

## 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.

Original WO#	WO#	Dispatched	Assignee	Product Reason(s)	Symptom	Issue	Resolution	Part #	Description	Qty	Task Date
WO01164112	WO01180521	7/28/2021 10:04:21	Bradley Spence	Central Warehouse Part	PC Issue	Hardware	Replaced	e-ecATM/PC	PC	3	8/9/2021
WO01164112	WO01180521	7/28/2021 10:04:21	Bradley Spence	Central Warehouse Part	PC Issue	Troubleshoot					8/9/2021
WO01164112	WO01180345	7/28/2021 3:44:03	Bradley Spence	Central Warehouse Part	Non Responsive	Hardware	Reset				7/28/2021
WO01164112	WO01174445	7/22/2021 1:32:14	Bradley Spence	Central Warehouse Part	Non Responsive	Screen	Part Not Available				7/28/2021
WO01164112	WO01174445	7/22/2021 1:33:14	Bradley Spence	Central Warehouse Part	Pre-Order	Pre-Order	e-257632	CABLE-VGA-M-M	1		7/28/2021
WO01164112	WO01174445	7/22/2021 1:33:14	Bradley Spence	Central Warehouse Part	Non Responsive	Screen	Replaced	E-260109	TOUCHSCREEN-+1		7/28/2021
WO01164112	WO01170244	7/22/2021 1:33:37	Chadd Collier	Central Warehouse Part	Non Responsive	Troubleshoot					7/28/2021
WO01164112	WO01170244	7/22/2021 1:33:37	Chadd Collier	Central Warehouse Part	Non Responsive	Screen	Part Not Available				7/28/2021
WO01164112	WO01170244	7/22/2021 1:33:37	Chadd Collier	Central Warehouse Part	Pre-Order	Pre-Order	E-260109	TOUCHSCREEN-+1	1		7/28/2021
WO01164112	WO01168024	7/15/2021 12:19:11	Bradley Spence	Central Warehouse Part	Movement Issue	Power Source	Replaced	33	No Part Removed	1	7/18/2021
WO01164112	WO01168024	7/15/2021 12:19:11	Bradley Spence	Central Warehouse Part	Bad Image	Troubleshoot					7/18/2021
WO01164112	WO01168024	7/15/2021 12:19:11	Bradley Spence	Central Warehouse Part	Bad Image	Screen	Adjusted				7/18/2021

Comments:  
08-03-21 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.

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"

4. 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.

## Accessing Tab information

## Full Data Tab

1. 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.

Service History		Kiosk ID	K6152	Vendor Ticket #	T01367395		
View By:	Vendor Ticket #	Work Order #	WO001185369	Original WO #	WO001164112	Product Line	ecotATM
WU/Defect	Parts	Comments	Work Orders	Cancelled			
Original WO #	WO#	Dispatched	Assigned	Pending Reason(s)	Symptom	Issue	Resolution
WO001164112	WO00180521	7/28/2021 5:04:21	Bradley Spence	Central Warehouse	PC Issue	Hardware	Replaced
WO001164112	WO00180521	7/28/2021 5:04:21	Bradley Spence	Central Warehouse	PC Issue	Part	e-ecoATM PC
WO001164112	WO00180345	7/28/2021 3:44:41	Bradley Spence	Central Warehouse	PC Issue	Part	Troubleshoot
WO001164112	WO00174465	7/22/2021 1:33:14	Bradley Spence	Central Warehouse	Non Responsive	Hardware	Reset
WO001164112	WO00174465	7/22/2021 1:33:14	Bradley Spence	Central Warehouse	Non Responsive	Screen	Part Not Available
WO001164112	WO00174465	7/22/2021 1:33:14	Bradley Spence	Central Warehouse	Pre-Order	Part	e-257652 CASE_VGA_M1
WO001164112	WO00174465	7/22/2021 1:33:14	Bradley Spence	Central Warehouse	Non Responsive	Screen	Replaced
WO001164112	WO00174465	7/22/2021 1:33:14	Bradley Spence	Central Warehouse	Non Responsive	Troubleshoot	Troubleshoot
WO001164112	WO00170244	7/18/2021 1:03:31	Chad Collier	Central Warehouse	Non Responsive	Part	Troubleshoot
WO001164112	WO00170244	7/18/2021 1:03:31	Chad Collier	Central Warehouse	Non Responsive	Screen	Part Not Available
WO001164112	WO00170244	7/18/2021 1:03:31	Chad Collier	Central Warehouse	Pre-Order	Part	e-260109 TOUCHSCREEN-1
WO001164112	WO001686024	7/15/2021 12:19:11	Bradley Spence	Central Warehouse	Movement Issue	Power Source	Replaced
WO001164112	WO001686024	7/15/2021 12:19:11	Bradley Spence	Central Warehouse	Bad Image	Troubleshoot	Troubleshoot
WO001164112	WO001686024	7/15/2021 12:19:11	Bradley Spence	Central Warehouse	Bad Image	Screen	Adjusted

