



Virgin Strauss Water

Using Priority PDA application

User manual

David Milanovic

12/3/2012

Virgin Strauss Water UK Ltd
Henley Business Park, Pirbright Road
Guildford, Surrey, GU3 2DX

T: +44 (0) 845 301 7700
F: +44 (0) 845 302 1962
E: info@virginpure.com

virginpure.com

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Application basics



Virgin Strauss Water UK Ltd
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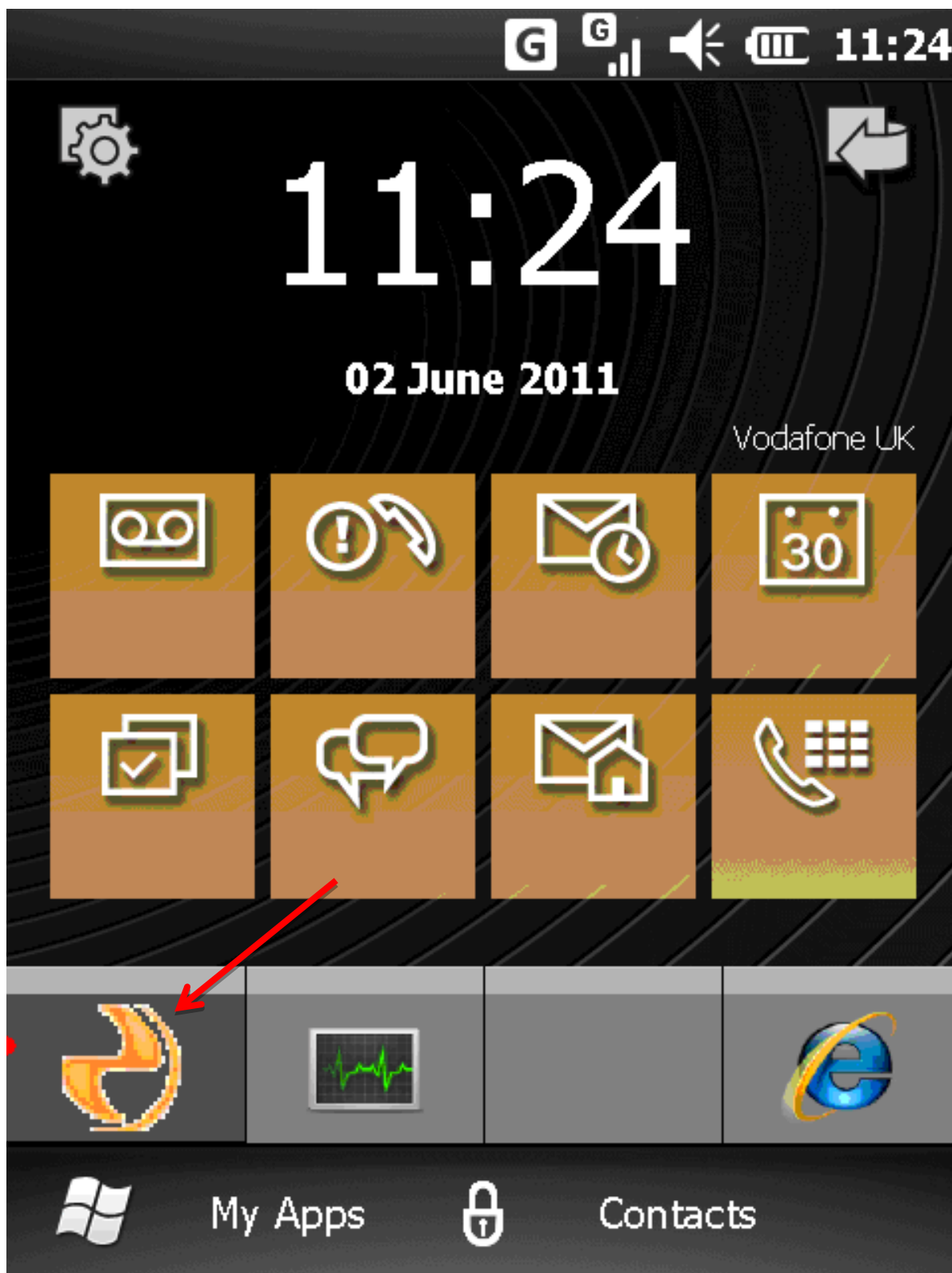
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Start Priority application to access service calls.



**First time users will be required to enter the provisioning code either by keyboard or by scanning their provisioning barcode*

Press Connect



Please scan or enter your provision code:

B18900D7

Connect





Main Service Call List screen will appear

Click here to view your warehouse

Click here to change the date

Service Calls Warehouse Surveys

23 November 2012

Call	Post Code	Customer	Call Type	Status	Family
12000025	GU16 8...	Ken Meek	Install	Active	T6U

