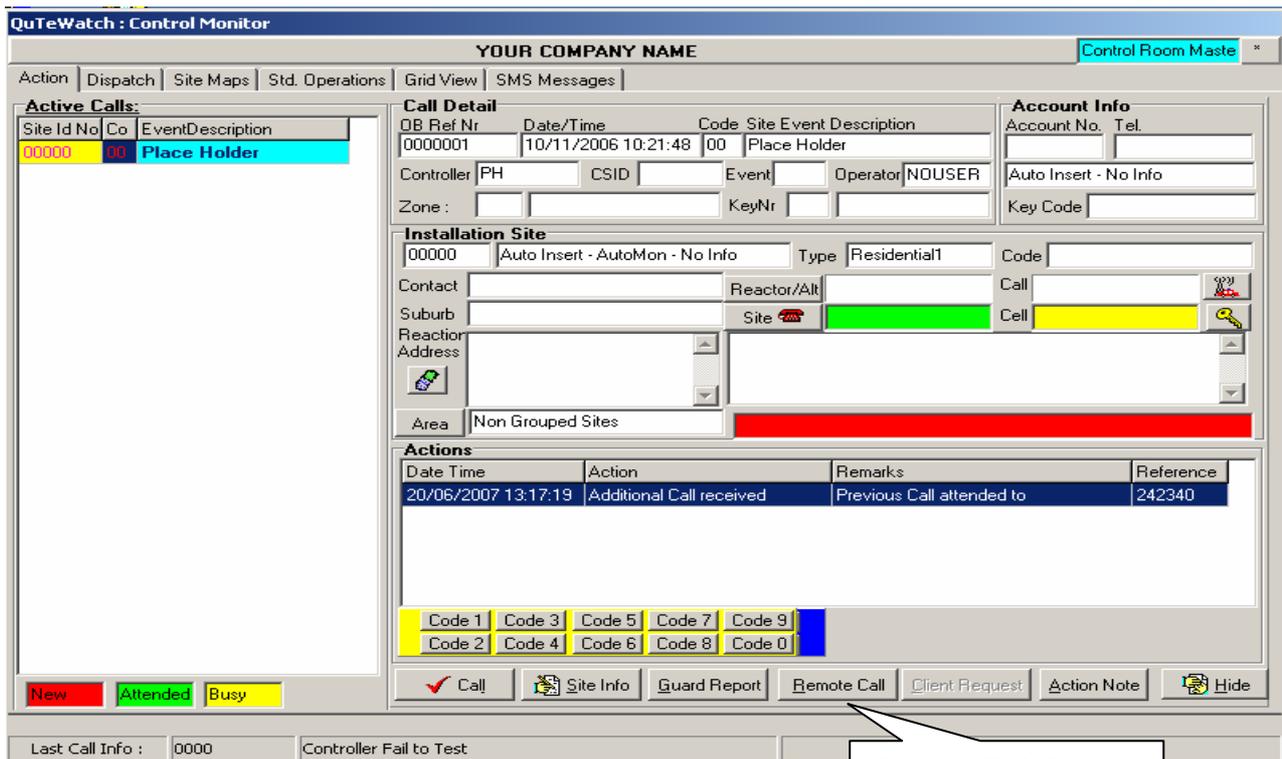
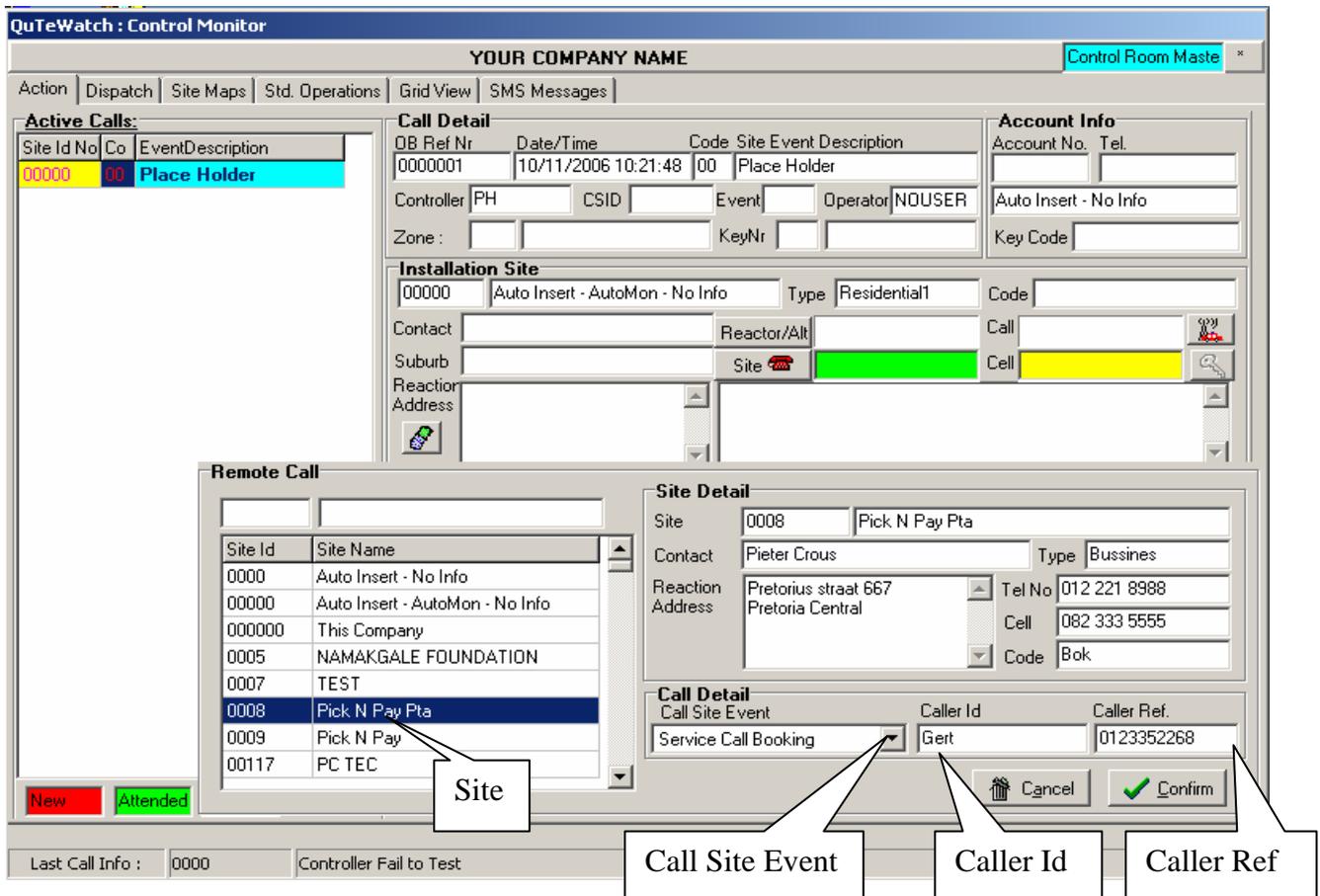


