

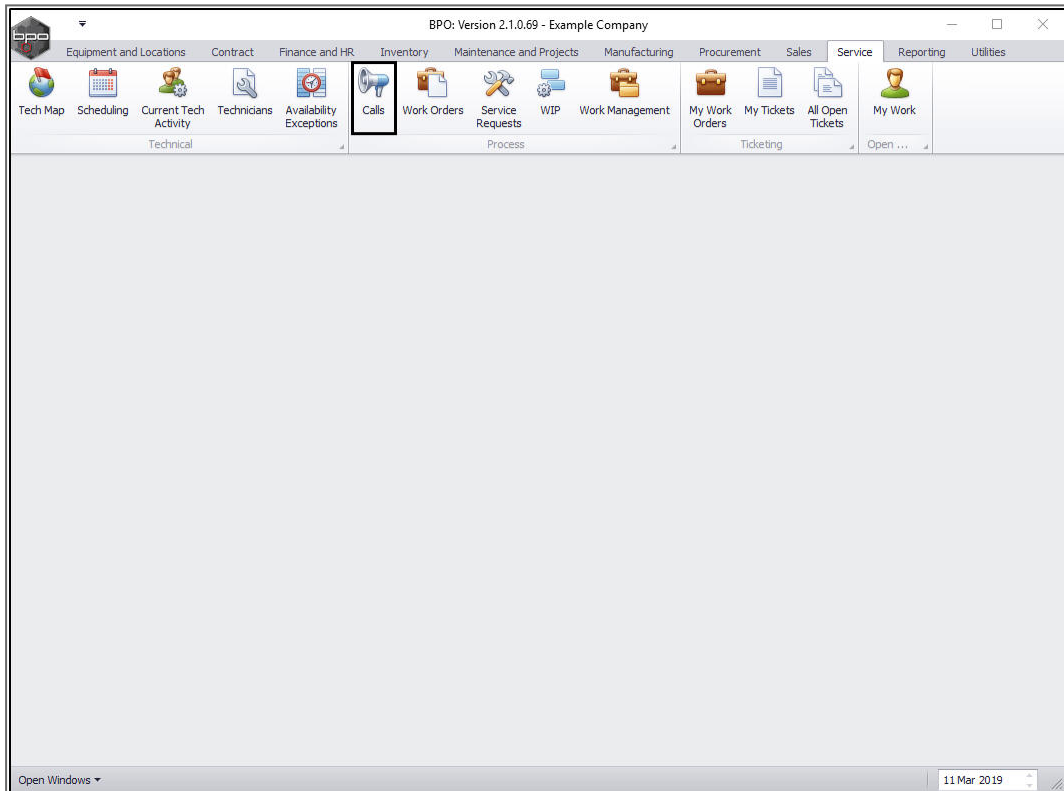
We are currently updating our site; thank you for your patience.