Address Details

Sub-forms (these will change depending on the status the

OK

Click on any of the column headers to sort the calls by that value

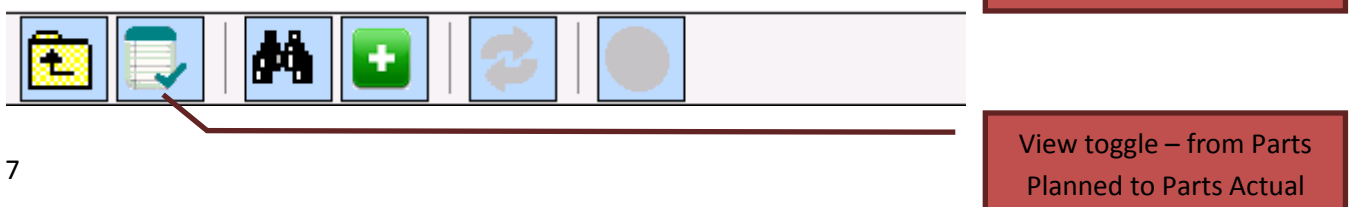
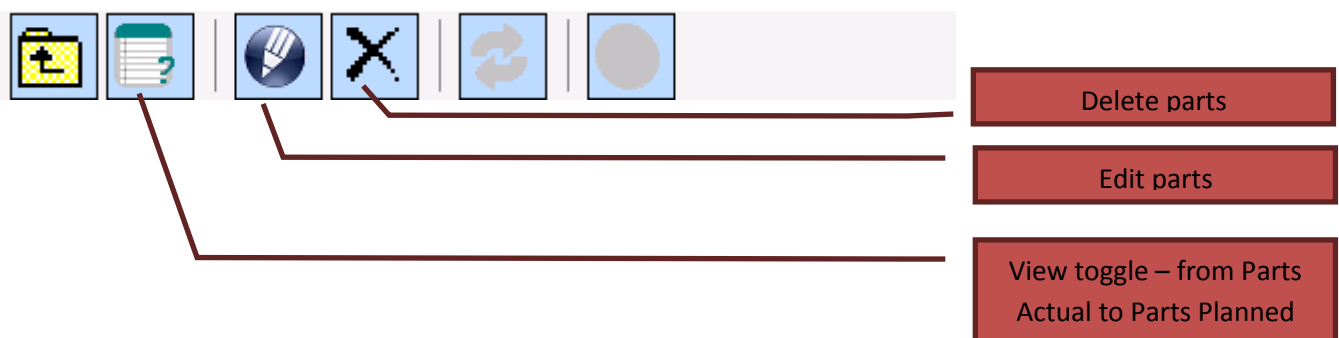
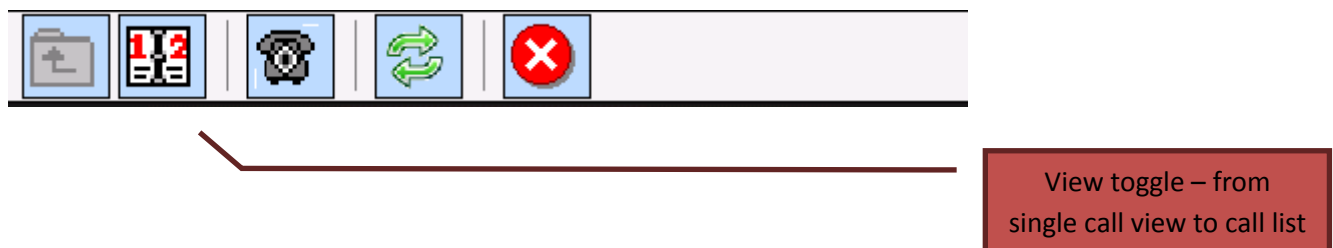
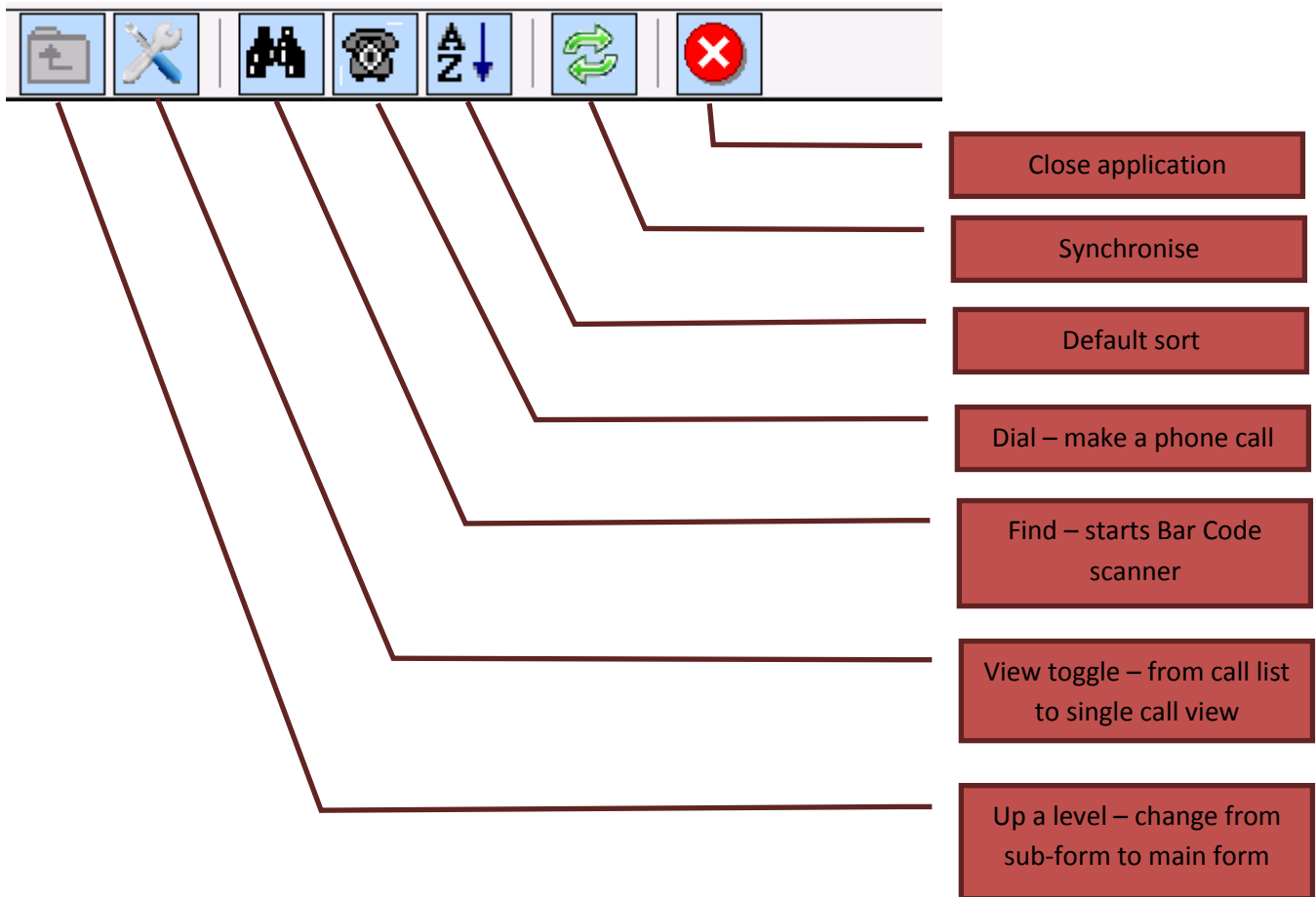
Click on the desired call to select it

Sub-forms
(these will change depending on the status the

Icons explained:

*Please note that available icons change depending on the screen you are on

**Icons not available on the particular screen are greyed out



Different screens



Virgin Strauss Water UK Ltd
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Service Calls Warehouse Surveys

Customer:

Ken Meek

Phone Number:

07733352687

Contact Name:

Phil Miles

Address:

27 Blythwood Drive

Add 2

Add 3

Frimley

GU16 8TY

Address view

Click to return to previous view

Click to call the customer

Service Calls Warehouse Surveys

Serial Number:

Cust's Problem:

Servicing Package:Install

Location UK:

Details view

Grumpy old mans house

he is also smelly

Click to return to previous view

Service Calls **Warehouse** **Surveys**

Call Number:	12000055
Call Status:	On Site
Call Type:	Install
Serial No:	4005546503479
Location:	
Customer:	Ken Meek
Contact:	Phil Miles
Phone No:	07733352687

Single call view

Address **Details** **Repair** **Parts** **Si**



Service Calls **Warehouse** **Surveys**

UV Light blown	▼
Replaced Part	▼
Replaced UV lamp	^



Repair view

Parts Actual

Part	Description	Serial
------	-------------	--------



Parts Planned

Part	Description	Serial
------	-------------	--------

160083002	T6 H/C Classic 4 B...	40055
ABB1575X	Install Valve Tana ...	0
ASV3	Install Valve Push ...	0
ci220808w	STEM ELBOW	0
ci320814s	TAP ADAPTOR (T5 ...	0
ci320816s	TAP ADAPTOR (T6)	0
ISCV Tana	Install valve single ...	0
ppsv04080...	SHUT OFF TAP 1/4"	0

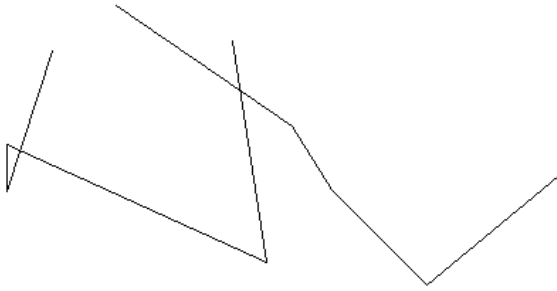


Parts Actual view

Parts Planned view

Service Calls Warehouse Surveys

Sign view



Signee Name field

David Milanovid



Service Calls Warehouse Surveys

Part	Description	Serial
106017	BIO TUBE	0
106025	TAP SPOUT COVER	0
106040	T-6 FAN WITH CO...	0
106060	HEATING ELEMENT	0
106076	T6 Double Solenoid...	0
106077	T6 SINGLE VALVE ...	0
106079	T6 Flip Down Drip ...	0
106108	SHORT SENSOR	0
106109	LONG SENSOR (T6...	0
106111	POWER TRANSFOR...	0
106120	POWER CARD	0
106204	T6 UV Lamp	0
106317	T6 UV PCB	0

Warehouse view

All of the columns are sortable










Closing Application



Service Calls Warehouse Surveys

03 December 2012 ▼

Call	Post Code	Customer
12000055	GU16 8...	Ken Meek
12000077	GU16 8...	Ken Meek
12000078	GU16 8...	Ken Meek
12000079	GU16 8...	Ken Meek
12000080	GU16 8...	Ken Meek
12000081	GU16 8...	Ken Meek

