

Kiosk Service History in the Work Order System

Overview

This document provides instructions for both populating and utilizing the Kiosk Service History functionality within the Work Order System.

When this form is utilized in conjunction with live work orders, the data it will provide will help the FST eliminate unnecessary tasks and parts consumption based on what was performed or attempted to be performed on previous visits. The efficiency gained utilizing historical data will help minimize the cost of labor, parts and parts shipments that are associated with kiosk/locker repairs.

Process

Populating the Service History Form

1. Highlight the work order you would like to research and click "View Service History".

2. The Service History form will populate inside a new window and will default to the full data tab.

3. The "View by" dropdown will automatically populate for you as "Vendor Ticket ID". If the dispatch does not contain a Vendor Ticket ID, it will automatically default to "Kiosk ID"

- The age of the data can be sorted from the “Age(days)” dropdown (30, 60, 90, 180 or 365 days). The view defaults to 90 days.

Vendor Ticket #	Date	Assignee	Comments	Resolution
101367995	7/28/2021 5:04:25 PM	Bradley Spence	07-28-21 BWS. Just received email from ecoATM Mike Martinez saying they have decided to replace the PC and ECO would order and ship.	at issue is resolved, touchscreen working well. Spoke with Bill at ecoATM and after testing 24V power supply, determined no voltage out going to BDU, DPU, DLR and label printer. Bill indicated replacement power supply is an eco order part and one would be sent asap.
101367995	7/28/2021 3:44:49 PM	Bradley Spence	07-28-21 BWS. Replaced touchscreen with same result, determined no signal from PC display part. Contacted ecoATM and spoke with Mike Martinez, used an HDMI from PC to TV with good image and touch function working. Cable had a too short and eco does not offer so Mike said he said to order VGA cable rather than replacing the PC and using the display part cable. WBS returns to install.	
101367995	7/22/2021 1:33:14 PM	Bradley Spence	07-22-21 BWS. Touch screen issue. Arrived on site and called Machine Support. Received SouthCo code from Sean. Replaced touch screen video cable. Sean attempted to configure touch screen but was unsuccessful. Touch screen has power but is blank screen. Used multimeter to test touch screen power cable. It was within limits at 12.2x ecoATM authorized Touch Screen to be replaced. Sean placed order for the Touch Screen. Pending review to install it comes in. Kiosk is down and unavailable for customer use.	
101367995	7/18/2021 1:03:31 PM	Chad Collier	07-18-21 BWS. Installed replacement 24V power supply, but kiosk experiencing user touchscreen issue. Screen is dark using supplied display part cable. User screen has video but no touch response using HDMI cable. The problem is likely computer part, display part cable, or touchscreen. Worked with Nathaniel at ecoATM and to troubleshoot, but once again no Green for MCH to log in. I used keyboard to attempt to configure touchscreen, but had no cursor so could not proceed. Nathaniel to send replacement display part cable for touchscreen, eco to order. Will need to return to install.	
101367995	7/15/2021 12:19:11 PM	Bradley Spence	07-15-21 BWS. Called Machine Support and worked with Hugo to further troubleshoot power issue. Confirmed 24V power supply not powering components like it should be. Sent picture to Hugo. Used authorized a new 24 V Power Supply Hugo placed order for it and ecoATM to ship it out. Kiosk is down. Pending review to replace 24 V Power Supply when part arrives.	
101367995	7/12/2021 4:03:31 PM	Chad Collier	07-12-21 BWS. Kiosk has no movement, MCH lights flashing. No BDU comma and no DLR lights. 24V power supply on inside kiosk wall shows no green light as two LED have light illuminated. 24V power supply likely needs replaced but ecoATM line 2 is reporting more troubleshooting before they authorize replacement power supply. User screen stopped working on one of several PC restarts as well.	
101367995	7/12/2021 10:58:11 AM	Bradley Spence		

Comments
08-03-21 BWS. Replaced PC and display part issue is resolved, touchscreen working well. Spoke with Bill at ecoATM and after testing 24V power supply, determined no voltage out going to BDU, DPU, DLR and label printer. Bill indicated replacement power supply is an eco order part and one would be sent asap.

Accessing Tab information

Full Data Tab

- The full data tab includes all work orders, parts consumption, comments and cancellations associated with the kiosk or locker. Highlighting any line in this tab will populate the comments associated with the work order or part consumption in the Comments box.

