

Customer Service Front Desk Functions Ver 20

Manage all aspects of a service/repair department.

The screenshot shows a software window titled "Universal Lighting & Audio - Test" with a user name "gregh" and date "24-NOV-2013". The main heading is "Customer Service". On the left is a vertical menu with buttons: "Front Desk POS Menu", "Enter Service Job", "Maintain Call", "Service Job Review", "Enter/Edit RA", "Outstanding RA Review", "Transfer", "Orders SubSystem", "Demo Equip SubSystem", "Print Reports Menu", and "Admin Menu". The main area displays "Service Stats:" for "QLD" at the "Queensland Main Warehouse". A table shows the following data:

Being Entered:	5
Waiting Goods:	2
Received:	1
In Workshop:	
At Repairer:	
Waiting Pickup:	
Total:	16

Front Desk Point of Sales Functions

PRONTO-XI

- PRONTO-Xi
 - KPI Stats Entry
 - Point of Sales Menu
 - Trade Sale
 - Fast Accounts Sales
 - New Job
 - Account Sale
 - Demo Menu
 - Quote Entry CASH
 - Customer Collections
 - Goods Return/Repair
 - Invoice Proforma
 - Serial Enquiry
 - Order Enquiry
 - Debtor Enquiry
 - Product Enquiry
 - Quit

Point of Sal... Minimize Maximize Close

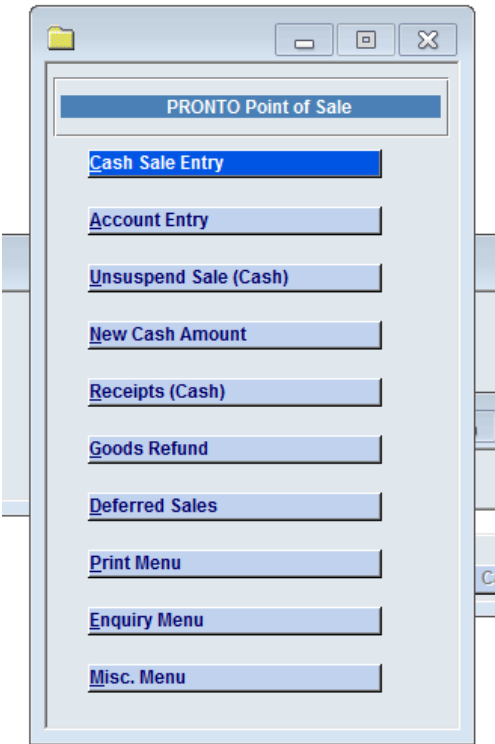
PRONTO POS

Rep Code:

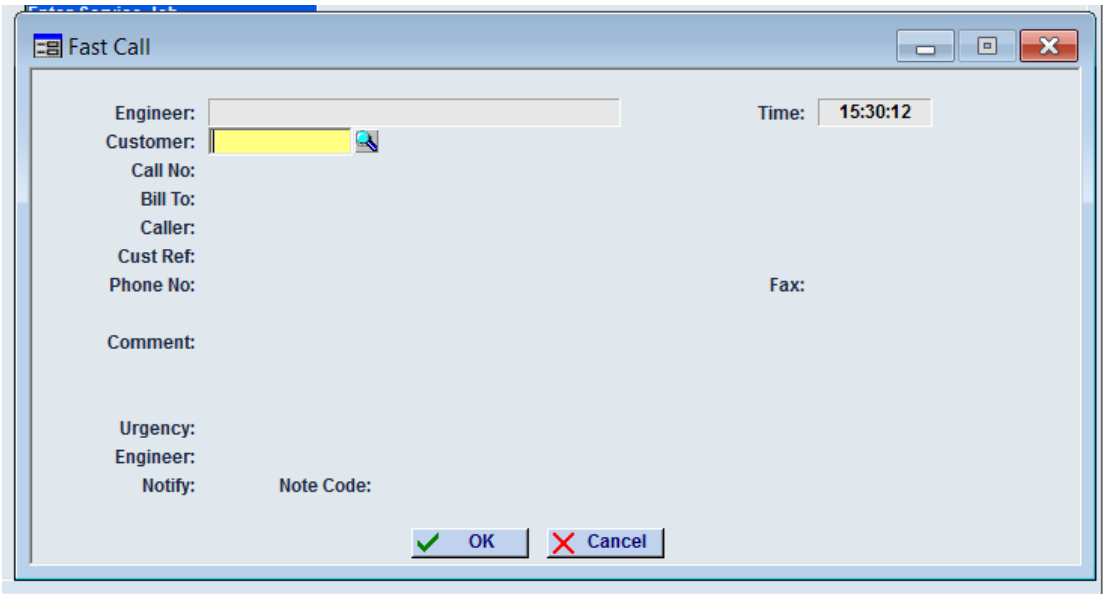
Entry

Correct

Point of Sales Menu Options



New Fast Service Call Entry



Service Call Maintenance and Closeout

Call Maintenance by Call Number

Identifier

Call: 100002
Description: LE0001-Dead LED(s)
Status: Finished

Activities

Unit/Customer Details

Serial No: TBA
Item: IL-46291
Contract:
Customer: CODQLD
Address: UNIT 8/28 EXPO CRT
Call: Jason Smith
Phone: 0403581102
Tenant:
Replaced By:

To Be Advised
SceneLED RGBWA Strip 25x6deg
No Supply
COD Cash Sales QLD

Additional Details

Action:
Priority: A
Critical:
Resolution:
Quantity: 1
Quoted Price: 0.00
Sales Order: 0
Invoice:
Operator: AdrianPG
Meter: 0.00

Standard
0 Normal Hrs, 0 After Hrs
None

Call Details

Centre: QLD
Reference:
Call Type: WVA
Location: D
Zone:
Estimated Time: 0.00

Queensland
Warranty
Internal

Dates

Received: 05-DEC-2011
Entered: 05-DEC-2011
Required: 05-DEC-2011
Started: 02-NOV-2011
Hold Until:
Completed: 02-DEC-2011

14:41:23
14:59:50
14:41:33
09:00:00
00:00:00
09:00:00

Enginers

Scheduled Tasks

User Defined

Eng.	Name	Status	Required	Time	Started	Time	Finished	Time	Hours	Billable
APG	Adrian PADOVANI - GINIES	Finished	05-DEC-2011	14:41	02-NOV-2011	09:00	02-DEC-2011	09:00	2.15	0.00