Address Details

  **OK**

Click to close

Click to confirm

Different service calls



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Install



Service Calls **Warehouse** **Surveys**

03 December 2012

	Post Code	Customer	Call Type
5	GU16 8...	Ken Meek	Install
7	GU16 8...	Ken Meek	Maintena.
8	GU16 8...	Ken Meek	Call Out
9	GU16 8...	Ken Meek	Exchange
0	GU16 8...	Ken Meek	Removal
1	GU16 8...	Ken Meek	Relocation

Address Details





Click once

Click to view address

Click to view call details

Service Calls Warehouse Surveys

03 December 2012

	Post Code	Customer	Call Type
5	GU16 8...	Ken Meek	Install
7	GU16 8...	Ken Meek	Maintena.
8	GU16 8...	Ken Meek	Call Out
9	GU16 8...	Ken Meek	Exchange
0	GU16 8...	Ken Meek	Removal
1	GU16 8...	Ken Meek	Relocation

Address Details



Click to go into the single
call view

Service Calls Warehouse Surveys

Call Number: 12000055

Call Status: Active

Call Type: Install

Serial No: 4005546503479

Location:

Customer: Ken Meek

Contact: Phil Miles

Phone No: 07733352687

Click to choose new call status

Address Details



**Statuses have to change in order:*

- En-route
- On Site
- Completed/Incomplete

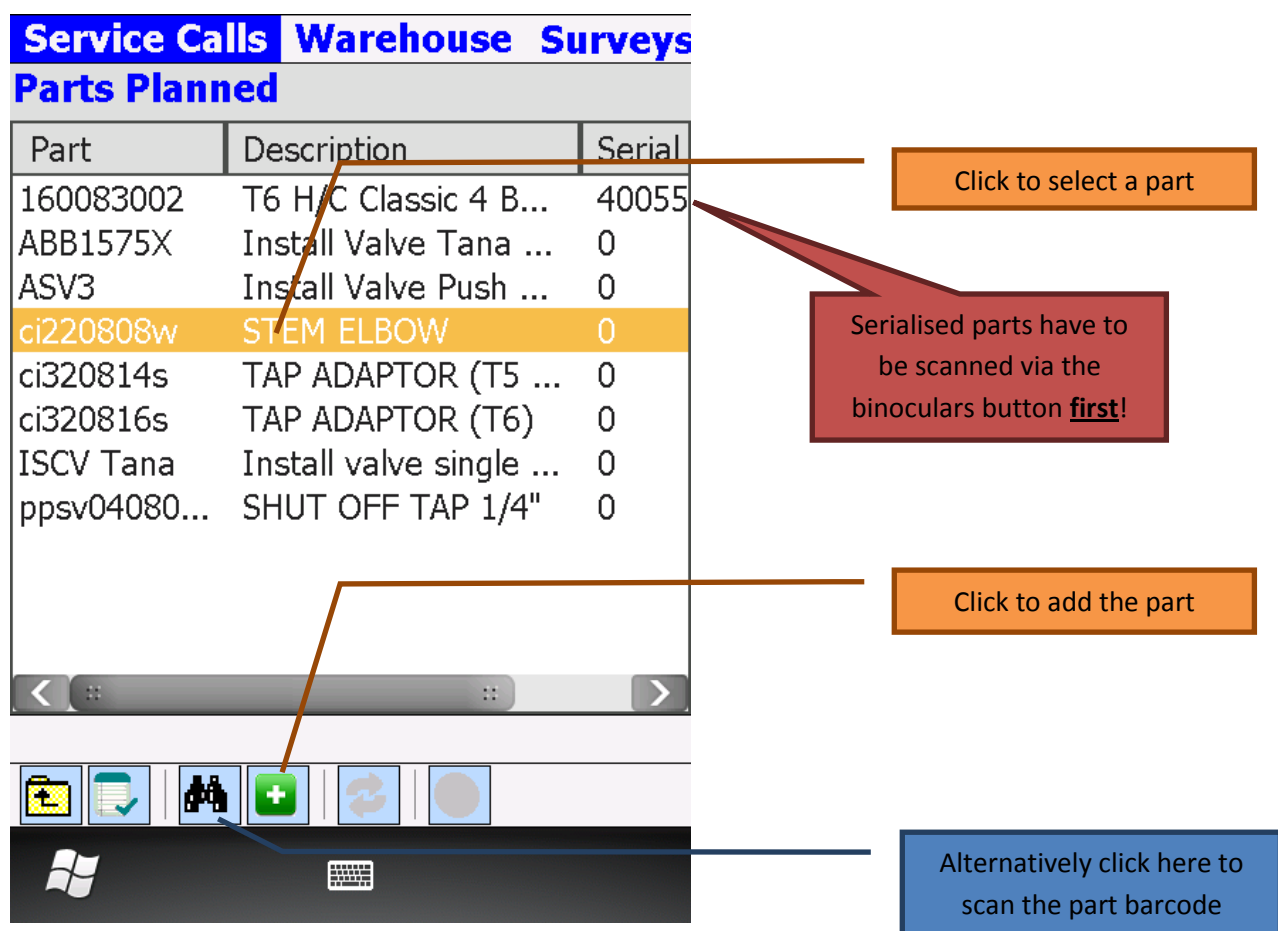
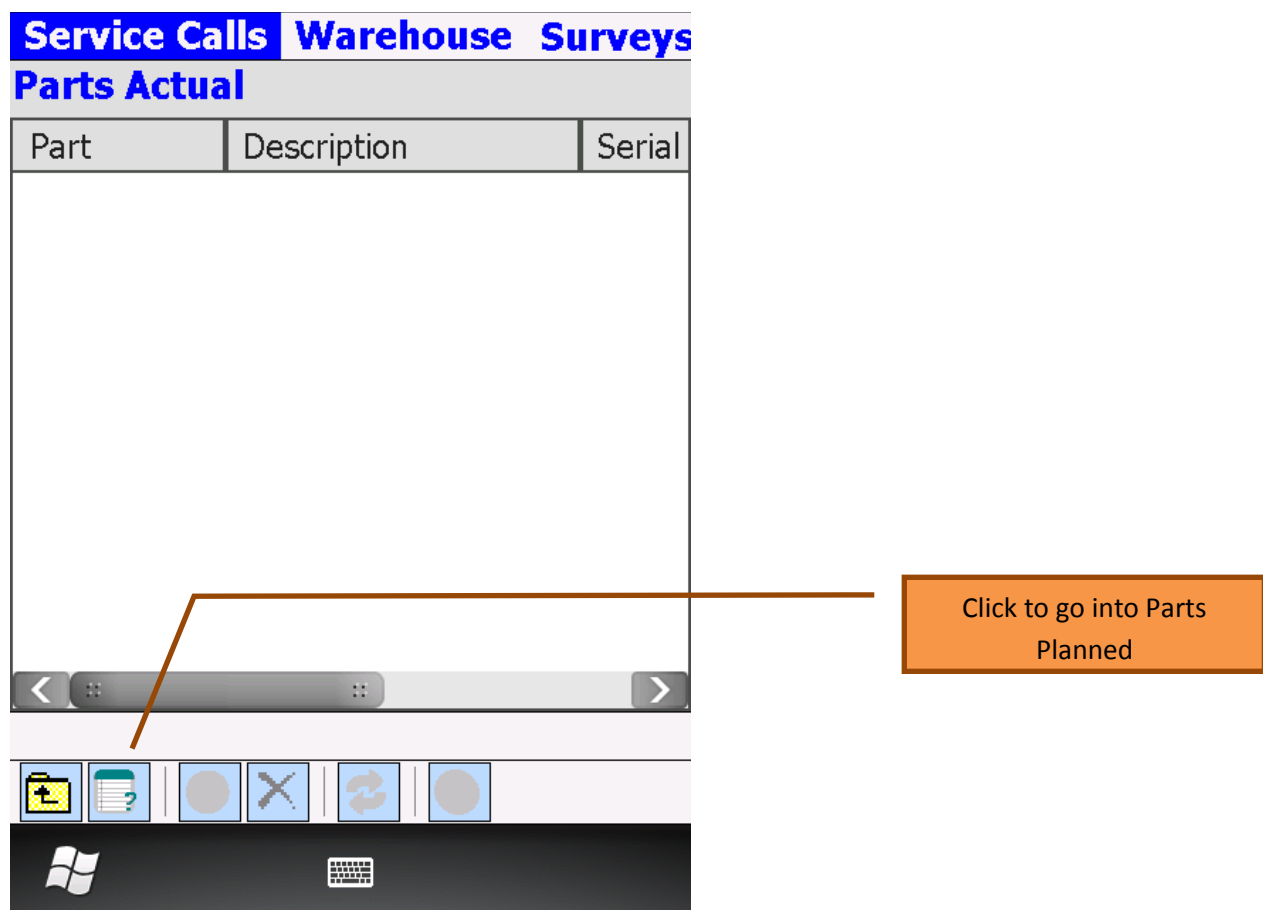
Service Calls Warehouse Surveys

