

GHA Solutions

Empowering companies to realise their full potential through innovative use of information and communication technologies

MFS LITE

GHA's Mobile Field Service Lite, is designed to enhance the standard Epicor offering and take it mobile. It supports service call jobs, installation and maintenance jobs. Full offline functionality is supported.

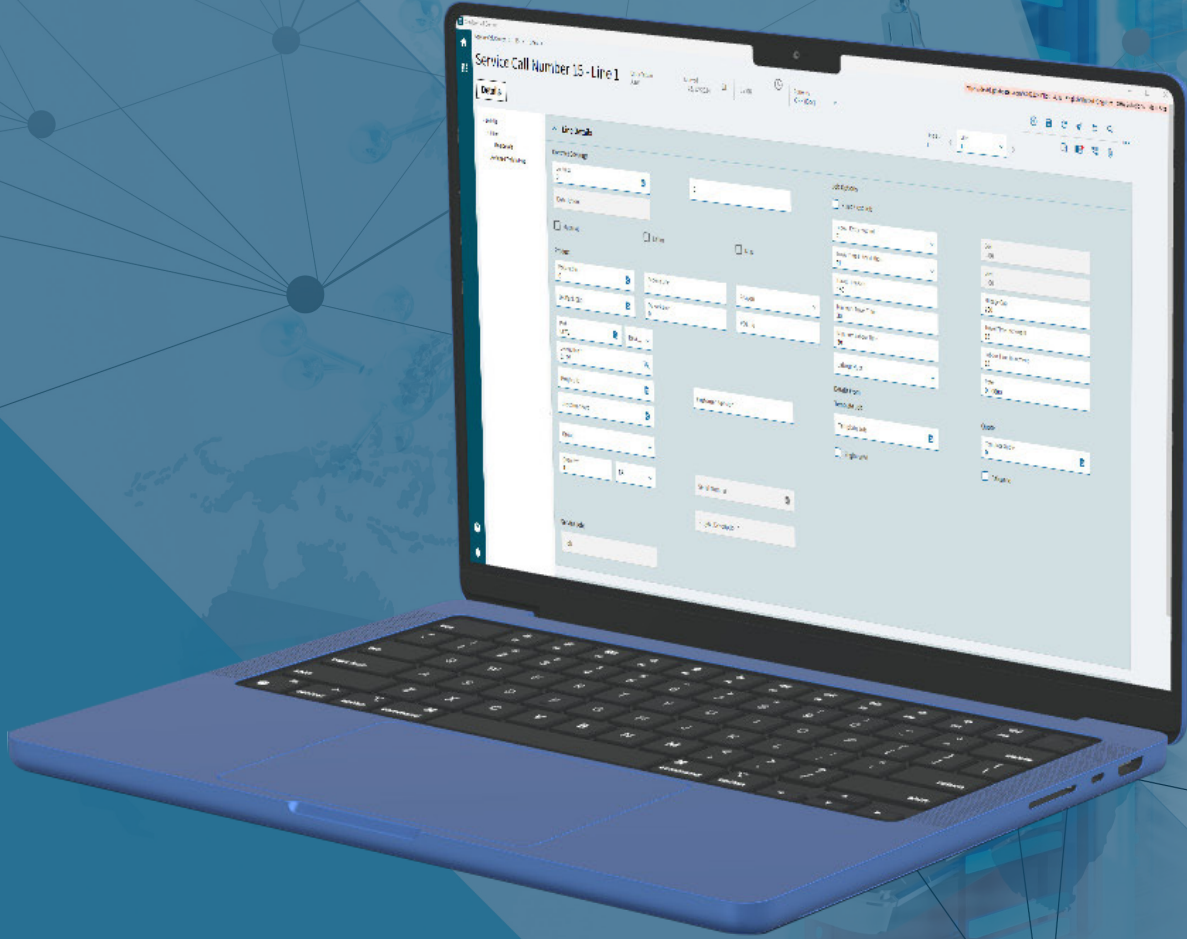
Note: Additional licensing may be required for some features in this brochure.



Excellence in ERP

Feature rich service call centre

GHA's Service Call screen allows the user to add more options to each service call, while the Mobile app allows the technician to add & issue parts, record travel time and labour time, add expenses and obtain a signature from the customer.