Find

New Call

Wizard

Correct

Enginers

Trans

Notes

History

Unit

Address

Orders

Selective

Allocate

Status

Closeout

Extra

Enginers

Cleared Calls

Authorised Callers

Preferred Enginers

Contract Tenants

Contracts

Contract Notes

Call Notes

Scheduled Tasks

Project

Purchases

Chargeout

Timesheets

Print Docket

Predictive Q&A

Attachments

Email / Fax

Multiple Actions

Signature

Orders Audit

Audit

Review Open/All Service Call's

Review Active Service Calls																
Standard																
call-no	s...	operator	date-in	required	customer	Name	reference	acti...	fault	Invoice-no	so-num...	ur...	servic...	call-te...	name-of-caller	phone-of-calle
100004	A	JohnK	05-DEC-2011	05-DEC-2011	CODVIC	COD Cash Sales VIC	FRANK0112	CH	MY0008.Lamp will not Strike- Blowing		52578	A	VIC		Frank	
100026	7	AdrianPG	07-DEC-2011	07-DEC-2011	ZQLD	ULA QLD Internal Cu		IN	LE0001-Dead LED(s)		0	A	QLD			7-55094633
100040	A	NickF	07-DEC-2011	07-DEC-2011	CODVIC	COD Cash Sales VIC		CH	broken lens adjuster, general service,		50420	A	VIC		phillip hale	0408 740 081
100041	A	NickF	07-DEC-2011	07-DEC-2011	CODVIC	COD Cash Sales VIC		CH	burnt wiring in base, broken lens adju		51188	A	VIC		Phillip Hale	0408 740 081
100042	0	NickF	07-DEC-2011	07-DEC-2011	CODVIC	COD Cash Sales VIC		CH	Unknown fault - Quote first before repu		0	A	VIC		Chris	0408582361
100138	9	NickF	16-DEC-2011	16-DEC-2011	CODVIC	COD Cash Sales VIC	TOLLY	CH	CN0005-Hardware fault broken lamp		50501	A	VIC		tolly	0418350210
100200	0	JohnK	12-JUL-2011	10-JAN-2012	KOSMIC	Kosmic Sound & Ligt	L49	VIA	No Output.		0	A	WAMA		John Goldsmith	8-9204 7577
100258	0	JohnK	17-JAN-2012	17-JAN-2012	CLIPROD	Clifton Productions F	JAMES1701	VIA	Dead Pixels		0	A	VIC		Warren Maher	3-8416 8844
100301	0	JohnK	27-JAN-2012	27-JAN-2012	TRUE	TLS Productions Pty		VIA	Damaged Gobo Module		0	A	VIC		Guillaume Laourt	8-9488 3366
100343	0	JohnK	06-FEB-2012	06-FEB-2012	KOSMIC	Kosmic Sound & Ligt		VIA	Heats up,fan works, pump may be faul		64320	A	WAMC		Kim Stolen	8-9204 7577
100351	0	JohnK	07-FEB-2012	07-FEB-2012	SCREEN	Screenstech Pty Ltd		VIA	Blown Driver PCB x 2		0	A	WAMC		Ian Langlands	8-9330 8455
100369	0	NickF	13-FEB-2012	13-FEB-2012	ZVIC	ULA VIC Internal Cus		IN	LED008-Faulty LED Strip/Module no blu		0	A	VIC		3-99004433	
100376	0	jonathonb	14-FEB-2012	14-FEB-2012	AUSTAGE	Austage Sydney Pty		VIA	CN0005-Hardware fault BROKEN SAFE		51972	A	VIC		Joe De Abreu	2-9317 3900
100383	0	jonathonb	14-FEB-2012	14-FEB-2012	AUSTAGE	Austage Sydney Pty		VIA	CN0005-Hardware fault FAULTY BUTTC		52030	A	VIC		Joe De Abreu	2-9317 3900
100386	8	Jean-LucD	15-FEB-2012	15-FEB-2012	MAYA	Maya Consultancy Pt		CH	LED SPOT 2000 - NOT WORKING ... MA		0	A	QLD		7-5582 6111	
100419	0	jonathonb	22-FEB-2012	22-FEB-2012	ZVIC	ULA VIC Internal Cus		VIA	LX0001-No light output- MOTORS MOV		0	A	VIC		3-99004433	
100518	0	NickF	19-MAR-2012	19-MAR-2012	MAX	The Max Company		CH	CN0005-Hardware fault deap pump		0	A	WAMC		Anthony Littlewood	8-9371 1551
100621	25	NickF	16-APR-2012	16-APR-2012	MATRIX	Matrix Productions F		CH	CN0005-Hardware fault		0	A	WAMA		Darryl Edwards	8-9204 7577
100688	0	jonathonb	02-MAY-2012	02-MAY-2012	KOSMIC	Kosmic Sound & Ligt	FOG	VIA	CN0005-Hardware fault REMOTE INTER		64323	A	WAMC		Alyssa	8-9204 7577

Find

Correct

Details

View

Status

Print

RepairPO

Issue SO

Addr

Text

Locate

NewJob

All

Enter/Edit Return Authority or external Repair Order

Universal Lighting & Audio - Test RA/RO Maintenance Date: 24-NOV-2013

RA/RO No.:	Customer No.:	Bill to:	Status:
Type of RA:	Invoice No.:	Under Warranty:	Phone:
Quantity:	Customer Ref.:	Rep Status Hold:	Work Ph:
Serial No.:	Reparer:	Make/Model:	
Stock Code:	Accessories:		
State of Goods:	Fault Desc.:		
Reason:	Whse:	Rep:	Entered by:
			Entered Date:
			Due Date:
			Completed:

