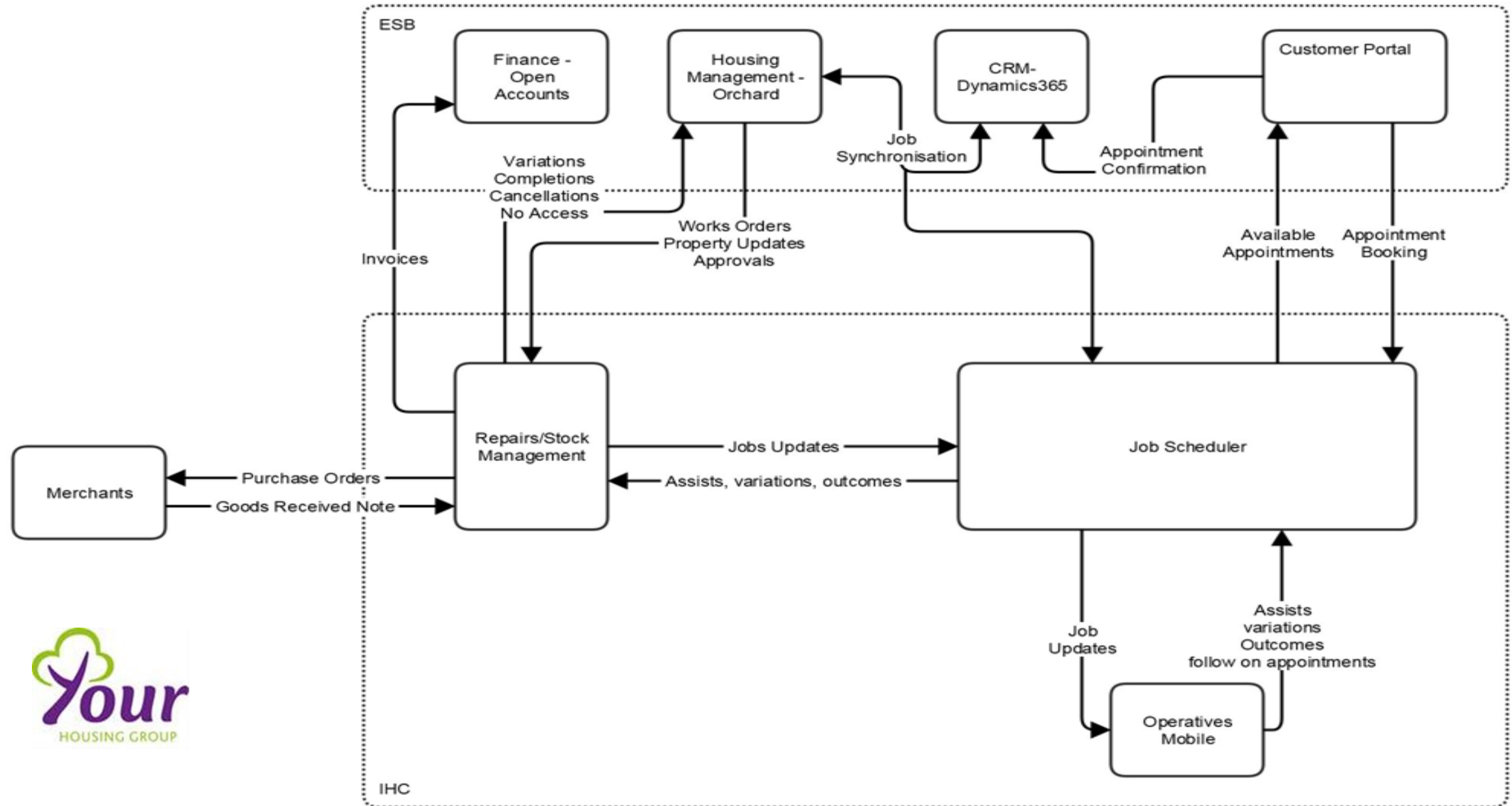




AS AccuServ

Colin Judd

System Overview





REPAIRS



Book a repair to your home and view your recent repairs history.

Book a Repair

View Repair History

RENT & CHARGES



£0.00

Make a Payment

View Transaction History

REPORT AN ISSUE



Report issues in your neighbourhood and feedback on our services

Report an issue

Report an emergency



Book a Repair

WHAT SORT OF PROBLEM ARE YOU REPORTING?

Search for your repair



[Communal Repairs >](#)

[Doors & Windows >](#)

[Drainage, Gutters & Roofs >](#)

[Electrical >](#)

[External >](#)

[Gas Heating & Hot Water >](#)

[Kitchen & Sinks >](#)

[Plumbing & Bathroom >](#)

[Stairs, Walls, Floors & Ceilings >](#)





Reserve an appointment for: ELECTRICIAN

Please select your preferred appointment date and time for your visit - IHC Contractor



Reserve an appointment for: PLUMBER

Please [Reserve an appointment for: PLUMBER](#) | nment date and time for your visit - IHC Contractor

Repair	Qty
BASIN:RENEW COMPLETE WITH PEDESTAL TAPS	1

Choose your appointment slot for: PLUMBER

Thursday, August 17, 2017

12:00 AM - Available

12:00 AM - Available

12:00 AM - Available

12:00 AM - Available

Friday, August 18, 2017

12:00 AM - Available

12:00 AM - Available

12:00 AM - Available

12:00 AM - Available

Monday, August 21, 2017

12:00 AM - Available

12:00 AM - Available

12:00 AM - Available

Tuesday, August 22, 2017

12:00 AM - Available

12:00 AM - Available

12:00 AM - Available

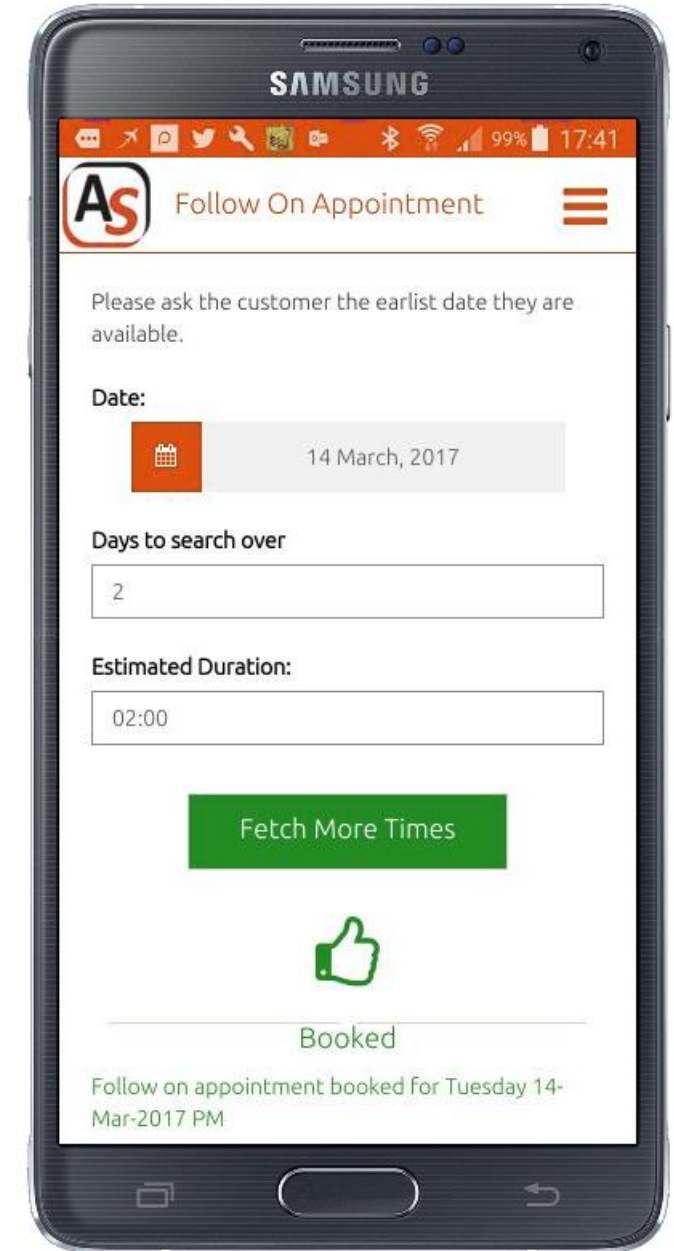
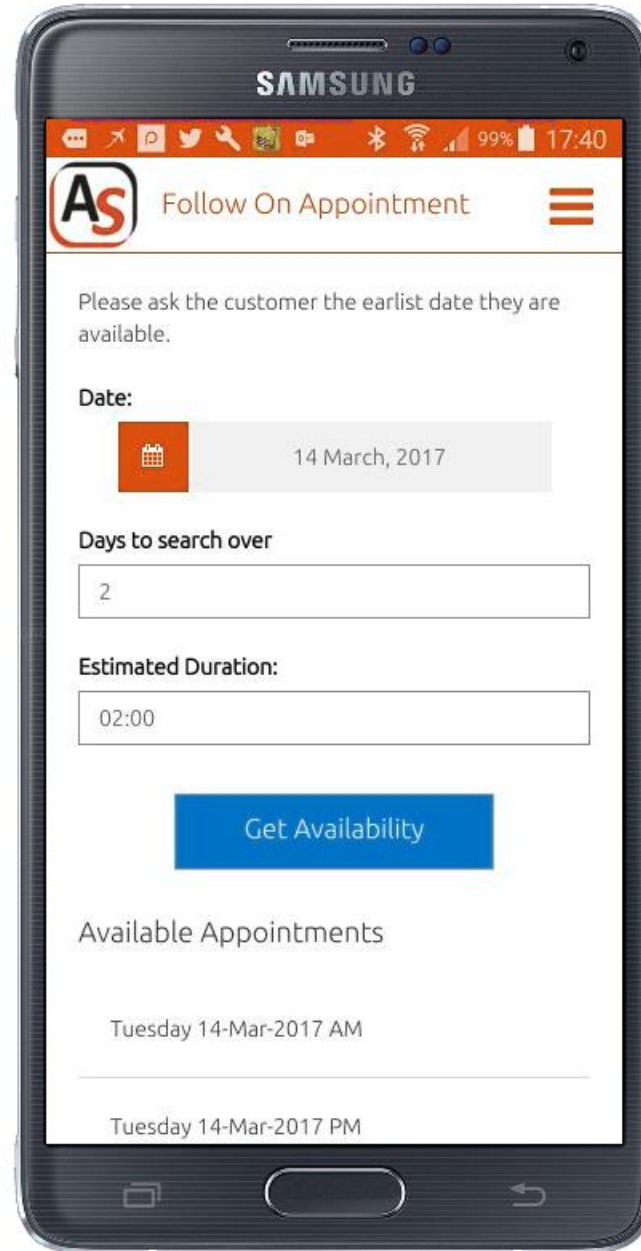
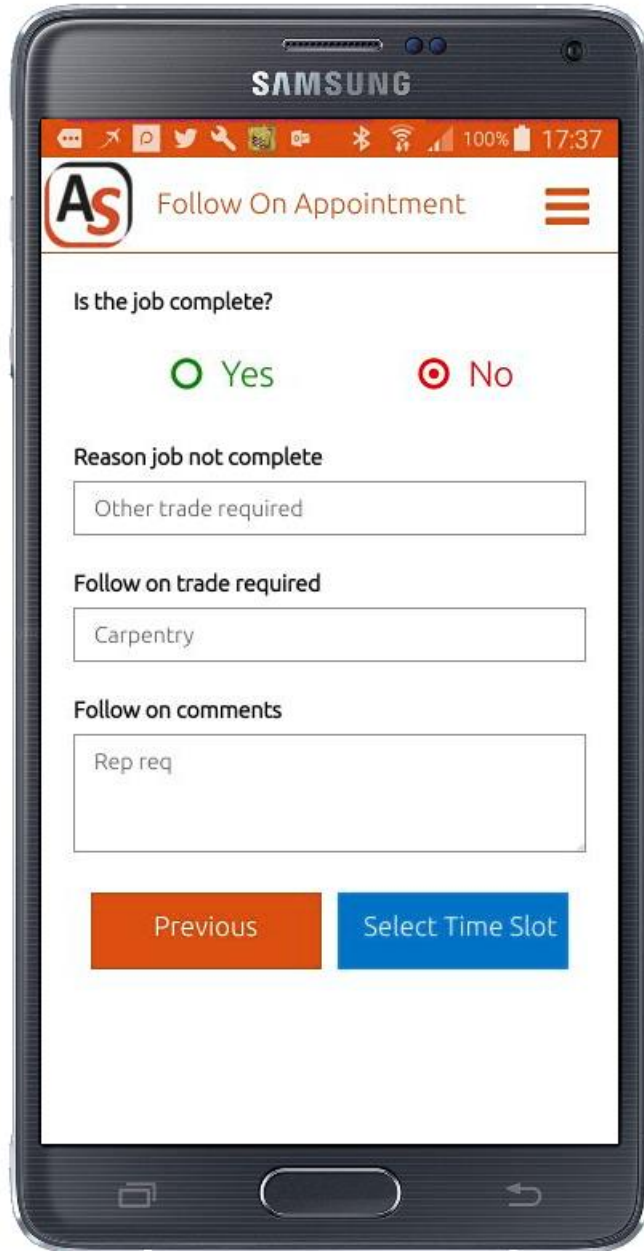
❖ Single Solution

- *Integrated Multi-Platform Mobile Solution*
- *Scheduling*
- *Stores & Van Stock*
- *Supplier/Managed Services Integration*
- *Responsive Repairs*
- *Voids/Planned Works*
- *Compliance*
- *Grounds Maintenance*
- *Sub-Contractor Module*

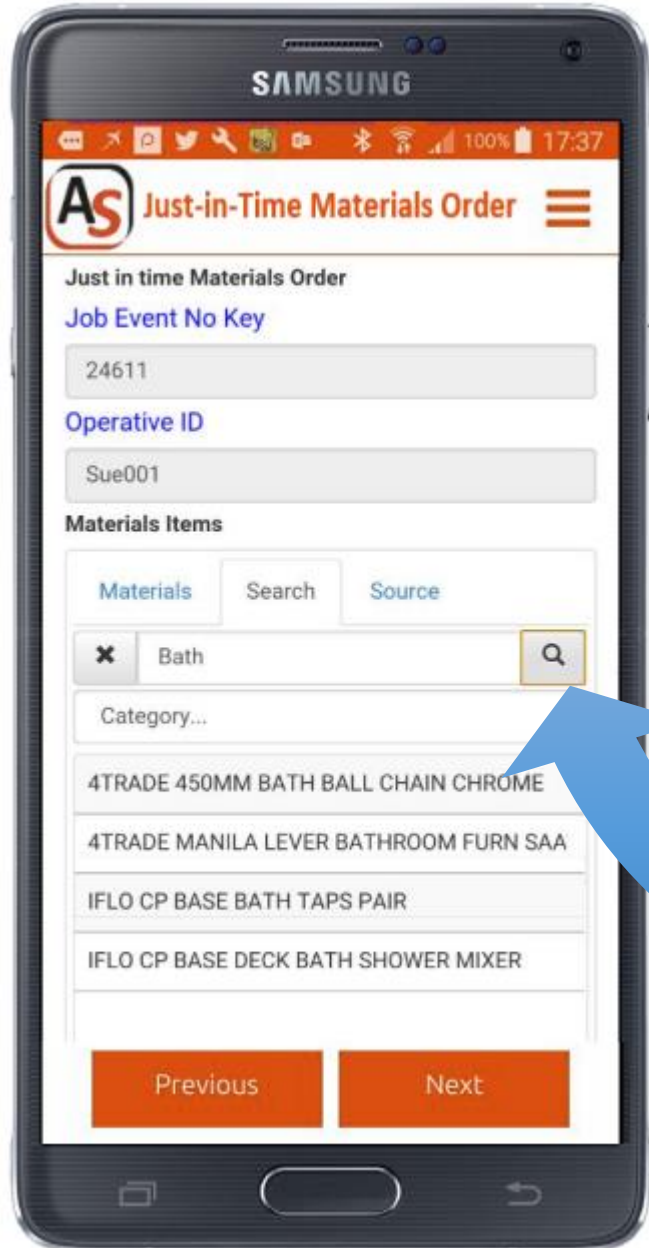
❖ Ability to Deliver in “Challenging” time frame

