## Manitou 2.x Web client

## Creating a Maintenance Issue

This document details the steps for Creating a Maintenance Issue on the Maintenance Issues form Maintenance Issues may also be created on Customer, Dealer, Authority, Branch, Global Keyholders, and other entity records. When created at these levels, they are believed to pertain specifically to these entities.

There are two standard ways to begin creating a Maintenance Issue: 1. An issue arises during an alarm, most often a bad telephone number, or 2. A customer requests a data change or technical service for their account. This guide covers the latter.

Step 1 - Load the Maintenance Issues form.

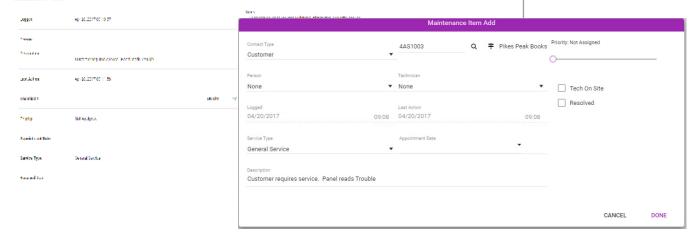
Step 2 - Add a Maintenance Issue.

Step 3 - Enter the Maintenance Issue details.

- Select the Entity type. In this scenario we selected a Customer.
- If required, select the person.
- When available, and part of your process, select the technician.
- Select the Service type.
- If available select the Appointment date and time.
- Enter the Description of the Maintenance required.
- · Click Done.









## Additional Information

- Maintenance Issues can be found individually on the entity records or under the Maintenance Menu in both the Operator and Supervisor Workstations.
- Once changes are made, it is possible to document within the notes section, which enables the update notes and resolve issues buttons and resolve the item from the dialog.
- The Notes section maintains a running long of any updates made and by whom.
- Create Service types within the Supervisor Workstation under the Subtypes form.