

# GHA Solutions

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

## MFS STANDARD MODULE

GHA's MFS Standard Module allows the call handler to add new service calls add material and operations all from the same screen. Up to four UD fields can be added and searched for simpler call creation. Full drag and drop scheduling for the calls.



Excellence in ERP

## Fully integrated from Epicor 10.2.600 onwards

GHA's back office is seamlessly integrated into Epicor allowing the call handlers to create calls, schedule and despatch the calls from one place.



# Service Call Dashboard

The dashboard shows all calls created, their current position of completion, any materials issued, and any current time consumed on the call.

Any supporting photo's related to the call can be displayed on the dashboard.

**GHA Software** | Schedule | Call List | Call Details | Customers | Technicians | Logout | English

List View  Dashboard View

Call Number:  Customer:  Technician:  Entered By:  Job Status:

3 characters minimum to search

Customer	Enquiry Number	Call Number	Part Number	Serial Number	Call Summary	Job Number	Call Job Status	Technician	Entered By	Call Received Date	Site Visit	Job Released
Damar Oils	10005	732	SVC001		hydraulic leak	SRV0007320001	Waiting for Custom	Peter Roden	Andy J Wilson	12-08-24	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Damar Oils	10005	731	SVC001		Leak from input pipe	SRV0007310001	Not Started	Andy Wilson	Andy J Wilson	12-08-24	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Damar Oils	10004	730	SVC003		Flange disc burst	SRV0007300001	Complete	Peter Roden	Support	12-08-24	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Damar Oils	10003	729	SVC001		low power on main ram	SRV0007290001	Complete	Andy Wilson	Andy J Wilson	09-08-24	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Damar Oils	10002	728	SVC001		annual service	SRV0007280001	Complete	Andy Wilson	Andy J Wilson	09-08-24	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**Status**  
Enquiry: 10002 | Call No: 728

**Issue**  
annual service

**Resolution**  
MFS - Maintenance tightened gland, leak stopped

**Approved By**  
Wilson

**Revisit Notes**

**Images**

**Signature**

**Tasks** | Status: Complete | Edited: False

Task	Estimated Hours	Actual Hours
MFS - Maintenance	3:00	1:00

**Materials**

Part	Description	Estimated Quantity	Used Quantity
ATL-044	ATL01- 24 Band 4	1	1
102600	102600 test Part	2	2

# Call Creation

A service call can be created simply and easily by searching a combination of customer, equipment serial number and any of the four defined UD fields, this will return customer and part data to the screen.

The screenshot displays a software interface for creating a service call. The interface is dark-themed and shows a form for entering customer and site details. The 'Customer' section includes fields for Reg No., Serial Number, Customer Search, Call Contact, Customer, Address 1, Address 2, Address 3, Phone, and Email. The 'Site Details' section includes fields for Site Search, Site ID, Name, Address 1, Address 2, Address 3, City, Postcode, Phone, Email, and Country. There are also buttons for 'NEW SITE' and 'NEW CONTACT'. The interface is partially obscured by a laptop frame.

**Customer Details**

Reg No. TSB GHA

Serial Number SBB42-00342

Customer Search

Call Contact Mr Han Solo

Customer Corellian Engineering Corporation

Address 1 6 Corellian House

Address 2 Riverside Industrial Estate

Address 3 Winters Meeting Road

Phone 0845 604 8144

Email

**Site Details**

NEW SITE

Site Search Corellian Engineering Corporation

Site ID

Name Corellian Engineering Corporation

Address 1 6 Corellian House

Address 2 Riverside Industrial Estate

Address 3 Winters Meeting Road

City Bolton

Postcode BL1 8TU

Phone

Email

Country United Kingdom

NEW CONTACT

Site Contact Mr Han Solo

Phone 0845 604 8144

Email hanb@falcoengineering.com

Save as New Site

**Contract Details**

Section Currently Unavailable

**Issue**

Section Currently Unavailable

**Part Details**

Section Currently Unavailable

Part SBB42 - Gledyve Sublight Engine

Serial Number SBB42-00342

**Issue Details**

Issue

Result

# Call Creation cont.

During the creation of the call the call handler has the opportunity to record the reason for the call, suggest quick check and record feedback on call history.

