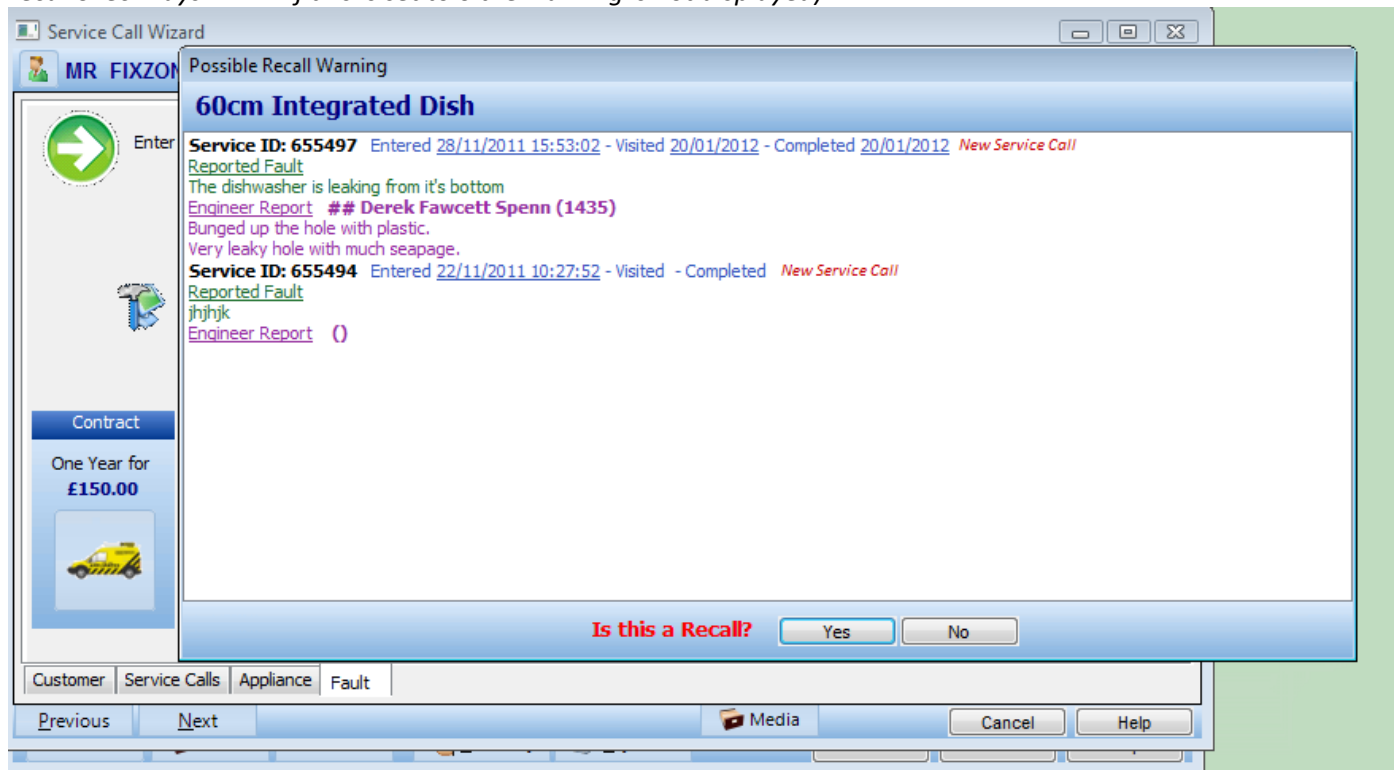


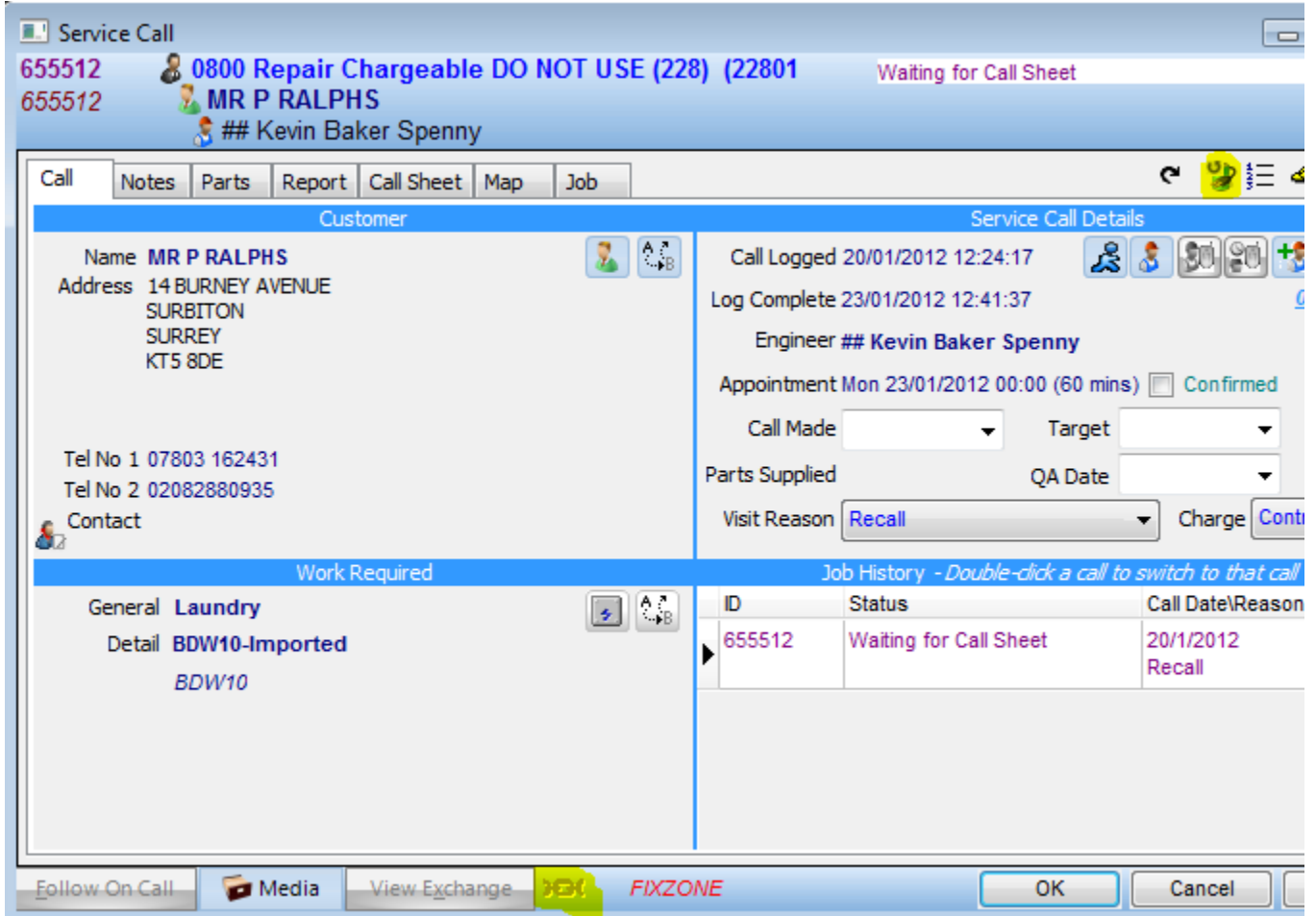
Release Notes

Complete Service Version 7.5.46

1. The One Call policy when not for Homeserve now begins immediately.
2. The One Call policy when not for Homeserve does not now have the 21 day warning.
3. A new recall warning has been included in the system during the call wizard. This will display the call history for a customer's appliance where the call could be a recall to a previous fault. This warning is displayed if the following criteria are met: 1) The call is not marked with a visit reason of 'Recall'. 2) The call is not a follow on call. 3) Calls exist within the last X days for the appliance (*this is variable and set in the configuration file [CALL] RecallCheckDays=X. NB If this is set to 0 the warning is not displayed*).



- A new button has been added to the service form. This allows the user to check for possible recalls when viewing the call. NB. The 'Unlink' button has been moved to the bottom of the form.