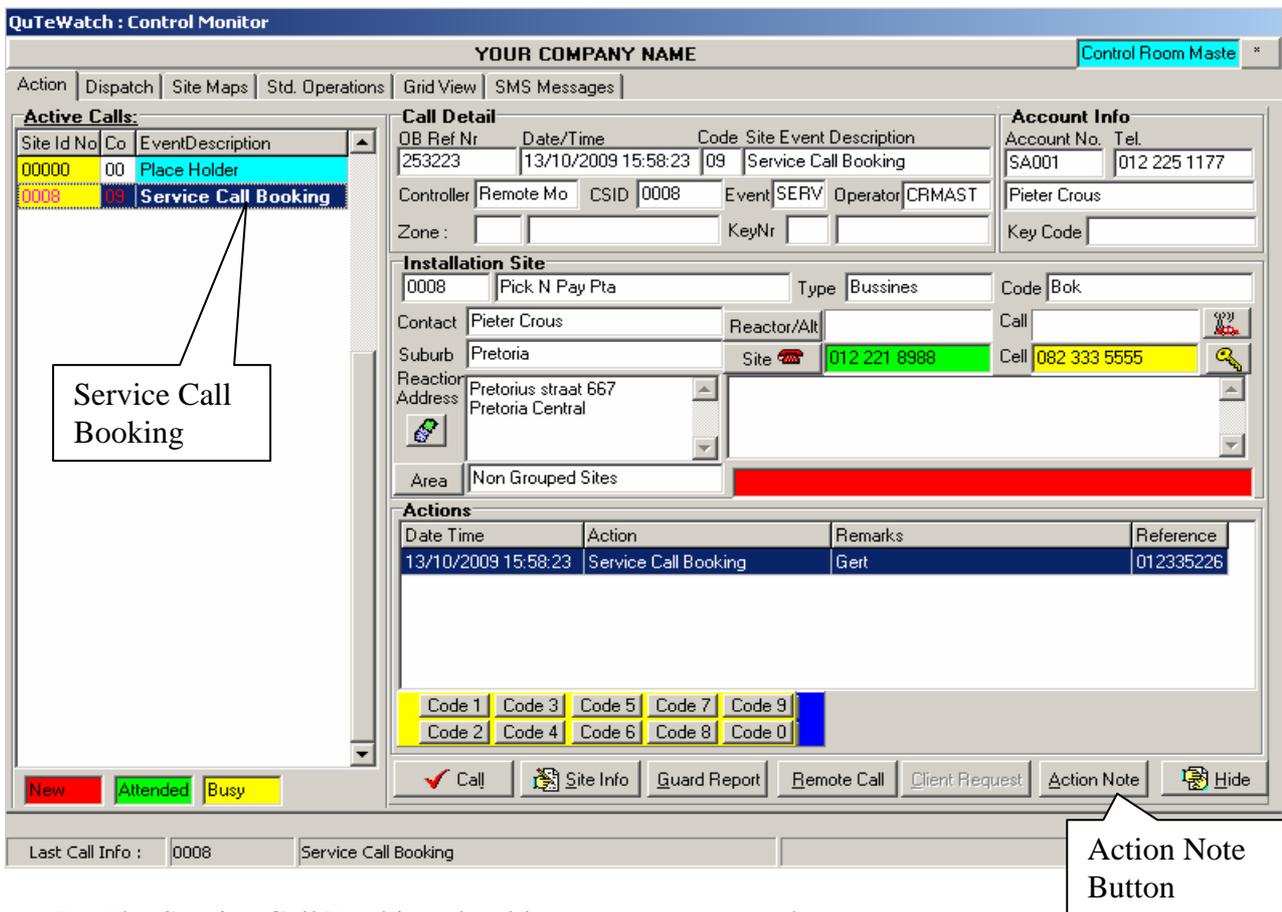
Job Card Help



1. On your Control Monitor Screen, click on the **Remote Call** button to book a service call.



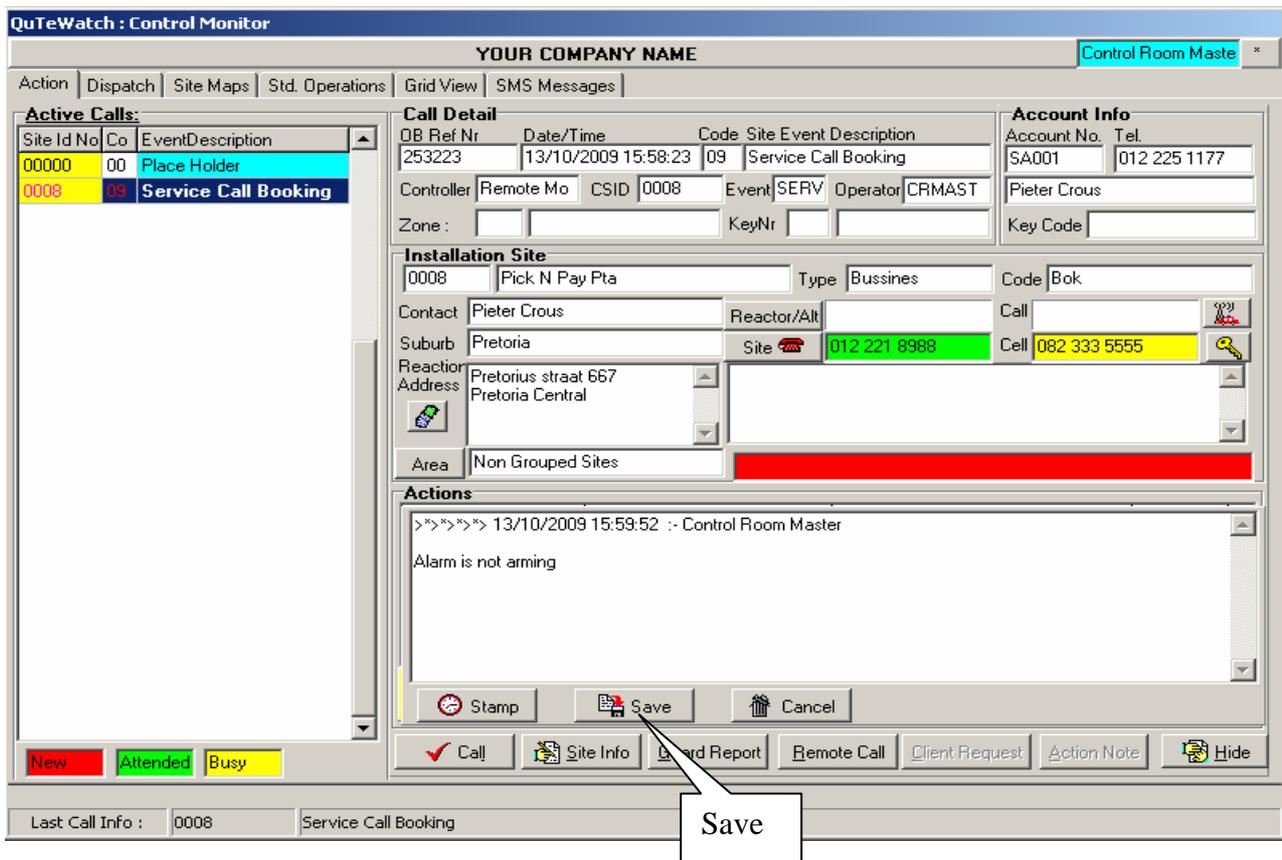
2. Choose the Site you want to book a Service Call for.
3. Choose Service Call Booking in the Call Site Event drop down box.
4. Enter the person's name who is requesting the service call in the Caller Id Box.
5. Enter the reference number, or date or the Caller's telephone number in the Caller Ref box.
6. Click on the Confirm button.