The call handler has the ability to review and search all the call history for that piece of equipment for similar issues and what was the resolution.

Historical calls can be expanded to display details of previous jobs, material used and labour booked.

The call handler has the ability to create a "template" for the new service call from historical calls.

**Issue Details**

Issue:

Resolution:

Waiting for customer since: 17/01/2025 - 14:17

ISSUE RESOLVED | **WAITING FOR CUSTOMER** | SITE VISIT REQUIRED

**Call History**

Text Search:

Start Date:  End Date:

- #SRV0014210001 - low speed vibration 13/01/2025
- #SRV0014200001 - Overheating on full power 13/01/2025**
- #SRV0014190001 - misfire at idle 13/01/2025
- #SRV0014170001 - low speed missfire 08/01/2025

01/2025 14:17

VOID CALL | SAVE

Call Num: SRV0014200001 Job Num: SRV0014200001  
 Call Date: 13/01/2025 Job Date:

Request Date:  Call Type: Breakdown

Issue Type: Breakdown

Skills:

**Tasks**

Task	Estimated Hours	Actual Hours
MFS - Maintenance	3:00	1:30

**Materials**

Part	Description	Estimated Quantity	Used Quantity
174376	Fan	1	0
174418	Air Pressure Switch	1	1
174403	Heat Exchanger Sub Assy	1	0
ATL 010	ATL01- 24 Safety Valve	1	1

**Call History**

Text Search:

Start Date:

- #SRV0014210001 - low speed vibration 13/01/2025
- #SRV0014200001 - Overheating on full power 13/01/2025**
- #SRV0014190001 - misfire at idle 13/01/2025
- #SRV0014170001 - low speed missfire 08/01/2025
- #SRV0014160001 - LOW SPEED VIBRATION, GETTING MORE 31/12/2024

CLOSE

# Call Creation cont.

Drag and drop functionality is available to the call handler during call creation for operations and materials, any labour rates can be changed if required.

Tasks

Available Tasks			Current Job Tasks					
Id	Description	Est. Time	Id	Description	HR	Min	Rate	Billable
EXT	Extrude	0.00	INSTALL	MFS - Installation	0	0	75.00	<input checked="" type="checkbox"/>
FsServ	Service Call	0.00						
INSTALL	MFS - Installation	0.00						
MFS	MFS - Maintenance	3.00						
MFS-CAL	Calibrate	0.00						
MFS-REP	Repair	0.00						
MFS-Z	Non-Billable Service	0.00						
VUK-IN	VUK IN House Service	0.00						

3 characters minimum to search

CLOSE

Materials

Available Materials		Current Job Materials		
Id	Description	Id	Description	Quantity
174432	Ignition Electrode Kit	174439	Manifold-Flow Elbow	1
174439	Manifold-Flow Elbow			
193620140	Aluminium Frame for Dishwasher 600			
193620182	Hinge boss cover cap Blum			
5TB-HDD	5TB Western Digital Hard Drive			
8MP-DMCAM	8MP Dome Camera			
901ABS7C60	Fully Integrated Dishwasher			
901BA17C60	Base Unit w/1 Door			
901BC37C98	Base U. w/2 Drawers + 1 Pan Drawer			
901BGM7C60	LE MANS CORN.Base Unit w/1 Door 600 - ING.TOP A MURO 1300x700 RACCORDI A:89 B:69 F:509			
901BL27C90	Base Unit f/SINK w/2 Doors			
901EFK6C60DH	Tall U.f/Oven N380+585_Upper Flap Door			