❖ “Can do” Attitude

Doorstep Appointments



Just in time Ordering – Ordered from Site – Delivered to Site



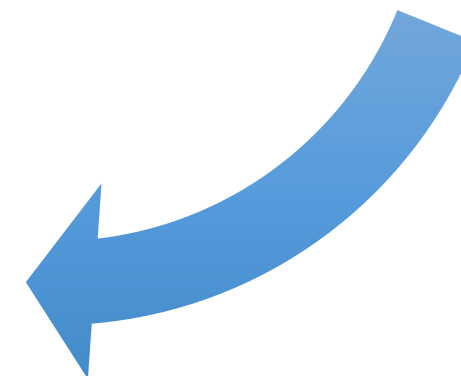
Order from mobile

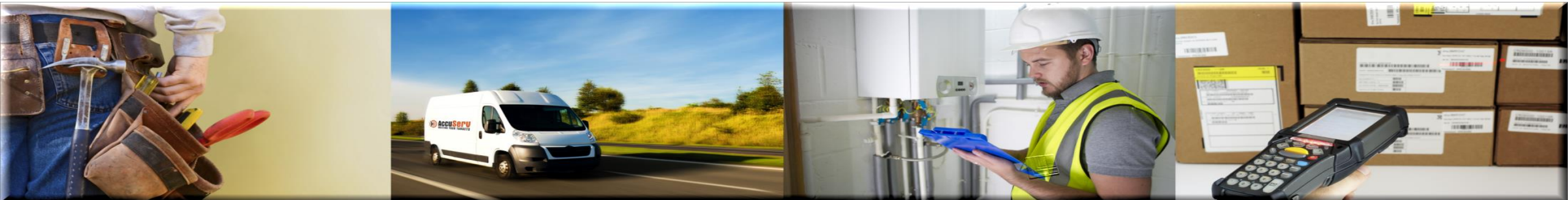


EDI with Suppliers



Delivered to site





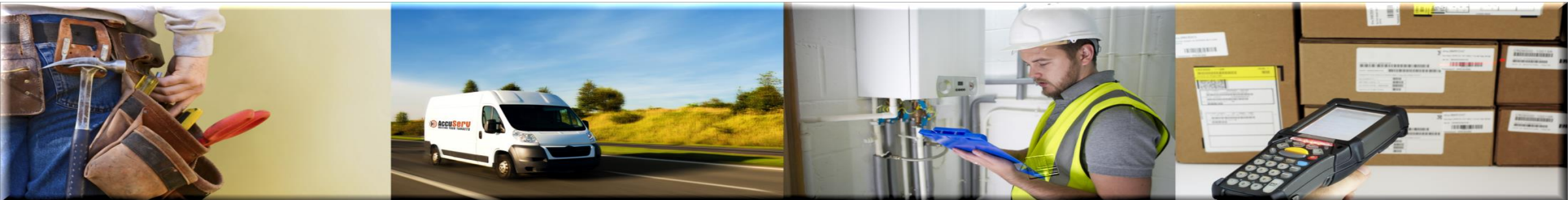
Process Mapping



One of greatest strengths of the AccuServ product

Can map the business processes in a repairs operation directly into the core product

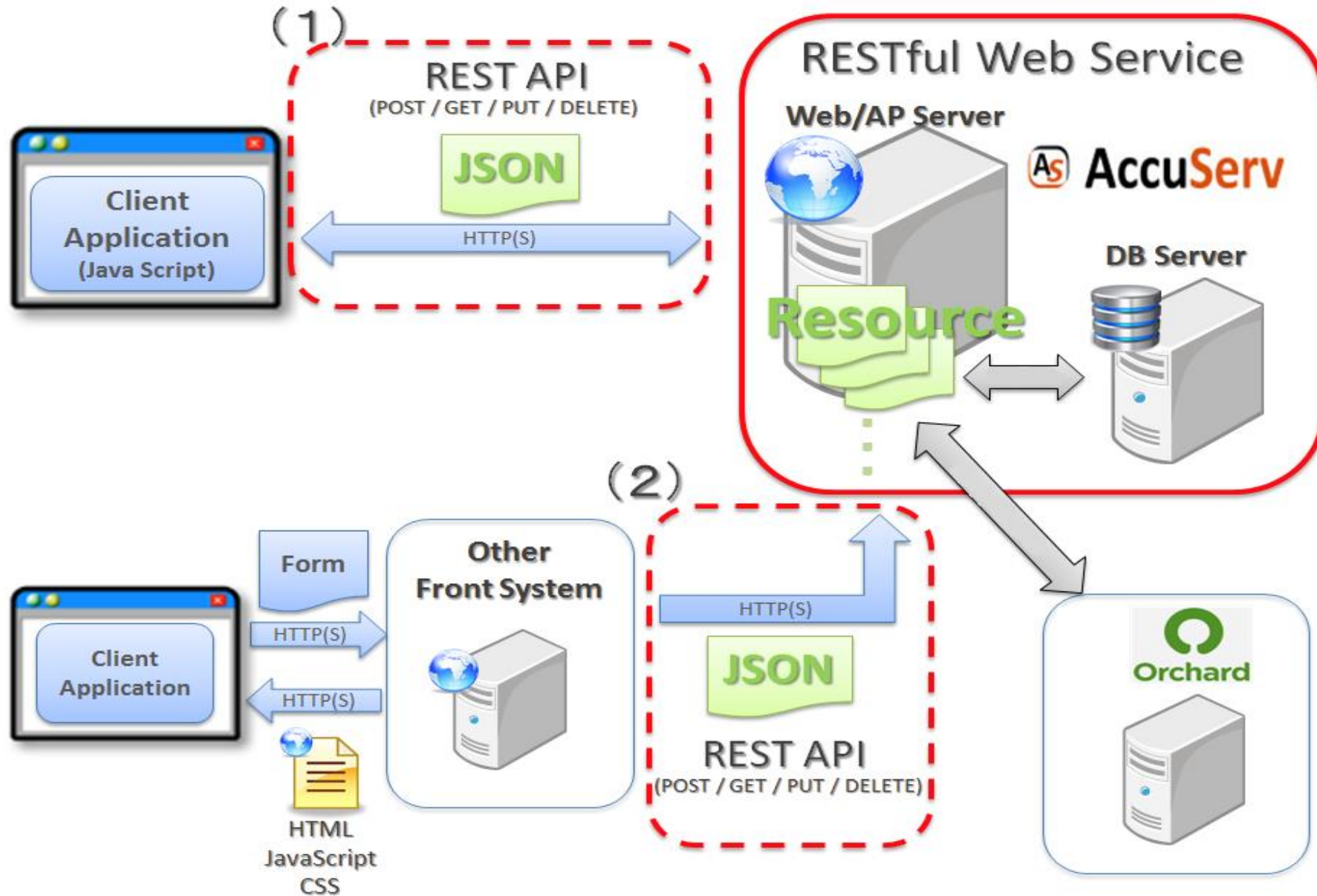
Flexibility: Clients can map new Business Processes in AccuServ (and setup) independently



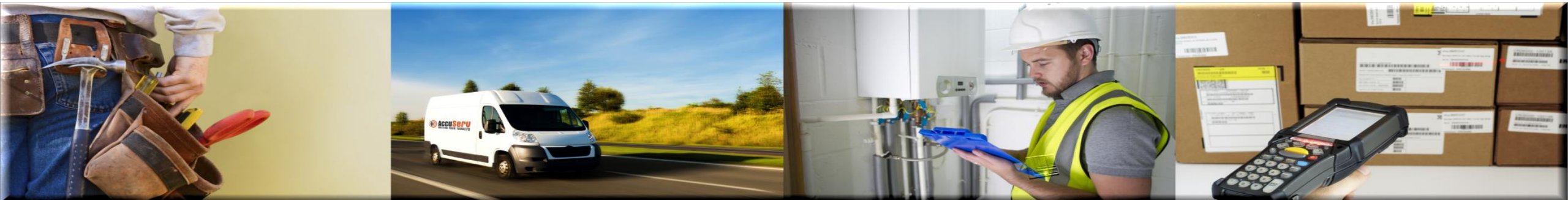
AccuServ Web Service
Interfaces &
Customer Engagement



- AS Restful Web Service
- AS Raise a new repair
- AS Book an Appointment (e.g. Gas Servicing)
- AS Amend an appointment
- AS Flexible appointment “Buckets”
- AS Customer Satisfaction Surveys

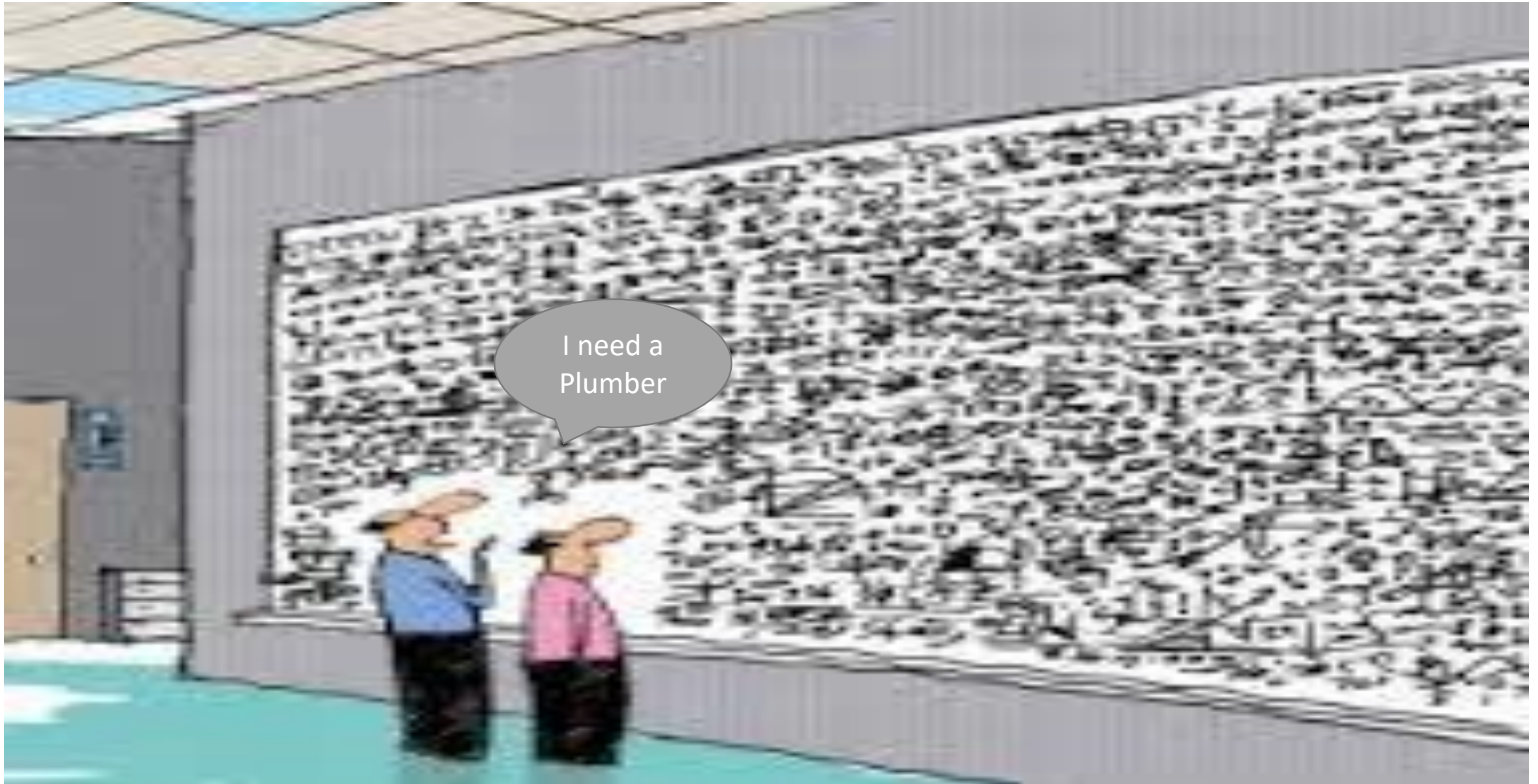


- AS SMS Messages
- AS Email
 - AS Email LGSR cert.
- AS Letters
- AS Social Media Alerts
- AS Real time tracking



Voids & Planned Works





Client: ACCUSERV Job Classification: Selection Type: By Job Recorded Date Records Displayed: 4
Contract No: VOIDS MT Job Category: Row Detail: Summary/Dates/Resource
Use Template Job Type: Minor - 8 Days Action Required: Column Detail: Template Detail / Events
Template Job Type Only: No Job Status: Open Attend Date From: To: Max Records: Highlight Resource: Load Screen SQL Suspend Update Display

Property ID	Address	Job Number	Row Detail	CoKey	CLEAR	As:Reg	LockC	GAS	SURVE	MIDIN	Postl	RetKe	Job Status	C	Event	Event	Event	Event	Event	
10005	880 7 FOREST ROAD	ASCA008079	Summary	D-Past-Aid	D-OnTime	D-Today	D-Today	D-Today	Due 15 days		D-Today	D-OnTime	D-OnTime	D-On	D-OnTime					
			Target Dates	22/02/2018	26/02/2018			23/02/2018	23/02/2018				10/03/2018		23/02/2018	26/02/2018	26/02/2018	26/02/2018	26/02/2018	26/02/2018
			Attend Dates	22/02/2018	26/02/2018			23/02/2018	23/02/2018						23/02/2018	26/02/2018	26/02/2018	26/02/2018	26/02/2018	26/02/2018
			Assigned	1.ADMIN	HA		ATCL	CJ							CJ	HA	CJ	1.ADMIN	SCAFFOLD	
10001	880 3 FOREST ROAD	ASCA008090	Summary	D-OnTime	D-OnTime	D-OnTime	Due 36 days													
			Target Dates	01/03/2018			02/03/2018	01/03/2018					31/03/2018		02/03/2018	02/03/2018				
			Attend Dates	01/03/2018			02/03/2018	01/03/2018							02/03/2018	02/03/2018				
			Assigned	1.ADMIN			1.ADMIN	CJ							1.UA	CJ				
10002	880 4 FOREST ROAD	ASCA008091	Summary	D-Past-Aid	D-Past-Aid	D-Past-Aid	247 days ovr													
			Target Dates	21/06/2017			21/06/2017	21/06/2017					21/06/2017		22/06/2017					
			Attend Dates	21/06/2017			21/06/2017	21/06/2017							22/06/2017					
			Assigned	1.ADMIN			1.ADMIN	1.GAS-AM							1.UA					
10000	880 2 FOREST ROAD	ASCA008092	Summary	C-OnTime	C-OnTime	C-OnTime	Due today													
			Target Dates	19/02/2018			19/02/2018	19/02/2018					23/02/2018		22/02/2018					
			Attend Dates	19/02/2018			19/02/2018	19/02/2018							22/02/2018					
			Assigned	1.ADMIN			1.ADMIN	CJTEST							1.UA					