Call Number:	<input type="text" value="12000055"/>
Call Status:	<input type="text" value="On Site"/>
Call Type:	<input type="text" value="Install"/>
Serial No:	<input type="text" value="4005546503479"/>
Location:	<input type="text"/>
Customer:	<input type="text" value="Ken Meek"/>
Contact:	<input type="text" value="Phil Miles"/>
Phone No:	<input type="text" value="07733352687"/>

Once On Site new set of sub-forms appears

Address	Details	Repair	Parts	Sign
				
 				

Add Parts



*All serialised parts require location. The dialog screen will pop up requiring you to enter the location.

**If unit is dead on arrival Unit Removed tick box will have to be selected. In this case location is not necessary.

Service Calls **Warehouse** **Surveys**







Serial Number:



Location:

☐ Unit Removed:

Ok

Cancel





fa

Once all the part have been added go back to Parts Actual screen

Adding parts from the warehouse

Service Calls **Warehouse** **Surveys**

Part	Description	Serial
106017	BIO TUBE	0
106025	TAP SPOUT COVER	0
106040	T-6 FAN WITH CO...	0
106060	HEATING ELEMENT	0
106076	T6 Double Solenoid...	0
106077	T6 SINGLE VALVE ...	0
106079	T6 Flip Down Drip ...	0
106108	SHORT SENSOR	0
106109	LONG SENSOR (T6...	0
106111	POWER TRANSFOR...	0
106120	POWER CARD	0
106204	T6 UV Lamp	0
106317	T6 UV PCB	0

Click to select a part

Click to add the part

Icons: [Folder] [Blank] [Binoculars] [Add] [Refresh] [Cancel]

Windows logo [Keyboard icon]

Service Calls **Warehouse** **Surveys**

1

1	2	3
4	5	6
7	8	9
<	0	Ok

Enter quantity

Click OK

Icons: [Folder] [Blank] [Binoculars] [Add] [Refresh] [Cancel]

Windows logo [Keyboard icon]

Return to the Service Calls screen by pressing on Service Calls tab

Once finished adding parts use 'Up a level' button to return to the main Service Call view

Fill in Repair sub-form

*You must put notes into the notes field in order to later Complete the call.

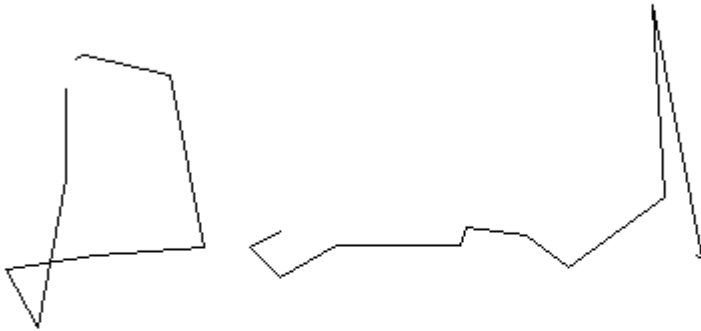
The screenshot shows a software interface with three tabs at the top: 'Service Calls' (highlighted in blue), 'Warehouse', and 'Surveys'. Below the tabs, there are two dropdown menus. The first dropdown is labeled 'New Install' and the second is labeled 'Install completed'. Below these dropdowns is a large text area containing the text 'Completed installation. |'. To the right of the text area is a vertical scrollbar with an upward-pointing arrow at the top and a downward-pointing arrow at the bottom. At the bottom of the screen, there is a taskbar with four icons: a yellow folder with a black arrow, a blue document with a black arrow, a blue circular arrow, and a blue circle. Below the taskbar is a Windows taskbar with the Windows logo and a keyboard icon.

Once finished use 'Up a level' button to return to the main Service Call view






Go to Sign sub-form to obtain the customer signature



**Signee name field is mandatory, take customer name and enter it into this field*

Service Calls Warehouse Surveys



David Milanovic





Once completed, use 'Up a level' button to return to Service Calls main view

Change Call Status to Completed/Incomplete.

**A popup dialogue box will ask for confirmation before it sets the call status to Completed/Incomplete*

***If some of the mandatory fields are not filled in, the application will show an error screen*

Service Call/Maintenance








Service Calls Warehouse Surveys

03 December 2012 ▼

	Post Code	Customer	Call Type
7	GU16 8...	Ken Meek	Maintena
8	GU16 8...	Ken Meek	Call Out
1	GU16 8...	Ken Meek	Relocatio
0	GU16 8...	Ken Meek	Removal
9	GU16 8...	Ken Meek	Exchange

< :: :: >

Address Details

Windows [Keyboard Icon]

Select a call or

... click on the binoculars
and scan the serial
number of the machine
which you are about the
service

Scan Barcode:

4005546503479

Ok Cancel

Address Details

My Apps Contacts

This will automatically open the call for that serial number

Service Calls Warehouse Surveys

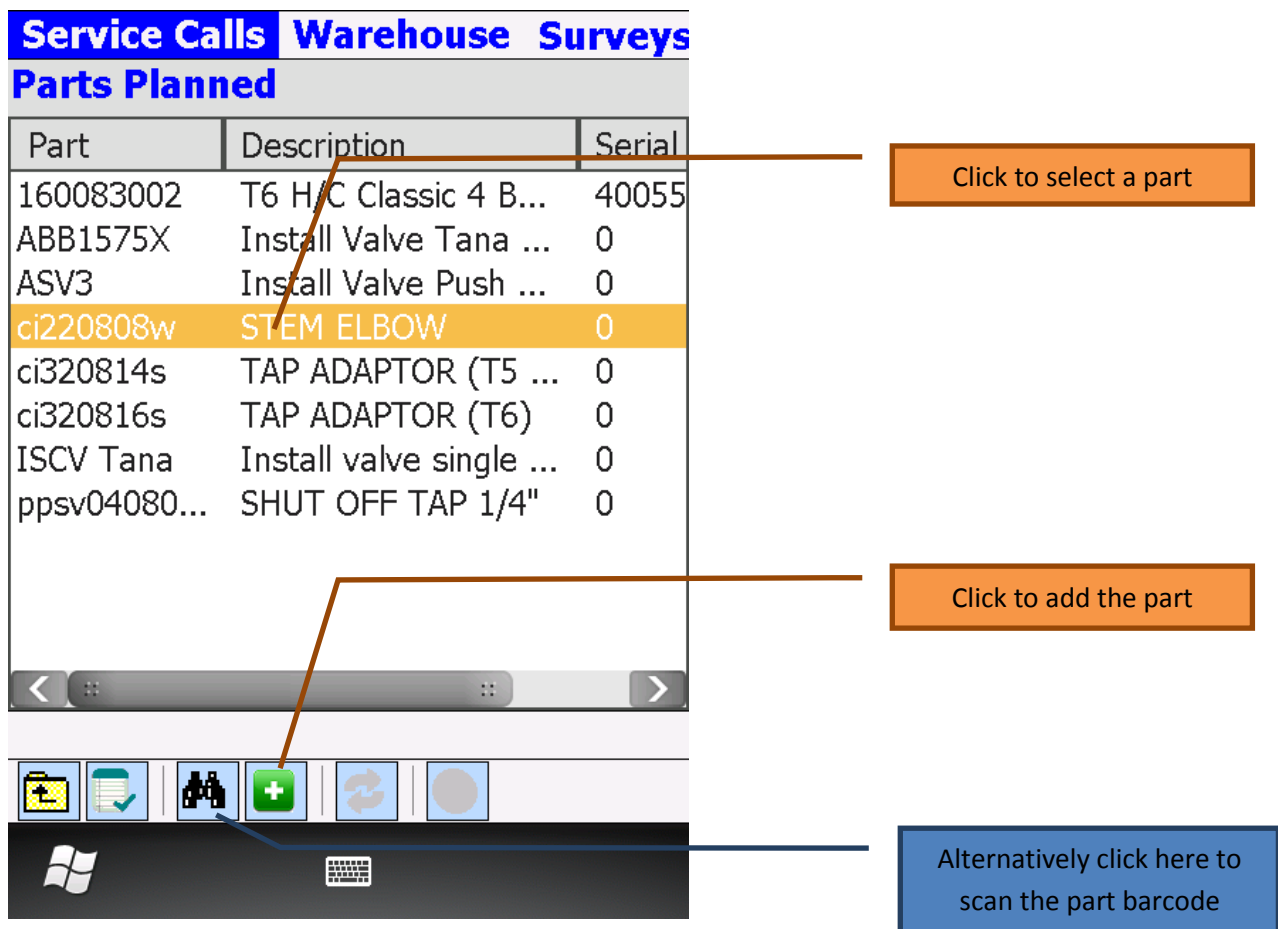
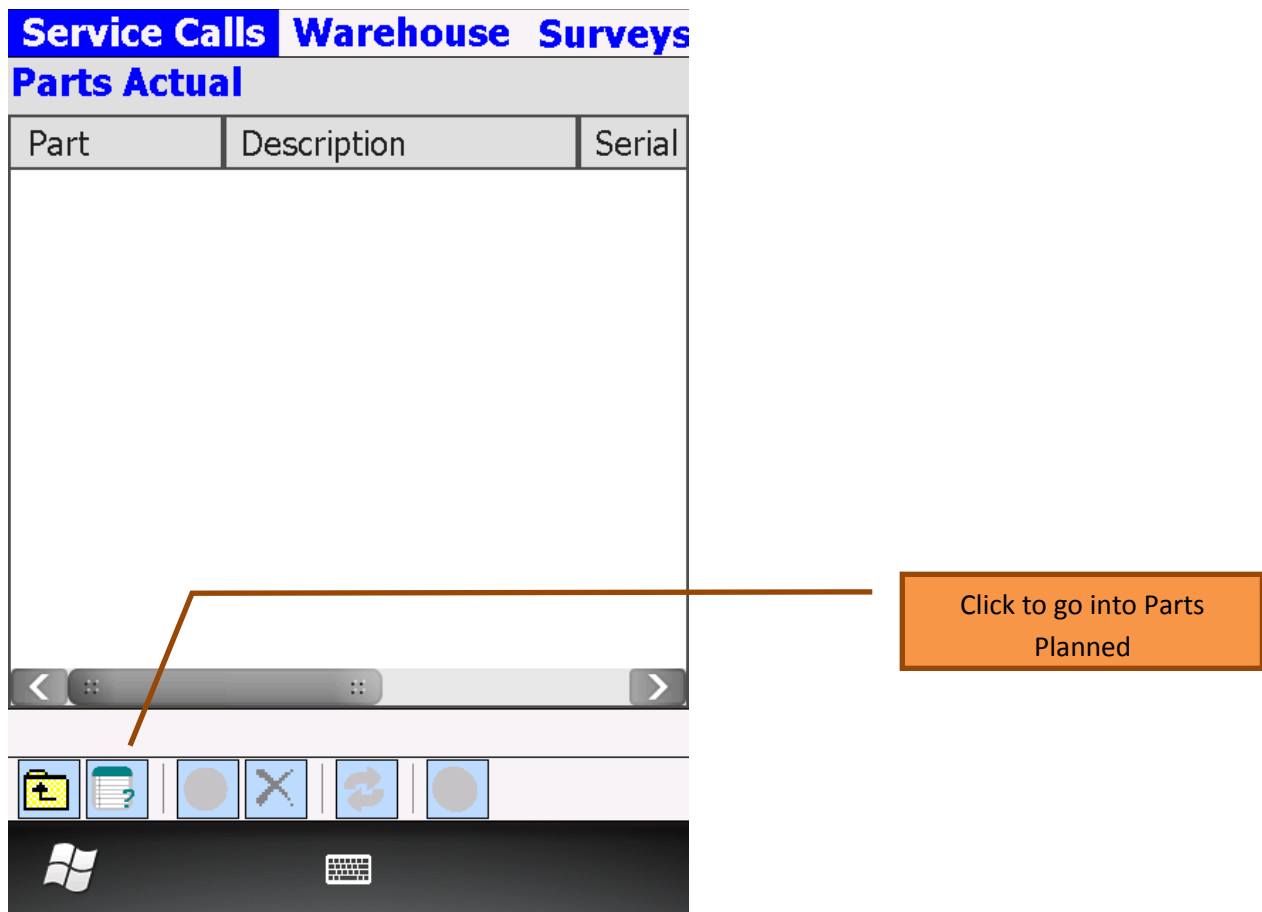
Call Number: 12000077
Call Status: Active
Call Type: Maintenance
Serial No: 4005546503479
Location:
Customer: Ken Meek
Contact: Ken Meek
Phone No: 07920759220

Select the appropriate Call Status (En-Route, On Site)

Address Details

Ensure you contacted the customer by pressing the Dial button

Add Parts



Adding parts from the warehouse

Service Calls Warehouse Surveys

Part	Description	Serial
106017	BIO TUBE	0
106025	TAP SPOUT COVER	0
106040	T-6 FAN WITH CO...	0
106060	HEATING ELEMENT	0
106076	T6 Double Solenoid...	0
106077	T6 SINGLE VALVE ...	0
106079	T6 Flip Down Drip ...	0
106108	SHORT SENSOR	0
106109	LONG SENSOR (T6...	0
106111	POWER TRANSFOR...	0
106120	POWER CARD	0
106204	T6 UV Lamp	0
106317	T6 UV PCB	0

Click to select a part

Click to add the part

Windows Mobile interface with icons for back, home, and application functions.

Service Calls Warehouse Surveys

1

1	2	3
4	5	6
7	8	9
<	0	Ok

Enter quantity

Click OK

Windows Mobile interface with icons for back, home, and application functions.