Service Call
 655512 **0800 Repair Chargeable DO NOT USE (228) (22801)** Waiting for Call Sheet
 655512 **MR P RALPHS**
 ## Kevin Baker Spenny

Call | Notes | Parts | Report | Call Sheet | Map | Job

Customer | Service Call Details

Name **MR P RALPHS**
 Address 14 BURNEY AVENUE
 SURBITON
 SURREY
 KT5 8DE

Tel No 1 07803 162431
 Tel No 2 02082880935
 Contact

Call Logged 20/01/2012 12:24:17
 Log Complete 23/01/2012 12:41:37
 Engineer **## Kevin Baker Spenny**
 Appointment Mon 23/01/2012 00:00 (60 mins) Confirmed
 Call Made Target
 Parts Supplied QA Date
 Visit Reason **Recall** Charge

Work Required | Job History - Double-click a call to switch to that call

General **Laundry**
 Detail **BDW10-Imported**
 BDW10

ID	Status	Call Date\Reason
655512	Waiting for Call Sheet	20/1/2012 Recall

Follow On Call | Media | View Exchange | **FIXZONE** | OK | Cancel


- When ordering parts the 'Bill of Materials' (BOM) list has been updated. If an imported list exists the 'Calculated' items are switched off. If there is not imported list the 'Calculated' list is displayed. A new 'Calculated' tick box


has been added to allow the user to choose which list to view.

Part 001102HPT


Find Part

Stock Code

Description 

Quantity 

Stock BOM **New Part**

Model  Calculated

Item No	Part Code	PNC	ELC	Qty	Mode
▶ CFA020	721027700			1	M300
CFA050	720168500			1	M300
CFB010	804660258			1	M300
CFC010	728002200			1	M300
CFC013	720397200			1	M300
CFC040	806324100			1	M300
CFD008	720219500SER			1	M300
CFD008	720516800			1	M300
CFD110	432037700			1	M300

UPPER TOP

- The appliance type now has a note attached. This is available for editing in 'Edit Appliances'. If this note is entered the service call specific skills will be displayed in the 'Priority Booking' form. These notes also appear in the call wizard 'Faults' page.

Edit Appliances
Appliance Type
 Appliance **Fridge Freezer** REFF Manufacturers

Appliance Model (by Appliance) Show

Appliance Model	Model
▶ REFF	
▶ REFF	**PLS OBTAIN
▶ REFF	**PLS OBTAIN - FRI
▶ REFF	0091M
▶ REFF	01220/95
▶ REFF	02-200194
▶ REFF	02-2004795
▶ REFF	02-200494

Appliance Type Edit
 Description **Fridge Freezer** Group Active
 Include in Appliance Monitor Report Book Online

Default Appliance Type Required Skills

<input type="checkbox"/> & - Games Consoles	<input type="checkbox"/> P - Office Equipment
<input type="checkbox"/> : - Digital Camera	<input type="checkbox"/> Q - Electric Fires
<input type="checkbox"/> £ - Philips	<input type="checkbox"/> S - SDA
<input type="checkbox"/> € - Bicycle	<input type="checkbox"/> T - Com Catering
<input type="checkbox"/> + - Ipod / MP3 / MP4	<input type="checkbox"/> U - Commercial
<input type="checkbox"/> A - Gas	<input type="checkbox"/> V - Fitness Equip
<input type="checkbox"/> B - Statesman Gas	<input type="checkbox"/> W - Exchange Only
<input type="checkbox"/> C - Laundry	<input type="checkbox"/> Y - Air Con
<input type="checkbox"/> D - Electric Cookers	<input type="checkbox"/> Z - Computers
<input checked="" type="checkbox"/> E - Refrigeration	
<input type="checkbox"/> F - Microwave	
<input type="checkbox"/> G - Vacuum	
<input type="checkbox"/> H - Brown	
<input type="checkbox"/> N - Gas Fires	

Parameters
 Overhead %
 Profit Margin %
 Mailcode **ASSURANT**
 Colour Coding
 Text
 Background

Appliance Notes NB. Additional skills in priority booking will be requested if this is entered
 Ask the customer:
 Is the fridge getting too hot or too cold?
 If so select an additional 'System' skill.

Merge Appliance Merge Manufacturer OK Cancel Help

Parts (by Appliance)
 Part Code Description

This is displayed on the 'Fault' page.

Service Call Wizard

MR P RALPHS 655522

Enter reported fault as given by the customer.