- Evt No: 1[Action Required=COLLECT KEYS]
- Evt No: 2[Action Required=VOID PRE-VISIT GAS]
- Evt No: 3[Action Required=VOID LOCK CHANGE]
- Evt No: 4[Action Required=SURVEY]

Job/Event No: ASCA008092 / 1

Designation Type: ANYTIME Attend On: 23/08/2017 8 : 0

Arrived: 0 : 0 Finish: 0 : 0

Problem Summary: ADMIN

Problem: Collect Keys

Access Detail:

Assignee Detail: SCAFFOLD SCAFFOLDING

Time Required: 2.00

Result Summary: PDA START TRAVEL

Result Detail:

Manage SORs
Zoom Event
Zoom Job
Exit

Job Event Management
Records Displayed: 1

Client: ACCUSERV	Job Classification:	Selection Type: By Job Recorded Date	
Contract No: PLANNED WORKS	Job Category:	Row Detail: Summary/Dates/Resource	
Use Template Job Type: Kitchen	Action Required:	Column Detail: Template Detail / Events	
Template Job Type Only: Yes	Job Status: Open	Attend Date From:	To:

SQL
 Suspend Update Display

Property ID	Address	Job Number	Row Detail	SURV	LETT	ASBCH	STLET	SITE	SNAH	Job Status	C	Event	Event	Event	Event	Event	Event	Event	Event	
10003	880 5 FOREST ROAD	ASCA008162	Summary	0-OnTime	0-OnTime	0-OnTime	0-OnTime	Due 1 days.		0-OnTime	0-0	0-OnTime	0-OnTime							
			Target Dates	14/01/2018	08/01/2018		27/01/2018		04/02/2018	08/01/2018		15/01/2018	01/02/2018	02/02/2018	03/02/2018					
			Attend Dates	14/01/2018	08/01/2018		27/01/2018		04/02/2018			15/01/2018	01/02/2018	02/02/2018	03/02/2018					
			Assigned	CJTEST	1.ADMIN		1.ADMIN		CJTEST			1.ADMIN	CJTEST	CJTEST	CJTEST					

- Evt No: 1[Action Required= SURVEY APPOINTMENT LETTER]
- Evt No: 2[Action Required= SURVEY]
- Evt No: 3[Action Required= P/O RAISED]
- Evt No: 4[Action Required= START DATE LETTER]
- Evt No: 5[Action Required= PLANNED VISIT]
- Evt No: 6[Action Required= PLANNED VISIT]
- Evt No: 7[Action Required= PLANNED VISIT]
- Evt No: 8[Action Required= SNAGGING COMPLETED]

Job Event Detail
SOR Detail

SOR Details:

Itm No	Code >>	Quantity	Status	SMVs	Description
1	371049	1.00	New Item		0 KITCHEN UNIT:RENEW APPLIANCE UNIT 600MM
2	373007	6.00	New Item		0 KITCHEN UNIT:RENEW BASE UNIT DOOR
3	373019	2.00	New Item		0 KITCHEN UNIT:RENEW BOT TOM SHELF
4	371035	2.00	New Item		0 KITCHEN UNIT:RENEW DOUBLE BASE 1000MM
5	371059	2.00	New Item		0 KITCHEN UNIT:RENEW DOUBLE WALL 1000X300
6	371073	3.00	New Item		0 KITCHEN UNIT:RENEW DRAWER PACK 600X600
7	372007	5.00	New Item		0 WORKTOP:RENEW VENEER EDGING
8	372009	1.00	New Item		0 WORKTOP:PROVIDE END PANEL
9	373009	6.00	New Item		0 KITCHEN UNIT:RENEW WALL UNIT DOOR
10	374003	1.00	New Item		0 WALL:REMOVE REFIX SINK BASE UNIT IN ASSOCIATION
11	374005	1.00	New Item		0 WALL:REMOVE AND REFIX WORKTOP IN ASSOCIATION
12	373049	5.00	New Item		0 KITCHEN UNIT:OVERHAUL ANY TYPE

Template Job Creation
Template Job Creation

Template Job Creation
Contract Templates Setup

Our Contract No: Client Contract No:

Contract Templates

URN	Template	Job Type	Template Type	BA Group 1	BA Group 2	BA Group 3	BA Group 4	BA Group 5	BA Group 6	BA Group 7	BA Group 8	BA Group 9	BA Group ...
20	Kitchen	Kitchen	JOB SCREEN	ADMIN	REGION1	CARPENTRY	PLUMBING	DECORATING					

Events to Create for this Template

Item No	Action Required	Active	Problem Summary	Action Type	Operative ID	Designation	Attend On Date	Result Summary	Event Status	Base Date Type	Offset	Prok
1	SURVEY APPOINTMENT...	Y	ADMIN	Internal	1.ADMIN	ANYTIME	//		Open	Recorded Date Forward	1	
2	SURVEY	Y	SURVEY	On Site	CJTEST	AM	//		Open	Recorded Date Forward	7	
3	P/O RAISED	Y	ADMIN	Internal	1.ADMIN	ANYTIME	//		Open	Recorded Date Forward	8	
4	START DATE LETTER	Y	ADMIN	Internal	1.ADMIN	ANYTIME	//		Open	Recorded Date Forward	20	
5	PLANNED VISIT	Y	CARPENTRY	On Site	CJTEST	AM	//		Open	Recorded Date Forward	25	
6	PLANNED VISIT	Y	PLUMBING	On Site	CJTEST	AM	//		Open	Recorded Date Forward	26	
7	PLANNED VISIT	Y	DECORATING	On Site	CJTEST	AM	//		Open	Recorded Date Forward	27	
8	SNAGGING COMPLETED	Y	CARPENTRY	On Site	CJTEST	ANYTIME	//		Open	Recorded Date Forward	28	

Job Items to assign to this Template Event

Item no	Account Code	Quantity	PRICE	Use Feature Price	Description
11	374005	1.00	0.0000		
12	373049	5.00	0.0000		
0		0.00	0.0000		

Void Stopped Analysis - Detailed

[Report Criteria](#)

- Report Select Criteria 1
- Report Select Criteria 2
- Report Select Criteria 3
- Report Select Criteria 4
- Report Select Criteria 5
- Report Select Criteria 6

VOID STOPPED

ASBESTOS	Prop ID/UPRN	Address	PostCode	Assigned To	Detail	Stopped	Re-Started	Days Stopped	Event Status
	10010	45 FERNHILL COURT	E17 3RP	Colin Judd	Possible Asbestos found in kitchen	20/12/2012	21/12/2012	1	Complete
								Total Days Stopped due to ASBESTOS	1

SQUATTER	Prop ID/UPRN	Address	PostCode	Assigned To	Detail	Stopped	Re-Started	Days Stopped	Event Status
	1001	7 WILLIAM MORRIS CLOSE	E17 5JU	Colin Judd	Squatters moved in	21/01/2013		51	Open
	10010	45 FERNHILL COURT	E17 3RP	Colin Judd	Un-exploded WW2 bomb in garden	26/11/2012	29/11/2012	3	Complete
								Total Days Stopped due to SQUATTER	54

VOID STOPPED	No. of Jobs:	2	55
---------------------	---------------------	----------	-----------






Job Management



Stock Control & Supplier Integration

KEY OUTCOMES:

-  80-85% 1st time fix by ensuring correct items are on the vans.
-  Stock value can be reduced by 20%
-  ForWorks (City West Works) measured £1,000 per van reduction in van stock

- AS Responsive Repairs/Voids/Planned Works/Cyclical Works/Grounds Maintenance/Gas Repairs/Gas Servicing/eLGSR**
- AS PAYE Operative / Subcontractor Payment Processing System
- AS Reporting: Contract KPI / Internal / Job Costing / Operative Performance
- AS Mobile Working
- AS Stock Control / Van Stock Control / Supplier EDI & Asset Management
- AS Fleet Management
- AS SMS / Email Notification to Customers / Operatives / Subcontractors
- AS Subcontractor Remote Access
- AS Client Remote Access
- AS Dashboards Control & Reporting

AccuServ: Dynamic Scheduling & Evolving Day



AccuServ : HYDE - PRODUCTION - v16.0.19.2.10

File System Setup Jobs Control Screens Stock Processing Payment Processing Miscellaneous Processes Job Slot System Opti-Time Processes Navigate Window Help

Clear/Add Clear all Save Delete

Refresh every 5 Mins. to Refresh: 3 Pause Timer Refresh Now

Time Now: 09:55 14/06/2016

Evolving Day (Future Date) All Gas All Areas Configure Auto-Allocation Day Tools

	7 am	8 am	9 am	10 am	11 am	12 pm	1 pm	2 pm	3 pm	4 pm	5 pm
BN41 ZHU 7484019304											
ADRIAN HUNT PO20 8RG 7484019295		HYDE001150	HYDE001160	HYDE001193			HYDE001192	HYDE001194	HYDE001195		
RAHEED MAHMOOD RH11 7SW		HYDE001460	3:HYDE001454/5		HYDE001623		HYDE001743	5:HYDE003111/1			
PAUL MATJASZ ME14 2QD 7484041069		1:HYDE001482/3					HYDE001803				
JOE MCNULTY SO31 7GL 7484019349		HYDE001151	2:HYDE000586/2	3:HYDE002215/3	4:HYDE002417/3		5:HYDE002444/3	6:HYDE002014/8			
WILL MORGAN PO22 8HF 7484019416		HYDE000492	HYDE001109	HYDE001153	HYDE001156	HYDE001163		HYDE002435	HYDE002442		
STUART MUNRO PO14 1DD 7484019410		1:HYDE001177/2	HYDE001131	HYDE001173			HYDE002600	HYDE002598			
PHILLIP PATTERSON ME14 2JG 7484041070			2:HYDE002198/2		HYDE001419		3:HYDE001938/3	HYDE002357			
RICHARD POWELL PO9 2LH 7484019393				1:HYDE002382/2							
AMARJIT RANDHAWA TW13 5DS 7484041071		HYDE001779					HYDE001432				
CRAIG SAUNDERS PO20 85R 7484019418		HYDE000779	HYDE000724	HYDE000777	HYDE003121		7:HYDE000642/3	8:HYDE002152/2			
SEAN SMITH PO22 0HY 07484019400											
MARTIN STEER RH8 0LZ 7484041072		1:HYDE001647/2	2:HYDE002494/1				3:HYDE002364/1				
JOHN STUDLEY PO19 7EY 7484019351		1:HYDE002468/8									
ROBERT TURNER BN18 OHN											
MARK WILSON SO19 2DX 7484019365		HYDE001161					2:HYDE000011/1				

KENT GAS 09:30 - 10:00
From: 09:30
To: 10:00
Duration 30 mins
1 jobs, 1 hrs

CHI GAS AM
From: 08:00
To: 13:00
Duration 300 mins
1 jobs, 1 hrs

1:HYDE003154/1
TN2 9BB
1 hrs

1:HYDE002375/2
GU28 0EB
1 hrs. P1

Refresh every Mins. to Refresh:
14/06/2016
Time Now: 10:45
All Gas All Areas
Configure Auto-Allocation Day
Tools

	7 am	8 am	9 am	10 am	11 am	12 pm	1 pm	2 pm	3 pm	4 pm	5 pm
BN41 ZHU 7484019304	1:HYDE001687/1 COMPLETE								HYDE001539	HYDE001768	
ADRIAN HUNT PO20 8RG 7484019295	HYDE001150		HYDE001160	HYDE001193					HYDE001192	HYDE001194	HYDE001195
RAHEED MAHMOOD RH11 7SW	1:HYDE001413		HYDE001454/5						HYDE001623		
PAUL MATJASZ ME14 2OD 7484041069	1:HYDE001482/3								HYDE001803		
JOE MCNULTY SO31 7GL 7484019349	HYDE001151		2:HYDE000586/2	3:HYDE002215/3	4:HYDE002417/3				HYDE002068	6:HYDE002444/3	7:HYDE002014/8
WILL MORGAN PO22 8HF 7484019416	HYDE000492		HYDE001153	HYDE001158	HYDE001163				HYDE002435	HYDE002442	
STUART MUNRO PD14 1DD 7484019410	HYDE001177		HYDE001131	HYDE001173					HYDE002600	HYDE002598	
PHILLIP PATTERSON ME14 2IQ 7484041070	HYDE001419		2:HYDE002198/2						3:HYDE001938/3		HYDE002357
RICHARD POWELL PO9 2LH 7484019393			1:HYDE002382/2								
AMARJIT RANDHAWA TW13 5DS 7484041071	HYDE001779								HYDE001432		
CRAIG SAUNDERS PO20 8SR 7484019418	HYDE000779		HYDE000724	HYDE000777	HYDE001121				7:HYDE000642/3	8:HYDE002152/2	
SEAN SMITH PO22 0HY 07484019400											
MARTIN STEER RH8 0LZ 7484041072	1:HYDE001647/2		2:HYDE002494/1						4:HYDE002474/2	3:HYDE002364/1	
JOHN STUDLEY PO19 7EY 7484019351			1:HYDE002468/8								
ROBERT TURNER BN18 OHN											
MARK WILSON SO19 2DX 7484019365	HYDE001161								2:HYDE000011/1		

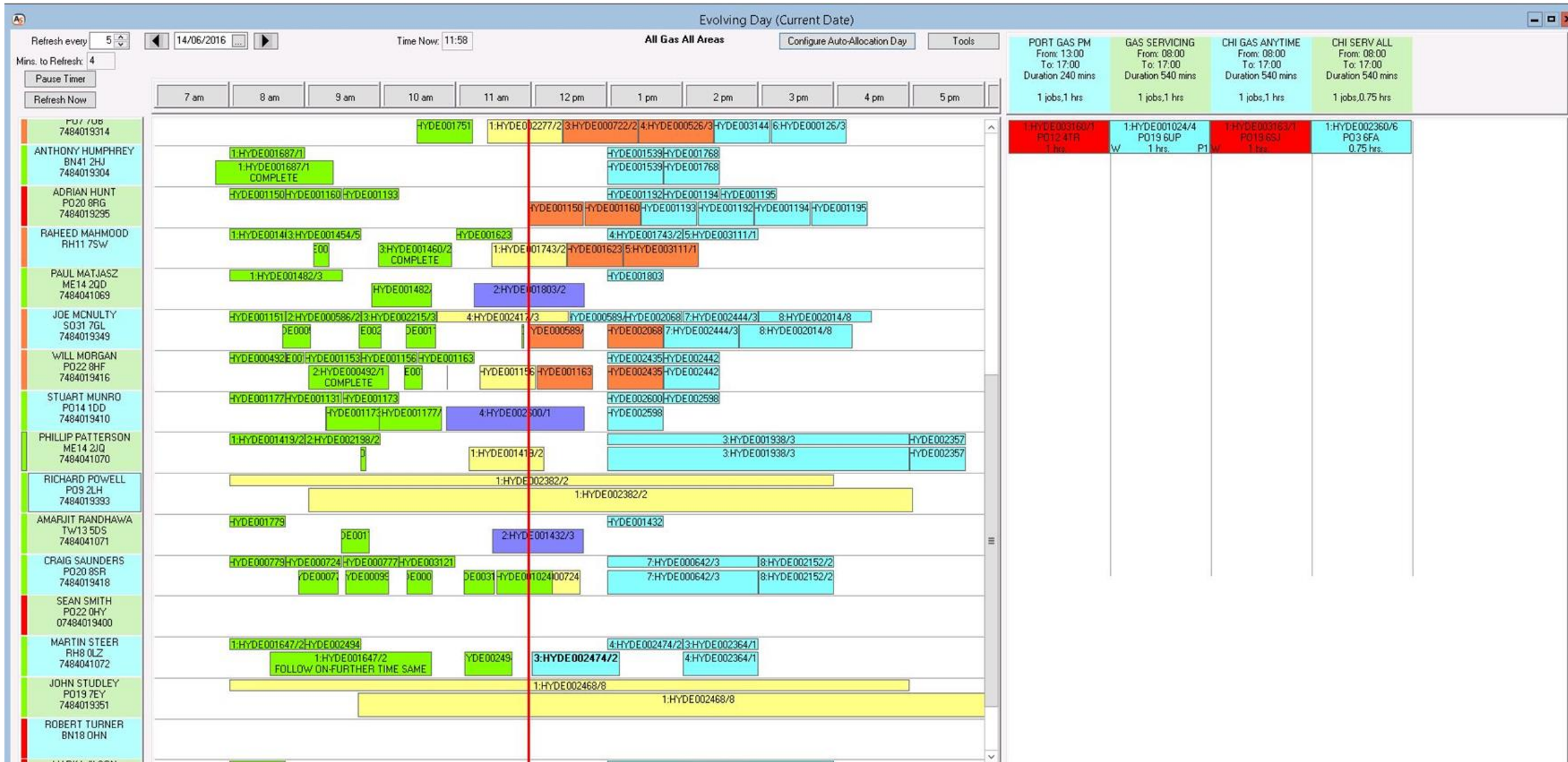
CHI GAS AM
From: 08:00
To: 13:00
Duration 300 mins
1 jobs, 1 hrs

PORT GAS PM
From: 13:00
To: 17:00
Duration 240 mins
1 jobs, 1 hrs

1:HYDE002375/2
GU28 0EB
1 hrs

1:HYDE001507/1
PO12 4TR
1 hr

Windows taskbar showing system tray with clock at 10:45.



