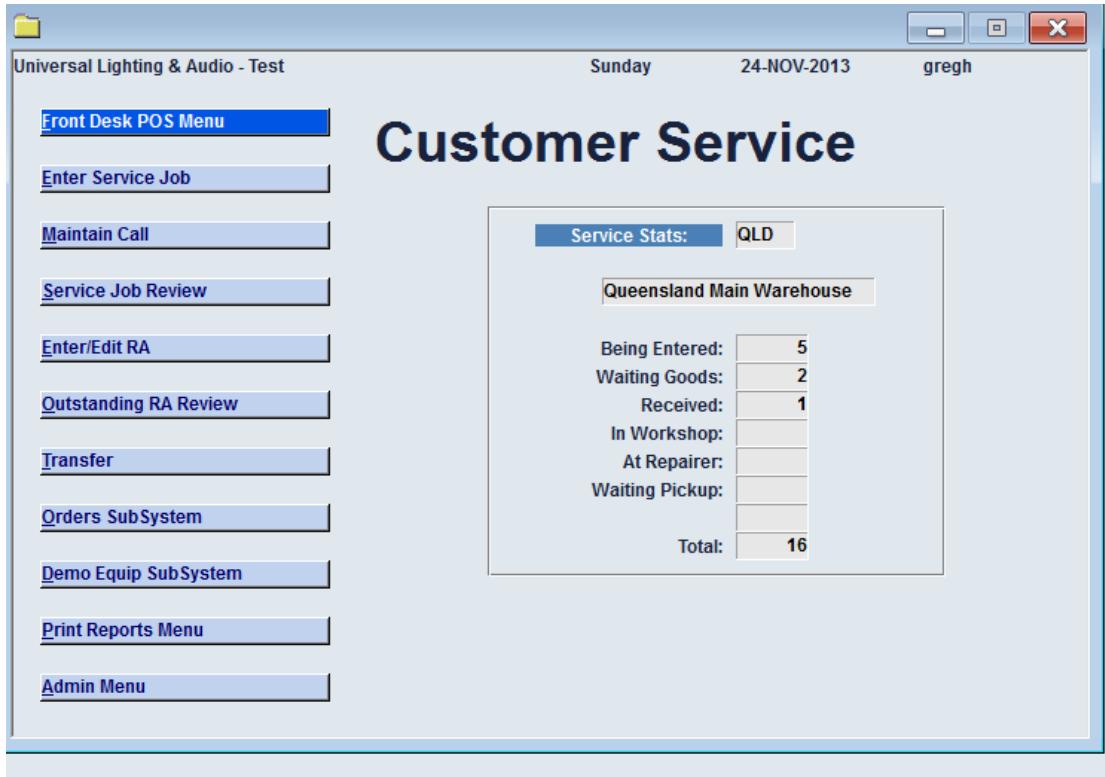
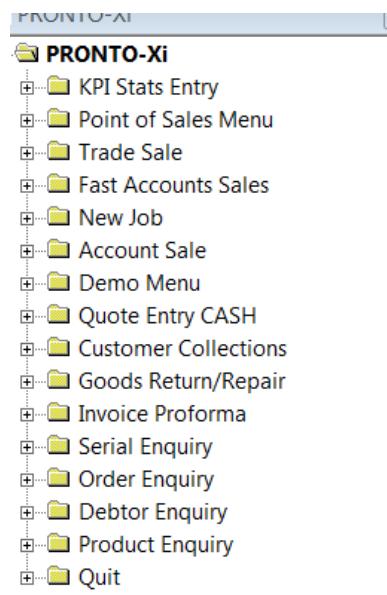