Fault Reported by Customer
Not freezing

Required Skills

- 4 - Hitachi
- 5 - JVC
- 6 - Panasonic
- 7 - Pioneer
- 8 - Samsung
- 9 - Sanyo
- I - Gas Inspect Only
- J - Elec Cooker Install
- K - Gas Cooker Install
- L - LPG Gas
- O - Elec Inspect Only
- R - System Repair

Select the Fault Category

Fault Category

Search for Fault Add Parts to Call

Contract

Appliance
Over 8yrs Old

No Instant
Cover
Available

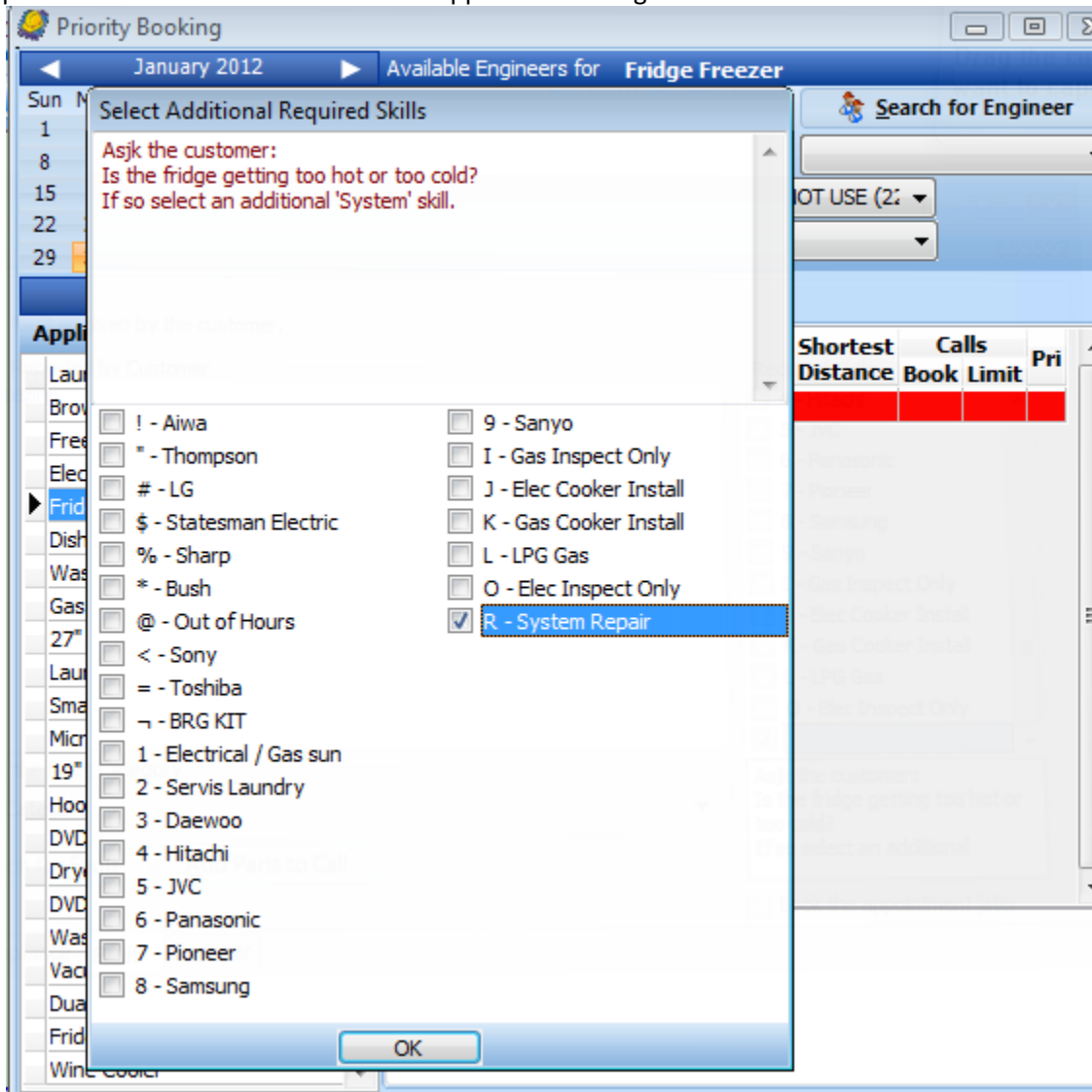
Asjk the customer:
Is the fridge getting too hot or
too cold?
If so select an additional