AccuServ: Find Nearest Operative & Allocate

AccuServ Evolving Day

Refresh every Mins. to Refresh: Time Now: 09:32

Configure Evolving Day

Grp9: Find

7 am 8 am 9 am 10 am 11 am 12 pm

Colin Judd	Job 1	Job 2	Job 3	Job 4	Job 5
Matt AccuServ	Job 1	Job 2			

Event Detail: Job/Event No: ASCA004966/3, Customer Name: Mrs H Moalim

Logged On: 08/01/2015 16:05 Post Code: E4 6QH

Action Req'd.: FIRST VISIT Action Type: On Site

Target Date: 08/02/2015 00:00

Designation Type: AM Attend On: 05/02/2015 Time: 00:00

Access Detail:

Category: GAS Priority: 0 Usual Time Required 1.00

To: CJ Colin Judd Remote Status: 0

Re-Assign

Appointment PDA Returns SORs for Event Tenant/Address

Closest Jobs/Assignees to E4 6QH on 05/02/2015 at 09:31

Job Location: E4 6QH Job Date: 05/02/2015 Start Time: 9:31

Item	Operative	Jobs	Job No	Post Code	Est Comp	Distance	Est Travel	ETA
1	CJ	5	ASCA004966/3	E17 5NE	09:31	5.387 Kms	00:10	09:41
2	MK	2	ASCA004970/3	E17 5JB	09:31	5.13 Kms	00:10	09:41

Map Satellite

Job Booking Detail

Job Selection and Search List:

Itm	Stock Code	Description	Evt ...	Qty.	Price	Cha...	Status	Total	Seq ...	Last Updat...	Created
1	335007	DOOR:PATCH REPAIR HARDWOOD INTERNAL		1	30.82	Y	Complete	30.82	0	16/11/2012	16/11/2012
2	70113	SHED DOOR:RENEW WITH HASP AND STAPLE		1	13.51	Y	Complete	13.51	0	16/11/2012	16/11/2012
3	GJTRAVEL	Greg John Travel Time:0:1		1	0.33	N	Complete	0.33	0	16/11/2012	16/11/2012
4	GJLABOUR	Greg John Labour Time:0:18		1	6.00	N	Complete	6.00	0	16/11/2012	16/11/2012
5	CWDECOR00002	DULUX COLOUR DIMENSIONS TRADE VINYL MA		1	54.00	N	Complete	54.00	0	16/11/2012	16/11/2012

Job Costs:

Labour: 6.33 Materials: 54.00 Sub Contract: 0.00 OH: 0.00 Total Cost: 60.33 Total N.C. SOR: 0.00 Total Charge: 44.33

Add/Amend Job Items and Labour Charges on Screen Below Job No: PB000042 Last Updated: administrator on: 16/11/2012 1158

Add/Amend Job Items and Labour:

Stock Account Code	Description	Invoice Qty	Invoice Price	Total	Charge	Status
335007	DOOR:PATCH REPAIR HARDWOOD INTERNAL	1.00	30.82	30.82	Y	Complete

Type: Schedule of Rate

Associated Event Number and Description: 1 FIRST VISIT

Additional Text:

Event Operative ID: GJ

Estimated Operative Payment: 0.00

Estimated Sub. Con. Payment: 0.00

Int. Seq.No.: 0

Created From:

1st Ref:

2nd Ref:

Invoiced:

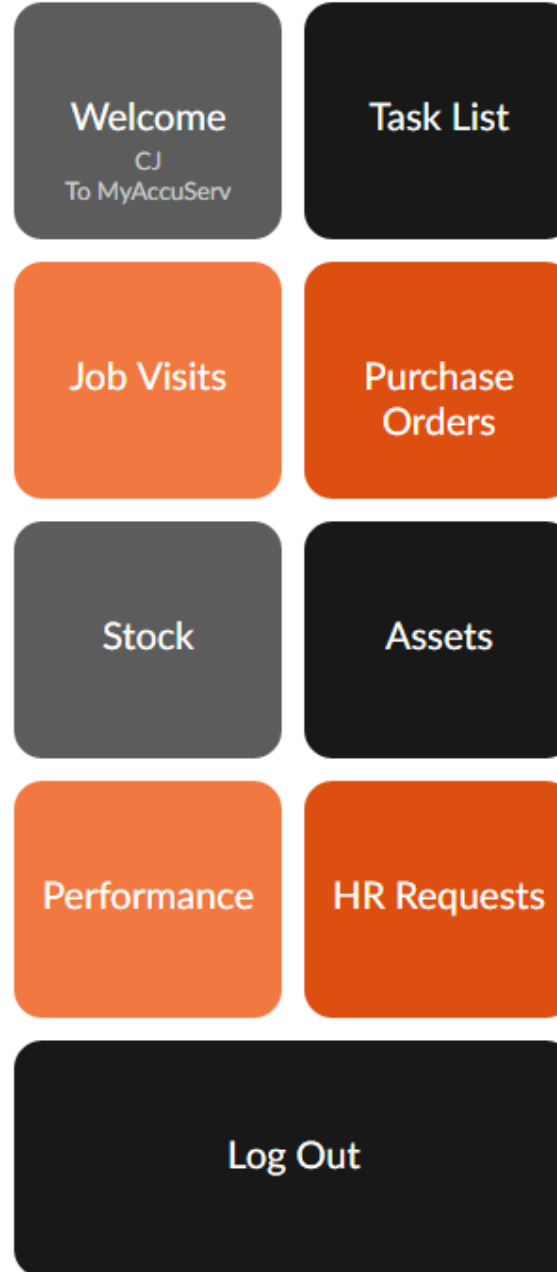
Invoiced Date:

Stock Items Allocated and Used

Allocated P/O Number	Allocated Stock Batches	Allocated	Fitted On Site	Rtn To Stores	Add To Van	Updated Status
1st Batch:	0	0.0000	0.0000	0.0000	0.0000	
2nd Batch:	0	0.0000	0.0000	0.0000	0.0000	
3rd Batch:	0	0.0000	0.0000	0.0000	0.0000	

Actions:

Add New Item
Save Item
Delete Item
Inv.Header Text
Create PO
Search Spares
Contract Items
Templates
Exit



☰ Select Task

Dashboard Select Task

T0001 OPEN ACCUSERV JOB	FOUR JOBS TO REVIEW CJ	12/09/2016 - 11:18 12/20/2016 - 18:0	i
T0002 OPEN ACCUSERV JOB EVENT	SIX EVENTS TO REVIEW CJ	12/09/2016 - 11:20 12/20/2016 - 18:0	i
T0003 OPEN AUTHORISE PO	FIVE PURCHASE ORDERS TO AUTHORISE CJ	12/09/2016 - 11:30 12/20/2016 - 18:0	i
T0004 OPEN MISC	REVIEW CONTRACT MEETING CJ	12/09/2016 - 11:35 12/20/2016 - 18:0	i
T0005 OPEN OPERATIVE REVIEW	OPERATIVE MONTHLY REVIEW CJ	12/09/2016 - 12:0 12/20/2016 - 18:0	i
T0006 OPEN TOOLBOX TALK	ELECTRICIANS TOOLBOX TALK CJ	12/09/2016 - 12:0 12/20/2016 - 18:0	i



Compliance
Gas Servicing LGSR/CP12
Electrical/Legionella/Lifts/Fire Alarms



Service Control Screen
[Close] [Maximize] [Minimize]

Ro...	Flat	Hs. Name	No	Address 1	Town	Area	Postcode	Service Grp	Contract	WN	Last LGS...	Service Job	Job No	Next Visit	Job Status	N/...	P...	S...	U...
			45	RAYFIELD	EPPING	REGION1	CM16 5AD	SERVICINI	SERVICINI		28/01/2016	Gas Annual Service	ASCA008081		Open	0	0	2	<input type="checkbox"/>
			6	OAK HILL COURT	WOODFORD C	REGION1	IG8 9PB	SERVICINI	SERVICINI	<input checked="" type="checkbox"/>	05/05/2016	Gas Annual Service	ASCA008082		Open	0	0	2	<input type="checkbox"/>
			107	MARLOWE ROAD		REGION1	E17 3HA	SERVICINI	SERVICINI		06/05/2016	Gas Annual Service	ASCA008083		Open	0	0	2	<input type="checkbox"/>
			57	ALDRICHE WAY	HIGHAMS PAF	REGION1	E4 9LT	SERVICINI	SERVICINI		11/05/2016	Gas Annual Service	ASCA008084		Open	0	0	2	<input type="checkbox"/>
			58A	WESTBURY ROAD		REGION1	E17 6RH	SERVICINI	SERVICINI	<input checked="" type="checkbox"/>	13/05/2016	Gas Annual Service	ASCA008085		Open	0	0	2	<input type="checkbox"/>
			11	HOLLAND COURT		REGION1	E17 9HB	SERVICINI	SERVICINI		15/05/2016	Gas Annual Service	ASCA008086		Open	0	0	2	<input type="checkbox"/>
			5	FARTHINGS CLOSE	CHINGFORD	REGION1	E4 6JG	SERVICINI	SERVICINI		27/05/2016	Gas Annual Service				0	0	0	<input type="checkbox"/>
			8	BROOKFIELD AVEN	WALTHAMSTO	REGION1	E17 9EP	SERVICINI	SERVICINI	<input checked="" type="checkbox"/>	27/05/2016	Gas Annual Service				0	0	0	<input type="checkbox"/>
			82	ATLEE TERRACE	WALTHAMSTO	REGION1	E17 3EQ	SERVICINI	SERVICINI		28/05/2016	Gas Annual Service				0	0	0	<input type="checkbox"/>
			49	FERNHILL COURT		REGION1	E17 3RP	SERVICINI	SERVICINI		29/05/2016	Gas Annual Service				0	0	0	<input type="checkbox"/>
			33	LABURNUM CLOSE		REGION1	E4 8RT	SERVICINI	SERVICINI		17/06/2016	Gas Annual Service				0	0	0	<input type="checkbox"/>
			30	WYATTS LANE		REGION1	E17 3JD	SERVICINI	SERVICINI		23/06/2016	Gas Annual Service				0	0	0	<input type="checkbox"/>
			7	MORESBY HOUSE	CHINGFORD	REGION1	E4 6RS	SERVICINI	SERVICINI	<input checked="" type="checkbox"/>	30/06/2016	Gas Annual Service				0	0	0	<input checked="" type="checkbox"/>
			61	BROOKFIELD AVEN	WALTHAMSTO	REGION1	E17 9ER	SERVICINI	SERVICINI	<input checked="" type="checkbox"/>	03/07/2016	Gas Annual Service				0	0	0	<input type="checkbox"/>
			29	AVONFIELD COURT		REGION1	E17 3RD	SERVICINI	SERVICINI	<input checked="" type="checkbox"/>	04/07/2016	Gas Annual Service				0	0	0	<input type="checkbox"/>
			44	ARMSTRONG AVEN	WOODFORD C	REGION1	IG8 9PT	SERVICINI	SERVICINI	<input checked="" type="checkbox"/>	04/07/2016	Gas Annual Service				0	0	0	<input type="checkbox"/>
			68	ARMSTRONG AVEN	WOODFORD C	REGION1	IG8 9PU	SERVICINI	SERVICINI	<input checked="" type="checkbox"/>	04/07/2016	Gas Annual Service				0	0	0	<input type="checkbox"/>
			86	ARMSTRONG AVEN	WOODFORD C	REGION1	IG8 9PU	SERVICINI	SERVICINI	<input checked="" type="checkbox"/>	04/07/2016	Gas Annual Service				0	0	0	<input type="checkbox"/>
			11	THE HALE		REGION1	E4 9NS	SERVICINI	SERVICINI	<input checked="" type="checkbox"/>	04/07/2016	Gas Annual Service				0	0	0	<input type="checkbox"/>
			34	HALL ROAD		REGION1	E15 2BT	SERVICINI	SERVICINI	<input checked="" type="checkbox"/>	04/07/2016	Gas Annual Service				0	0	0	<input type="checkbox"/>
			8	LOWTON LODGE	WALTHAMSTO	REGION1	E17 6EP	SERVICINI	SERVICINI		04/07/2016	Gas Annual Service				0	0	0	<input type="checkbox"/>
			151	BEECH HALL ROAD		REGION1	E4 9NN	SERVICINI	SERVICINI		04/07/2016	Gas Annual Service				0	0	0	<input type="checkbox"/>
			164	BEECH HALL ROAD		REGION1	E4 9NT	SERVICINI	SERVICINI		04/07/2016	Gas Annual Service				0	0	0	<input type="checkbox"/>
			315	HDE STREET	WALTHAMSTO	REGION1	E17 9BG	SERVICINI	SERVICINI		04/07/2016	Gas Annual Service				0	0	0	<input type="checkbox"/>
			152	BISTERNE AVENUE	WALTHAMSTO	REGION1	E17 3QT	SERVICINI	SERVICINI	<input checked="" type="checkbox"/>	04/07/2016	Gas Annual Service				0	0	0	<input type="checkbox"/>
			135	CHINGFORD LANE	WOODFORD C	REGION1	IG8 9QR	SERVICINI	SERVICINI		04/07/2016	Gas Annual Service				0	0	0	<input type="checkbox"/>
			52	ALBERT WHICHER	WALTHAMSTO	REGION1	E17 9RX	SERVICINI	SERVICINI		04/07/2016	Gas Annual Service				0	0	0	<input type="checkbox"/>

Actions: 1 job selected

Please remember to reload the servicing history for accurate results.

