



WasteTrack

QUICK REFERENCE

New Service (bin)

Product of
3Logix

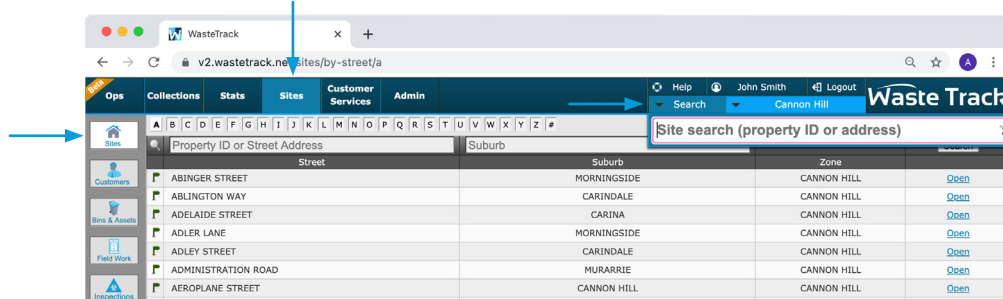
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STEP 1.

Identify site

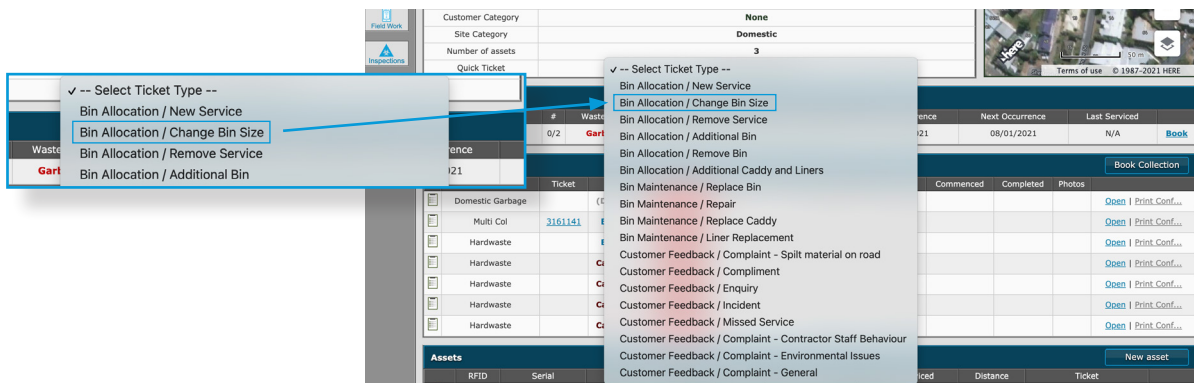
Use the 'Search' tool to Identify the customer's site. Alternatively use the 'Sites' list to browse to the site.



STEP 2.

Create ticket

From the property details use the drop-down selector in the 'Quick Ticket' row to choose the 'New Service' option.



STEP 3.

Log details

Log the 'caller's details'.

From category select 'Service Allocations / New Service' then 'New Service'.

Select 'Schedule Date' for when the bins are to be delivered.

Select the service type(s) to deploy.

Enter 'Memo Number' if applicable.

Click 'Create Ticket'.

The screenshot shows the 'New Request Ticket' form. The form is divided into several sections: 'Identify caller's details', 'Identify customer and/or site', 'Identify request', 'Enter details', and 'Enter any notes'. The 'Identify caller's details' section includes fields for 'Caller name', 'Caller number', and 'Call time'. The 'Identify customer and/or site' section includes fields for 'Account Number', 'Account Name', 'Site Property ID', 'Site Acct Number', 'Site Address', and 'Site Suburb'. The 'Identify request' section includes a 'Category' dropdown set to 'Bin Allocation / Service Allocations' and a 'Type' dropdown set to 'New Service'. The 'Enter details' section includes fields for 'Schedule Date', 'Priority', 'New Service', and 'Council Reference'. The 'Enter any notes' section includes a 'Resolution Deadline' dropdown and a 'Driver Note' checkbox. A 'Create Ticket' button is at the bottom.

STEP 4.

Review

Review the ticket details.

Print the work for the maintenance vehicle with 'Printing Daily Work Report'.

Click 'Resolving Tickets' for more information.