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

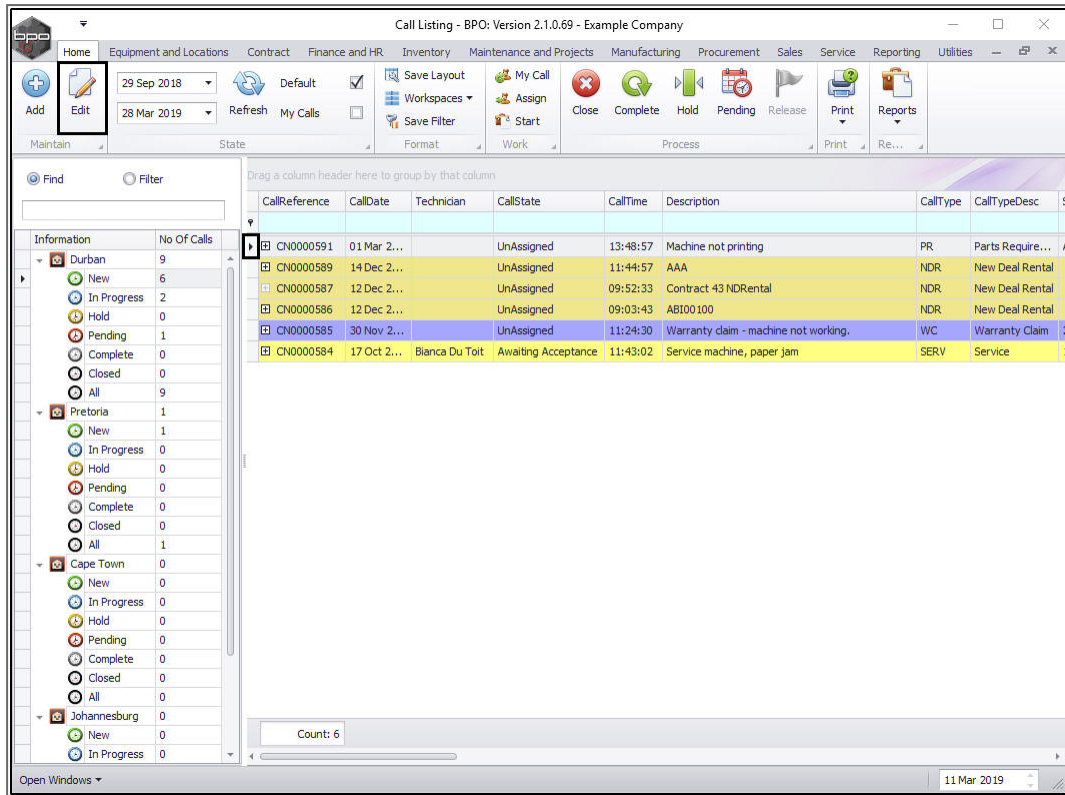
- Select the **site** and **status**.

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 navigation pane is expanded to show a tree view of sites and their statuses. The 'Durban' site is selected, and under it, the 'New' status is also selected. A blue circle with the number '1' points to the 'Durban' site name, and another blue circle with the number '2' points to the 'New' status. The main table displays a list of calls filtered by these criteria. The table has columns for CallReference, CallDate, Technician, CallState, CallTime, Description, CallType, and CallTypeDesc. The first row is highlighted in yellow, indicating it is the selected call.

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**.

The screenshot shows a software application window with the following components:

- Menu Bar:** Home, Equipment and Locations, Contract, Finance and HR, Inventory, Maintenance and Projects, Manufacturing, Procurement, Sales, Service, Reporting, Utilities.
- Toolbar:** Save, Back, Close, Complete, Assign, Hold, Pending, Release, Reinstale, Save Layout, Workspaces, Print, Note.
- Left Panel (Functions):** Work Orders (1), Work In Progress, Notes, Assignments, Hold History, Pending History, On Site Info (1).
- Main Form:**
 - Customer:** Big Bargains
 - Contact:** Tarryn Snow CUSTOMER CONTAI
 - Contact No.:** 031 123 4567
 - Address:** [Empty text box]
 - Call Type:** Parts Requirement
 - Error Code:** Faulty
 - Description:** Machine not printing
 - Call Date Time:** 01 Mar 2019 13:48:57
 - Priority:** 3
 - SLA:** [Empty text box]
 - Date Required:** 01 Mar 2019
 - Order No.:** [Empty text box]
 - Logged By:** AbigailM
 - Status:** N - New
 - Optional No.:** [Empty text box]
- Right Panel (Relates To):**

ReferenceType	ReferenceNo
Serial No	AM001
Prior Call Reference	
Contract No	
Location	
Project Reference	
Quote Reference	
Invoice Reference	
Order Reference	
- Bottom Panel (Prior Calls):**

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

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

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 | Reinstate | Save Layout | Workspaces | Print | Note

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: [Search]
 Call Type: Parts Requirement
 Error Code: Faulty
 Description: Machine not printing
 Call Date Time: 01 Mar 2019 13:48:57
 Priority: 3
 SLA: [Blank]
 Date Required: 01 Mar 2019
 Order No: [Blank]
 Logged By: AbigailM
 Status: N - New
 Optional No: [Blank]

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: [Blank]

