## Job Card Help

QuTeWatch : Control Monitor		
	YOUR COMPANY NAME	Control Room Maste *
Action Dispatch Site Maps Std. Operations	Grid View SMS Messages	
Active Calls:       Site Id No Co       EventDescription       00000       00	Call Detail       One fine interceptor       Arc         DB Ref Nr       Date/Time       Code Site Event Description       Arc         D000001       10/11/2006 10:21:48       00       Place Holder       Arc         Controller       PH       CSID       Event       Operator NOUSER       Au         Zone :       KeyNr       Key       Key       Installation Site       Code       Contact       Reactor/Alt       Call         Suburb       Site       Site       Cell       Cell       Cell       Cell         Area       Non Grouped Sites       V       V       V       V       V       V	ito Insert - No Info
New Attended Busy	Actions         Date Time       Action         Remarks         20/06/2007 13:17:19       Additional Call received         Previous Call attended to         Code 1       Code 3       Code 5       Code 9         Code 2       Code 4       Code 6       Code 8       Code 0	Reference 242340
Last Call Info : 0000 Controller	Fail to Test	
	Remote Call	Button

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

uTeWatch : Control Monitor				
	YOUR COMPAN	NY NAME		Control Room Maste *
Action Dispatch Site Maps Std. Operations	Grid View SMS Messages	:		
Active Calls:	Call Detail			Account Info
Site Id No Co EventDescription	OB Ref NrDate/Time	Code S	Site Event Description	Account No. Tel.
00000 00 Place Holder	0000001 10/11/2006	6 10:21:48 00	Place Holder	
	Controller PH CSI	ID Eve	ent Operator NOUS	ER Auto Insert - No Info
	Zone :	Ke	yNr	Key Code
	Installation Site			
	00000 Auto Insert - Au	utoMon - No Info	Type Residential1	Code
	Contact	Re	actor/Alt	Call
	Suburb	9	iite 🕿 📔	Cell
	Reaction			
		-		-
Remote Call		⊂Site Deta	il	
		Site	0008 Pick N Pau	Pta
Site Id Site Nam	ie	Combook	Pieter Croup	Tura Russings
0000 Auto Inst	ert - No Info			Type Bussines
00000 Auto Inse	ert - AutoMon - No Info	Reaction	Pretorius straat 667 Pretoria Contral	Tel No 012 221 8988
000000 This Con	noany	Address	Fretona Central	Cell 082 333 5555
0005 NAMAKO	GALE FOUNDATION			Code Bok
0007 TEST		-0-11 0-1-		
0008 Pick N P	ay Pta	Call Site Ev	vent Cal	ler Id Caller Ref.
0009 Pick N P	ay	Service Ca	ll Booking 🖉 Ge	rt 0123352268
00117 PC TEC		-		N
New Attended	Site			Cancel
			<u> </u>	
Last Call Info : 0000 Controller F	ail to Test	Call Sit	e Event	Caller Id Caller Re
,				

- 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.

YOUR COMPANY NAME Control Room Mas	
	ste *
Action Dispatch Site Maps Std. Operations Grid View SMS Messages	
Action       Dispatch       Site Maps       Std. Uperations       End View       SMS Messages         Active Calls:       Call Detail       Account Info         00000       00       Place Holder       Date/Time       Code Site Event Description       Account No. Tel.         00000       00       Place Holder       Date/Time       Code Site Event Description       Account Info         00000       00       Place Holder       Date/Time       Code Site Event SERV       Operator CRMAST         00000       00       Place Holder       Controller Remote Mo       CSID       0008       Event SERV       Operator CRMAST         00008       Pick N Pay Pta       Type       Bussines       Code       Book         00008       Pick N Pay Pta       Type       Bussines       Code       Book         00008       Pick N Pay Pta       Type       Bussines       Cell       082 333 5555         Suburb       Pretoria       Site @       012 221 8988       Cell       082 333 5555	7
DOOKING         Area         Non Grouped Sites         Actions         Date Time         Action         Remarks         Reference         13/10/2009 15:58:23         Service Call Booking         Get         012335220         Code 1       Code 3         Code 2       Code 4         Code 3       Code 5         Code 4       Code 6         Code 6       Code 0	5
New Attended Busy Call Site Info Guard Report Remote Call Client Request Action Note 😨	<u>H</u> ide
Last Call Info : 0008 Service Call Booking Action No. Button	ote

- 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.

