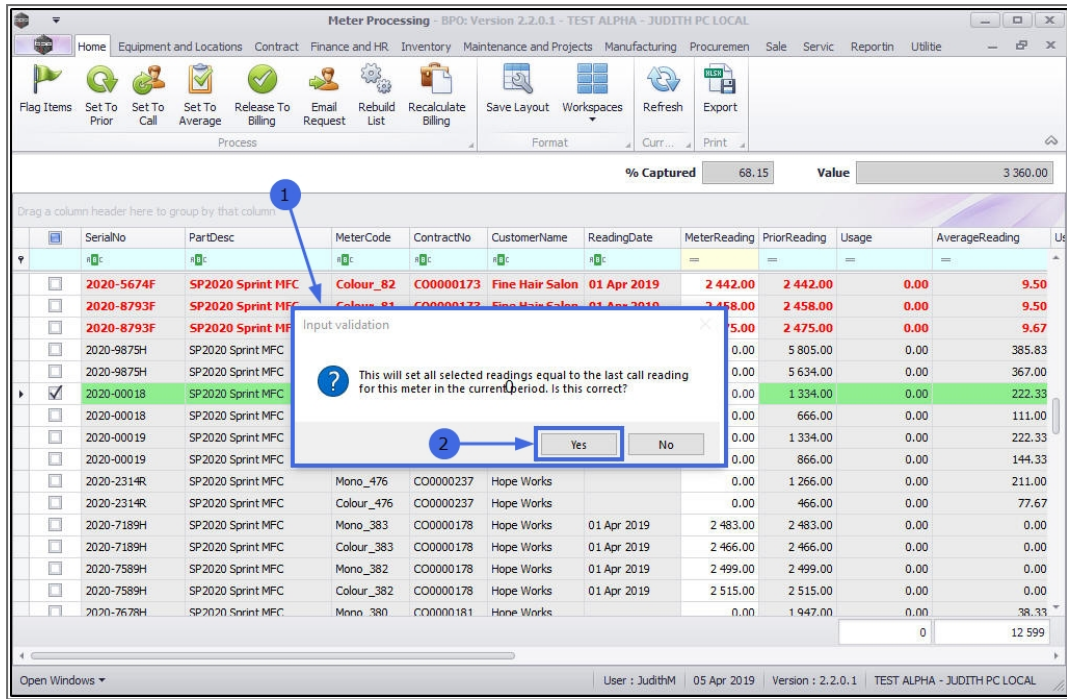
SELECT 'SET TO CALL'

3. Click on **Set to Call**.



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**.



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

Meter Processing - BPO: Version 2.2.0.1 - TEST ALPHA - JUDITH PC LOCAL

Home | Equipment and Locations | Contract | Finance and HR | Inventory | Maintenance and Projects | Manufacturing | Procurement | Sale | Service | Reporting | Utilities

Process: Flag Items, Set To Prior, Set To Call, Set To Average, Release To Billing, Email Request, Rebuild List, Recalculate Billing, Save Layout, Workspaces, Refresh, Export

% Captured: 68.89 Value: 3 860.00

Drag a column header here to group by that column

SerialNo	PartDesc	MeterCode	ContractNo	CustomerName	ReadingDate	MeterReading	PriorReading	Usage	AverageReading	UsageVa
2020-5674F	SP2020 Sprint MFC	Colour_82	CO0000173	Fine Hair Salon	01 Apr 2019	2 442.00	2 442.00	0.00	9.50	
2020-8793F	SP2020 Sprint MFC	Colour_81	CO0000173	Fine Hair Salon	01 Apr 2019	2 458.00	2 458.00	0.00	9.50	
2020-8793F	SP2020 Sprint MFC	Mono_81	CO0000173	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	CO0000237	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	CO0000237	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 MFC	Mono_380	CO0000181	Hope Works		0.00	1 947.00	0.00	38.33	
									666	12 599

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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 same amount that was set to Call in the Meter Processing screen.

The screenshot shows the 'Call maintenance' screen for call reference DCN0000129. The 'Meters' tab is active at the bottom, displaying a table of meter readings. A blue box highlights the 'MeterReading' column for two entries, and a blue arrow points to the 'Serial No' field in the 'Relates To' section.

SerialNo	MeterDefCode	Description	ReadingDate	ReadingTime	Period	MeterReading	PriorReading	RollCount	Comments
2020-00018	Mono	Mono meter	05 Apr 2019	14:23:54	4	2 000.00	1 334.00	0	Call reading
2020-00018	Colour	Colour Meter	05 Apr 2019	14:23:54	4	1 000.00	666.00	0	Call reading

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