NextAct Status Entry Correct View Print Text Addr

Review/Edit Open/All Return Authorities

Review Current RA Issued

RA ...	Entered	Due-Date	Whse	Customer	Customer	Cust Ref	Product	Stock	Fault Text	C...
56272	30JUL12	31JUL12	VIC	TRANS	Transfield Services (Aust) Pty	4505870612	ZROUNDISC	Stock rounding for order disc.		
59169	23NOV12		QLD	ZQLD	ULA QLD Internal Customer					
59588	11DEC12		QLD	VINYL	Store DJ MELBOURNE	11211	ILED-UV-09	LED UV Panel		
61400	13MAR13		QLDR	STAGEAUD	Stage & Audio	CATHEDRAL	ILED-MP-12FC-02	Led MultiPAR 12FC 20deg [3pin]		
61968	10APR13		QLD	100130	LIV Niteclub		LED TAPE			
64888	22AUG13		QLDR	KOSMIC	Kosmic Sound & Lighting Pty Ltd	PO31121	ILED-767-10W	LED InvincibLED 10W RGBW		
64992	28AUG13		QLD	FIREFLY	Firefly Lighting Pty Ltd		DMX SPLITTER	ICA-8	CA-8 Controller	
64995	28AUG13		QLDR	ADELIGHT	Andy J Sound	AJG 251012	ILED-CM-120FC	LED Pageant FC 12FCx10W		
65039	29AUG13		XSHF	VENUE	Venue Technical Services		CROWN FOYER	ILED-MP-12F5-02	LED MultiPAR 12FC 20deg [5pin]	
65042	29AUG13		XSHF	VENUE	Venue Technical Services		REPLACEMENT	ILED-MP-12F5-02	LED MultiPAR 12FC 20deg [5pin]	
65075	30AUG13		VICD	MUSWOR	Music Workshop Pty Ltd	DENIEL 27/9/12	RO-10070272	CitySource96 RGBCW 12deg		
65137	02SEP13		QLD	ADELIGHT	Andy J Sound	CM120	ILED-CM-120FC	LED Pageant FC 12FCx10W		
65293	05SEP13		QLD	MUSWOR	Music Workshop Pty Ltd	HIRESSTORM250NP	9328196073037	Transformer 24V 250VA		
65352	09SEP13		QLDR	ELITE	Elite Group (ACT) Pty Ltd	REPLACEMENT	WS-A40001G4-P	BlackBox G4 F-1 512 MklII		
65409	10SEP13		QLD	PRG	Production Resource Group (Aus	8428	LC-KCP-901	Lite Coupler 75kg		
65425	24SEP13		QLD	LSW	Leading Source Wholesale	100204	9328196080066	LED Module White 60W		
65470	13NOV13		QLD	LAWEREN	Lawrence and Hanson Electrical					
65471	14NOV13		QLD	DERRIN	Derringers Music Pty Ltd	18194-JMCSO040513	OR-00020111	Stylus Elektro		
65474	14NOV13	14NOV13	QLD	BRISOUN	Brisbane Sound Group	MANUAL				
65475	14NOV13		QLD	BRISOUN	Brisbane Sound Group	100586	BX-PX-1500	1500W Xenon Flash/StrobeTube		
65476	14NOV13		QLD	BRISOUN	Brisbane Sound Group	9248-JC	ILED-3084-3W	RageLED 2x3W RGB		

Find Details View Status Print RepairPO Issue SO Addr Text Locate NewJob All Archive Correct