Book the appointment later

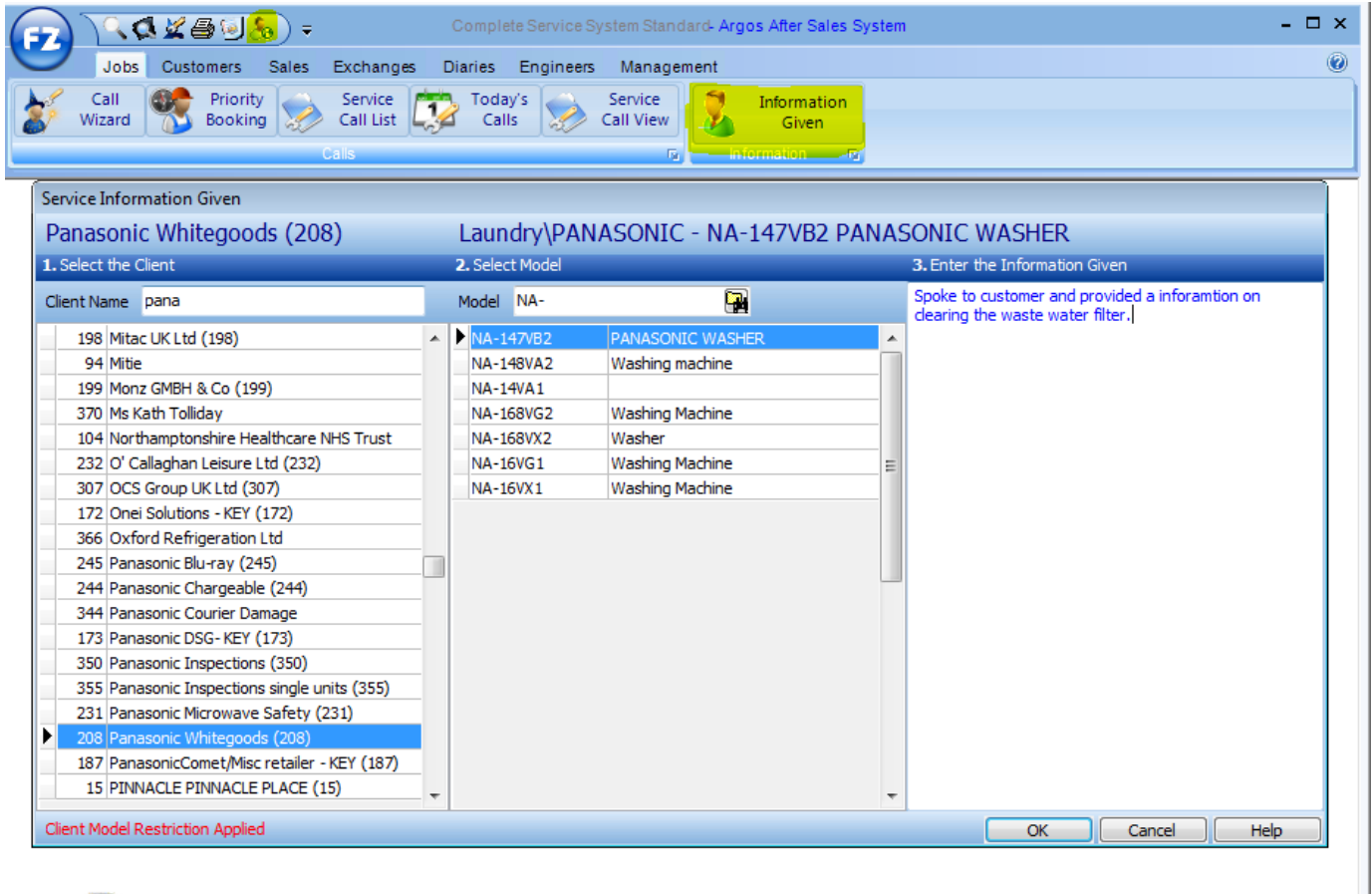
Customer Service Calls Appliance Fault Engineer

When this is entered a new form is presented during 'Priority Booking' when the 'Select Engineers' button is

pressed. Additional skills will then be applied to the engineer selection.