Service Call Booking

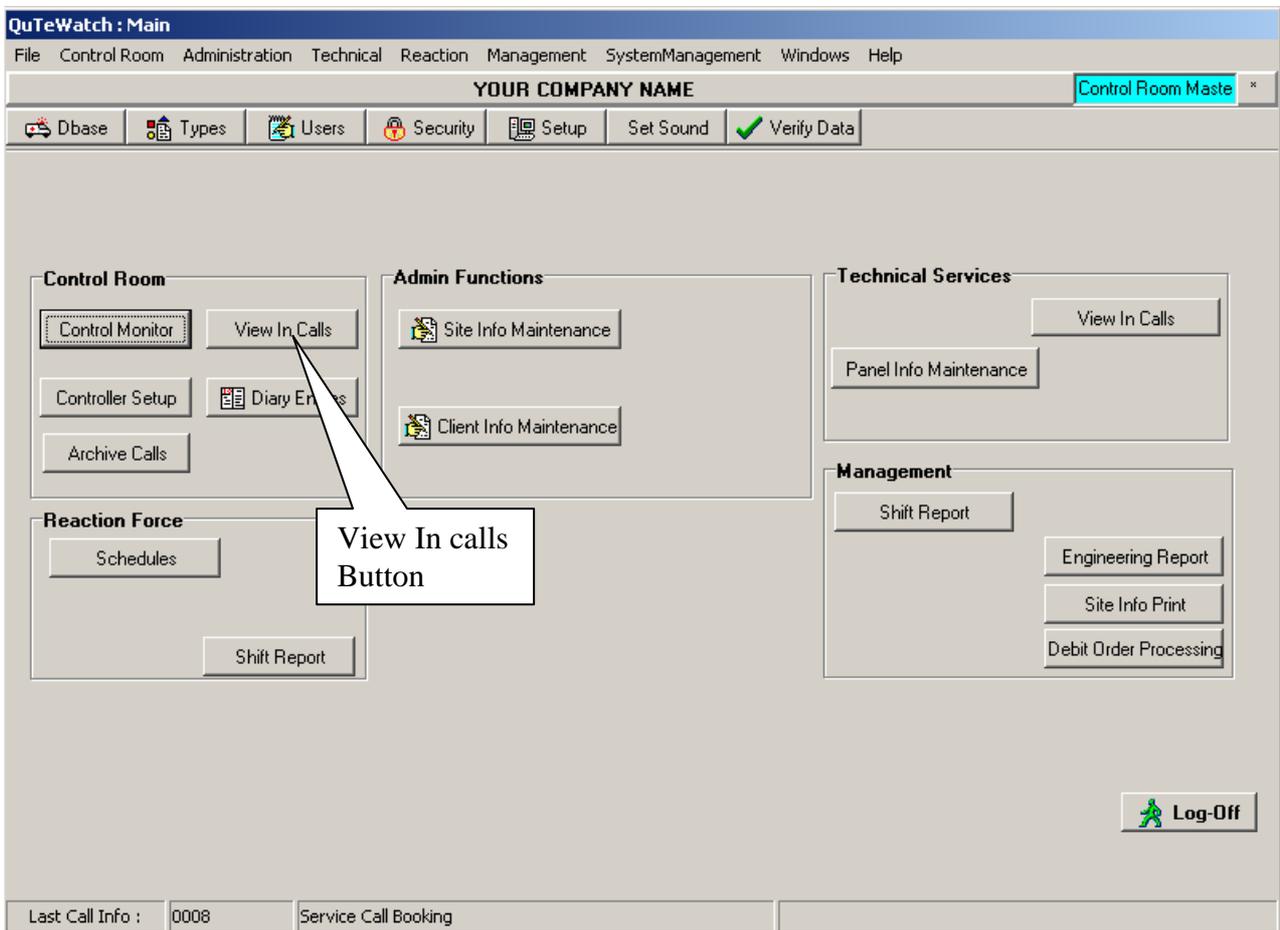
Action Note Button

- The Service Call Booking should appear on your stack now.
- Click on the Service Call Booking on your Stack, then click on the Action Note Button.