QuTeWatch : Control Monitor	
	YOUR COMPANY NAME Control Room Maste *
Action Dispatch Site Maps Std. Operations	Grid View SMS Messages
Active Calls: Site Id No Co EventDescription 00000 00 Place Holder 0002 19 Service Call Booking	Call Detai       Account Info         253223       13/10/2009 15:58:23       09       Service Call Booking       Account No. Tel.         253223       13/10/2009 15:58:23       09       Service Call Booking       SA001       012 225 1177         Controller       Remote Mo       CSID       0008       Event SERV       Operator CRMAST       Pieter Crous         Zone :       KeyNr       KeyNr       Key Code       Key Code         Installation Site       0008       Pick N Pay Pta       Type       Bussines       Code Bok         Contact       Pieter Crous       Reactor/Alt       Call       Standard
New     Attended     Busy       Last Call Info :     0008     Service Call	Area       Non Grouped Sites         Actions         >*>*>*> 13/10/2009 15:59:52 :- Control Room Master         Alarm is not arming         Image: Stamp         Stamp         Save         Image: Call         Site Info         Image: Call         Site Info         Save

- 9. Now you can type in what the problem is and click on the save button.10. Remove the Service Call Booking from your stack by clicking on the Call button.

QuTeWatch : Main	
File Control Room Administration Technical Reaction Management SystemManagement Wi	indows Help
YOUR COMPANY NAME	Control Room Maste *
🚅 Dbase 🛛 🚓 Types 🛛 🎇 Users 🛛 🕀 Security 🛛 🖳 Setup 🛛 Set Sound 🗸 Veri	íý Data
Control Room       View In Calls         Controller Setup       Diary Er         Archive Calls       Client Info Maintenance         Reaction Force       View In calls         Schedules       View In calls         Button       Shift Repot	Technical Services         View In Calls         Panel Info Maintenance         Management         Shift Report         Engineering Report         Site Info Print         Debit Order Processing
Last Call Info : 0008 Service Call Booking	

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.

QuTeWatch : View In Calls							
			YOUR COMPANY	NAME			Control Room Maste
View Calls							
View selection by:	OBRef No Co	ontroller	Date Time	Site Id	Event	Event Description	
C All	253223 Re	emote Mo	on 13/10/2009 15:58	:23 0008	SERV	Service Call Booking	
Controller							
C Event							
Event Code	ΙΓ	Even	it Type			Ser	vice Calls
C Site Id (Sender)		drop	down box				
Site Id - Event		/					
Event Type			(a				
Service Call	Site : 0008		Pick N Pay Pta				
🔽 Date Range	TimeStamp	/	Action		Remarks		Reference UserId
Date Bange	13/10/2009 15:	58:23 S	Service Call Booking Demous from Action F	) – II	Gert Actions concl	المعامدة	012335226 CRMAS
From: 13/10/2009 15	13/10/2003 16.	01.02  r	Nelliove Itolii Action r	10II	Actions conci	uueu	ChMAS
To: 13/10/2009 II	<u> </u>		ta Danca har				
Shift Report (From Date)		שם	te Kange boy	les			
Day C Night							¥
	>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>	WZ009 15	5:55:52 (- Control Ho	om Master		Service Requ	lest button
Set Selection	Alarm is not armir	ng					<b>.</b>
Se	t Selection	butto	on	5 Service Re	quest	g Call Report	nt List
Last Call Info : 0008	Service Call Bo	ooking					

- 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.

QuTeWatch : View In Calls							
		١	YOUR COMPANY N	AME			Control Room Maste
View Calls							
View selection by:	OBRef No	Controller	Date Time	Site Id	Event	Event Description	
C All	253223	Remote Mor	13/10/2009 15:58:23	3 0008	SERV	Service Call Booking	
C Event							
C Event Code							
<ul> <li>Site Id (Sender)</li> </ul>							
C Site Id - Event							
Event Type							
Service Call 💌	Site : 000	8	Pick N Pay Pta				
Date Range	TimeStamp	A	ction	Rema	arks		Reference UserId
- Date Bange	13/10/2009	15:58:23 S	ervice Call Booking	Gert			012335226 CRMAS
From: 13/10/2009 5	Serv	ice Request Ir	nstructions				
To: 13/10/2009 II	Loc	ok if there is so	omething wrong on the j	panel			
Shift Report (From Date)							
💿 Day 🔿 Night					-		
		📴 Accept	🏦 Cancel	Instru	uctior	ns to the techni	ician (optional) 📗
Set Selection	Alarm						<b></b>
	1						
			<u></u>	iervice Request		Call Report 📃 🗎 Prin	it List
Last Call Info : 0000	Controller	Fail to Test					