Call details

Labour and Travel can be one of three types:

- Recorded
 - Manually Entered
 - Fixed Cost
-
- Ability to cap travel and mileage for service call if required
 - Option to set a minimum travel time and labour cost with defined incremental increases
 - Create jobs containing the operations and parts from a template library, edit as required.
 - Variable labour rate capability, ability to change the default labour rate on an operation
 - Ability to quote for service and copy details directly to a service call, no manual re-entering details
 - Ability to immediately engineer and release the service call speeding up the process

The screenshot shows a web browser window displaying a 'Call details' form. The browser address bar shows the URL: <https://dev01.ghahosted.com/K20232SIPilot>. The page title is 'English/United Kingdom GHA Solutions Main Site'. The browser's address bar also shows 'Line 1 of 1' and a dropdown menu with 'Line 1' selected.

The form is titled 'Job Options' and contains the following fields:

- Fixed Cost Job
- Labour Entry method: RT
- Travel Time Entry Method: RT
- Travel Time Cap: 180
- Minimum Travel Time: 30
- Minimum Labour Time: 30
- Labour Rate: (dropdown menu)
- Cost: 0.00
- Cost: 0.00
- Mileage Cap: 200
- Travel Time Increment: 15
- Labour Time Increment: 15
- Rate: 0.00000

The form also includes sections for 'Details From' and 'Quote':

- Details From:** Template Job (dropdown menu)
- Quote:** Template Quote: 0 (dropdown menu)
- Engineered
- Released

Default Settings

Company settings or individual configurable site-specific settings stored in the Parameter screen

This screen stores all fields along with reason codes required for the application configuration

Reason codes are used for:

- Pausing Travel
- Pausing Jobs
- Skipping Jobs

Parameter Maintenance

Stock Take Auto DMR Reports **Integrations** Misc

CRM **Mobile Field Service** MFS Back Office AP Automation PO Approval Proof Of Delivery MIMS

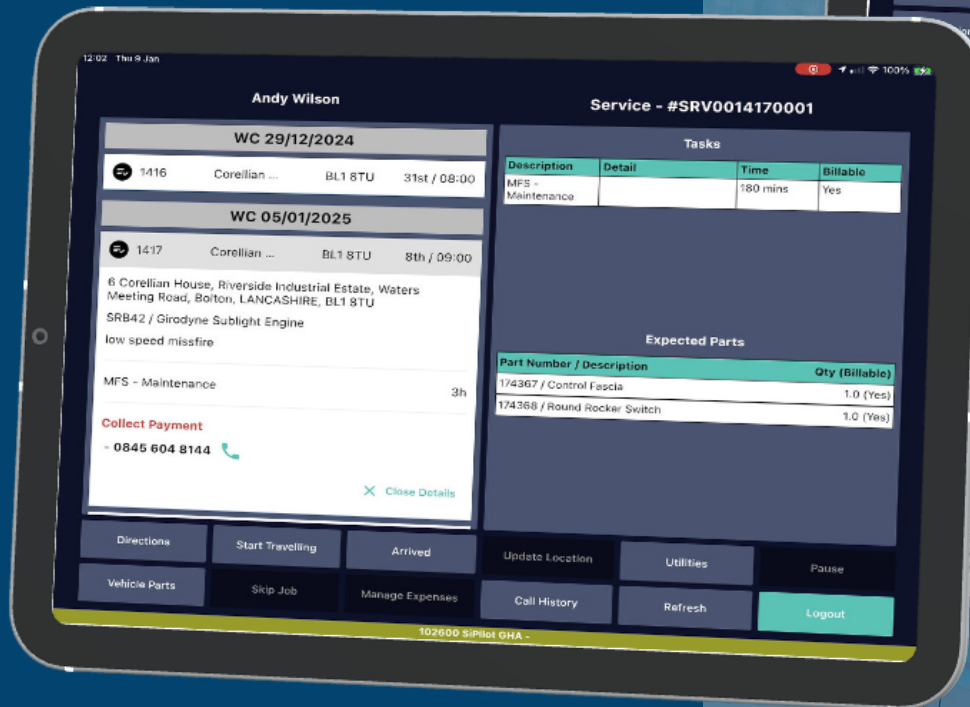
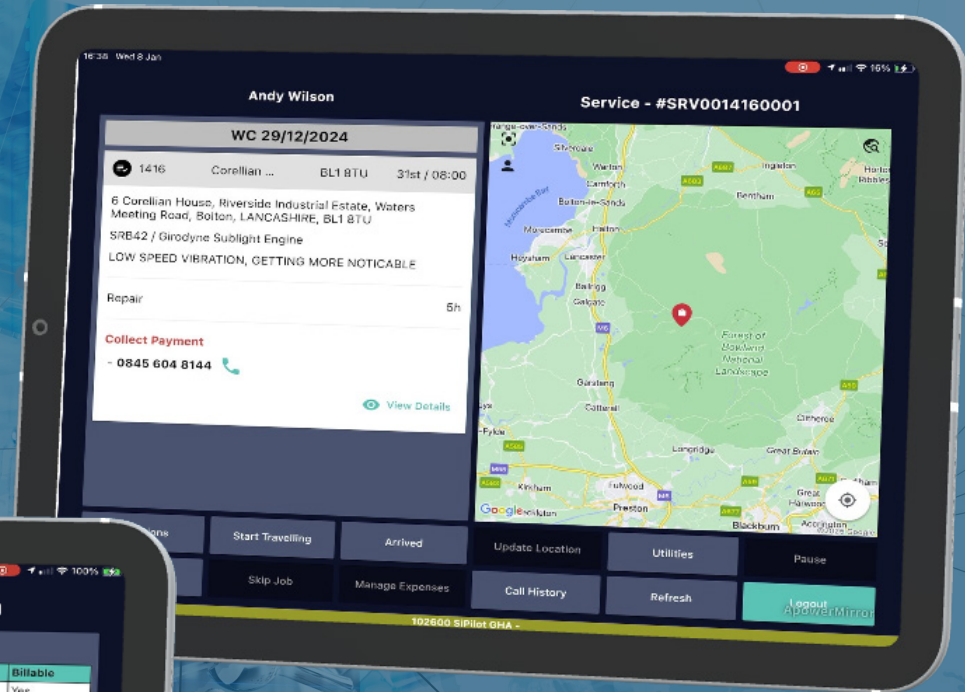
Field Service Settings