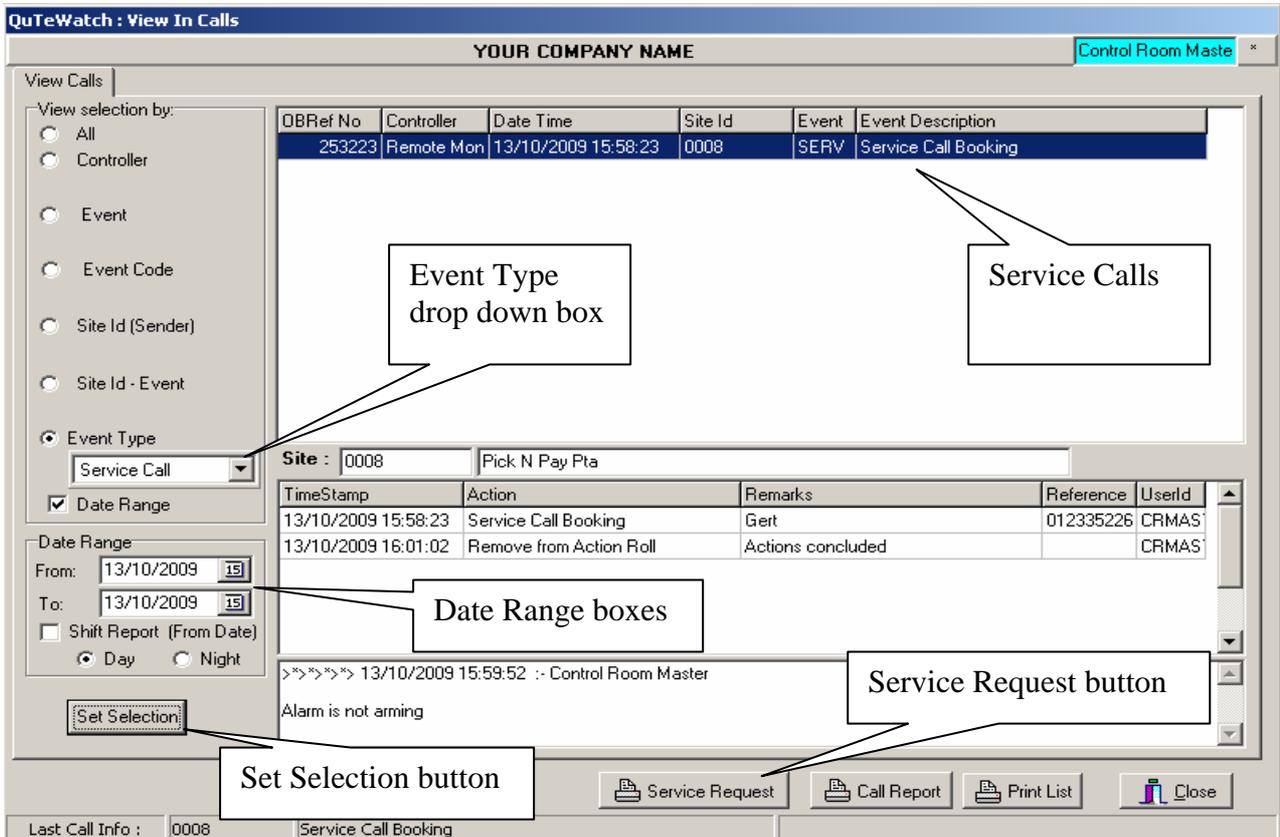


Save

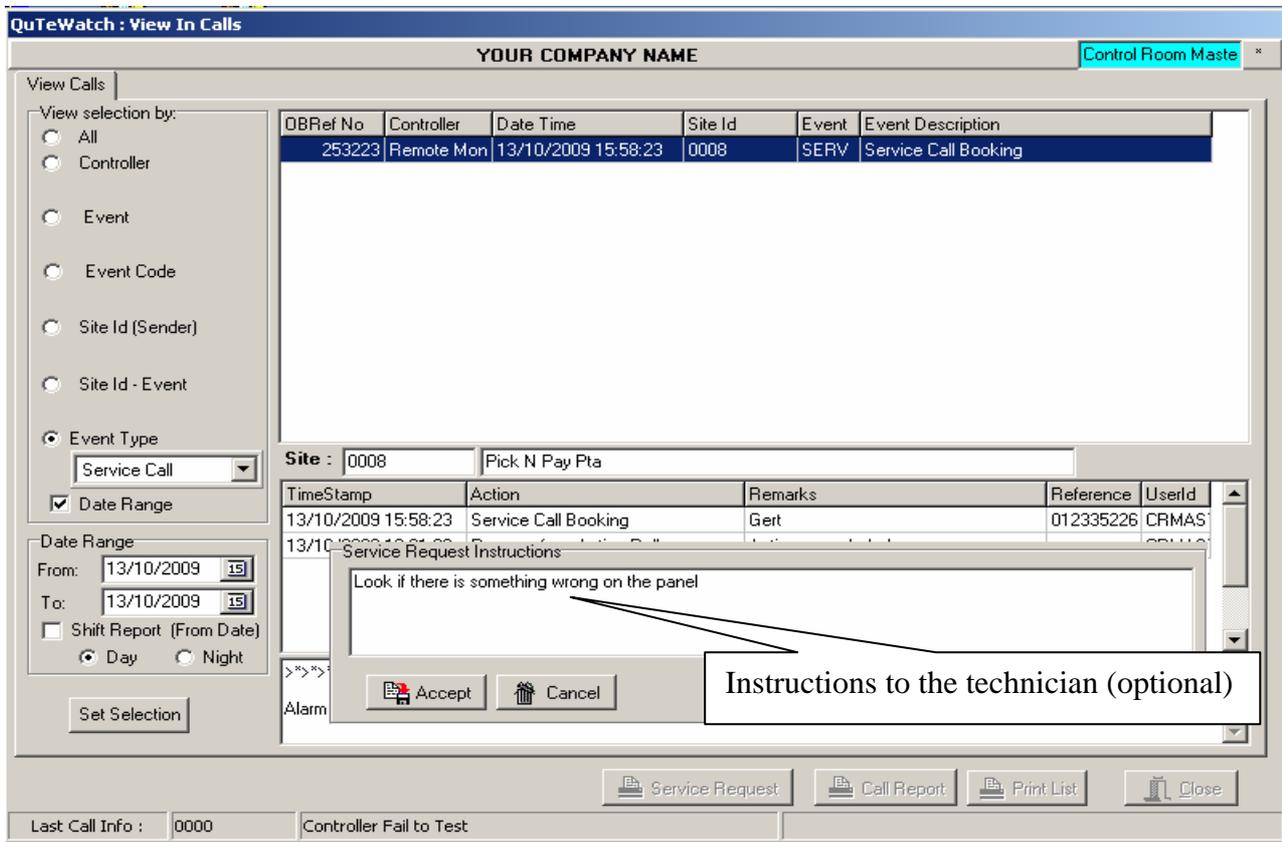
- Now you can type in what the problem is and click on the save button.
- Remove the Service Call Booking from your stack by clicking on the Call button.