Return to the Service Calls screen by pressing on Service Calls tab

Once finished adding parts use 'Up a level' button to return to the main Service Call view

Fill in Repair sub-form

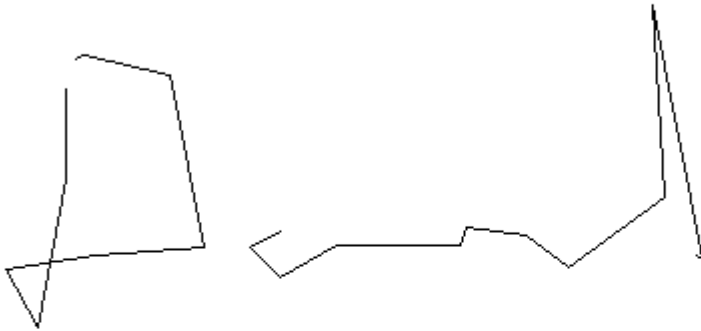
The screenshot displays a software application window with three tabs: 'Service Calls' (selected), 'Warehouse', and 'Surveys'. Below the tabs is a list of items. The first item is 'NFF' with a downward arrow icon. The second item is 'Maintenance' with a downward arrow icon. The third item is 'Completed Maintenance/Service Call' with an upward arrow icon. This third item is expanded, revealing a large, empty rectangular area for text entry. To the right of this area is a vertical scrollbar. Below the list is a toolbar containing four icons: a folder with a yellow checkmark, a document with a pencil, a circular arrow (refresh), and a solid grey circle. At the bottom of the screen, the Windows taskbar is visible, showing the Start button and a keyboard icon.

Once finished use 'Up a level' button to return to the main Service Call view






Go to Sign sub-form to obtain the customer signature



**Signee name field is mandatory, take customer name and enter it into this field*

Service Calls Warehouse Surveys



David Milanovic





Once completed, use 'Up a level' button to return to Service Calls main view

Change Call Status to Completed/Incomplete.

**A popup dialogue box will ask for confirmation before it sets the call status to Completed/Incomplete*

***If some of the mandatory fields are not filled in, the application will show an error screen*

Call Number: 12000077

Call Status: Completed

Call Type: Maintenance

StraussPDA

Set the call to 'Completed'?

OK

Cancel

Address Details Repair Parts Sign



My Apps



Contacts

Press  to return to the Call List screen

Exchange








Service Calls Warehouse Surveys

03 December 2012 ▼

	Post Code	Customer	Call Type
7	GU16 8...	Ken Meek	Maintena
8	GU16 8...	Ken Meek	Call Out
1	GU16 8...	Ken Meek	Relocatio
0	GU16 8...	Ken Meek	Removal
9	GU16 8...	Ken Meek	Exchange

< :: :: >

Address Details

Windows Taskbar

Select a call or

... click on the binoculars
and scan the serial
number of the machine
which you are about the
service

Scan Barcode:

4005546503479

Ok Cancel

Address Details

My Apps Contacts

This will automatically open the call for that serial number

Service Calls Warehouse Surveys

Call Number: 120000079
Call Status: Active
Call Type: Exchange
Serial No: 4005546503479 40055
Location:
Customer: Ken Meek
Contact: Ken Meek
Phone No: 07920759220

Select the appropriate Call Status (En-Route, On Site)

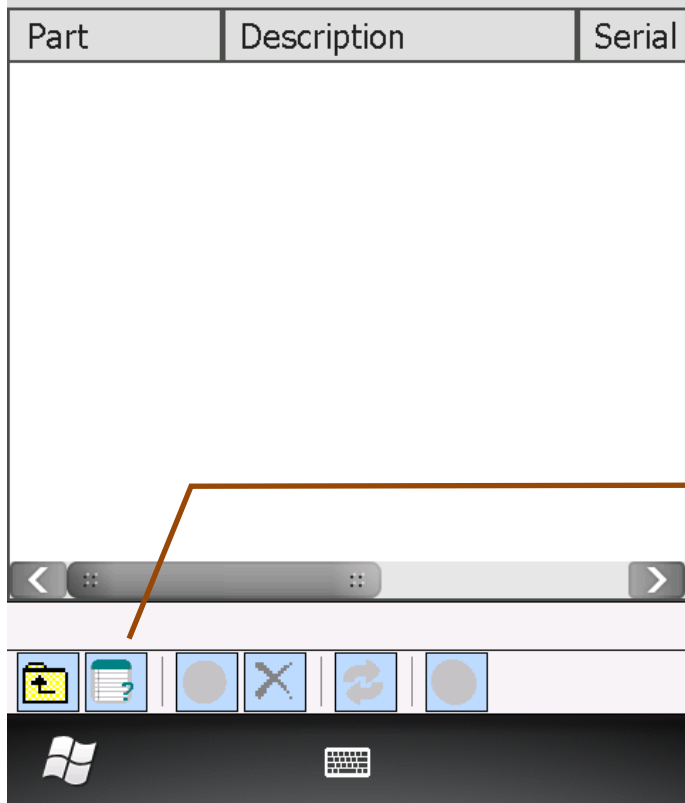
Address Details

Ensure you contacted the customer by pressing the Dial button

Add Parts

Service Calls Warehouse Surveys Parts Actual

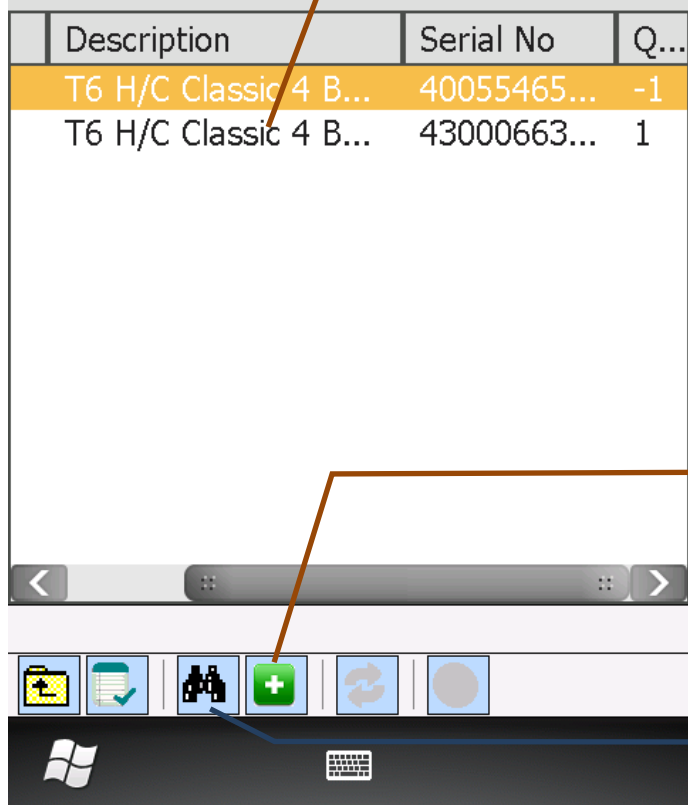
Part	Description	Serial
------	-------------	--------



Click to go into Parts
Planned

Service Calls Warehouse Surveys Parts Planned

Description	Serial No	Q...
T6 H/C Classic 4 B...	40055465...	-1
T6 H/C Classic 4 B...	43000663...	1



Click to select a part

Click to add the part

Alternatively click here to
scan the part barcode

**Please note there are 2 machines on Exchange calls, one which is being removed (quantity -1) and one being installed (quantity 1). It is imperative to add them both in order to complete the exchange successfully*

Service Calls

Warehouse

Surveys

Serial Number:

4005546503479

Location:

☒

Unit Removed:

Ok

Cancel

Tick this for the unit being removed

Click OK to add this part

Return to Parts Actual screen and verify both machines are there:

Service Calls

Warehouse

Surveys

Parts Actual

Location	Serial No	Q...	Location
Classic 4 B...	43000663...	1	changing r
Classic 4 B...	40055465...	-1	

Adding parts from the warehouse

Service Calls Warehouse Surveys

Part	Description	Serial
106017	BIO TUBE	0
106025	TAP SPOUT COVER	0
106040	T-6 FAN WITH CO...	0
106060	HEATING ELEMENT	0
106076	T6 Double Solenoid...	0
106077	T6 SINGLE VALVE ...	0
106079	T6 Flip Down Drip ...	0
106108	SHORT SENSOR	0
106109	LONG SENSOR (T6...	0
106111	POWER TRANSFOR...	0
106120	POWER CARD	0
106204	T6 UV Lamp	0
106317	T6 UV PCB	0

Click to select a part

Click to add the part

Windows 7 taskbar icons: Start button, Taskbar, Navigation icons (Back, Home, Recent, Add, Refresh, Close), Windows logo, Keyboard icon.