## Parts Tab

1. 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

Service History		Kiosk ID	K6152	Vendor Ticket #	T01367595																																																										
View By:	Vendor Ticket #	Work Order #	WO01185369	Original WO #	WO01164112	Product Line	ecoATM																																																								
Full Detail		Comments	Work Orders	Cancellations																																																											
<table border="1"> <thead> <tr> <th>Create Date *</th> <th>Pre-Order?</th> <th>Rem. Part #</th> <th>Rem. Part</th> <th>Rem. Qty</th> <th>Comp. Part #</th> <th>Comp. Part</th> <th>Comp. Qty</th> </tr> </thead> <tbody> <tr> <td>8/3/2021 3:56:2</td> <td>No</td> <td>e-ecoATM PC</td> <td>PC</td> <td>1</td> <td>e-ecoATM PC</td> <td>PC</td> <td>1</td> </tr> <tr> <td>7/28/2021 3:39</td> <td>Yes</td> <td></td> <td></td> <td></td> <td>e-257632</td> <td>CABLE - VGA, M-M, 15FT</td> <td>1</td> </tr> <tr> <td>7/28/2021 3:37</td> <td>No</td> <td>E-260109</td> <td>TOUCHSCREEN - MONITOR, 21.5IN, ELO E327914 - 2294L</td> <td>1</td> <td>E-260109</td> <td>TOUCHSCREEN - MONITOR, 21.5IN, ELO E327914 - 2294L</td> <td>1</td> </tr> <tr> <td>7/28/2021 12:9</td> <td>Yes</td> <td></td> <td></td> <td></td> <td>E-260109</td> <td>TOUCHSCREEN - MONITOR, 21.5IN, ELO E327914 - 2294L</td> <td>1</td> </tr> <tr> <td>7/18/2021 12:5</td> <td>No</td> <td>33</td> <td>No Part Removed</td> <td>1</td> <td>33</td> <td>No Part Removed</td> <td>1</td> </tr> <tr> <td>7/15/2021 12:1</td> <td>Yes</td> <td></td> <td></td> <td></td> <td>33</td> <td>No Part Removed</td> <td>1</td> </tr> </tbody> </table>								Create Date *	Pre-Order?	Rem. Part #	Rem. Part	Rem. Qty	Comp. Part #	Comp. Part	Comp. Qty	8/3/2021 3:56:2	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-260109	TOUCHSCREEN - MONITOR, 21.5IN, ELO E327914 - 2294L	1	E-260109	TOUCHSCREEN - MONITOR, 21.5IN, ELO E327914 - 2294L	1	7/28/2021 12:9	Yes				E-260109	TOUCHSCREEN - MONITOR, 21.5IN, 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
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## Comment Tab

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

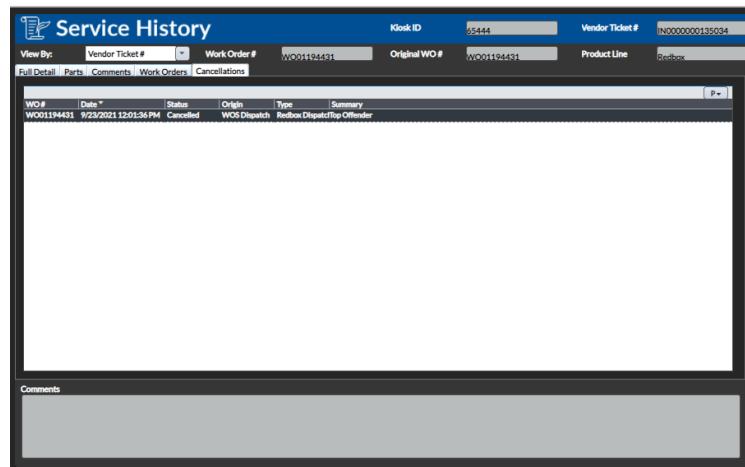
## Work Order Tab

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.

Service History						
View By:	Vendor Ticket #	Work Order #	Original WO #	Product Line	Vendor Ticket #	Comments
<a href="#">Full Detail</a>	<a href="#">Parts</a>	<a href="#">Comments</a>	<a href="#">Work Orders</a>	<a href="#">Cancellations</a>		
WO #	Date #	Status	Assigned	Origin	Disposition	Type
WO01185369	8/2/2021 2:59:13 PM	Pending	Bradley Spence	Dispat...	Dispat...	Summary
WO01185369	8/2/2021 2:54:25 PM	Completed	Bradley Spence	Pending	Dispat...	[Eco Kiosk Fix ]K6152
WO0118545	7/28/2021 3:44:49 PM	Completed	Bradley Spence	Pending	Dispat...	[Eco Kiosk Fix ]K6152
WO01174465	7/22/2021 1:33:14 PM	Completed	Bradley Spence	Pending	Dispat...	[Eco Kiosk Fix ]K6152
WO01170244	7/18/2021 1:03:31 PM	Completed	Chadd Collier	Pending	Dispat...	[Eco Kiosk Fix ]K6152
WO01168024	7/15/2021 12:19:31 PM	Completed	Bradley Spence	Pending	Dispat...	[ecoATM Disp] [Eco Kiosk Fix ]K6152
WO01164879	7/12/2021 4:09:31 PM	Completed	Chadd Collier	Pending	Dispat...	[ecoATM Disp] [Eco Kiosk Fix ]K6152
WO01164112	7/12/2021 10:38:11 AM	Completed	Bradley Spence	WO5 Dispatch	ecoATM Disp	[Eco Kiosk Fix ]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?