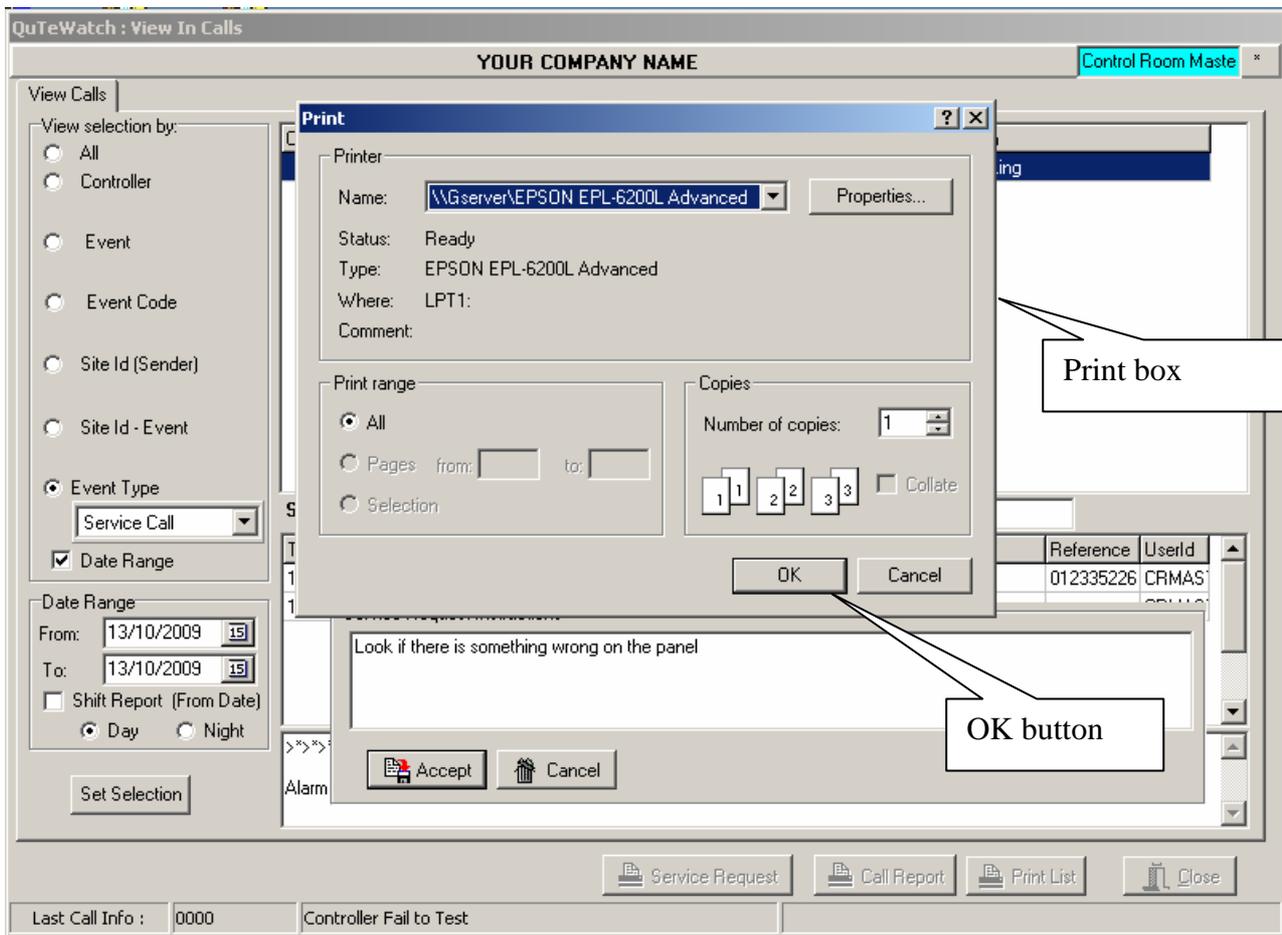
11. When you want to view and accept the Service Calls that was booked go the main menu.
12. Click on the View In calls Button.



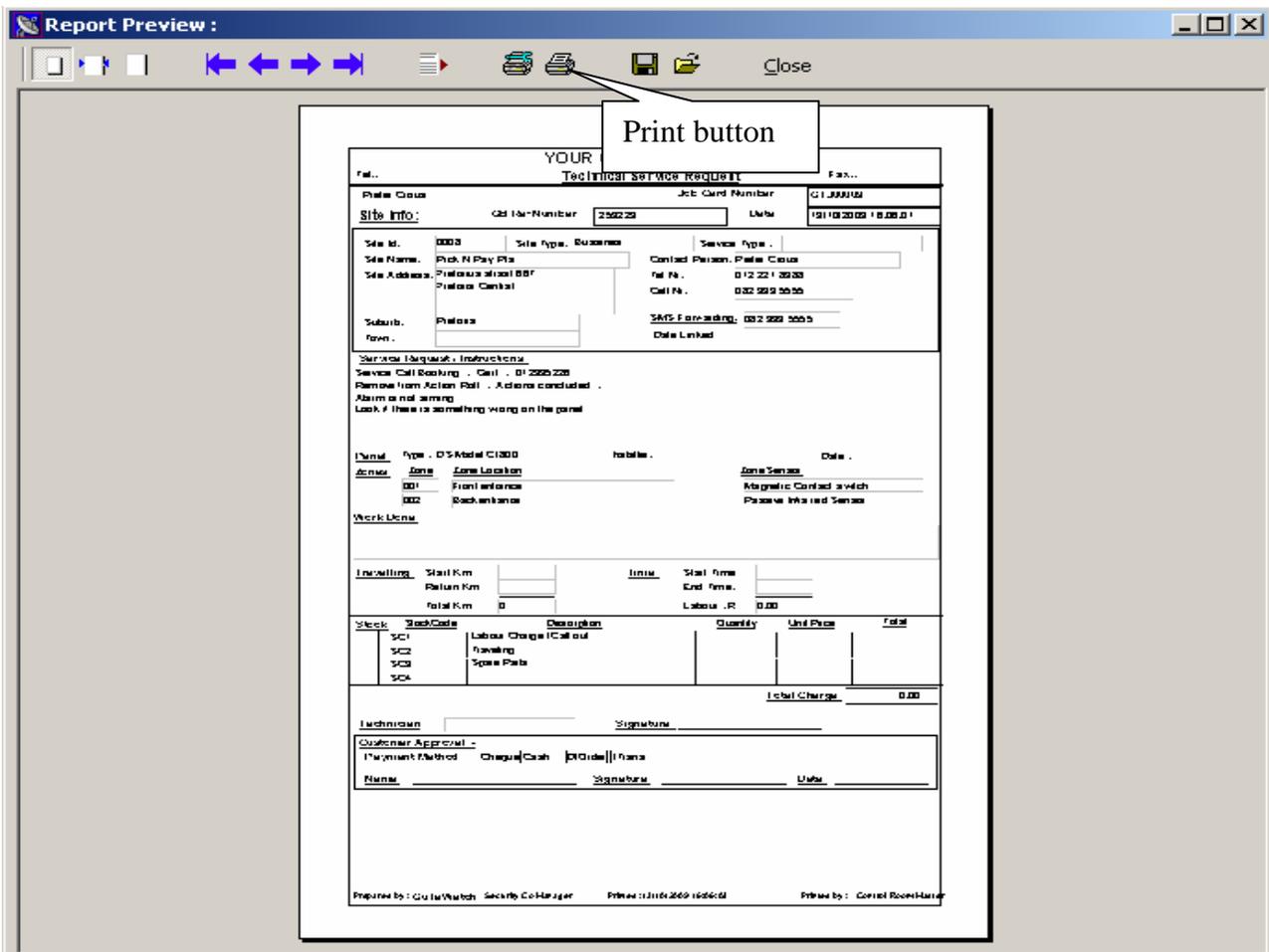
13. Choose Service Call in the Event Type drop down box.
14. Choose the date range for the Service Call bookings you want to see (Optional).
15. Click on the Set Selection button. All the Service Calls should appear in the top table.
16. Click on the one you want to view and accept. Then click on the Service Request button below.