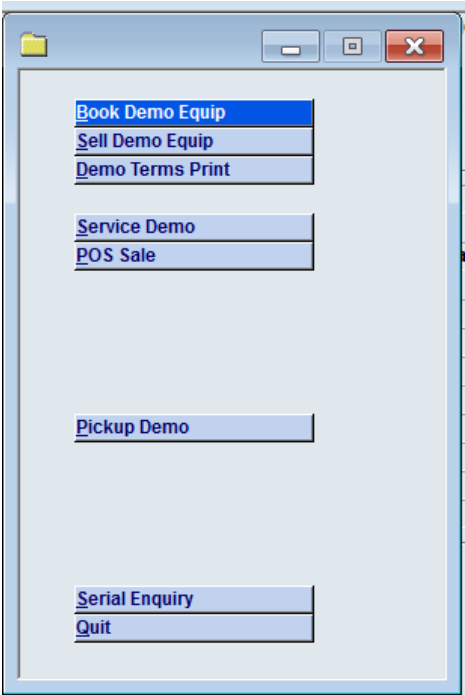
Fast Create Transfer (Internal or Replenishment or External)

Create Transfer Order
 From Whse: QLD
 To Whse:
 /Replen/Service/Manufacturer:

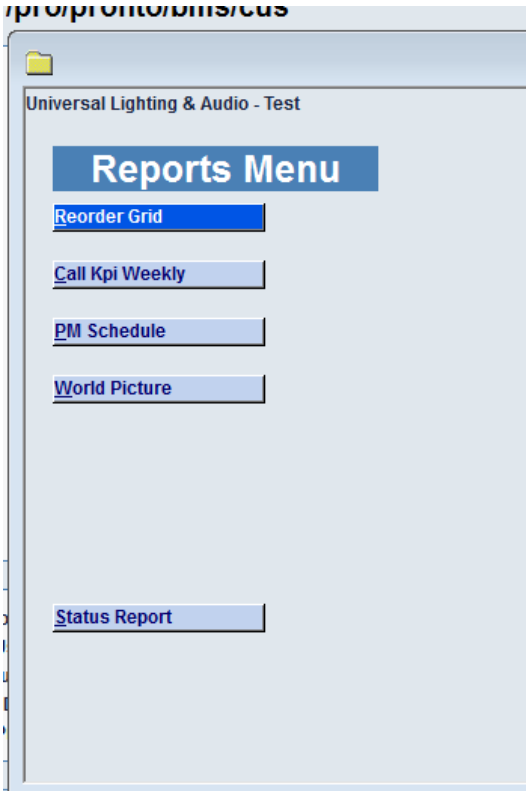
Entry/Edit via Normal Sales Order Lines

[illegible]