Customer Service Front Desk Functions Ver 20

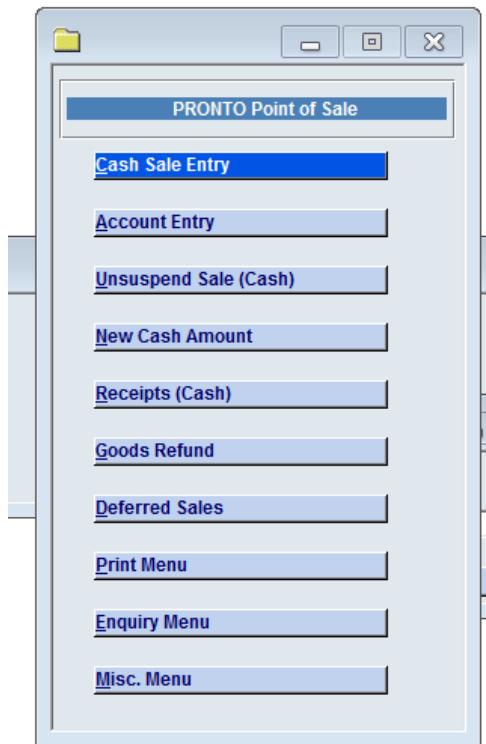
Manage all aspects of a service/repair department.