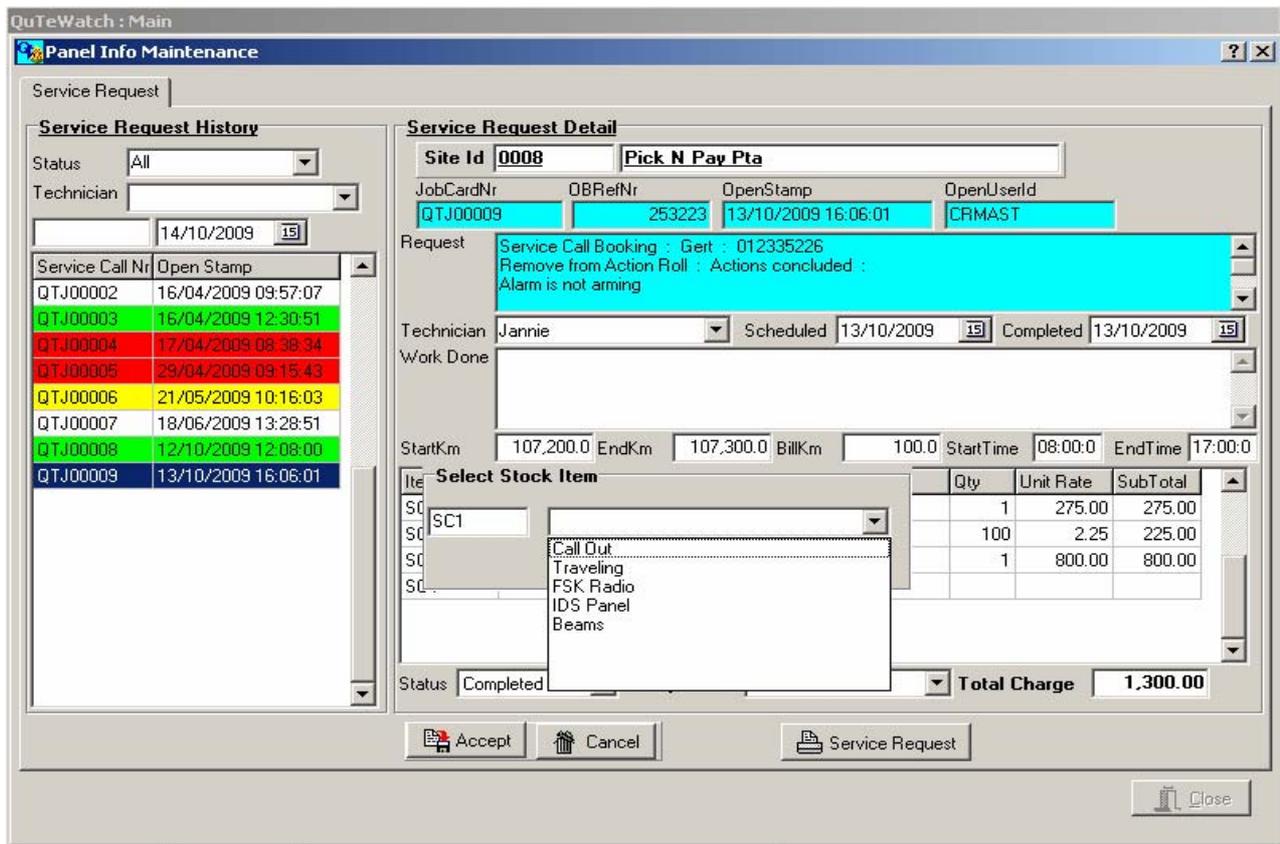
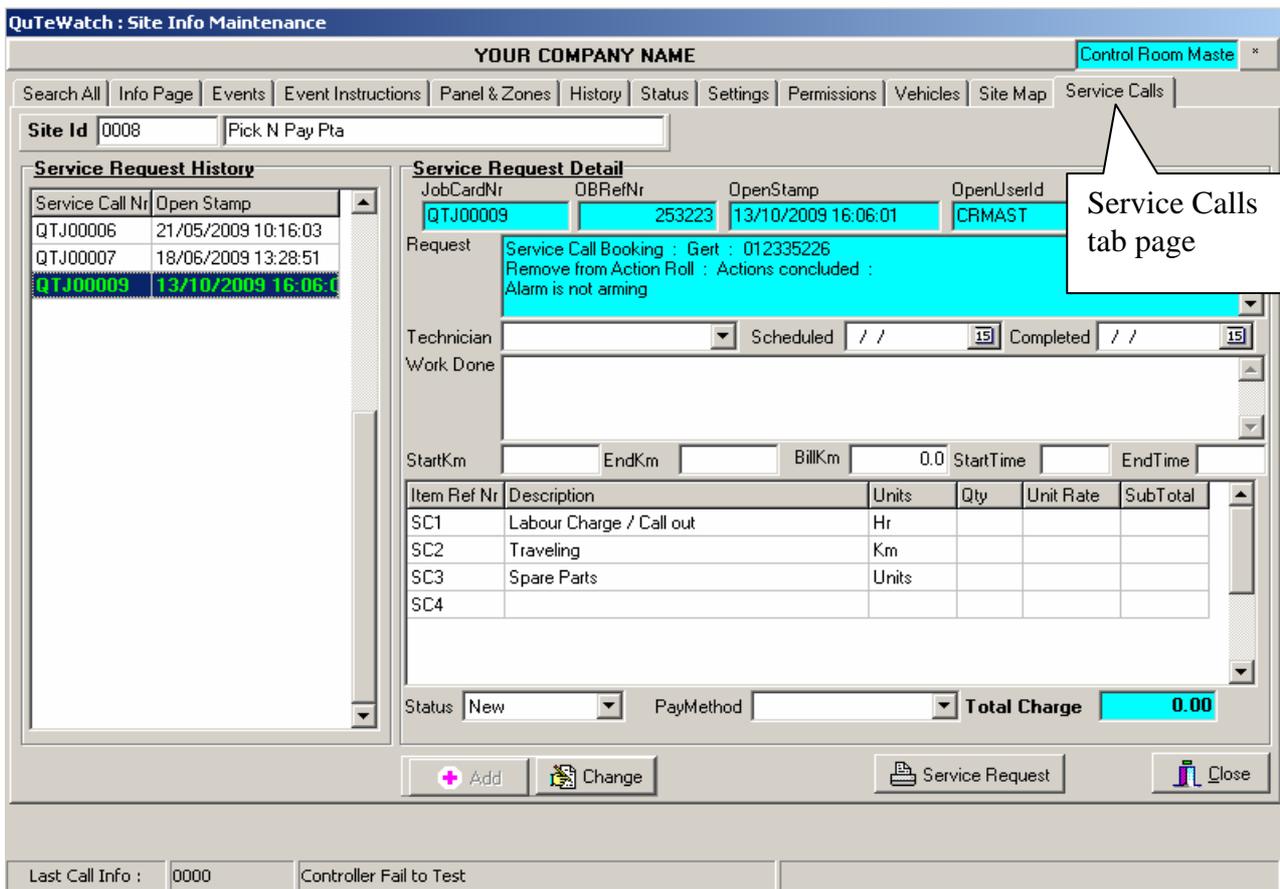
17. Now you can type in any instructions that you want to give to the technician.
18. Click on the Accept button.