Manage Loan Equipment and Review Open Loan/Demo Orders



Service and Front Desk Reporting and KPI reviews



Store and Van Replenishment Review and Functions

Reorder and OnHand Review By Stock														
Standard														
Stockcode	Description	Group	Stock Type	ABC	C...	Pack	CMDEmand	OnPO	Suppl...	Curr...	MinQty	OnHand	MthAvg	ReOrde
0032186	Power Supply for Pilot	SGMS	Spares SGM		O	1	0	0			0	0	0	
0141	Fuse 2A Anti Surge	ZOTS	Spares Other		O	1	0	0			0	0	0	
02-05-0001	DZUS Nylon Washers (Grommets)	AVOS	Spares Avolites			1	0	0			0	0	0	
02-05-0003	DZUS Rubbers	AVOS	Spares Avolites			1	0	0			0	0	0	
02-05-0005	DZUS Stud (Black Plated)	AVOS	Spares Avolites			1	0	0			0	0	0	
03-06-0004	Edge Connector 31Way ISA	AVOS	Spares Avolites			1	0	0			0	0	0	
03-08023-#Q	Slave card ICE FOG-Q	MDGS	Spares MDG			1	0	0			0	0	0	
0400-0002	MagicQ Upgrade-Pro Pro to 2014	CHSS	Spares ChamSys			1	0	0			0	0	0	
0400-0003	MagicQ Upgrade-Pro to Pro 2014	CHSS	Spares ChamSys			1	0	0			0	0	0	
0400-0004	MagicQ Upgrade-Pro2010 to 2014	CHSS	Spares ChamSys			1	0	0			0	0	0	
0410-006	LCD Display for MagicQ Pro	CHSS	Spares ChamSys			1	0	0			0	0	0	
0410-007.01	Touch Panel for MagicQ Console	CHSS	Spares ChamSys			1	0	0			0	0	0	
05-03-0044	IC ULN 2004	AVOS	Spares Avolites			1	0	0			0	0	0	
05-03-0135	IC SN75174	AVOS	Spares Avolites			1	0	0			0	0	0	
05-03-0260	PIC 16C72A 5-Bit 4MHz	AVOS	Spares Avolites			1	0	0			0	0	0	
05-03-0309	EXO-3-8e 16.00m KSSJAP IC	AVOS	Spares Avolites			1	0	0			0	0	0	
05-03-0355	IC300 ST9040	AVOS	Spares Avolites			1	0	0			0	0	0	
05-03-0360	Processor Z8530	AVOS	Spares Avolites			1	0	0			0	0	0	
05-03-0370	IC Dallas DS 1210 (Programmed)	AVOS	Spares Avolites			1	0	0			0	0	0	
05-03-0520	IC 20V8B25LP Tonya 3 GAL	AVOS	Spares Avolites			1	0	0			0	0	0	
!!!														
End Correct Details Notes Bulk_Set Image Review_Purchase Store_Menu PurchaseCreate														

KPI Stats Entry

Point of Sales Menu

Trade Sale

Fast Accounts Sales

New Job

Account Sale

Demo Menu

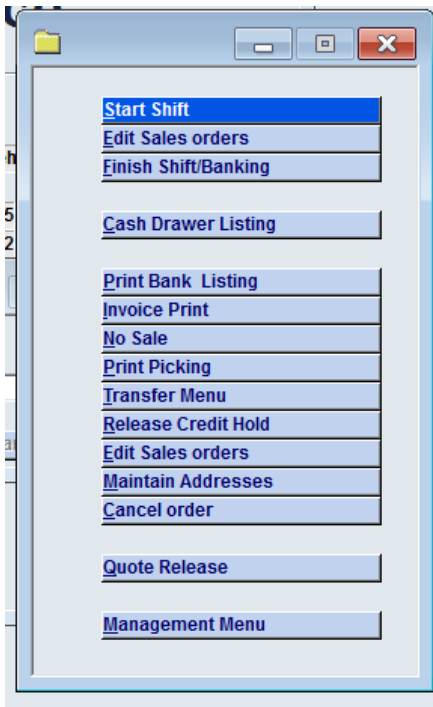
Goods Return/Repair

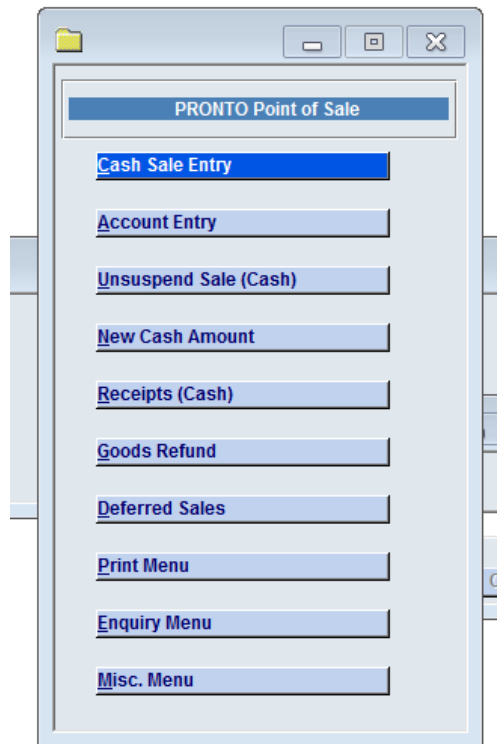
Order Enquiry

Debtor Enquiry

Product Enquiry

Proforma Invoice





.end as at 20dec2018