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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