Service Calls Warehouse Surveys

1

1	2	3
4	5	6
7	8	9
<	0	Ok

Enter quantity

Click OK

Windows 7 taskbar icons: Start button, Taskbar, Navigation icons (Back, Home, Recent, Add, Refresh, Close), Windows logo, Keyboard icon.

Return to the Service Calls screen by pressing on Service Calls tab

Once finished adding parts use 'Up a level' button to return to the main Service Call view

Fill in Repair sub-form

Service Calls **Warehouse** **Surveys**

NFF

Unit Exchanged

Exchange completed. Old unit in the van.

Folder icon, Document icon, Refresh icon, Grey circle icon

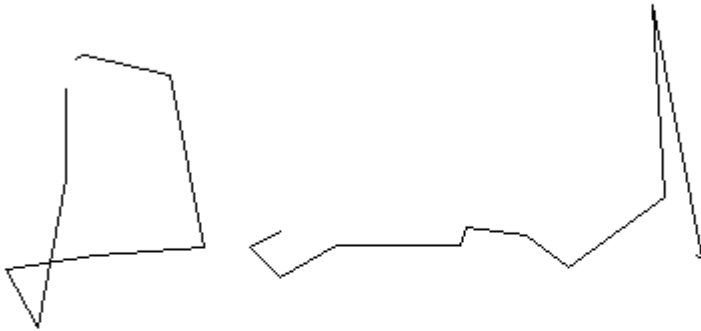
Windows taskbar with Start button and keyboard icon

Once finished use 'Up a level' button to return to the main Service Call view






Go to Sign sub-form to obtain the customer signature



**Signee name field is mandatory, take customer name and enter it into this field*

Service Calls Warehouse Surveys



David Milanovic





Once completed, use 'Up a level' button to return to Service Calls main view

Change Call Status to Completed/Incomplete.

**A popup dialogue box will ask for confirmation before it sets the call status to Completed/Incomplete*

***If some of the mandatory fields are not filled in, the application will show an error screen*

Call Number: 12000079

Call Status: Completed

Call Type: Exchange

Call Date: 0055

StraussPDA

Set the call to 'Completed'?

OK

Cancel

Address Details Repair Parts Sign



My Apps



Contacts

Press  to return to the Call List screen

Removal

Service Calls **Warehouse** **Surveys**

03 December 2012 ▼

	Post Code	Customer	Call Type
7	GU16 8...	Ken Meek	Maintena.
8	GU16 8...	Ken Meek	Call Out
L	GU16 8...	Ken Meek	Relocation
0	GU16 8...	Ken Meek	Removal
9	GU16 8...	Ken Meek	Exchange

< [Icons] >

Address **Details**

[Icons: Folder, Wrench, Binoculars, Camera, Sort, Refresh, Close]

Windows [Keyboard Icon]

Select a call or ...








... click on the binoculars
and scan the serial
number of the machine
which you are about the
service



Scan Barcode:

4005546503479

Ok Cancel

Address Details


 My Apps
 
 Contacts

This will automatically open the call for that serial number

Service Calls Warehouse Surveys

Call Number: 12000080

Call Status: Active

Call Type: Removal

Serial No: 4005546503479 40055

Location:

Customer: Ken Meek

Contact: Ken Meek

Phone No: 07920759220

Select the appropriate Call Status (En-Route, On Site)

Address Details





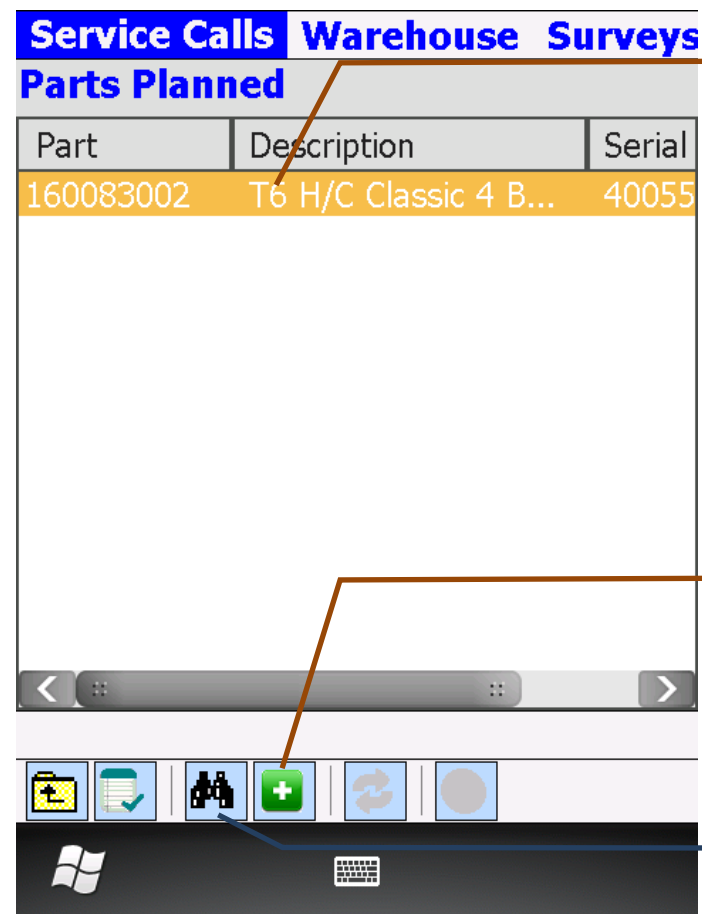
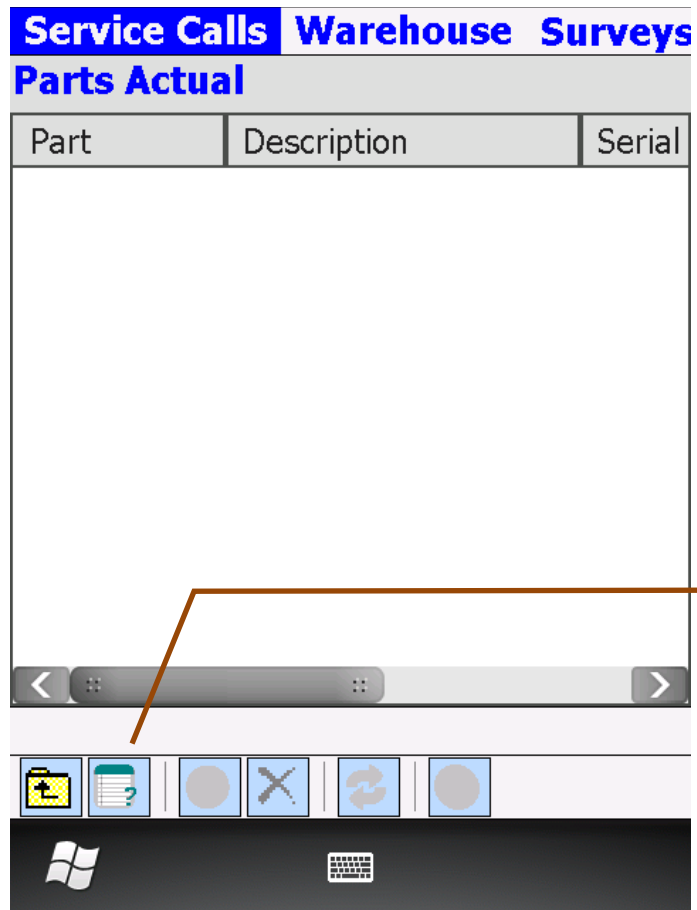