Company Code 29999931215674594069026843753056	Rate 50	<input checked="" type="checkbox"/> Active	<input checked="" type="checkbox"/> Test Environment
UD Codes GHA_MFS_UC	Rate 75	<input checked="" type="checkbox"/> Active	<input type="checkbox"/> Hide Costs Page
Mileage Part MILEAGE	Job Display Settings		Burden Burden = Labor
Travel Part TRAVEL	Show Days Before 30	Group Jobs By Weeks	Service / Install Jobs
Expense Part EXPENSE	Show Days After 30	Start of Week Sunday	Default Time Entry Method Record Time
Job Pause JOBPAUSE	Return Travel (Advanced Only)		Default Travel Time Entry Record Time
Travel Pause GHA_MFS_UC	<input checked="" type="checkbox"/> Sum Outward and Return Travel Before Rounding		Maintenance Jobs
Job Skip JOBSKIP	<input type="checkbox"/> Cap Outward and Return Travel Together		Default Time Entry Method Record Time
Stock Adjust -	<input type="checkbox"/> Cap Outward and Return Mileage Together		Default Minimum Job Time Default Mini... 30
Labour Rates LABRATE	Image Settings	<input type="checkbox"/> Close Call Job on Approval	<input checked="" type="checkbox"/> Active
MFS Status UD110	<input checked="" type="radio"/> Low Resolution (3KB in DB)	<input checked="" type="checkbox"/> Show Zero Stock Items	Default Labour Increment Default Labo... 15
MFS Log UD40	<input type="radio"/> Medium Resolution (12KB in DB)		Default Travel Time Cap 60
Fixed Cost Part FixedCost	<input type="radio"/> High Resolution (40KB in DB)		Default Mileage Cap 200
			Default Minimum Job Time 30
			Default Labour Increment 15
			Default Min Travel time 30
			Default Travel Time Increment 15

Home page

The technician will see all the jobs assigned to them, with the capability to be grouped by day, week or month.

Each job panel can be expanded to show the call details along with the parts and operations to complete the call.



Arrival on site

Ability to record start, stop and pause travel time along with mileage or manually enter on arrival to site

The arrived page shows the call history for the equipment to be serviced along with the contact details for the site.



Job homepage

The Job homepage shows all the tasks for the service call, along with the original issue.

Extra tasks can be added to the service call if required.

Expected parts

Parts added to the service call job in the back office will show on the mobile device as expected parts.



Vehicle parts

The technician can issue any part from the vehicle stock. The stock module supports serial and lot numbers along with stock in multiple locations inside the vehicle.

Vehicle parts can be marked as billable or non-billable.

Expenses

Billable and non-billable expenses can be added to the service call

Expense receipt photos can be taken and attached where required.



Call Summary

On the call summary page, the technician can show the customer all the costs associated with the service call.

The technician can return to the job, add and remove materials, add and remove expenses as well as update the service report.

Return travel

Ability to add return travel costs, if required and the these being added to the service call



Customer sign off

When the customer is happy with the work done, their signature is recorded and saved back against the service call.



There's More

This is just one of the many enhancements GHA provide to maximise your Kinetic ERP potential.

Contact us for more information.

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