Property Detail | **Other Open Service Jobs:**

Property ID: 6595

Flat No: Room No:

House No.: 45

Address: RAYFIELD

Town: EPPING

Post Code: CM16 5AD

Tenant: The Occupier

Properties listed: 8990

With service jobs: 6 0.1 %

With service jobs completed: 0 0.0 %

Without service jobs: 8984 99.9 %

With current LGSR: 8984 99.9 %

Not Visited: 6 0.1 %

Not completed (No Access 1): 0 0.0 %

Not completed (No Access 2): 0 0.0 %

Not completed (No Access 3): 0 0.0 %

Not completed (No Access Other): 0 0.0 %

Not completed (No Access PB): 0 0.0 %

Options:

Contract No: SERVICING GAS

Job Type: Gas Annual Service 17_18

Job Status:

From Job Comp. Date: // // to: // //

From Last LGSR Date: // // to: // //

Area:

Service Group:

No Access: Service Letters:

Service Job No: Other Service Jobs:

Current LGSR: Service Data as at: 17/05/2017

Job Event Management

Client: ACCUSERV	Job Classification: LGSR LEGAL	Selection Type: By Job Recorded Date	
Contract No: SERVICING GAS	Job Category:	Row Detail: Summary/Dates/Resource	
Job Type: Gas Annual Service 13_14		Column Detail: Void Template Detail / Void Events	
Job Status: Open		Max Records: <input type="text"/>	Highlight Resource <input type="button" value=""/>

Property ID	Address	Job Number	Row Detail	48Let	Ph/Co	TenRe	EmVis	InjLe	Injun	ForEn	CP12>	Job Status	C	Void Evt	Void Evt
10052	407 FOREST ROAD	ASCA004711	Summary	C-OnTime	O-Past-Tar	O-Past-Tar	C-Past-Tar	C-Past-Tar	O-OnTime	O-OnTime	O-OnTime	Due 8 days.		C-OnTime	C-OnTime
			Target Dates	14/10/2013	14/10/2013	14/10/2013	14/10/2013	14/10/2013	15/11/2013	19/11/2013	25/11/2013	21/11/2013		14/11/2013	14/11/2013
			Attend Dates	14/10/2013	27/11/2013	27/11/2013	22/10/2013	23/10/2013	15/11/2013	19/11/2013	25/11/2013			30/09/2013	11/10/2013
			Assigned	ADMIN	ADMIN	ADMIN	ALANL	ADMIN	ADMIN	ADMIN	ADMIN			ADMIN	ADMIN
36858	1 BALMORAL HOUSE	ASCA004712	Summary	C-OnTime	O-Past-Tar	O-Past-Tar	C-Past-Tar	C-Past-Tar	C-OnTime	O-OnTime	O-OnTime	Due 8 days.		C-OnTime	C-OnTime
			Target Dates	14/10/2013	14/10/2013	14/10/2013	14/10/2013	14/10/2013	15/11/2013	19/11/2013	25/11/2013	21/11/2013		14/11/2013	14/11/2013
			Attend Dates	14/10/2013	27/11/2013	27/11/2013	22/10/2013	23/10/2013	15/11/2013	19/11/2013	25/11/2013			30/09/2013	11/10/2013
			Assigned	ADMIN	ADMIN	ADMIN	ALANL	ADMIN	ADMIN	ADMIN	ADMIN			ADMIN	ADMIN
36859	2 BALMORAL HOUSE	ASCA004713	Summary	C-OnTime	O-Past-Tar	O-Past-Tar	C-Past-Tar	C-Past-Tar	O-Past-Atd	O-OnTime	O-OnTime	1 days over.		C-OnTime	C-OnTime
			Target Dates	14/10/2013	14/10/2013	14/10/2013	14/10/2013	14/10/2013	12/11/2013	14/11/2013	25/11/2013	12/11/2013		14/11/2013	14/11/2013
			Attend Dates	14/10/2013	27/11/2013	27/11/2013	22/10/2013	23/10/2013	12/11/2013	14/11/2013	25/11/2013			30/09/2013	11/10/2013
			Assigned	ADMIN	ADMIN	ADMIN	ALANL	ADMIN	ADMIN	ADMIN	ADMIN			ADMIN	ADMIN
36860	3 BALMORAL HOUSE	ASCA004714	Summary	C-OnTime	O-Past-Tar	O-Past-Tar	C-Past-Tar	C-Past-Tar	O-Today	O-OnTime	O-OnTime	Due today		C-OnTime	C-OnTime
			Target Dates	14/10/2013	14/10/2013	14/10/2013	14/10/2013	14/10/2013	13/11/2013	19/11/2013	25/11/2013	13/11/2013		14/11/2013	14/11/2013
			Attend Dates	14/10/2013	27/11/2013	27/11/2013	22/10/2013	23/10/2013	13/11/2013	19/11/2013	25/11/2013			30/09/2013	11/10/2013
			Assigned	ADMIN	ADMIN	ADMIN	ALANL	ADMIN	ADMIN	ADMIN	ADMIN			ADMIN	ADMIN
36861	4 BALMORAL HOUSE	ASCA004715	Summary	C-OnTime	O-Past-Tar	O-Past-Tar	C-Past-Tar	C-Past-Tar	O-OnTime	O-OnTime	O-OnTime	Due 8 days.		C-OnTime	C-OnTime
			Target Dates	14/10/2013	14/10/2013	14/10/2013	14/10/2013	14/10/2013	15/11/2013	19/11/2013	25/11/2013	21/11/2013		14/11/2013	14/11/2013
			Attend Dates	14/10/2013	27/11/2013	27/11/2013	22/10/2013	23/10/2013	15/11/2013	19/11/2013	25/11/2013			30/09/2013	11/10/2013
			Assigned	ADMIN	ADMIN	ADMIN	ALANL	ADMIN	ADMIN	ADMIN	ADMIN			ADMIN	ADMIN

<ul style="list-style-type: none"> + <input checked="" type="checkbox"/> Evt No: 1[Action Required=28 DAY SERVICE LETTER] + <input checked="" type="checkbox"/> Evt No: 2[Action Required=7 DAY SERVICE REMINDER] + <input checked="" type="checkbox"/> Evt No: 3[Action Required=FIRST VISIT] + <input checked="" type="checkbox"/> Evt No: 4[Action Required=NO ACCESS LETTER] + <input checked="" type="checkbox"/> Evt No: 5[Action Required=SECOND VISIT] + <input checked="" type="checkbox"/> Evt No: 6[Action Required=48 HOUR LEGAL LETTER] + <input checked="" type="checkbox"/> Evt No: 7[Action Required=EMERGENCY ACCESS VISIT] + <input checked="" type="checkbox"/> Evt No: 8[Action Required=PHONE & CONTACT] + <input checked="" type="checkbox"/> Evt No: 9[Action Required=TENANT REP] + <input checked="" type="checkbox"/> Evt No: 10[Action Required=INJUNCTION LEGAL LETTER] + <input checked="" type="checkbox"/> Evt No: 11[Action Required=COURT INJUNCTION HEARING] + <input checked="" type="checkbox"/> Evt No: 12[Action Required=FORCED ENTRY] + <input checked="" type="checkbox"/> Evt No: 13[Action Required=CP12 SENT] 	<div style="border: 1px solid gray; padding: 5px;"> <p>Job Details:</p> <p>Access Detail: <input type="text"/></p> <p>Problem Summary: ADMIN</p> <p>Problem: <input type="text"/></p> <p>Detail: <input type="text"/></p> <p>Result Summary: <input type="text"/></p> <p>Arrived: <input type="text"/> 0 <input type="text"/> 0 Finish <input type="text"/> 0 <input type="text"/> 0</p> <p>Result: <input type="text"/></p> <p>Detail: <input type="text"/></p> </div> <div style="text-align: center; margin-top: 10px;"> <input type="button" value="Zoom Event"/> <input type="button" value="Zoom Job"/> <input type="button" value="Exit"/> </div>
--	---

Safety Checked by Fix360 Limited
 Name: [Redacted] Gas Safe Register: [Redacted]
 Address: [Redacted] Court, [Redacted] Drive, [Redacted] es, [Redacted] mpston, [Redacted] lands, W [Redacted] F
 Gas Safe Register ID Card No: 1996765
 Tel No: 03 [Redacted] 8794
 I certify that I carried out the inspections on the listed appliances on: 12/07/2016
 Signed: *CJ*



**LANDLORD/HOME OWNER
GAS SAFETY RECORD**



This inspection is for gas safety purposes only in accordance with The Gas Safety (Installation and Use) Regulations. Flues were inspected visually and checked for satisfactory evacuation of products of combustion. A detailed internal inspection of the flue integrity, construction and lining has not been carried out.

Name: Mr [Redacted]
 Property address: [Redacted]
 [Redacted]
 [Redacted]
 [Redacted]

LANDLORD (OR WHERE APPROPRIATE, THEIR AGENT) (IF APPLICABLE) ASCA007365
 Name: [Redacted] Job No:
 Landlord address: 1 [Redacted]
 2 [Redacted]
 3 [Redacted]
 4 [Redacted]

Tel No:
 Email: colinjudd@internetaia.com

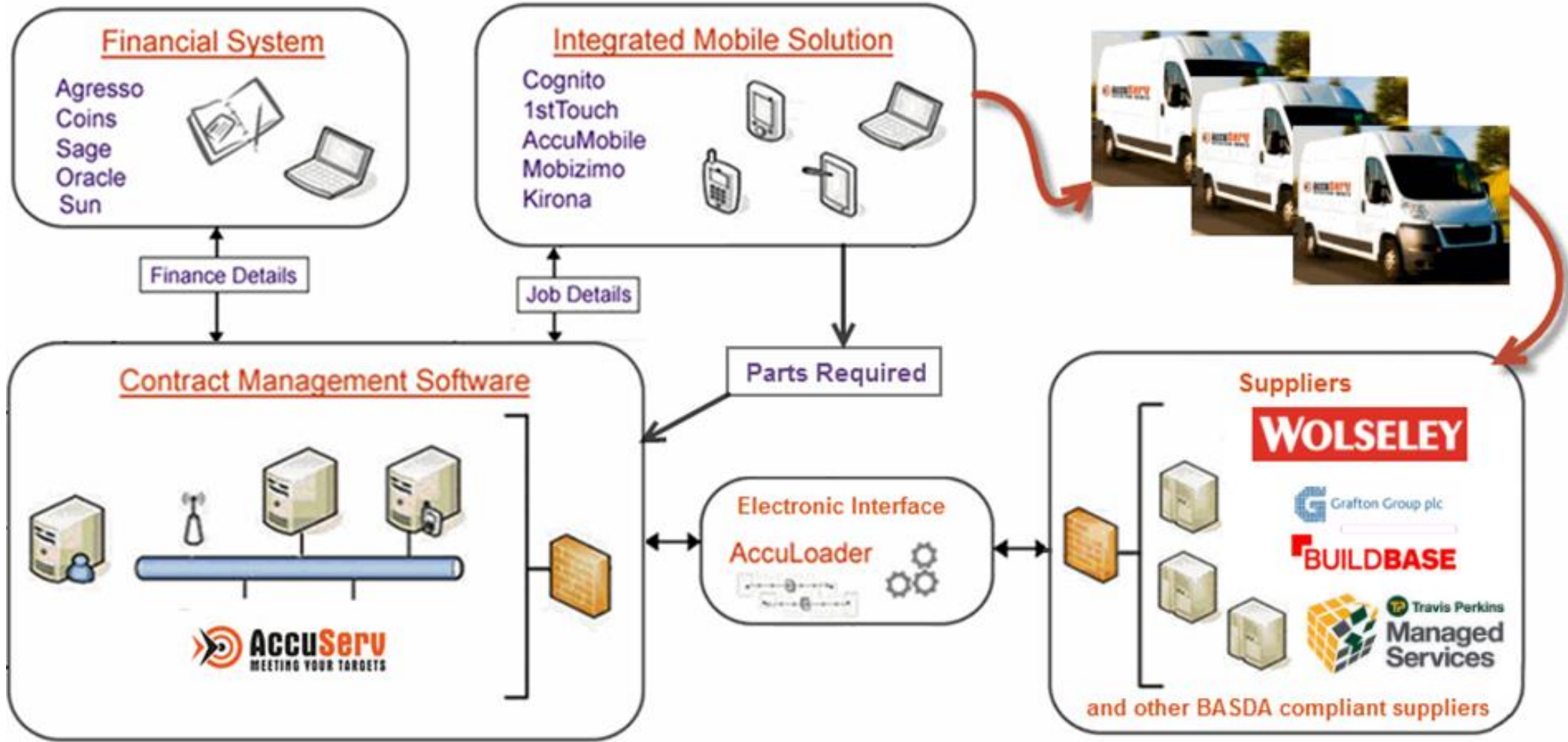
Tel No: [Redacted]
 Fuel Type: N/A

APPLIANCE DETAILS							INSPECTION DETAILS														
App No	Location	Type	Make	Model	Flue Type DF/NO/FL	Gas Flue Analysis Readings	Landlord's name (if applicable)	Inspected Yes/No	Standing pressure in mbar or hPa	Safety device(s) correct operation Yes/No/N/A	Ventilation provision satisfactory	Visual condition of flue and terminal or self-storage	Flue Pressure Test		Sealing Test		Appliance satisfactory	Appliance safe to use			
													Pass/Fail	N/A	Pass/Fail	Pass/Fail					
1	Kitchen	Boiler	WILLAT	GD19-30L2P	Backward Flue	Pass	N/A	N/A	0.00	N/A	N/A	Yes	Yes	22	Yes	Yes	Yes	Yes	Yes		
App No	DETAILS OF ANY FAULTS			REASON APPLIANCE NOT SERVICED			REMEDIAL ACTION TAKEN			LABEL AND WARNING NOTICE ISSUED YES/NO			Cert. No: 3013067								
												NEXT SAFETY CHECK DUE WITHIN 12 MONTHS									
Gas installation pipework visual inspection satisfactory: Yes							Emergency Control Accessible: Yes					Satisfactory Gas Tightness Test: Air Tightness: N/A									
This Safety Record is issued by: Signed: <i>CJ</i> Print Name: Colin Judd Note4 Date: 12/07/2016 No. of Appliances Tested: 1 Received on behalf of the Landlord/Home Owner Signed: <i>Trust</i> Tenant/Landlord/Agent/Home Owner																					



Stores, Van Stock, Supplier Integration





Create Purchase Order(s) per Operative(s)/Vans(s) - Stock Req 1

Stock Requisition No. Job Ref. Event No.: Operative ID: Status:

Date Client Ref: Supplier Ref.:

Description Van Registration No.:

Transaction History:

Itm No.	Job No. >>	Evt No.	Stock Code >>	Description	Quant...	Operative >>	Van Reg. >>	Location	P.O. No.
1	ASCA005016	1	KNEE PADS	Knee Pads	2.00	CJTEST	YS600JP	YS600JP	H01-00040
2	ASCA005016	1	BHEANGEL	BHE Fire Angels	1.00	CJTEST	YS600JP	YS600JP	H01-00040
3	ASCA005015	2	40389	Radiant - Hallmark	1.00	CJTEST	YS600JP	YS600JP	H01-00040
4	ASCA005014	2	BHEANGEL	BHE Fire Angels	1.00	CJTEST	YS600JP	YS600JP	H01-00040
5	ASCA005044	1	250105	Manual valve pack	2.00	CJTEST	YS600JP	YS600JP	H01-00040
6	ASCA005045	1	250105	Manual valve pack	2.00	CJTEST	YS600JP	YS600JP	H01-00040
7	ASCA005045	2	250105	Manual valve pack	2.00	CJTEST	YS600JP	YS600JP	H01-00040
8	ASCA005045	3	250105	Manual valve pack	2.00	CJTEST	YS600JP	YS600JP	H01-00040