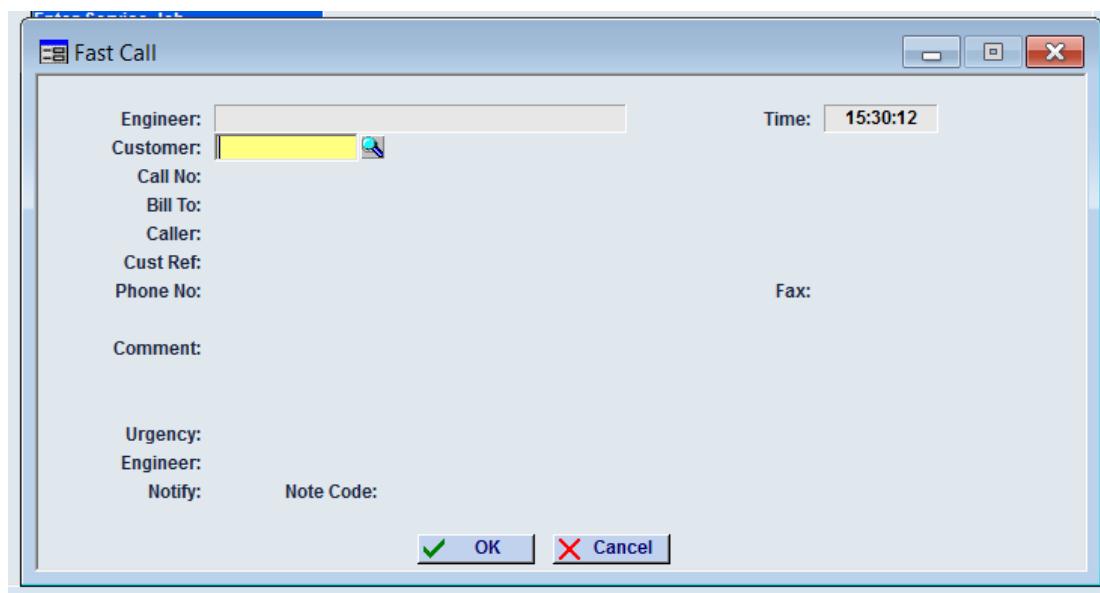
Front Desk Point of Sales Functions



Point of Sales Menu Options



New Fast Service Call Entry



Service Call Maintenance and Closeout

Call Maintenance by Call Number

Identifier Call: 100002 Status: Finished Description: LE0001-Dead LED(s)		Activities 																							
Unit/Customer Details Serial No: TBA Item: IL-46291 To Be Advised Contract: CODQLD No Supply COD Cash Sales QLD Customer: UNIT 8/28 EXPO CRT Address: ASHMORE Queensland 4214 Caller: Jason Smith Phone: 0403581102 Tenant: Replaced By: 																									
Additional Details Action: Standard Priority: A Critical: 0 Normal Hrs, 0 After Hrs Resolution: None Quantity: 1 Quoted Price: 0.00 Sales Order: 0 Invoice: Operator: AdrianPG Meter: 0.00																									
Call Details Centre: QLD Queensland Reference: Call Type: WA Warranty Location: D Internal Zone: Estimated Time: 0.00																									
Dates Received: 05-DEC-2011 14:41:23 Entered: 05-DEC-2011 14:59:50 Required: 05-DEC-2011 14:41:33 Started: 02-NOV-2011 09:00:00 Hold Until: 00:00:00 Completed: 02-DEC-2011 09:00:00																									
Engineers Scheduled Tasks User Defined <table border="1"> <tr> <th>Eng.</th> <th>Name</th> <th>Status</th> <th>Required</th> <th>Time</th> <th>Started</th> <th>Time</th> <th>Finished</th> <th>Time</th> <th>Hours</th> <th>Billable</th> </tr> <tr> <td>APG</td> <td>Adrian PADOVANI - GINIES</td> <td>Finished</td> <td>05-DEC-2011</td> <td>14:41</td> <td>02-NOV-2011</td> <td>09:00</td> <td>02-DEC-2011</td> <td>09:00</td> <td>2.15</td> <td>0.00</td> </tr> </table>				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
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 Engineers Trans Notes History Unit Address Orders Selective Allocate Status Closeout Extra																									

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-to...	name-of-caller	phone-of-caller	
100004 A	JohnK	05-DEC-2011	07-DEC-2011	ZVIC	KODM	COD Cash Sales VIC	FRANK0012 CH	MY0008-Lamp will not Strike- Blowing		52578 A	VIC			Frank			
100040 A	AdrianPG	07-DEC-2011	07-DEC-2011	ZVIC	ULAVIC	ULAVIC Internal Cus	IN	LE0008-Lens will not focus		50420 A	VIC	QLD		7-556094633			
100041 A	NickF	07-DEC-2011	07-DEC-2011	ZVIC	COD	COD Cash Sales VIC	CH	broken lens adjuster, general service,		51188 A	VIC			philip hale	0409 740 081		
100042 0	NickF	07-DEC-2011	07-DEC-2011	ZVIC	COD	COD Cash Sales VIC	CH	burnt wiring in base, broken lens adjuster		0 A	VIC			Philip Hale	0409 740 081		
100138 9	NickF	16-DEC-2011	16-DEC-2011	ZVIC	COD	COD Cash Sales VIC	TOLLY	CH	CN0005-Hardware fault: broken lamp	50501 A	VIC			Chris	0408522361		
100200 0	JohnK	12-JUL-2011	10-JAN-2012	KOSMIC	Kosmic Sound & Lig	L49	WA	No Output.		0 A	VIC			tolly	0418350210		
100258 0	JohnK	17-JAN-2012	17-JAN-2012	CLIPROD	Clifton Productions F.	JAMES1701	WA	Dead Pixel.		0 A	VIC			John Goldsmith	8-9204 7577		
100301 0	JohnK	27-JAN-2012	27-JAN-2012	TRUE	TLS	TLS Productions Pty	WA	Damaged Gobo Module		0 A	VIC			Warren Maher	3-9416 6844		
100351 0	JohnK	06-FEB-2012	07-FEB-2012	KOSMIC	Kosmic Sound & Lig	L49	WA	Head up, no light, pump may be fault		64320 A	VIC			Guillaume Laurent	8-9488 3366		
100351 0	JohnK	07-FEB-2012	07-FEB-2012	SCREEN	ScreenTech	4.1	WA	Broken upper PCB's x 2		0 A	VIC			Kim Stolen	8-9330 0455		
100369 0	NickF	13-FEB-2012	13-FEB-2012	ZVIC	ULA	ULA VIC Internal Cus	IN	LE0008-Faulty LED StripModule no blu		0 A	VIC			Ian Langlands	8-9330 0455		
100376 0	jonathanb	14-FEB-2012	14-FEB-2012	AUSTAGE	Austage	Sydney Pty	WA	CN0005-Hardware fault BROKEN SAFE		51972 A	VIC			3-99094433			
100383 0	jonathanb	14-FEB-2012	14-FEB-2012	AUSTAGE	Austage	Sydney Pty	WA	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 Pl	CH	LED SPOT 2000 ... NOT WORKING ... MA		0 A	QLD			Joe De Abreu	2-9317 3900		
100419 0	jonathanb	22-FEB-2012	22-FEB-2012	ZVIC	ULA	ULA VIC Internal Cus	WA	LX0001-No light output. MOTORS MOV		0 A	VIC			7-5582 6111			
100518 0	NickF	19-MAR-2012	19-MAR-2012	MAX	The Max Company	CH	CN0005-Hardware fault deep pump		0 A	VIC			Anthony Littlewood	3-99004433			
100621 25	NickF	16-APR-2012	16-APR-2012	MATRIX	Matrix	Productions	CH	CN0005-Hardware fault		0 A	VIC			Darryl Edwards	8-9371 1551		
100688 D	jonathanb	02-MAY-2012	02-MAY-2012	KOSMIC	Kosmic Sound & Lig	IFOG	WA	CN0005-Hardware fault REMOTE INTER		64323 A	VIC			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

