SMARTVEND TRAINING Version 1.0 (Aug 24) **SERVICE VISITS Completing the Tickets Section** In the Service Visit, you'll find the **Tickets** section. This section lists all tickets assigned to the visit that need resolution. Each ticket includes the latest comment, which may offer additional details about the fault. **Vianet Machine 003 VNET003** Vianet Machine 003 VNET003 **Tickets** Critical Ticket Reference: 1199 Ticket Type: General Latest Comment: The planogram for this machine does not match the data provided in the audit file, sales will not be recorded. The following selections are missing: {0}. Ticket Status: Open Date Raised: 23/11/2022 10:01 Duration: 01 hrs 20 mins **Close Ticket Submit** Cancel To close a ticket, simply select 'Close Ticket'. Latest Comment: The planogram for this machine does not match the data provided in the audit file, sales will not be recorded. The following selections are missing: {0}. Ticket Status: Open Date Raised: 23/11/2022 10:01 Duration: 01 hrs 20 mins **Close Ticket Submit** Cancel You will then be required to enter a Fault Code, Resolution Code, and any supporting Notes. To enter a Fault Code, select the first option box. **Close Ticket** What was the cause of this ticket? Select Some Options What was done to resolve this ticket? Select Some Options Please add some brief remarks about work carried out **Close Ticket** This will display a list of all fault codes created within the organization. If there were multiple causes for the ticket, you can select multiple options. Once you've chosen the necessary Fault Codes, select 'Save' to return to the previous screen. **Fault Codes** Q Search... Carousel Jam Coin Entry Chute Blocked Coin Validator Jammed Machine Uplifted Part Required Telemetry Device Removed Save To enter a Resolution Code, select the second option box. **Close Ticket** What was the cause of this ticket? Select Some Options What was done to resolve this ticket? Select Some Options Please add some brief remarks about work carried out **Close Ticket** This will display a list of all resolution codes created within the organization. If there were multiple resolutions, you can select multiple options. After choosing the necessary Resolution Codes, select 'Save' to return to the previous screen. You can then add any supporting notes in the **Notes** section. **Close Ticket** What was the cause of this ticket? Vandalism What was done to resolve this ticket? Resolution 3 Please add some brief remarks about work carried out Replaced Part 1, damaged due to vandalism. **Close Ticket** After recording all the necessary details, select 'Close Ticket' to finalise and close the ticket within the visit. **Completing the Part Action Section** If you've completed any remedial work during the service visit and used any parts, you must record the parts used and what was done with them. To add a new action, select "Add Part Action" **Vianet Machine 003 VNET003** Parts Add Part Action 'Used' Parts If you've used a part that isn't being installed or replacing another part in the machine, you can record it as a 'Used' part. **Add Part Action Action** Used Select Part Used within Visit Part Name 1 | Part Reference 1 **Quantity Used** 1 Add Search for the part you've used and enter the quantity in singles. Once you've entered the number, select 'Add' to include it in the part actions table. 'Installed' Parts If you've installed a part during the visit, record it as an 'Installed' part. **Add Part Action** Action Installed Select Part Installed within Visit Part Name 2 | Part Reference 2 Add Search for the installed part and select 'Add' to include it in the part actions table. 'Replaced' Parts If you've replaced an existing part with a new one, use the 'Replaced' action. **Add Part Action Action** Replaced Select Part Replaced Part Name 3 | Part Reference 3 Replacing Part With Part Name 1 | Part Reference 1 Add Search for the replaced part and the new part. Select 'Add' to record the replacement, and you'll return to the part actions table. **Quick Tip** Parts must be in the location to appear in searches for **Used** and **Installed** part For **Request** parts, the search covers the entire part catalogue. For **Replaced** parts, the "Select Part Replaced" option searches the entire catalogue, while the "Replacing Part With" option only searches within the location. 'Request' Parts If you need a part during a visit but don't have it in your location, you can 'Request' it. Search the organisation's part list to find the part, as it may not be frequently used and might need to be ordered. After selecting the part, confirm whether it is for Installation or not. Add Part Action **Action** Request Select Part to Request within Visit Gloves - Large | GlovesLarge For Installation? Yes \(\cap \) No Add If you select "No" for the Installation option, you'll need to confirm the quantity required (0 is not a valid number). After entering the quantity, select 'Add' to return to the part actions table. **Part Actions Table** All added actions will be recorded in the Part Actions table. The table displays the **Action** taken (Used, Installed, Replaced, Requested), along with the Part Reference and Part Name for easy As you add part actions, the **Available in Stock** field will decrease, especially if the same part is used in multiple actions. **Vianet Machine 003 VNET003 Parts Add Part Action** Action: Used Part Reference: Part Reference 1 Part Name: Part Name 1 Available in Stock: 25 Quantity: 1 Action: Request - To Use Part Reference: GlovesLarge Part Name: Gloves - Large Available in Stock: 0 Quantity: 1 **Action:** Replaced Part Reference: Part Reference 3 **Submit Cancel**

Completing the Notes Section If there are specific **Notes** to capture for the visit sheet, you can record them here. **Vianet Machine 003 VNET003** i Vianet Machine 003 VNET003 **Tickets Parts Notes** Can you confirm if the machine has been vandalised? **Submitting the Visit** Once all Tickets, Part Actions, and Notes have been recorded, you can submit the visit sheet.

Submit

Cancel

Cancelling a Visit

Submit

Cancel

This will open a search field for a cancellation reason. Type in your reason, and matching options

will appear below. Cancellation Reasons must match those set up in the back-office.

You are about to cancel the visit,

After selecting the reason, choose 'Continue' to submit the visit as cancelled. You'll then be

Cancel Visit

Select Cancellation Reason

directed to the machine list, where the machine will be marked as 'Cancelled'.

continue?

If you cannot complete the visit, you can cancel it by selecting 'Cancel' within the visit sheet.