Create Purchase Orders per Operatives Van

Supplier Code: Date: Order Type: Sale ID:

Add Items To Jobs
 Deplete Van Stocks
 Auto Book In GRNs

Status:

Processed Date: :

User:

Status:

Actions:

Header Detail:

PO No:

Order Date:

Sale ID:

Order Type:

Dept Code:

Supplier Detail: Delivery Address: Pickup Address: Instructions: Order Notes: User Fields: Reference Address: Other

Supplier Code: Credit Status:

Supplier Name: Default Currency:

Telephone: Job/Event No /

Order Reference: Print Prices:

Order Currency: Rate: Operative ID:

Line No.	Stock Code	Qty Ordered	Dim Qty	Unit	Dim Unit	Price	Total	Item Status	From Order	Item
1	KNEE PADS	2.0000	0.0000			9.0000	£18.00	Complete		0
2	BHEANGEL	2.0000	0.0000			13.2000	£26.40	Complete		0
3	40389	1.0000	0.0000			93.0000	£93.00	Complete		0
4	250105	8.0000	0.0000			13.4600	£107.68	Complete		0

Attrib 1: Attrib 2:

Job No.: Evt:

Description:

From: :

Delivery Date:

1st Revised To:

2nd Revised To:

Created By: :

Amended By: :

Footer Detail:

Carriage Status: Printed:

Carriage Charge: Created From: PO Authorised:

EDI Status: PO Authorisation Limit: PO under User PO limit by 99754.92

Order Total:

VAT:

Total:

Actions

Stock Control – Goods Received

Quick Single GRN Entries from Purchase Orders

PO Number: Supplier Detail: BUILDER DEPOT(STAPLES CORNER BRANCH)
 GRN Date: Telephone: Fax:
 Currency Rate: P/O Currency: P/O Reference:
 % Discount: GRN No. Job/Event No /
 Q/C Result: Book To Location: Clear Current Entries

itm	Stock Code	Attri...	Description	Location	Job Number	Event No	Ordered	Rcvd. to Date	Unit	In This Batch	Process	Complete
1	3.5.15	ASCHA	VAILLANT 30 SXI System Boile			0	1	0	EA	1	<input type="checkbox"/>	<input type="checkbox"/>
2	9.40	ASCHA	Install Wireless room thermosta			0	1	0	EA	1	<input type="checkbox"/>	<input type="checkbox"/>
3	3.7.5	ASCHA	Supply and install 90 degree flu			0	1	0	EA	1	<input type="checkbox"/>	<input type="checkbox"/>
4	8.60	ASCHA	Supply and Install replacement			0	1	0	EA	1	<input type="checkbox"/>	<input type="checkbox"/>
5	4.10	ASCHA	Re-run price per metre for 15 m			0	20	0	EA	20	<input type="checkbox"/>	<input type="checkbox"/>
6	10.70	ASCHA	Recommission			0	1	0	EA	1	<input type="checkbox"/>	<input type="checkbox"/>

Action Group:

Book Direct To Job Add Job Items

AccuServ Stock Operation Module
Options:
GRNs
S/Os
P/Os
Toggle

Main Code	2nd Code	3rd Code	Attrib1	Attrib2	Description	Stores	Actual	P/O	D
VHLRTSH			VHL		ROOM THERMOSTAT - HONEYWELL	30.0000	63.0000	30.0000	1
VHLR-VALVE			VHL		RAD VALVES	85.0000	184.0000	90.0000	1
VHLSD2701			VHL		ACTUATOR (DIV. VALVE)-PEGLAR SD2701	14.0000	30.0000	14.0000	1
VHLST699			VHL		H/WELL ST699B 1002 ELEC 24 HOUR PRO	12.0000	25.0000	12.0000	1
VHLSYN-M			VHL		SYNCHRON MOTOR	23.0000	48.0000	23.0000	1
VHLTRV			VHL		THERMOSTATIC RAD VALVES - RAS C	30.0000	63.0000	30.0000	1
VHLUNI-T			VHL		UNIVERSAL THERMOCOUPLE	100.0000	210.0000	100.0000	1
VHLW24AAV			VHL		WORCESTER AAV	15.0000	31.0000	15.0000	1
VHLW24PRV			VHL		WORCESTER 24I PRESSURE RELIF VALVE	30.0000	63.0000	30.0000	1
W11-44102			VHL		Lubricant (WD40)	0.0000	5.0000	0.0000	1
WATER SPRAY			VHL		Water Spray Bottle	0.0000	5.0000	0.0000	1
Z01-FP0003			VHL		Fuse - 03 amp Plug	0.0000	2.0000	0.0000	1

Stock Item Detail:

Depot: Stock Location:

Stock Codes:

Attributes:

Description:

Product Type: Associated Trade:

Actual: **On P/Os:**

Actual: Categories

Stores: Van: Other:

Main Unit: Hazardous Product:

Standard Cost Price: Standard Selling Price:

User Information Bo

Supplier List:

Supplier	Cost Price	LT
Supplier 1: A10001	<input type="text" value="0.0000"/>	<input type="text" value="0.00"/>
Supplier 2: WMI010	<input type="text" value="0.0000"/>	<input type="text" value="0.00"/>
Supplier 3:	<input type="text" value="0.0000"/>	<input type="text" value="0.00"/>
Supplier 4:	<input type="text" value="0.0000"/>	<input type="text" value="0.00"/>
Supplier 5:	<input type="text" value="0.0000"/>	<input type="text" value="0.00"/>

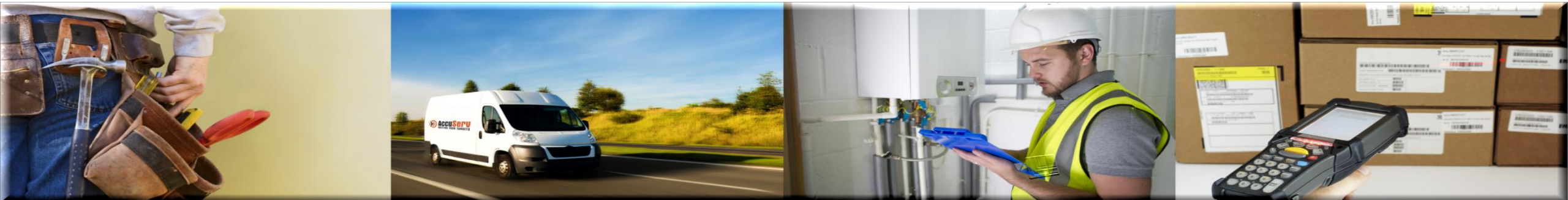
Constrain By Attribut

1st Attribute:

2nd Attribute:

3rd Attribute:

4th Attribute:



AccuMobile



- AS Asbestos Warnings
- AS Property Warnings
- AS Vulnerabilities
- AS Alerts - 2 to attend
 - AS Dangerous Customers – visit in pairs
 - AS Hazardous SOR codes
 - AS Send SMS to Operative 1 to say wait, 2 to attend
 - AS Allocate linked event to Operative 2
 - AS Send SMS to Operative 2 saying “meeting Operative 1 – two to attend job
 - AS Send SMS to Operative 1 advising Operative 2 is attending

Evolving Day (Current Date)

Refresh every: 5 [dropdown] 13/06/2017 [calendar] Time Now: 17:53:59 CARPENTRY [Configure Auto-Allocation Day] [Tools]

Mins. to Refresh: 4 [input] [Pause Timer] [Refresh Now] SQL

7 am	8 am	9 am	10 am	11 am	12 pm	1 pm	2 pm	3 pm	4 pm	5 pm
------	------	------	-------	-------	-------	------	------	------	------	------