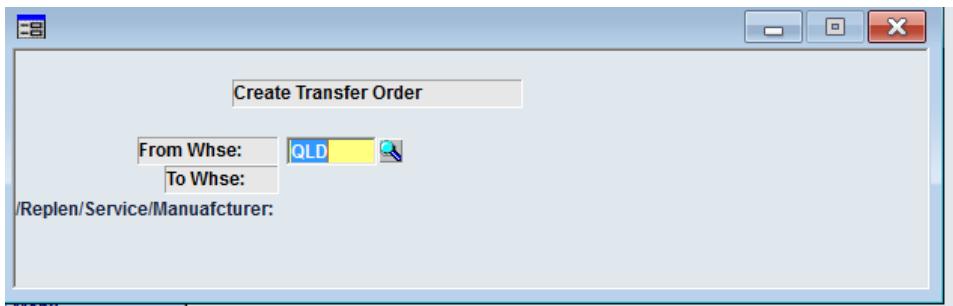
RA/RO No.:	Bill to:	Status:
Customer No.:		
Type of RA:	Under Warranty:	
Invoice No.:	Rep Status Hold:	
Quantity:		
Customer Ref.:		
Serial No.:		
Repairer:		
Stock Code:	Make/Model:	
Accessories:		
State of Goods:		
Fault Desc.:		
Reason:		Entered by:
Whse:		Entered Date:
Rep:		Due Date:
		Completed:
<input type="button" value="NextAct"/> <input type="button" value="Status"/> <input type="button" value="Entry"/> <input type="button" value="Correct"/> <input type="button" value="View"/> <input type="button" value="Print"/> <input type="button" value="Text"/> <input type="button" value="Addr"/>		