3 characters minimum to search

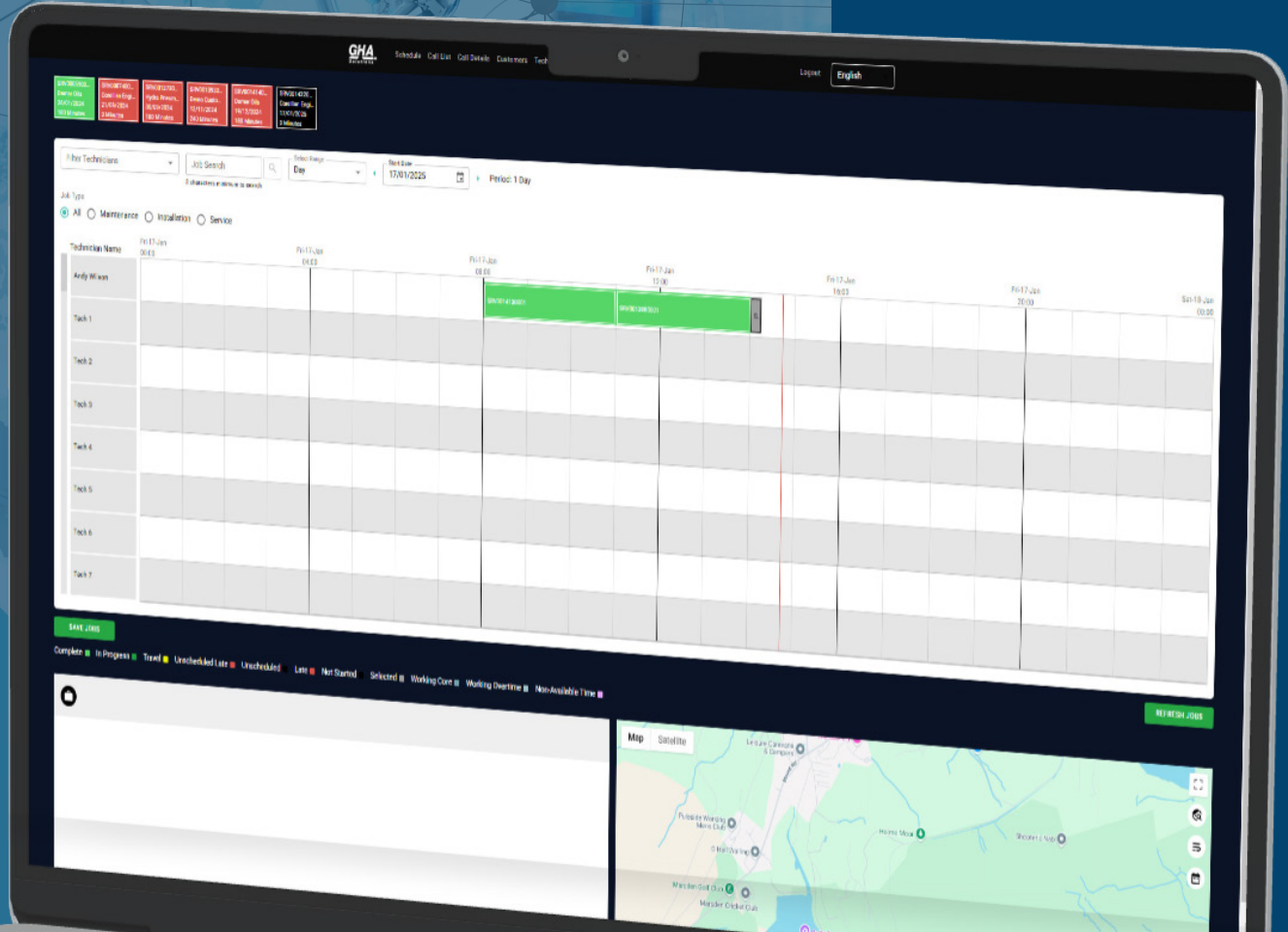
Page 1

CLOSE

Parts are also dragged into the service call

# Call Scheduling

On the scheduling board all jobs are colour coded based on their status with the ability to drag and drop new jobs into the assigned technicians calendar.





## 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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