Colin Judd Note4
E17 9ER
07841370598

Colin Judd
E4 7RS
07841370598

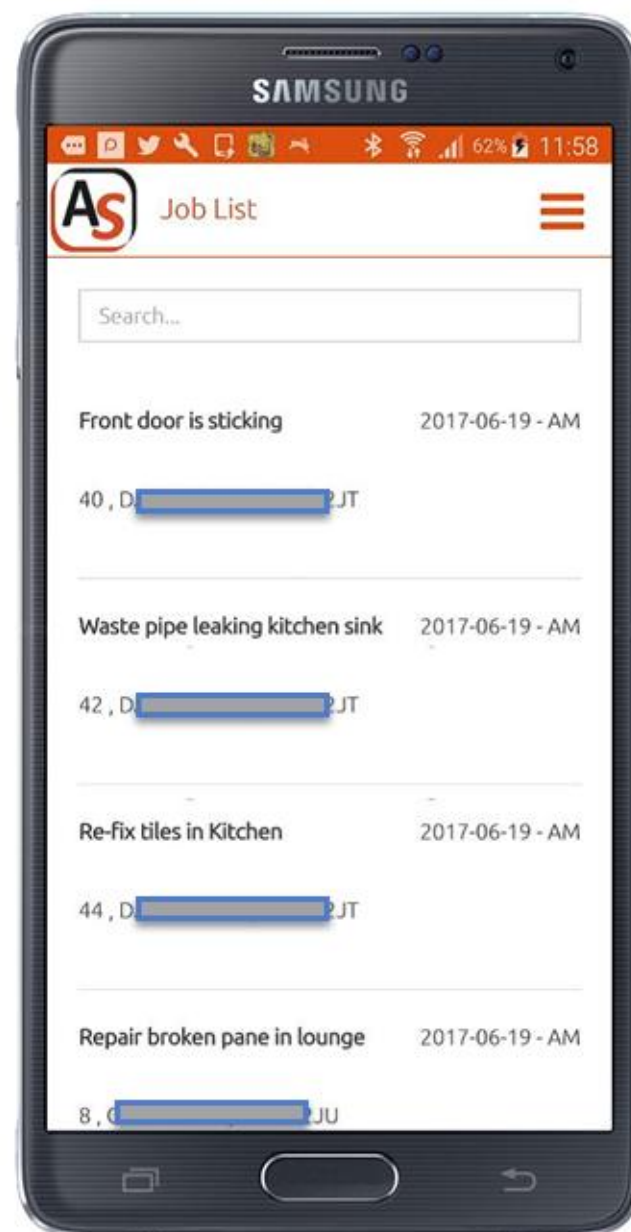
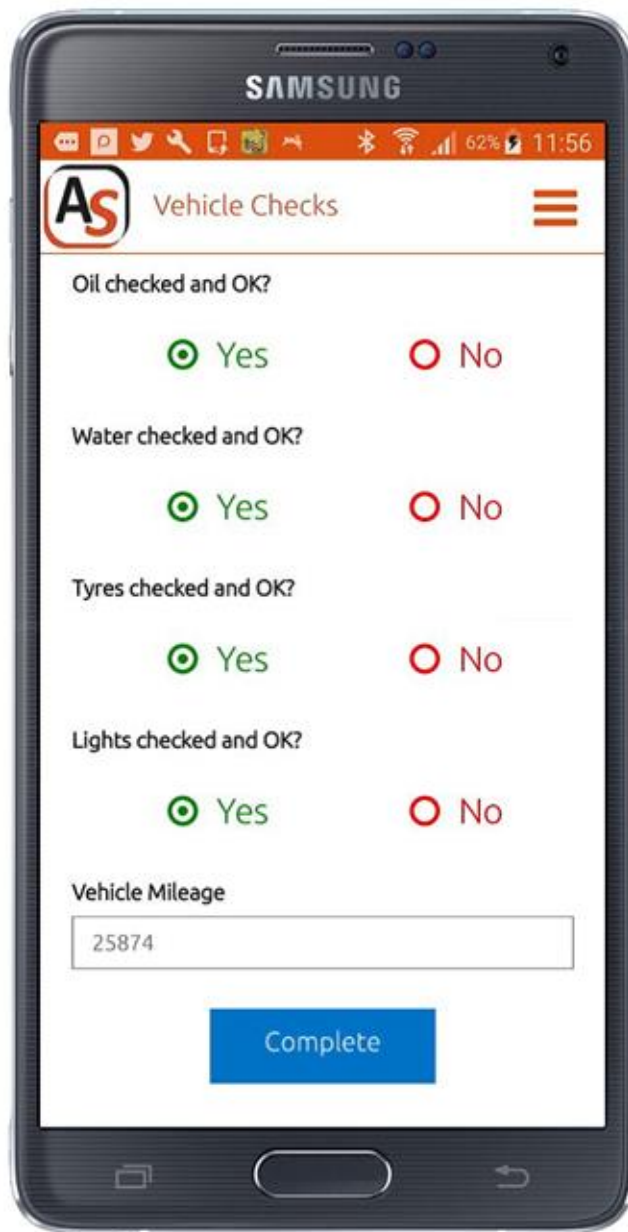
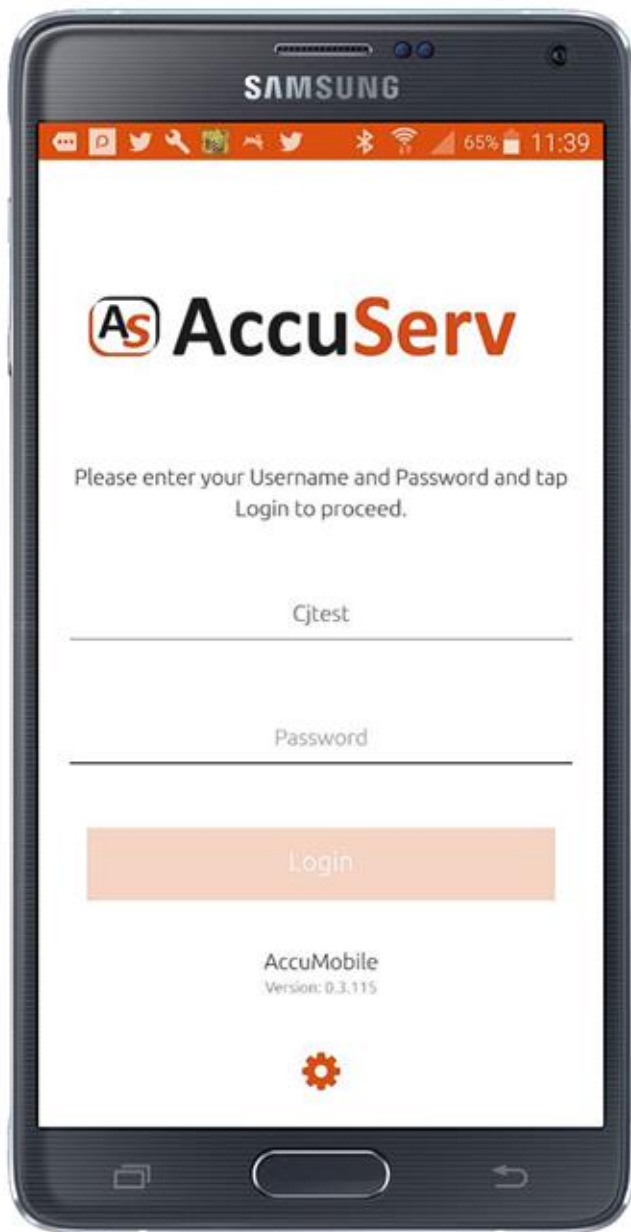
CARPENTRY PM LATE From: 07:00 To: 19:00 Duration 720 mins 1 jobs, 1 hrs	Any Two to Attend From: 07:00 To: 23:59 Duration 1019 mins 1 jobs, 1 hrs
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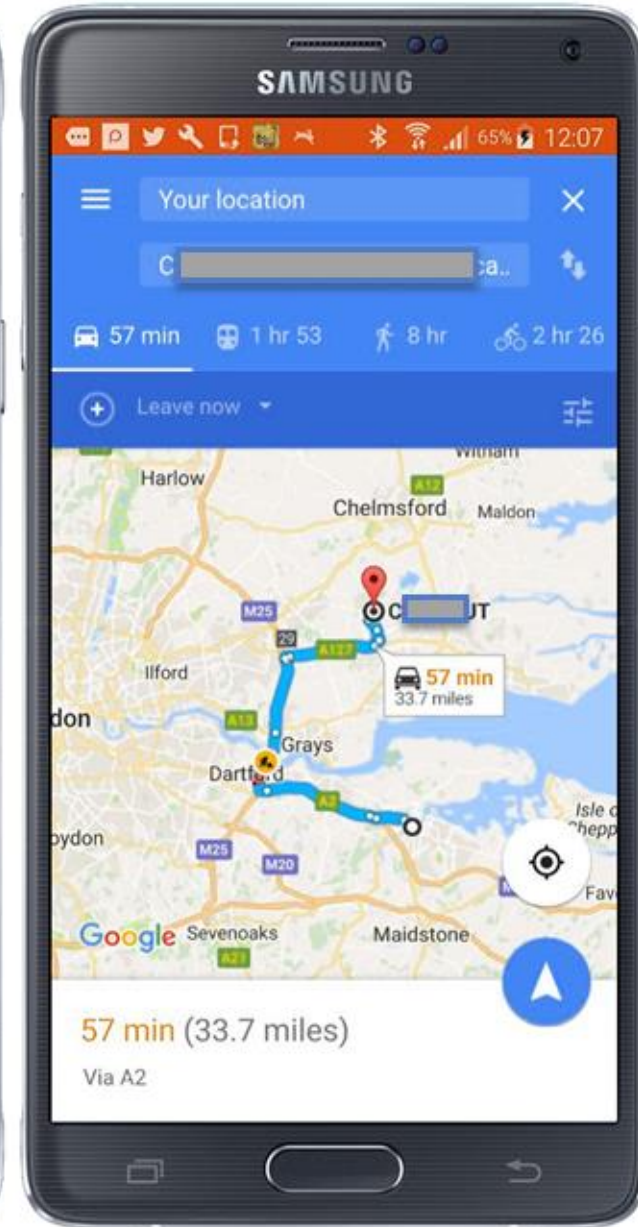
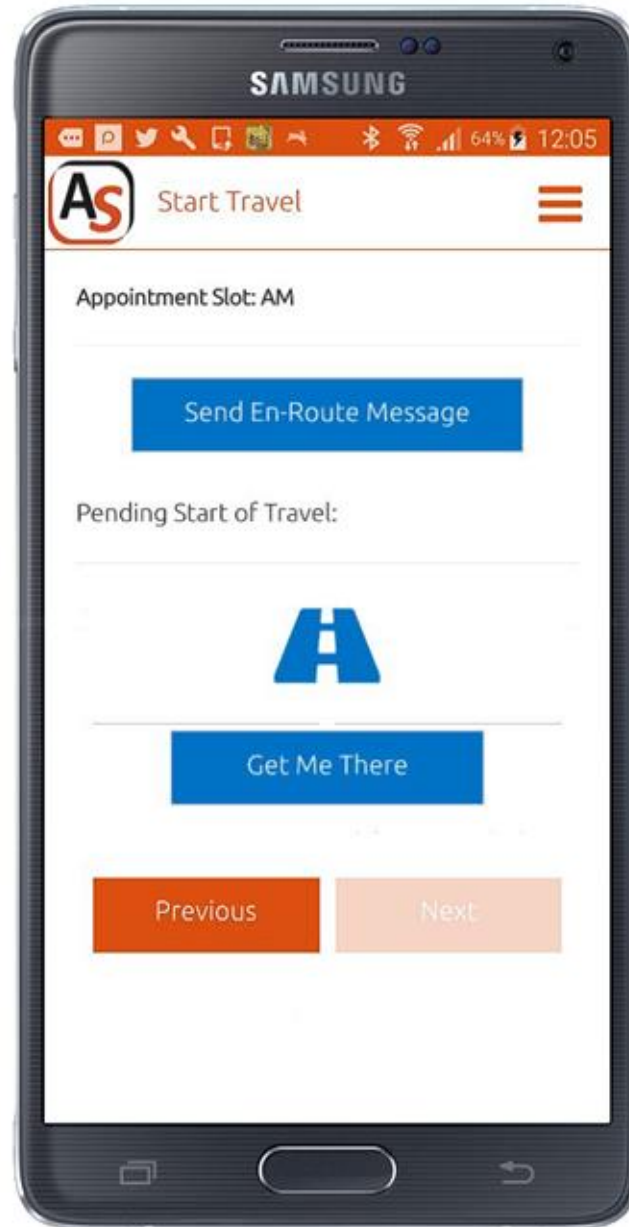
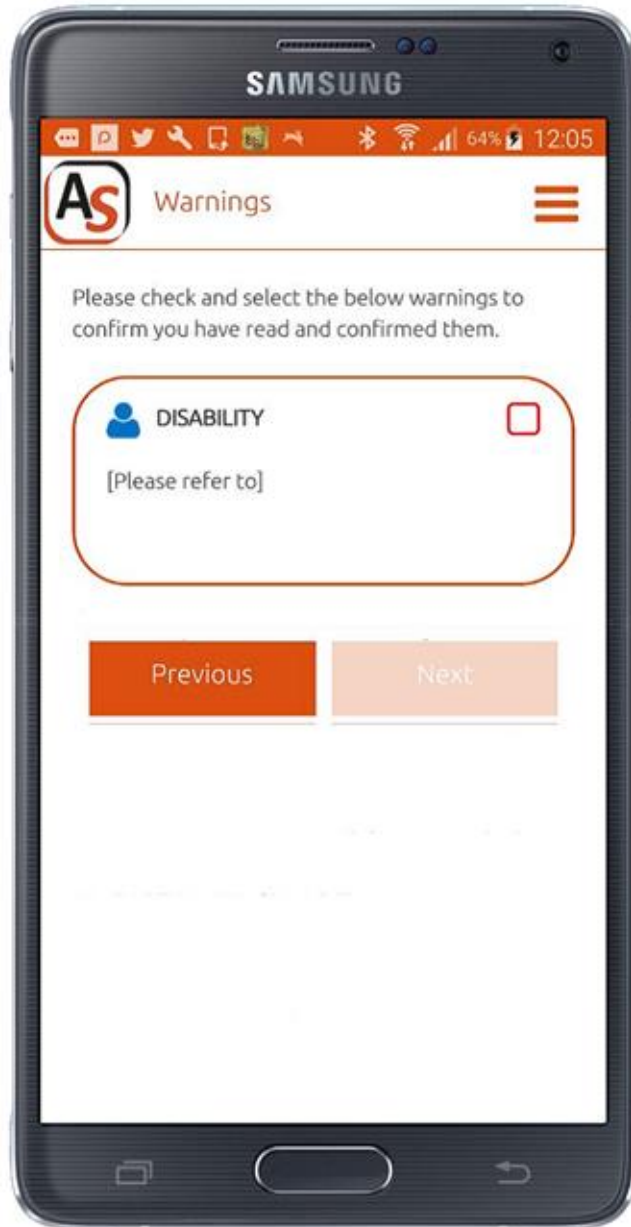
1:ASCA008090/1	1:ASCA008090/2
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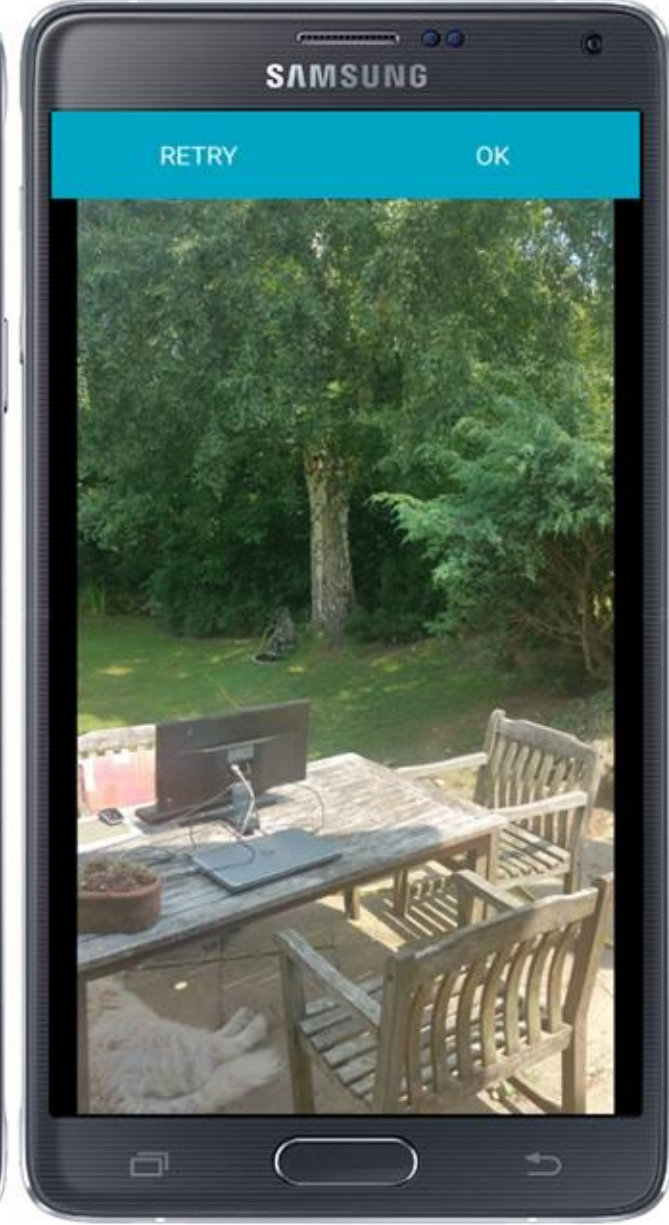
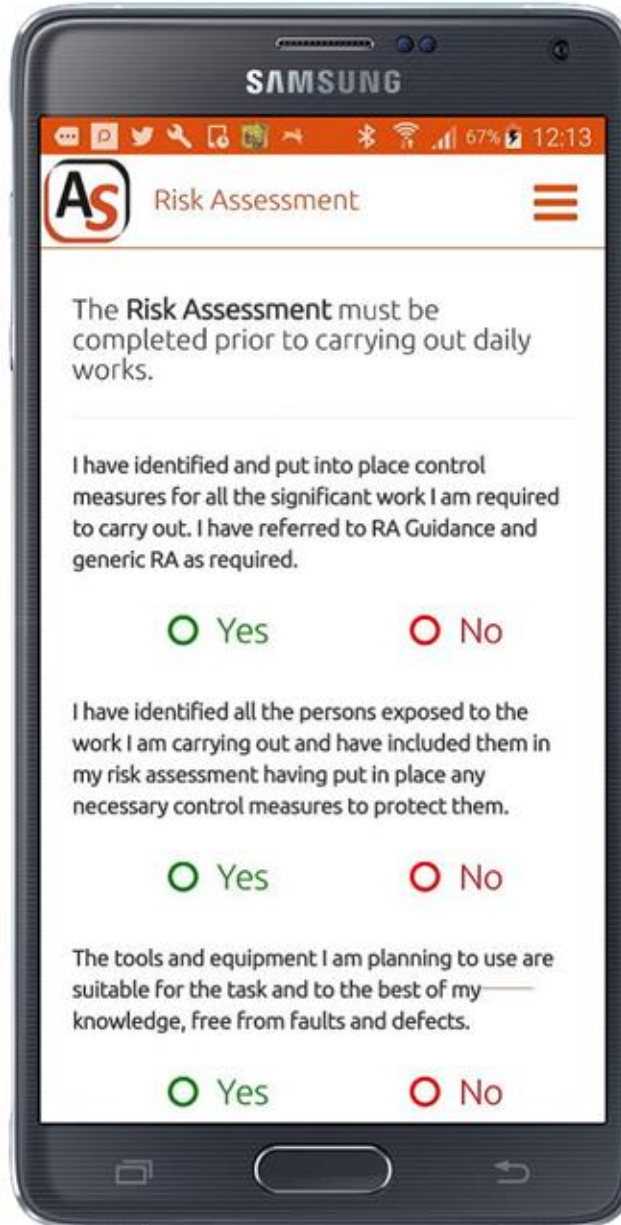
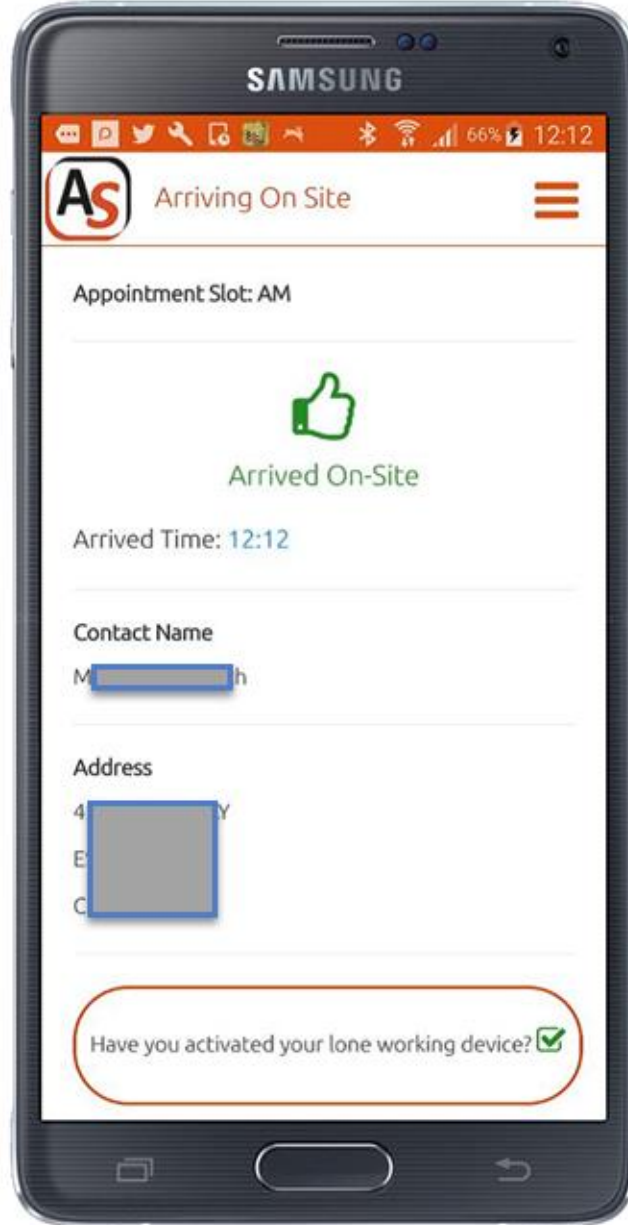
Confirm

? Job has 1 linked event assign this also?