Review/Edit Open/All Return Authorities

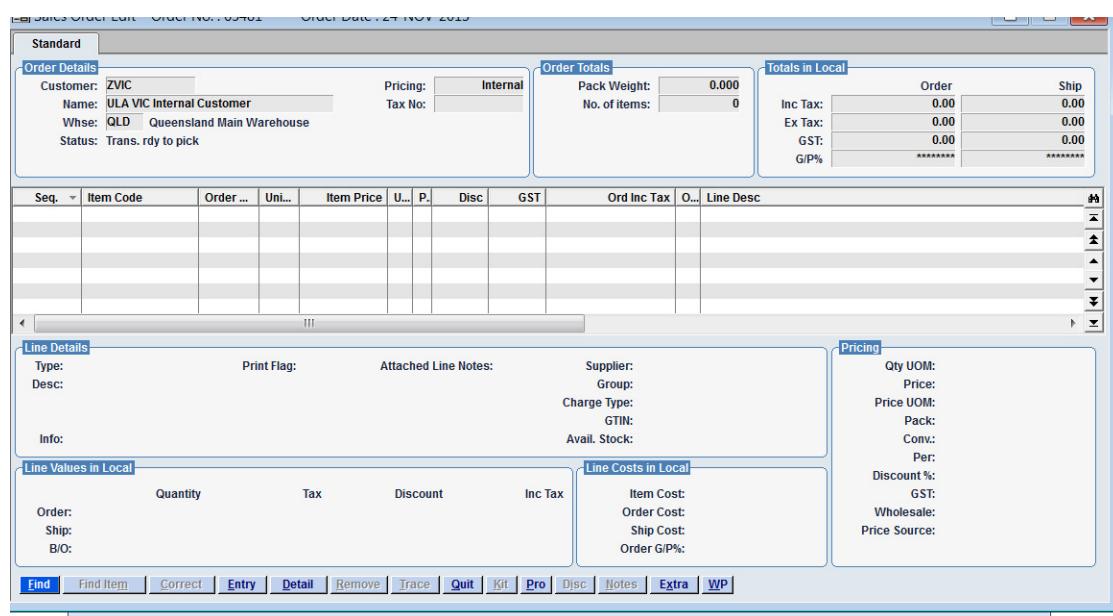
Review Current RA Issued

Standard												
RA ...	Entered	Due-Da...	Whse	Customer	Customer	Cust Ref	Product	Stock	Fault Text	C...	...	
56272	30JUL12	31JUL12	VIC	TRANS	Transfield Services (Aust) Pty	4505870612	ZROUNDDISC	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 Lt	P031121	ILED-767-10W	LED Invincible 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-120/FC	LED Pageant FC 12Fx10W				
65039	29AUG13		XSHP	VENUE	Venue Technical Services		ILED-MP-12F5-02	LED MultiPAR 12FC 20deg [5pin]				
65042	29AUG13		XSHP	VENUE	Venue Technical Services		ILED-MP-12F5-02	LED MultiPAR 12FC 20deg [5pin]				
65075	30AUG13		VICD	MUSWOR	Musical Workshop Pty Ltd	DENIEL 27/9/12	RO-10070272	CitySource96 RGBCW 12deg				
65137	02SEP13		QLD	ADELIGHT	Andy J Sound	CM120	ILED-CM-120/FC	LED Pageant FC 12Fx10W				
65293	05SEP13		QLD	MUSWOR	Music Workshop Pty Ltd		HIRESTORM250NP	9328196073037	Transformer 24V 250VA			
65352	09SEP13		QLDR	ELITE	Elite Group (ACT) Pty Ltd	REPLACEMENT	WS-A4000164-PC	BlackBox G4 F-1 512 MkII				
65409	10SEP13		QLD	PRG	Production Resource Group (Aus	8428	LC-KCP-901	9328196080066	Lite Coupler 75kg			
65425	24SEP13		QLD	LSW	Leading Source Wholesale	100204			LED Module White 60W			
65470	13NOV13		QLD	LAWEREN	Lawrence and Hanson Electrical							
65471	14NOV13		QLD	DERRIN	Derringers Music Pty Ltd	18194-JMC S0040513	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				

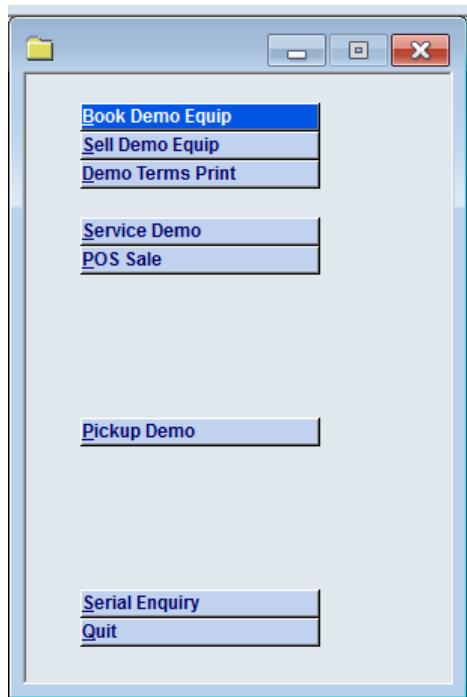
Fast Create Transfer (Internal or Replenishment or External)