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

QuTeWatch : View In Calls	
	YOUR COMPANY NAME Control Room Maste *
View Calls	
View selection by:	Print ? X
	Printer
C Controller	Name: MGserver\EPSON EPL-6200L Advanced Properties
C Event	Status: Ready
	Type: EPSON EPL-6200L Advanced
C Event Code	Where: LPT1:
	Comment:
Site Id (Sender)	Print box
	Print range
O Site Id - Event	All Number of copies: 1 🚔
<ul> <li>Event Type</li> <li>Service Call</li> <li>✓ Date Range</li> </ul>	C Pages from: to; C Selection OK Cancel 012335226 CRMAS1
Date Range	
From: 13/10/2009 5	Look if there is something wrong on the namel
То: 13/10/2009 🗾	
🔲 Shift Report (From Date)	
💿 Day 🔿 Night 📘	OK button
Set Selection	Alarm
	🖺 Service Request 🗎 Call Report 🗎 Print List 🧾 Close
Last Call Info : 0000	Controller Fail to Test

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

🔉 Report Preview :
Yes       Construction         Yes       Construction
Investing     Stail Km       Failar Km     Innu       Failar Km     Excel Fma.       Table Scale     Database R       Stail Km     Innu
SCA     I chail Change       Lachnicean     Signature       Quademar Approval - Pagment Kathod     Onegue[Cash
Name         Signatura         Ustar           Prepared by : Gu lar/Narten Security Co-Hanger         Primer Island 2669 165668         Primer by : Control Room Hanger

- 21. A preview of the Service Call Booking Report will appear. Click on the Print button.
- 22. This is a blank Job Card page witch 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 witch 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.

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	C							
Service Call Nr Open Stamp	JobCardNr	OBRefNr Open	Stamp	OpenUse	<sup>dd</sup> Service Calls			
QTJ00006 21/05/2009 10:16:03	Request Ser	253223 13/1	0/2009 16:06:0 /335226	DI JCRMAST	tab page			
QTJ00007 18/06/2009 13:28:51 QTJ00009 13/10/2009 16:06:(	Rei	move from Action Roll : Actions arm is not arming	concluded :		10			
	Technician	▼ Sc	heduled 77	II Co	ompleted / / 15			
	Work Done		,					
					-			
	StartKm	EndKm	BillKm	0.0 StartTime	EndTime			
	Item Ref Nr De		U	nits Qty	Unit Rate SubTotal 🔺			
	SC1 La	bour Charge / Call out	HI Ki	r m				
	SC3 Sp	are Parts	U1	nits				
	SC4							
	Status New	PauMethod		▼ Total (	Thange 0.00			
	🕂 Add	💦 Change		🖺 Service Requ	uest <u><u></u>Close</u>			
Last Call Info : 0000 Controller E	ail to Test							

		C								
ervice neques		Service h	equest Detai					-1		
atus 🛛 🗛	<u> </u>	Site Id	0008	Pick N Pa	<u>y Pta</u>					
echnician	•	JobCardNr	OBRe	fNr	OpenStamp		OpenUserlo	1		
14/	/10/2009 13			253223	13/10/2009 1	6:06:01	CRMAST			
		Request	Service Call Bo	oking : Gert	: 012335226					Ŀ
T 100000 1C/	en stamp		Alarm is not arr	ning	cuons conciuu	5 <b>u</b> .				-
TI00002 16/	0472003 03:37:07				-					
	04/2003 12:30:31	Technician	Jannie		Scheduled	13/10/2009	15 Con	npleted 13.	/10/2009	15
100005 29/	04/2009 09 15 43	Work Done								
J00006 21/	05/2009 10:16:03									
TJ00007 18/	06/2009 13:28:51									
TJ00008 12/	10/2009 12:08:00	StartKm	107,200.0 Ei	ndKm 107	,300.0 BillKm	100.0	StartTime	08:00:0	EndTime 17	7:00:
TJ00009 13/	10/2009 16:06:01	Ite Select	Stock Item		100	<u>.</u>		nit Bate	SubTotal	
		S0					1	275.00	275.00	
		SC1					100	2.25	225.00	
		SC	Call Out				1	800.00	800.00	
		SC.	FSK Ra	dio						
			IDS Par	nel					-	
			Deams							-
						-	7	_	1 200 00	1
	•	Status  Com					l otal Cr	arge	1,300.00	
		De la composición de la composicinde la composición de la composición de la composic	11	11			1			
		Acce	pt 🛛 🎁 Car	ncel	<b>A</b> 9	ervice Requ	est			