19. Now a printing box should appear. Choose the printer you want to use.
20. Click on the OK button.



21. A preview of the Service Call Booking Report will appear. Click on the Print button.
22. This is a blank Job Card page with the technician will use to do the Service Call.
23. It will give the technician all the client's details, the panel and zones installed and also provide a place to fill in the start and finish times, the kilometres travelled and the things that was used to complete the Service Call.
24. He will be able to put in his name and allow the client to sign for the service call.
25. All accepted Service Calls gets stored at each site's info on their Service Calls page.
26. After the technician has completed a Service Call, the information which was filled in on the Job Card form can be added to the system by either going to that particular client's Site info on the Service Calls tab page or by going to the main menu and clicking on the Panel Info Maintenance button, then on the Service Calls tab page.



27. When you are on the last line in the items list, you can press the down arrow on your keyboard a stock item list will appear and you will be able to choose the stock item that you want to add to your Job Card.

QuTeWatch : Site Info Maintenance

YOUR COMPANY NAME

Control Room Maste

Search All | Info Page | Events | Event Instructions | Panel & Zones | History | Status | Settings | Permissions | Vehicles | Site Map | Service Calls

Site Id: 0008 Pick N Pay Pta

Service Request History

Service Call Nr	Open Stamp
QTJ00006	21/05/2009 10:16:03
QTJ00007	18/06/2009 13:28:51
QTJ00009	13/10/2009 16:06:01

Service Request Detail

JobCardNr: QTJ00009 OBRRefNr: 253223 OpenStamp: 13/10/2009 16:06:01 OpenUserId: CRMAST

Request: Service Call Booking : Gert : 012335226
Remove from Action Roll : Actions concluded :
Alarm is not arming

Technician: Jannie Scheduled: 13/10/2009 Completed: 13/10/2009

Work Done:

StartKm: 107,200.0 EndKm: 107,300.0 BillKm: 100.0 StartTime: 08:00:0 EndTime: 17:00:0

Item Ref Nr	Description	Units	Qty	Unit Rate	SubTotal
SC1	Labour Charge / Call out	Hr	1	275.00	275.00
SC2	Traveling	Km	100	2.25	225.00
SC3	IDS 400 Panel	Units	1	800.00	800.00
SC4					

Status: New PayMethod: Cash Total Charge: 1,300.00

Last Call Info : 0317 Guard fail to Report

QuTeWatch : Main

Panel Info Maintenance

Panels | Sensors | Installers | Service Request | Stock Inventory

Stock List

Stock No	Description
SC1	Call Out
SC2	Traveling
SC3	FSK Radio
SC4	IDS Panel
SC5	Beams

