

eZee FrontDesk



Maintenance Module Manual



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'Maintenance Module' is to keep track of all the maintenance tasks done at the property. Maintenance Module is designed for user to take care of all the assets property may possess. These are the one that directly concern the reputation of property. A well maintained property speaks volume about owner. More importantly, it will create good reputation. Keeping a check on the electrical system and equipment, bathroom fittings, room materials, light fixtures, are some of the absolutely unavoidable things to keep property in good shape. Keeping a log in which user keep all the details regarding repair, maintenance, routine check-ups etc. will give user an accurate idea of what needs to be done.

I. Maintenance Item Configuration

1. Item Location Type

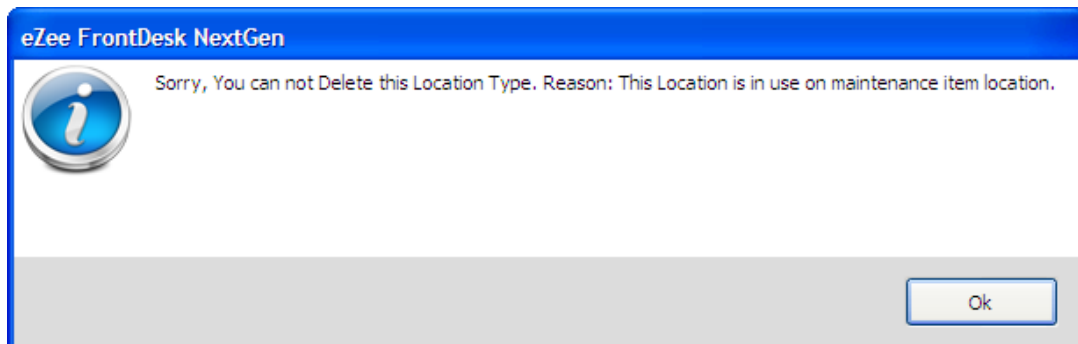
Item location type is a heading used to group item locations. Example: Store room, guest room and outlet.

i) New: New option allows user to create a new item location type. User needs to enter the alias and name for the item location type.

ii) Edit: Edit option allows user to modify details of a previously created item location type. All the options are same as creating a new item location type.

iii) Void: Void option allows user to delete a previously created item location type.

Note: User can get a screen similar to the one given below while trying to void an 'item location type'. This is because, the same item location type might be assigned to some item location and those items must be used by software in the past. All these data is considered crucial and so the system will not allow voiding/deleting of it. We can edit the name and use it for any other category. If user does not want to edit and want to delete, it is recommended to contact eZee support for help.



2. Item Location

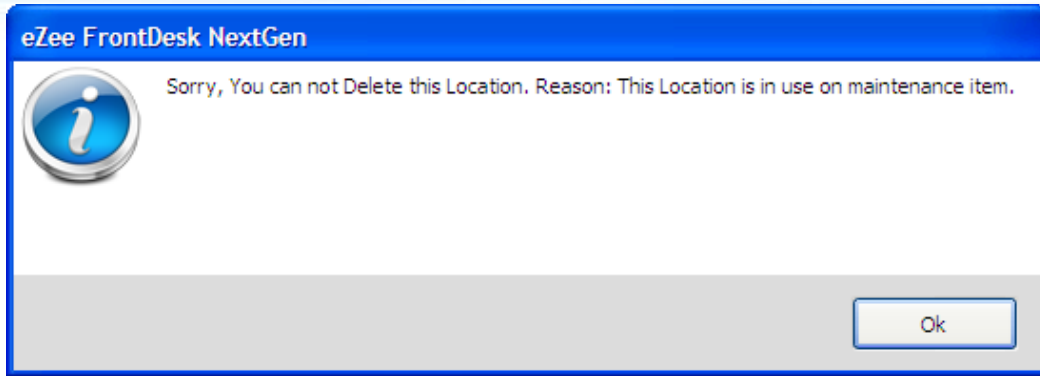
Item location is actual location of the item; this can be mapped to item location type to help user find things easily. Example: cupboard, refrigerator and rack.

i) New: New option allows user to create a new item location. User needs to enter the alias, item location name and item location type for the item location.

ii) Edit: Edit option allows user to modify details of a previously created item location. All the options are same as creating a new item location.

iii) Void: Void option allows user to delete a previously created item location.

Note: User can get a screen similar to the one given below while trying to void an 'item location'. This is because, the same item location might be assigned to some item and those items must be used by software in the past. All these data is considered crucial and so the system will not allow voiding/deleting of it. We can edit the name and use it for any other category. If user does not want to edit and want to delete, it is recommended to contact eZee support for help.