Open Windows | 11 Mar 2019

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

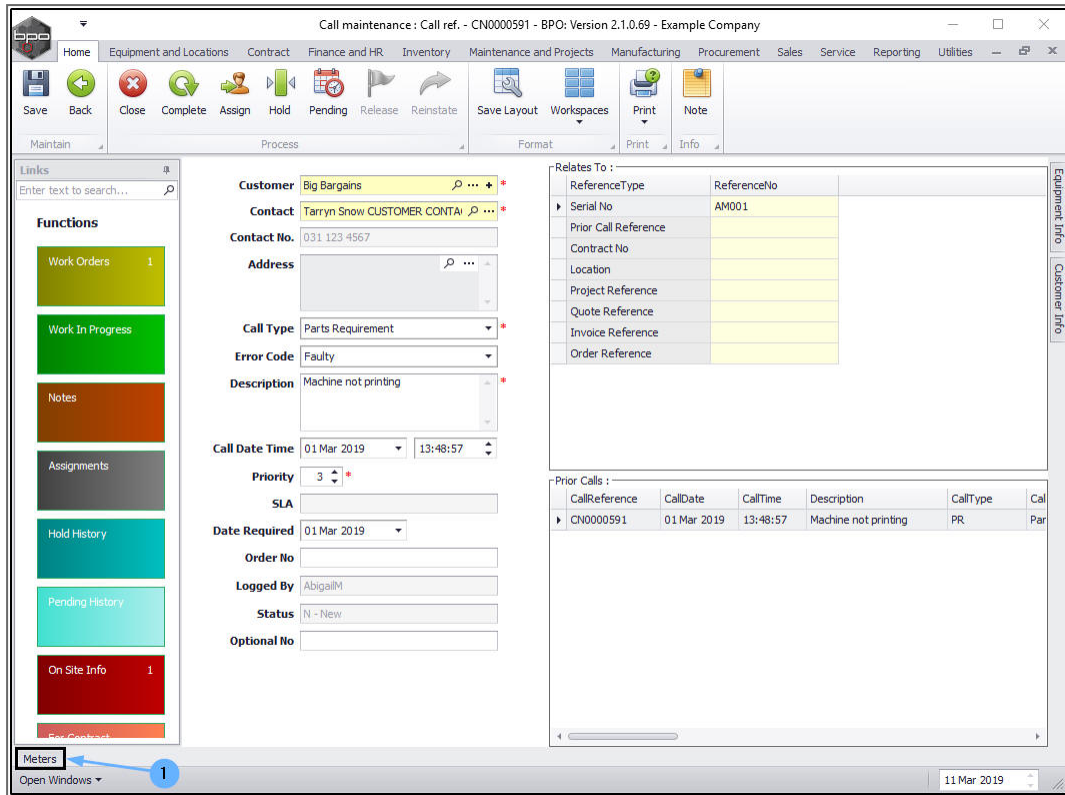
The screenshot displays the 'Call Maintenance: Call ref. - CN0000591 - BPO: Version 2.1.0.69 - Example Company' window. The interface includes a top menu bar with options like Home, Equipment and Locations, Contract, Finance and HR, Inventory, Maintenance and Projects, Manufacturing, Procurement, Sales, Service, Reporting, and Utilities. Below the menu is a toolbar with icons for Save, Back, Close, Complete, Assign, Hold, Pending, Release, Reinstale, Save Layout, Workspaces, Print, and Note. The main area is divided into several sections:

- Links:** A search bar with the text 'Enter text to search...'.
- Functions:** A vertical list of 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 with columns ReferenceType and ReferenceNo. The first row shows Serial No AM001.
- Prior Calls:** A table with columns CallReference, CallDate, CallTime, Description, CallType, and Call. The first row shows CN0000591, 01 Mar 2019, 13:48:57, Machine not printing, PR, and Par.
- Meters:** A table with columns SerialNo, MeterDefCode, Description, ReadingDate, ReadingTime, Period, MeterReading, PriorReading, RollCount, and Comments. It contains two rows of data for meters AM001.

A blue circle with the number '1' is positioned over the 'Meters' tab in the left-hand navigation pane, indicating the step in the process.

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: [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

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

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

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 | Reinstale | 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

Customer: Big Bargains
 Contact: Tarryn Snow CUSTOMER CONTAI
 Contact No: 031 123 4567
 Address: [Search]
 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	0.00	0.00	0	
AM001	Colour	Colour Meter	01 Mar 2019	13:50:25	3	0.00	0.00	0	

Meters | Open Windows | 11 Mar 2019

- 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

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	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**.

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	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.

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