Entry/Edit via Normal Sales Order Lines



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

Stockcode	Description	Group	Stock Type	ABC	C...	Pack	CMDemand	OnPO	Suppl...	Curr...	MinQty	OnHand	MthAvg	ReOrder
0032186	Power Supply for Pilot	SGMS	Spares SGM	O	1	0	0	0		0	0	0	0	
0141	Fuse 2A AntiSurge	ZOTS	Spares Other	O	1	0	0	0		0	0	0	0	
02-05-0001	DZUS Nylon Washers (Grommets)	AVOS	Spares Avolites		1	0	0	0		0	0	0	0	▲
02-05-0003	DZUS Rubbers	AVOS	Spares Avolites		1	0	0	0		0	0	0	0	▲
02-05-0005	DZUS Stud (Black Plated)	AVOS	Spares Avolites		1	0	0	0		0	0	0	0	▲
03-06-0004	Edge Connector 31Way ISA	AVOS	Spares Avolites		1	0	0	0		0	0	0	0	
03-08023-IFQ	Slave card ICE FOG Q	MDGS	Spares MDG		1	0	0	0		0	0	0	0	
0400-0002	MagicQ Upgrade-Pre Pro to 2014	CHSS	Spares ChamSys		1	0	0	0		0	0	0	0	
0400-0003	MagicQ Upgrade-Pro to Pro 2014	CHSS	Spares ChamSys		1	0	0	0		0	0	0	0	
0400-0004	MagicQ Upgrade-Pro2010 to 2014	CHSS	Spares ChamSys		1	0	0	0		0	0	0	0	
0410-0006	LCD Display for MagicQ Pro	CHSS	Spares ChamSys		1	0	0	0		0	0	0	0	
0410-007-01	Touch Panel for MagicQ Console	CHSS	Spares ChamSys		1	0	0	0		0	0	0	0	
05-03-0044	IC ULN 2004	AVOS	Spares Avolites		1	0	0	0		0	0	0	0	
05-03-0135	IC SN75174	AVOS	Spares Avolites		1	0	0	0		0	0	0	0	
05-03-0150	PIC 16F872A 5-Bit 4MHz	AVOS	Spares Avolites		1	0	0	0		0	0	0	0	
05-03-0309	EXO-3-8e 16.00m KSJAP IC	AVOS	Spares Avolites		1	0	0	0		0	0	0	0	
05-03-0355	IC300 ST9040	AVOS	Spares Avolites		1	0	0	0		0	0	0	0	
05-03-0360	Processor 28530	AVOS	Spares Avolites		1	0	0	0		0	0	0	0	▼
05-03-0370	IC Dallas DS 1210 (Programmed)	AVOS	Spares Avolites		1	0	0	0		0	0	0	0	
05-03-0520	IC 20V8B25LP Tonya 3 GAL	AVOS	Spares Avolites		1	0	0	0		0	0	0	0	▼

Find | 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

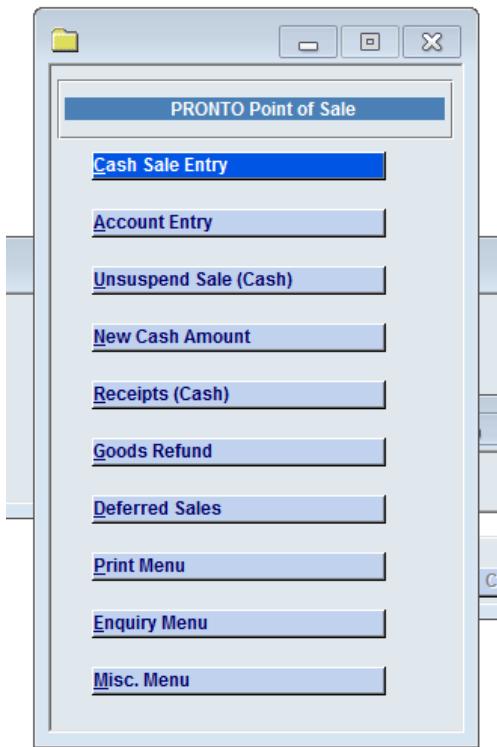
Order Enquiry

Debtor Enquiry

Product Enquiry

Proforma Invoice





.end as at 20dec2018