Original WO #	WO #	Date	Assignee	Pending Reason	Symptom	Issue	Resolution	Part #	Description	Qty	Task Date
WO01164112	WO01180521	7/28/2021 5:04:21	Bradley Spence	Central Warehouse Part	PC issue	Hardware	Replaced	e-ecoATM-PC	PC	1	8/3/2021
WO01164112	WO01180345	7/28/2021 3:44:41	Bradley Spence	Central Warehouse Part	PC issue	Troubleshoot	Reboot				7/28/2021
WO01164112	WO01174465	7/22/2021 1:33:14	Bradley Spence	Central Warehouse Part	Non Responsive	Screen	Part Not Available				7/28/2021
WO01164112	WO01174465	7/22/2021 1:33:14	Bradley Spence	Central Warehouse Part	Pre-Order	Pre-Order	Pre-Order	e-257632	CABLE - VGA, M-M 1	1	7/28/2021
WO01164112	WO01174465	7/22/2021 1:33:14	Bradley Spence	Central Warehouse Part	Non Responsive	Screen	Replaced	E-260509	TOUCHSCREEN - 1	1	7/28/2021
WO01164112	WO01174465	7/22/2021 1:33:14	Bradley Spence	Central Warehouse Part	Non Responsive	Troubleshoot	Troubleshoot				7/28/2021
WO01164112	WO01170244	7/18/2021 1:03:31	Chad Collier	Central Warehouse Part	Non Responsive	Troubleshoot	Troubleshoot				7/22/2021
WO01164112	WO01170244	7/18/2021 1:03:31	Chad Collier	Central Warehouse Part	Pre-Order	Pre-Order	Pre-Order	E-260509	TOUCHSCREEN - 1	1	7/22/2021
WO01164112	WO01168024	7/15/2021 12:19:1	Bradley Spence	Central Warehouse Part	Movement Issue	Power Source	Replaced	33	No Part Received	1	7/18/2021
WO01164112	WO01168024	7/15/2021 12:19:1	Bradley Spence	Central Warehouse Part	Bad Image	Troubleshoot	Troubleshoot				7/18/2021
WO01164112	WO01168024	7/15/2021 12:19:1	Bradley Spence	Central Warehouse Part	Bad Image	Screen	Adjusted				7/18/2021

Comments
08-03-21 BWS. Replaced PC and display part issue is resolved, touchscreen working well. Spoke with Bill at ecoATM and after testing 24V power supply, determined no voltage out going to BDU, DPU, DLR and label printer. Bill indicated replacement power supply is an eco order part and one would be sent asap.

Parts Tab

- This tab will provide historical data of parts consumption and pre-ordered parts associated with the kiosk/locker. Highlighting any line in this tab will populate the comments associated with the work order or part consumption in the Comments box.

2. Within this tab you can find:

- The date the action was taken
- Who took the action
- If a part was pre-ordered
- The part number that was consumed
- The name of the part
- How many (if any) parts were removed
- The number of parts installed

Date	Pre-Order	Rem. Part #	Rem. Part	Rem. Qty	Cons. Part #	Cons. Part	Cons. Qty
8/3/2021 3:56:5	No	e-ecoATM PC	PC	1	e-ecoATM PC	PC	1
7/28/2021 3:39	Yes				e-257632	CABLE - VGA, M-M, 15FT	1
7/28/2021 3:37	No	E-260509	TOUCHSCREEN - MONITOR, 21.5 IN, ELO E327914 - 2294L	1	E-260509	TOUCHSCREEN - MONITOR, 21.5 IN, ELO E327914 - 2294L	1
7/22/2021 1:29	Yes				E-260509	TOUCHSCREEN - MONITOR, 21.5 IN, ELO E327914 - 2294L	1
7/18/2021 12:5	No	33	No Part Removed	1	33	No Part Removed	1
7/15/2021 12:1	Yes				33	No Part Removed	1