Stock Detail

Stock No: SC4 IDS Panel

StockType: Parts UnitType: Nr

Last Supplier: IDS

Last Buy Date: / /

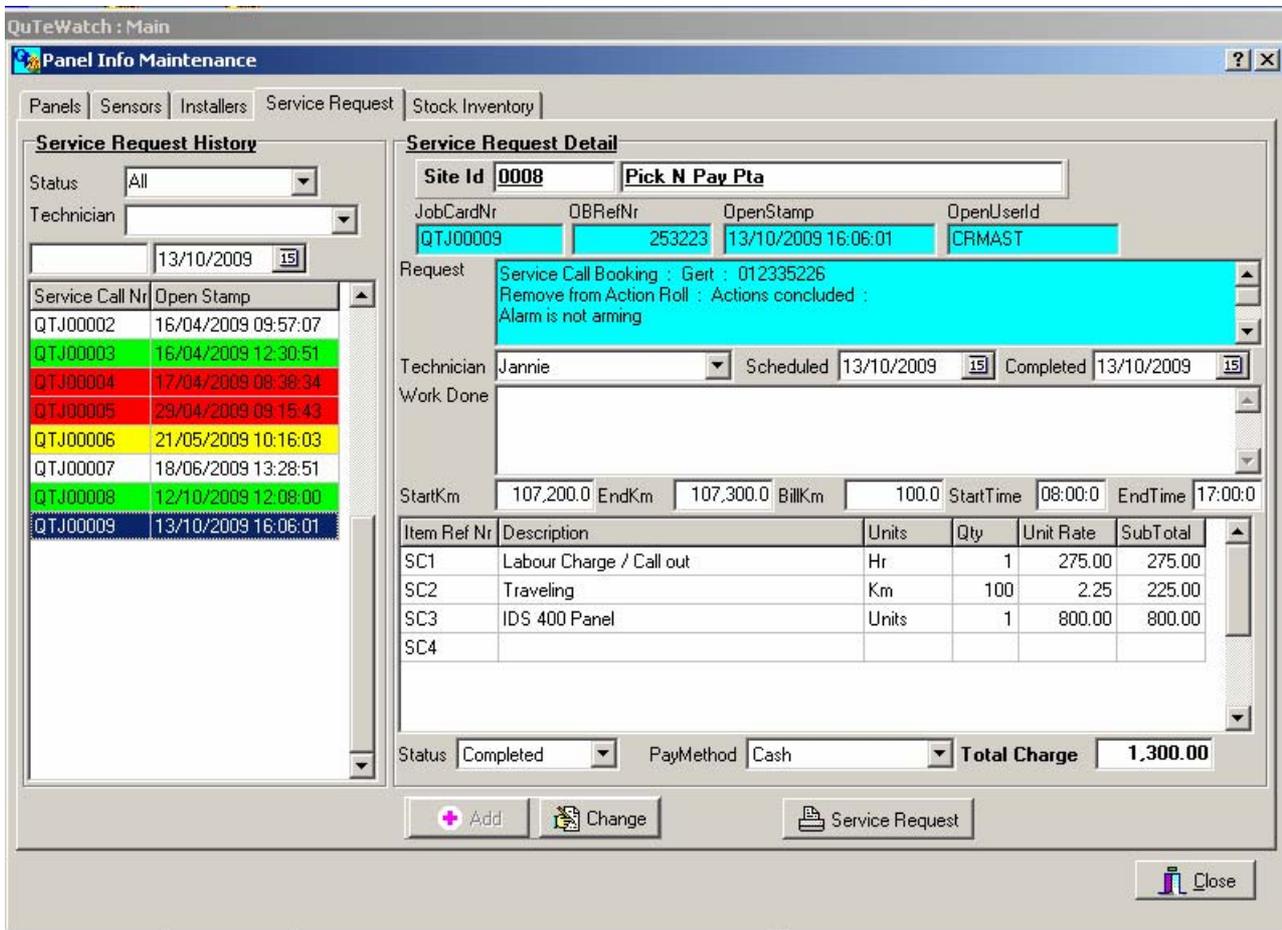
Stock Level: 5.0 Order Level: 0.0

Units On Order: 0.0 ExpectDelDate: / /

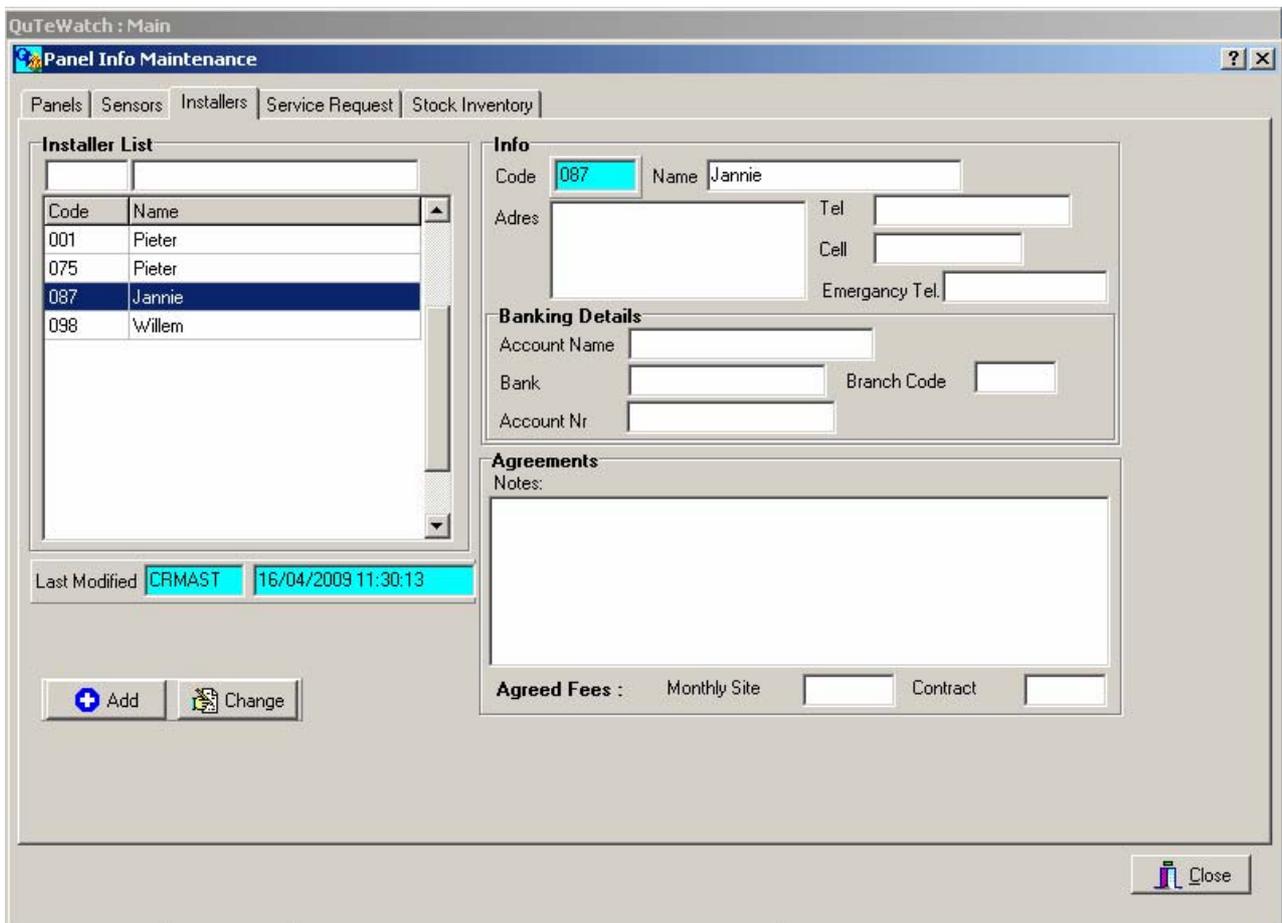
Units In Stock: 5.0

Cost Price: 800.00 Mark Up %: 10.0 **UnitRate: 880.00**

28. When you go to Panel Info Maintenance from the main menu and you click on the Stock Inventory tab page, you can add stock items and their prices.



29. On the Service Request tab page on Panel Info Maintenance you will see all the Service Calls for all the clients.
30. Service Calls witch is highlighted in Yellow is Scheduled Service Calls.
31. New – Green, On Hold – Red, Completed – White.
32. You can search by the Status of the Service Call, by the technician or by date.



33. You can add technicians by going to Panel Info Maintenance from the main menu and clicking on the Installers tab sheet.