- A new function has been added to the main form. This is called 'Customer Information' on the 'Job' tab and the speed bar at the top left.



The screenshot shows a software window titled 'Complete Service System Standard- Argos After Sales System'. The main menu includes 'Jobs', 'Customers', 'Sales', 'Exchanges', 'Diaries', 'Engineers', and 'Management'. A toolbar contains icons for 'Call Wizard', 'Priority Booking', 'Service Call List', 'Today's Calls', 'Service Call View', and 'Information Given'. The 'Information Given' form is open, showing the following details:

- Client Name:** pana
- Model:** NA-
- Model List:**

Model	Description
NA-147VB2	PANASONIC WASHER
NA-148VA2	Washing machine
NA-14VA1	
NA-168VG2	Washing Machine
NA-168VX2	Washer
NA-16VG1	Washing Machine
NA-16VX1	Washing Machine
- Information Given:** Spoke to customer and provided a inforamtion on clearing the waste water filter. (Note the typo 'inforamtion')

At the bottom of the form, there is a red message: 'Client Model Restriction Applied'. Buttons for 'OK', 'Cancel', and 'Help' are visible at the bottom right.

On this form the user can select the client, then search for the model and enter the information provided to the customer. This information is then available in the Control Centre. If a client has model restrictions applied this is restriction is honoured.

- The appointment date of the visit has now been added to both the quick search function and the customer form 'Appliance' tab. This shows when the appointment was made.



Customer Form

MR P RALPHS Customer On Stop
 ↳ [0800 Repair Appliance Centre \(22801\)](#) Created 22/04/2009 12:25:24 by SUPERVISOR

Customer Appliances Sales Contacts Invoices Map Text Messages

Filter Type New Service Call Delete Appli

Appliance	Model	Description	Contract status	Serial No	Location
▶ Laundry	DG6145	INDESIT	No Guarantee, No Con...	9999999	
Laundry	NA-147VB2	PANASONIC WASHER	No Guarantee, No Con...		
Laundry	M60035	SERVIS	No Guarantee, No Con...	20054501940	
Laundry	BDW10	BDW10-Imported	Under Instant Cover C...	HMMMM	
Dishwash...	BDW8	Integrated Dishwashe	No Guarantee, No Con...		
Fridge Fr...	10504	FRIDGE FREEZER	No Guarantee, No Con...		
Electric C...	KD3C1/WG	Electric cooker	No Guarantee, No Con...		

ID	Status	Call Taken	Appointment	Fault	Visit Type
▶ 424407	Job Closed	12/03/2010 10:07:31	12/03/2010	test	Re-book to fit parts
287153	Rejected	22/04/2009 12:34:33	22/04/2009	filter broken	New Service Call

Delete Media Sale Summary Payment OK Can

Quick Search

Postcode: Customer Name: Reference: Additional Search Functions:

Customers Show Service Calls Press enter, click OK or double-click

Postcode	Surname	Title	First Name	Address	Te
KT5 8AJ	Brennan	Mr		Flat 1, 19 Cranes Drive SURBITON	02
KT5 8BH	Sehmi	Mr	D	82 Villiers Avenue SURBITON	02
KT5 8BS	STEWART	MISS	K	39 Cranes Park Avenue SURBITON	02
KT5 8BT	Askow	Mr		5 Drape Court Cranes Park Avenue	07
▶ KT5 8DE	RALPHS	MR	P	14 BURNEY AVENUE SURBITON	07

Active Service Calls Show All Service Calls Double-click on a service c

Job ID	Model	Type	Status	Call Logged	Appointment	Fault
▶ 655496	BDW 10	LAUND	Waiting for Engineer	28/11/2011 15:51:31		teswt
655501	BDW 10	LAUND	AW system to send	19/12/2011 16:18:47	19/12/2011	fdsfds
655504	BDW 10	LAUND	AW system to send	20/12/2011 10:30:57	20/12/2011	test to show reported

Create New Customer

9. An additional setting has been added to the configuration file called 'PostEngineerImmediatelyEmployed'. This can have a 1 (true) and 0 (false) setting. When set to false the program will not send engineer call sheetsw immediately as they are booked to employed engineers. NB. 'PostEngineerImmediately' needs to be set for this to have any effect.