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		
	YC	YOUR COMPANY NAME Control Room Maste *
Search All Info Page Events Event Instruct	ions   Panel &	& Zones   History   Status   Settings   Permissions   Vehicles   Site Map   Service Calls
Site Id 0008 Pick N Pay Pta		
Service Request History	Service F	Request Detail
Service Call Nr Open Stamp	JobCardN	dNr UBRetNr UpenStamp UpenUserId
QTJ00006 21/05/2009 10:16:03	Request	Service Call Booking : Gett : 012335226
QTJ00007 18/06/2009 13:28:51		Remove from Action Roll : Actions concluded :
Q1300005 13/10/2005 16.06.0		Alarm is not arming
	Technician	an Jannie 💽 Scheduled 13/10/2009 🔟 Completed 13/10/2009 🔟
	Work Done	ne 📃
	StartKm	107,200.0 EndKm   107,300.0 Blinkm   100.0 StartTime   08:00:0 EndTime   7:00:0
	Item Ref Nr	Nr Description Units Qty Unit Rate SubTotal
	SC2	Traveling Km 100 2.25 225.00
	SC3	IDS 400 Panel Units 1 800.00 800.00
	SC4	
	<u> </u>	
<b></b>	Status Nev	lew  PayMethod Cash  Total Charge 1,300.00
	🕂 🕂 Ada	idd 🕺 Change 💾 Service Request 🔲 🚺 Close
Last Call Info : 0317 Guard fail to	Report	
JuToWatch • Main		
Panel Info Maintenance		21)
	-	1
Panels   Sensors   Installers   Service Reques	Stock Inve	ventory
Stock List	-	Stock Detail
		Stock No SC4 IDS Panel
Charle Mar Dourse Star		T StockType Parts
SC1 Call Out		Last Supplier IDS
SC2 Traveling		
SC3 FSK Radio		
SC4 IDS Panel		Stock Level 5.0 Urder Level 0.0
SC5 Beams		Units On Order 0.0 ExpectDelDate / / 15
		Units In Stock 5.0
		Cost Price 800.00 Mark Up % 10.0 UnitRate 880.00
	_	J

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.

	~   3100K IIIVE						
Service Request History	Service R	equest Detail					
Status 🕼 🗾	Site Id	0008 Pick N Pay Pta					
Technician 🗨	JobCardNr	OBRefNr OpenStamp		OpenUser	ld		
13/10/2009 19		3 253223 13/10/2009 1	6:06:01	CRMAST			
	Request	Service Call Booking : Gert : 012335226 Bemove from Action Boll : Actions conclud	ad -				<b>^</b>
0T.100002 16/04/2009 09:57:07		Alarm is not arming					
QTJ00003 16/04/2009 12:30:51							
QTJ00004 177/04/2009 08:38:34	Technician	Jannie Scheduled	13/10/200	9 <u>15</u> Co	mpleted [13	3/10/2009	15
QTJ00005 29/04/2009 09:15:43	Work Done						-
QTJ00006 21/05/2009 10:16:03							
QTJ00007 18/06/2009 13:28:51	100 000		-				<u> </u>
QTJ00008 12/10/2009 12:08:00	StartKm	107,200.0 EndKm   107,300.0 BillKm	100.	U StartTime	08:00:0	EndTime  1	7:00:0
Q1J00009 13/10/2009 15:05:01	Item Ref Nr	Description	Units	Qty	Unit Rate	SubTotal	-
	SC1	Labour Charge / Call out	Hr	1	275.00	275.00	
	SC2	I raveling	Km	100	2.25	225.00	8
	513	IDS 400 Panel	Units		800.00	800.00	
	364						
_	Status Com	pleted 💌 PayMethod Cash		▼ Total C	harge	1,300.00	
<b>v</b>							
<u> </u>							

- 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.

	er List	Code 087 Name Jannie	
Code )01	Name Pieter	Adres Tel Cell	
J75 087 098	Pieter Jannie Willem	Emergancy Tel.	
	- 0	Account Name Bank Account Nr	
		Agreements Notes:	
st Mod	Ined CRMAST 1670472003 11:30:		
0	Add 🛛 👸 Change	Agreed Fees : Monthly Site Contract	

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