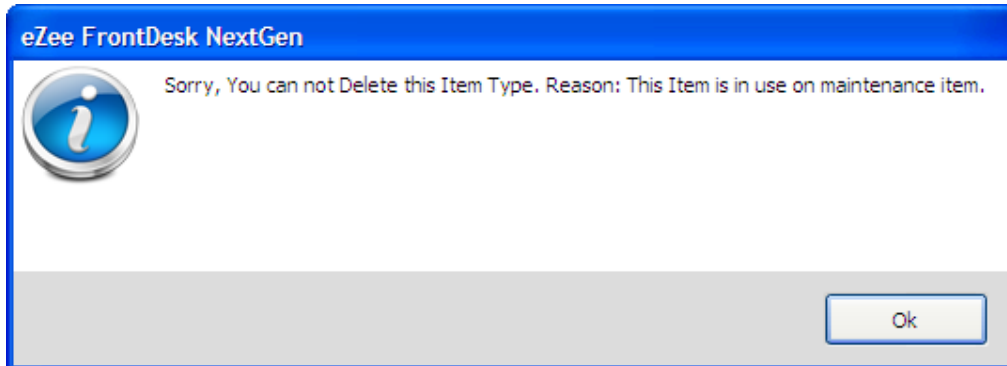


3. Item Type

Item type gives the detail of the type of item. Example: furniture, electronic and sanitary.

- i) **New:** New option allows user to create a new item type. User needs to enter the alias, item name and description for the item type.
- ii) **Edit:** Edit option allows user to modify details of a previously created item type. All the options are same as creating a new item type.
- iii) **Void:** Void option allows user to delete a previously created item type.

Note: User can get a screen similar to the one given below while trying to void an 'item type'. This is because, the same item type might be assigned to some item and those items must be used by software in the past. All these data is considered crucial and so the system will not allow voiding/deleting of it. We can edit the name and use it for any other category. If user does not want to edit and want to delete, it is recommended to contact eZee support for help.



4. Item

Item gives the detail of the actual item. Example chair, television and bath tub.

Search Criteria

Search Criteria					
Name	<input type="text"/>			Item Type	Select <input type="button" value="v"/>
Location	Select <input type="button" value="v"/>	Category	Select <input type="button" value="v"/>	Status	Select <input type="button" value="v"/>

The top panel allows user to do a search to find the desired item from the list of all items.

- **Name:** If the user wants to do a search based on name of item then user can select this option.

- **Location:** If the user wants to do a search based on location of item then user can select this option.
- **Category:** If the user wants to do a search based on category of item then user can select this option.
- **Item Type:** If the user wants to do a search based on item type of item then user can select this option.
- **Status:** If the user wants to do a search based on status of item then user can select this option.

i) **New:** If the user clicks on the button 'New' then system allows the user to create a new item, and user will see a screen similar to the one given below:

The screenshot shows a software window titled "Add/Edit Maintenance Item". It is divided into two main sections: "General Information" and "Other Information".

General Information:

- Alias: (empty text box)
- Name: Television
- Item Type: Electronics (dropdown menu)
- Category: Consumable (dropdown menu)
- Location: Rack (dropdown menu)

Other Information (Parts tab):

- Vendor: nextgen electroni (dropdown menu)
- Purchase Date: 4/26/2010 (calendar icon and dropdown)
- Warranty Till: 4/26/2010 (calendar icon and dropdown)
- Model #: abc27
- Serial #: 25lcd5245
- Description: 25 inches LCD television (text box with scroll arrows)

Bottom Section:

- Status: Working (dropdown menu)
- Save button
- Close button

Describing the fields given in the screen above:

- **Alias:** Alias can be termed as a short name to refer the main item.
- **Name:** User can define the name of the item.
- **Item Type:** User can define the item type of the item.
- **Category:** User can define the category of the item.
- **Location:** User can define the location of the item.

Other Information Tab

- **Vendor:** User can define the name of the vendor.
- **Purchase Date:** User can define the date on which the item was purchased.
- **Warranty Till:** User can define the date up till which the warranty is valid.

