

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

SERVICE CENTRE

NON-CONTRACT ITEM REPAIR PROCESS

This process gives you the option to send out a loan machine, whilst the contract machine is sent for repair.

If the machine cannot be repaired, the user can perform a [swap out](#) .

1. [Log a Manual Work Order](#)
2. [Assign a Technician to the Work Order](#)
3. [Print Work Order Report](#)
4. Requests:
 - i. [Request Parts](#)
 - ii. [Part Request Authorisation](#) (if configured, else the part request will be auto approved)
 - iii. [Issue Stock](#)
5. Services: (if repair is done by a third party)
 - i. [Request Services](#)
 - ii. [Service Requisition Cycle](#)
6. Update Work Order Costs:
 - i. [Log Technician Time](#)
 - ii. [Log Expenses](#)
 - iii. [Log Travel](#)
 - iv. [Update Meter Reading](#)
7. [Close Work Order](#)

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