Comment Tab

1. This tab provides the historical comments from past work orders.

Vendor Ticket #	Date	Assignee	Comments
T01367395	7/28/2021 5:04:25 PM	Bradley Spence	On 03-21 BWS. Replaced PC and display port issue is resolved, touchscreen working well. Spoke with Bill at ecoATM and after testing 24V power supply, determined no voltage out going to BDU, DPU, DLR and label printer. Bill indicated replacement power supply is an eco order part and one would be sent asap.
T01367395	7/28/2021 3:44:49 PM	Bradley Spence	07-28-21 BWS. Just received email from ecoATM Mike Martinez saying they have decided to replace the PC and ECO would order and ship. Will return to install.
T01367395	7/22/2021 1:33:14 PM	Bradley Spence	07-28-21 BWS. Replaced touchscreen with same result, determined no signal from PC display port. Contacted ecoATM and spoke with Mike Martinez, used an HDMI from PC to TS with good image and touch function working. Cable I had is too short and eco does not offer so Mike said to order a VGA cable rather than replacing the PC and using the display port cable. Will return to install.
T01367395	7/18/2021 1:03:31 PM	Chadd Collier	CCC 7/22: Touch screen issue. Arrived on-site and called Machine Support. Received SouthCo code from Sean. Replaced touch screen video cable. Sean attempted to configure touch screen but was unsuccessful. Touch screen has power but is blank screen. Used multimeter to test touch screen power cable. It was within limits at 12.1v. ecoATM authorized Touch Screen to be replaced. Sean placed order for the Touch Screen. Pending revisit to install it when it comes in. Kiosk is down and unavailable for customer use.
T01367395	7/15/2021 12:19:31 PM	Bradley Spence	07-18-21 BWS. Installed replacement 24V power supply, but kiosk experiencing user touchscreen issue. Screen is dark using supplied display port cable. User screen has video but no touch response using HDMI cable. The problem is likely computer port, display port cable, or touchscreens. Worked with Nathaniel at ecoATM M5 to troubleshoot, but once again no Kaneysa for M5 to log in. I used keyboard to attempt to configure touchscreens, but had no cursor so could not proceed. Nathaniel to send replacement display port cable for touchscreen, eco order. Will need to return to install.
T01367395	7/12/2021 4:03:31 PM	Chadd Collier	CCC 7/13: Called Machine Support and worked with Hugo to further troubleshoot power issue. Confirmed 24V power supply not powering components like it should be. Sent picture to Hugo. Lead authorized a new 24V Power Supply. Hugo placed order for it and ecoATM is to ship it out. Kiosk is down. Pending revisit to replace 24V Power Supply when part arrives.
T01367395	7/12/2021 10:38:11 AM	Bradley Spence	07-12-21 BWS. Touch screen replacement PC is still pending. No CPU power and no DLR lights. 24V power supply on inside right kiosk well down no green light as two 12V have light illuminated. 24V power supply likely needs replaced but ecoATM line 2 is requiring more troubleshooting before they authorize replacement power supply. User screen stopped working on one of several PC restarts as well.

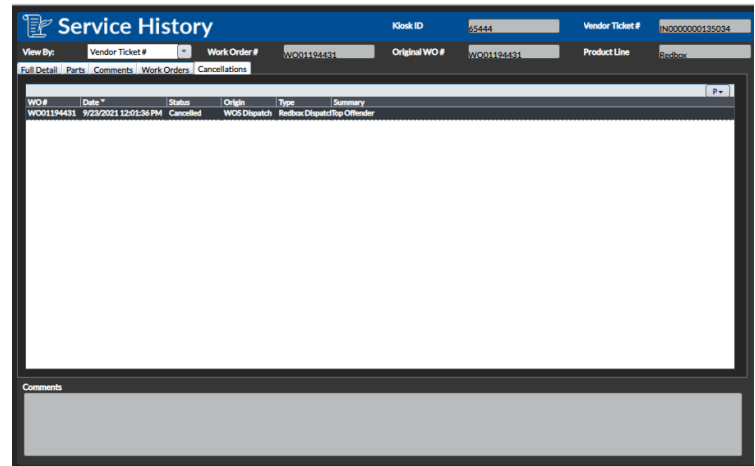
Work Order Tab

1. This tab provides the historical list of work orders previously performed on the kiosk/locker and its current status. Highlighting a work order will populate its associated comments in the Comments box.

WO #	Date	Status	Assignee	Origin	Type	Summary
WO01180530	8/2/2021 3:59:43 PM	Pending	Bradley Spence	Dispatch On-Site	Eco Kiosk Fix - J K6152	
WO01180531	7/28/2021 5:04:25 PM	Completed	Bradley Spence	Dispatch On-Site	Eco Kiosk Fix - J K6152	
WO01180545	7/28/2021 3:44:49 PM	Completed	Bradley Spence	Dispatch On-Site	Eco Kiosk Fix - J K6152	
WO01174465	7/22/2021 1:33:14 PM	Completed	Bradley Spence	Dispatch On-Site	Eco Kiosk Fix - J K6152	
WO01170244	7/18/2021 1:03:31 PM	Completed	Chadd Collier	Dispatch On-Site	Eco Kiosk Fix - J K6152	
WO01168024	7/15/2021 12:19:31 PM	Completed	Bradley Spence	Dispatch On-Site	Eco Kiosk Fix - J K6152	
WO01164879	7/12/2021 4:03:31 PM	Completed	Chadd Collier	Dispatch On-Site	Eco Kiosk Fix - J K6152	
WO01164112	7/12/2021 10:38:11 AM	Completed	Bradley Spence	Dispatch On-Site	Eco Kiosk Fix - J K6152	

Cancellations Tab

This tab provides a list of previously cancelled dispatches.



Gained Useful Information

1. How many incidents have occurred with this kiosk?
2. How many visits have been completed for same/similar issues?
3. By reading the comments for the past work orders, do you see any trends that could help you identify the current issue?
4. What type of work has been performed at the kiosk before?
5. Has the part you intend to replace been replaced before?
6. Does the kiosk/locker have a pattern of cancelled dispatches which could point to trending issues or parts inconsistencies?