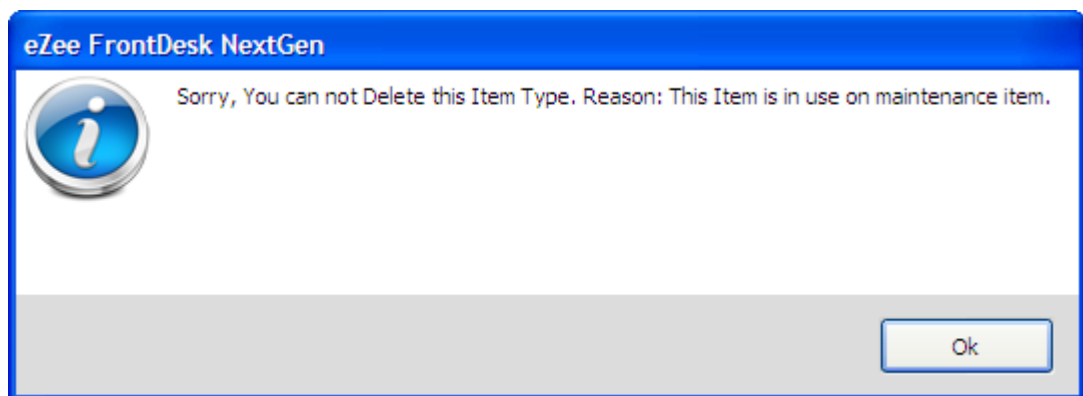
- **Model #:** User can define the model number of the item.
- **Serial #:** User can define the serial number of the item.
- **Description:** User can define the description of the item.
- **Status:** User can view or change the status of the item. The available options are 'Working' and 'Non-Working'

Maintenance History Tab: After creating a work order, user can view the 'maintenance history' for an item by using this option.

ii) Edit: Edit option allows user to modify details of previously created item. All the options are same as creating a new item. The two extra tabs are 'Parts tab' and 'Maintenance history tab'. 'Parts Tab' is described below in section items part.

iii) Void: Void option allows user to delete a previously created item.

Note: User can get a screen similar to the one given below while trying to void an 'item'. This is because; the same item might be used by software in the past. All these data is considered crucial and so the system will not allow voiding/deleting of it. We can edit the name and use it for any other category. If user does not want to edit and want to delete, it is recommended to contact eZee support for help.



5. Item's Part

User can define the details of the parts that will be used with the main item.

i) New: If the user clicks on the button 'New' then system allows the user to create a new part for the item, and user will see a screen similar to the one given below.

Add/Edit Maintenance Item's Part

General Information

Alias:

Name:

Item Type:

Category:

Location:

Part Of:

Fit With Item

Other Information Maintenance History

Vendor:

Purchase Date:

Warranty Till:

Model #:

Serial #:

Description:

Status:

Save **Close**

Note: All the fields have been described earlier.

ii) Edit: Edit option allows user to modify details of a previously created item part. All the options are same as creating a new item part.

iii) Void: Void option allows user to delete a previously created item part.

II. Transaction

1. Work Order List

User can define the details of the work order.

Search Criteria

Search Criteria

Work Order No:

Submission Date:

Status:

Worker:

To:

Location:

The top panel allows user to do search to find the desired work order from the list of all work orders.

- **Work Order No.:** If the user wants to do a search based on work order number then user can select this option.
- **Worker:** If the user wants to do a search based on worker then user can select this option.
- **Submission Date:** If the user wants to do a search based on date on which the work order was submitted then user can select this option. User gets an option to specify a range of date by using both the date fields.

- **Status:** If the user wants to do a search based on status of work order then user can select this option.
 - **Location:** If the user wants to do a search based on location where the item was kept then user can select this option.
- i) **New:** If the user clicks on this button then system allows the user to create a new work order, and user will see a screen similar to the one given below:

Describing the fields given in the screen above:

- **Work Order Number:** User can define the details of work order number.
- **Submission Date:** User can define the details of date on which work order was submitted.
- **Note:** Item type, category and location are explained earlier.
- **Item's Part:** If the user checks this option then the 'Item' option given below allows user to select the item part.
- **Item:** If the user checks the above option then this option allows user to select the item part. If above option is not selected, the user will be able to select item.
- **Description:** User can specify a small description.

Buttons provided at bottom

- **Uncompleted:** If the user selects this option the user can define the work order as not complete. This is a toggle button which turns to Complete.

- **Complete:** User can select this option when the work order is complete. User will find another screen where user will have to enter the end date, end time and feedback.
 - **Start:** User can select this option when the work order is started. User will find another screen where user will have to enter the worker, start date, start time and comment.
 - **Save:** If the user selects this option then user can save the work order.
- ii) **Edit:** Edit option allows user to modify details of a previously created work order. All the options are same as creating a new work order.
- iii) **Void:** Void option allows user to delete a previously created work order.

Thank You