[Yes] [No]









Sub-Contractors



Browser tabs: Contact Us with any que... | Google Calendar - Janu... | localhost/AccuServ_v18... | LinkedIn | My Hours

Address bar: localhost/AccuServ_v182/

File Views Reports

Clear/Add | Clear all | Save | Delete

Sub-Contractor Responsive/Breakdown Visit Events

Open	Job/Event No	Evt No	Order No	Address	Priority	Warnings	Added Date	Assigned Date	Assigned Time	Required Date	Action Required	Event Result	Status
Open	ASCA007739/1	1		880 3 FOREST ROAD LONDON E17 4AD	E2 - Emergency 2 Hour	N	11/01/2017	11/01/2017	12:00	11/01/2017	FIRST VISIT	COMPLETED	Complete
Open	ASCA007741/3	3		880 7 FOREST ROAD LONDON E17 4AD	Minor - 8 Days	Y	17/01/2017	18/01/2017	08:00	18/01/2017	VOID LOCK CHANGE		Open
Open	ASCA008079/3	3		880 7 FOREST ROAD LONDON E17 4AD	Minor - 8 Days	Y	08/05/2017	09/05/2017	08:00	09/05/2017	VOID LOCK CHANGE		Open
Open	ASCA008093/2	2		880 5 FOREST ROAD LONDON E17 4AD	E24 - 24 Hours	Y	18/09/2017	18/09/2017	12:00	19/09/2017	FIRST VISIT	NOTIFY OCTAVIA SMS	Open
Open	ASCA008167/1	1		51 FERNHILL COURT FOREST ROAD LONDON E17 3RP	R - 7 Days	N	29/01/2018	30/01/2018	10:00	07/02/2018	FIRST VISIT	COMPLETED	Complete
Open	ASCA008167/2	2		51 FERNHILL COURT FOREST ROAD LONDON E17 3RP	R - 7 Days	N	30/01/2018	30/01/2018	08:00	07/02/2018	FIRST VISIT	COMPLETED	Complete
Open	ASCA008167/3	3		51 FERNHILL COURT FOREST ROAD LONDON E17 3RP	R - 7 Days	N	30/01/2018	30/01/2018	08:00	07/02/2018	FIRST VISIT	COMPLETED	Complete
Open	ASCA008167/4	4		51 FERNHILL COURT FOREST ROAD LONDON E17 3RP	R - 7 Days	N	30/01/2018	30/01/2018	08:00	07/02/2018	FIRST VISIT	COMPLETED	Complete

JOB DETAIL | WARNINGS

Client: AccuServ Demonstration System

Contract: RESPONSIVE MT

Reference:

Job Type: E2 - Emergency 2 Hours

Tenant: Mr M Edwards

Room No: Flat No: 3

House Name:

Address: 880 FOREST ROAD

Town:

Post Code: E17 4AD Booked:

Mobile: 07841370598 Home: 08000569927

Options

Operative ID: ATCL

Event Status: All

Visits From:

To:

Job No:

Client No:

Property ID:

Event Result:

Rebuild List

Open Visit Event

Print Visit Event

Exit

WARNINGS

Type: FIRST VISIT


Summary: CARPENTRY

Det: Code: 391301 ;Description: Nightlatch:Renew any type of cylinder rim night latch, keep and pull handle, including altering door as necessary for new latch and provide two new keys. Added SOR Code: 391301

Result:

Subcontractor Submission

Subcontractor Name: ATCL SECURITY LOCK SM



Job Number: ASCA008188 VAT Rate: 0.00 Job Value Agreed?: £18.08

51 FERNHILL COURT, FOREST ROAD, LONDON E17 3RP Labour:

LOCKS: Repair main entrance lock Material:

225103	DOOR, OVERHAUL MULTIPoint LOCK TO PVCU	2.00	18.08	P
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Subcontract Name: ATCL SECURITY LOCK SM Payments: £18.08

Client: ACCUSERV Deductions: £0.00

Completion Dates: 22/01/2018 - 31/01/2018 Total: £18.08

Net Value 1:	£18.08	Vat @ 0.00%	£0.00
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Total Net:	£18.08	Total Vat:	£0.00	Total Gross:	£18.08
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Page 1 of 1



Business Intelligence Dashboard Reporting Standard Reports - 300+ Crystal Reports



Summary Period Summaries Gauges Numbers Performance

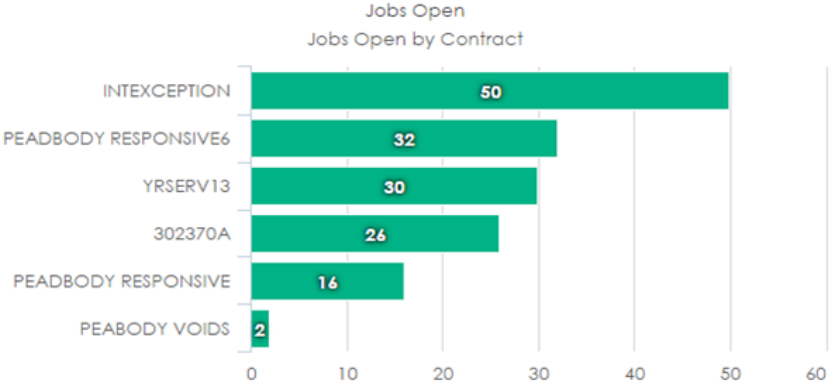
Period: 2014-09 CLIENT: * CONTRACTNO: * JOBTYP: * Target Source: ccj EXTERNAL GO

Jobs Recorded (Period) Period: Period 2014-09 Target Source: EXTERNAL 127 Jobs Recorded Target: 65	Jobs Open (Period) Period: Period 2014-09 Target Source: EXTERNAL 1,607 Jobs Open Target: 39	Open In Target (Period) Period: Period 2014-09 Target Source: EXTERNAL 1,606 Open In Target Target: 520	Open Past Target (Period) Period: Period 2014-09 Target Source: EXTERNAL 1 Open Past Target Target: 13	Jobs Completed (Period) Period: Period 2014-09 Target Source: EXTERNAL 19 Jobs Completed Target: 65	Complete In Target (Period) Period: Period 2014-09 Target Source: EXTERNAL 12 Completed In Target Target: 65	Complete Past Target (Period) Period: Period 2014-09 Target Source: EXTERNAL 7 Completed Past Target Target: 0
Complete In Target % (Period) Period: Period 2014-09 Target Source: EXTERNAL 63.2% Completed in Target % Target: 98.0 %	Jobs Cancelled (Period) Period: Period 2014-09 Target Source: EXTERNAL 0 Jobs Cancelled Target: 2	Firstfix (Period) Period: Period 2014-09 Target Source: EXTERNAL 63.2% First Fix % Target: 95.0 %	Jobs CTI (Period) Period: Period 2014-09 Target Source: EXTERNAL 0 Cleared to Invoice Target: 65	Jobs Invoiced (Period) Period: Period 2014-09 Target Source: EXTERNAL 0 Jobs Invoiced Target: 65	Land Lord Cert (Period) Period: Period 2014-09 Target Source: EXTERNAL 0 Land Lord Cert Issued Target: 26	No Access 1 (Period) Period: Period 2014-09 Target Source: EXTERNAL 0 No Access 1 Target: 39
No Access 2 (Period) Period: Period 2014-09 Target Source: EXTERNAL 0 No Access 2 Target: 26	No Access 3 (Period) Period: Period 2014-09 Target Source: EXTERNAL 0 No Access 3 Target: 13	No Access 4 (Period) Period: Period 2014-09 Target Source: EXTERNAL 0 No Access 4 Target: 0	Labour Cost (Period) Period: Period 2014-09 Target Source: EXTERNAL £982 Labour Cost Target: £ 130	Overheads (Period) Period: Period 2014-09 Target Source: EXTERNAL £0 Overheads Target: £ 130	Spares Cost (Period) Period: Period 2014-09 Target Source: EXTERNAL £54 Spares Cost Target: £ 130	Sub-Con Cost (Period) Period: Period 2014-09 Target Source: EXTERNAL £0 Sub-Con Cost Target: £ 130
Invoiced Total Cost (Period) Period: Period 2014-09 Target Source: EXTERNAL £0 Total Cost Target: £ 520	Average Cost (Period) Period: Period 2014-09 Target Source: EXTERNAL £47.60 Average Target: £ 45.00	Invoiced Sales Value (Period) Period: Period 2014-09 Target Source: EXTERNAL £0 Sales Value Target: £ 520	Invoiced Margin (Period) Period: Period 2014-09 Target Source: EXTERNAL £0 Margin Target: £ 195	Invoiced Margin% (Period) Period: Period 2014-09 Target Source: EXTERNAL 0.0% Margin% Target%: 35.0 %		

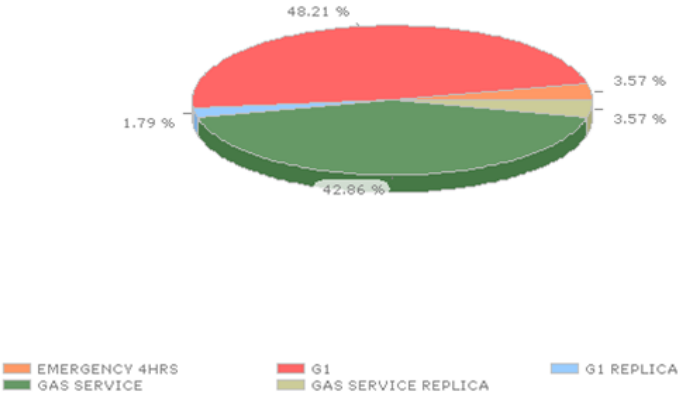


Period: 2016-03 |
 Client: * |
 Contract: * |
 Job Type: * |
 TARGET_SOURCE: EXTERNAL |
 GO

Jobs Open



Open Past Target by Jobtype



Running Cost

Contract	Sales	Cost	Margin
302370A	2,939.84	426.00	85.51%
INEXCEPTION	0.00	0.00	0.00%
PEABODY VOIDS	0.00	0.00	0.00%
PEADBODY RESPONSIVE	1,360.44	1,135.70	16.52%
PEADBODY RESPONSIVE6	4,459.93	1,179.39	73.56%

High Priority Open Past Target

Operative	EMERGENCY 4HRS	P1 - 1 DAY RESPONSE	P3 - 3 DAY RESPONSE
	0	54	2
ADMIN	2	15	1
Alec Reid-PL &G	0	2	0
Andy Bassett-CP	0	17	0
Andy King-BL	0	1	0
Carpentry Area 2	0	1	0
Ed Wiazewicz-DC	1	3	0
Gary Stewart-DC	0	1	1

Appointment Made/Kept Analysis - Summary

Report Criteria
 Client:
 Contract Number:
 Job Type:
 Job Type Category:
 Event Type: to
 Event Date: By Attend On Date - 01/01/2011 to 31/01/2011
 Event Action Type: On Site
 Event Designate Type: Include Designate Type
 Event Result Summary:
 Event Status:

	Total No. of Events	No. Apps. Made	% Apps. Made	No. of Apps. Kept	% Apps. Made & Kept (of Total Apps)	% Apps. Kept (of Apps. Made)
SBHA - Gas Responsive						
ECO - 4 Hours	24	22	91.67%	19	79.17%	86.36%
Gas Void	16	16	100.00%	13	81.25%	81.25%
P1 - 24 Hours	6	5	83.33%	4	66.67%	80.00%
P2 - 5 Days	210	206	98.10%	182	86.67%	88.35%
P3 - 20 Days	174	171	98.28%	149	85.63%	87.13%
P4 - 60 Days	43	39	90.70%	35	81.40%	89.74%
SBHA - Gas Responsive	473	459	97.04%	402	84.99%	87.58%
Report Total	473	459	97.04%	402	84.99%	87.58%

Total Jobs for Period: Dates:By Target Date - 01/01/2011 To 31/01/2011

Total Jobs Booked: 597

Jobs Cancelled: 133

Total KPI Tested Jobs: 464

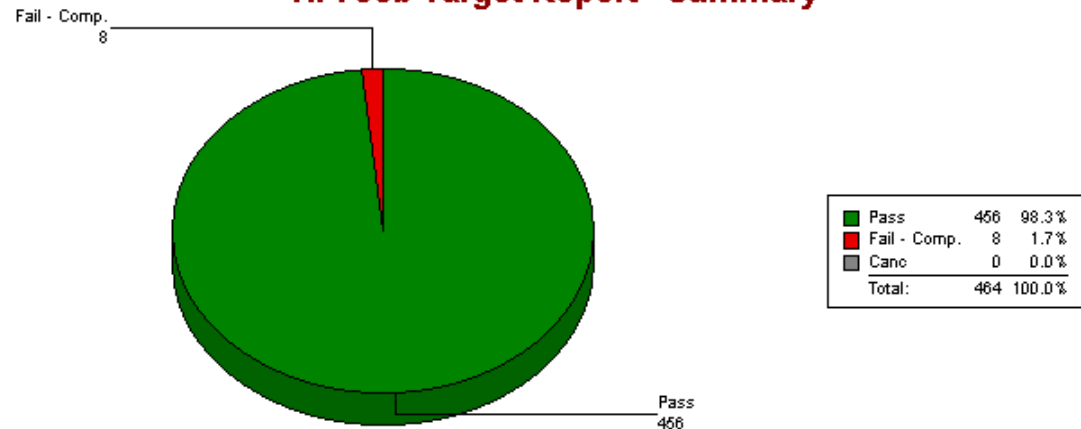
Completed in Target: 456 98.28 %

Completed Outside Target: 8 1.72 %

Open Outside Target: 0 0.00 %

Target Not Due: 0 0.00 %

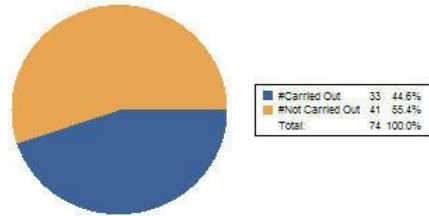
KPI Job Target Report - Summary



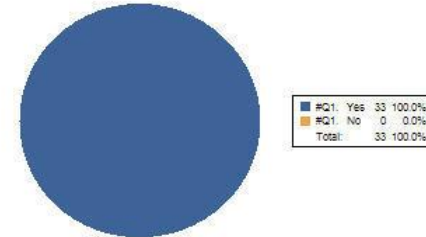
Customer Satisfaction Survey - Overview

Date Range: 01/08/2006 to 31/08/2006 Number of Surveys Attempted: 75 Carried Out: 33 Not Carried Out: 41

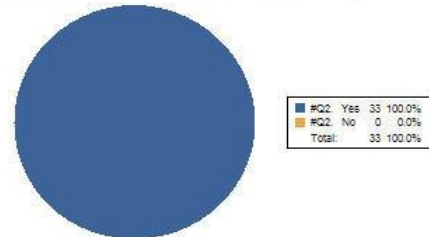
Overview of Surveys Attempted



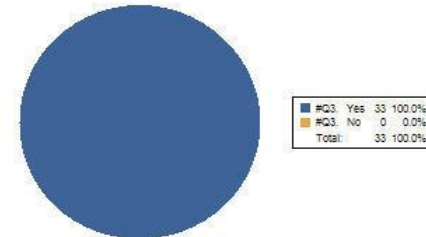
Q1: Were you satisfied with operative politeness?(Y/N)



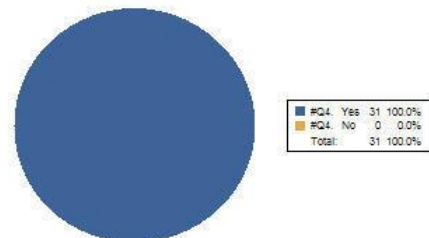
Q2: Was the property (job) left clean and tidy? (Y/N)



Q3: Was an appointment made and kept? (Y/N)



Q4: Was the ID card shown? (Y/N)



Q5: Were you satisfied overall with AEW service?