Ensure you contacted the customer by pressing the Dial button

Add Parts



**Please note there is only one planned serialised part number on the call and it will have a quantity on -1*

Service Calls Warehouse Surveys

Serial Number:
4005546503479

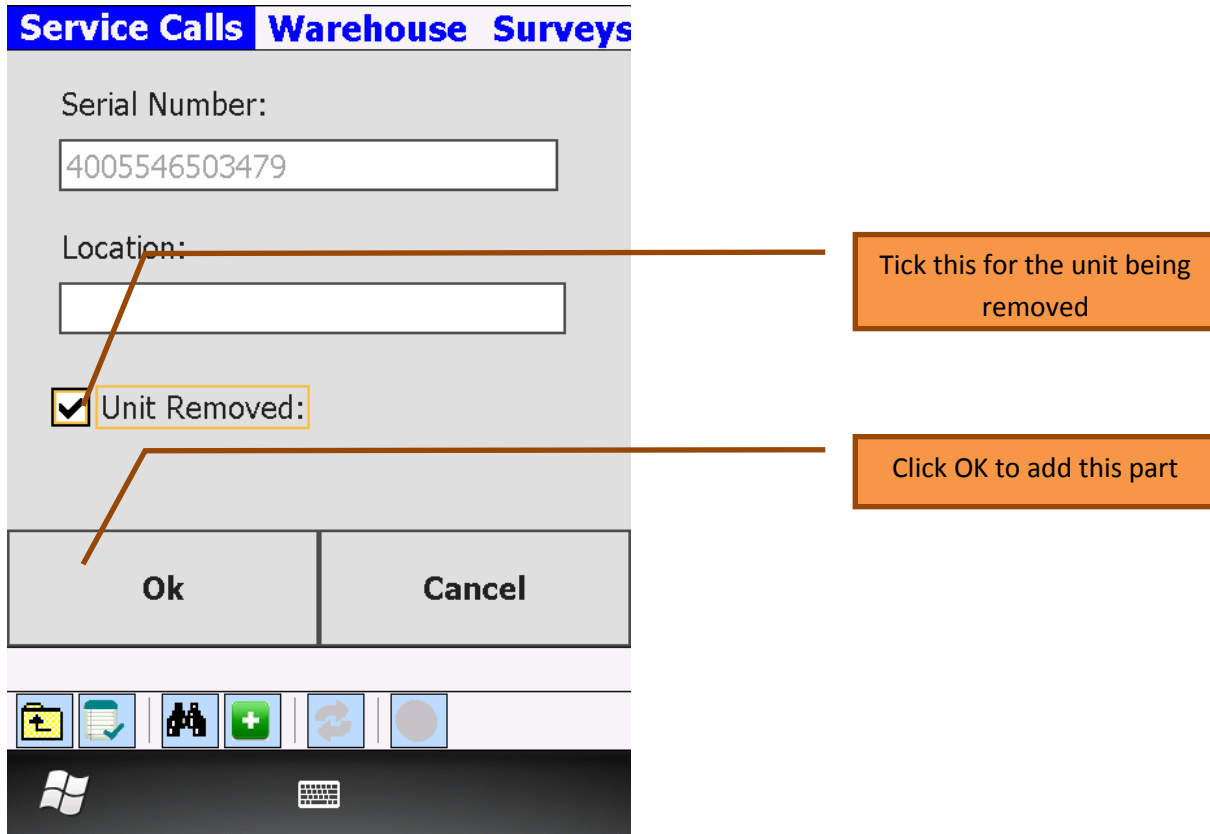
Location:

☒ Unit Removed:

Ok Cancel

Tick this for the unit being removed

Click OK to add this part

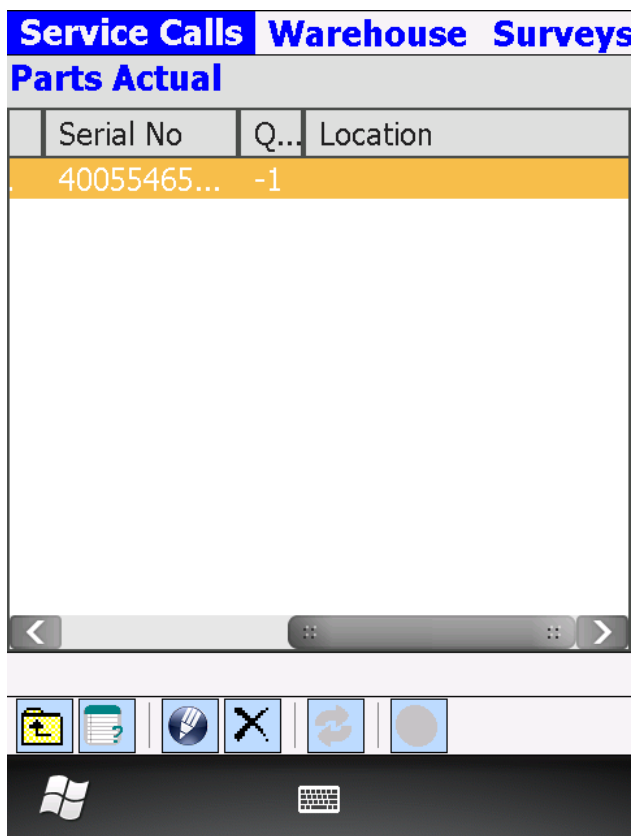


Return to Parts Actual screen and verify machine is there:

Service Calls Warehouse Surveys

Parts Actual

Serial No	Q...	Location
40055465...	-1	



Once finished adding parts use 'Up a level' button to return to the main Service Call view

Fill in Repair sub-form

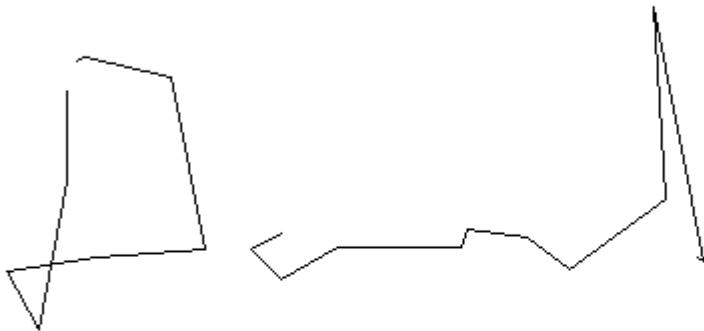
The screenshot displays a software application window with three tabs: 'Service Calls', 'Warehouse', and 'Surveys'. The 'Service Calls' tab is active, showing a list of items. The list contains three entries: 'Removal', 'Unit Removed', and 'Unit in the van'. The 'Unit in the van' entry is selected, and a vertical scrollbar is visible on the right side of the list. Below the list is a toolbar with four icons: a yellow folder with a plus sign, a document with a pencil, a document with a trash can, and a circular arrow. At the bottom of the window is a Windows taskbar with the Start button and a keyboard icon.

Once finished use 'Up a level' button to return to the main Service Call view






Go to Sign sub-form to obtain the customer signature



**Signee name field is mandatory, take customer name and enter it into this field*

Service Calls Warehouse Surveys



David Milanovic





Once completed, use 'Up a level' button to return to Service Calls main view

Change Call Status to Completed/Incomplete.

**A popup dialogue box will ask for confirmation before it sets the call status to Completed/Incomplete*

***If some of the mandatory fields are not filled in, the application will show an error screen*

The screenshot shows a mobile application interface. At the top is a status bar with icons for signal, Wi-Fi, and battery, and the time 18:07. Below this is a form with the following fields:


- Call Number:** 12000079
- Call Status:** Completed (with a dropdown arrow)
- Call Type:** Exchange

A modal dialog box is displayed in the center, titled "StraussPDA". The dialog contains the text "Set the call to 'Completed'?" and two buttons: "OK" and "Cancel".

Below the dialog, the bottom of the form is visible, showing a table with columns: "Address", "Details", "Repair", "Parts", and "Sig". The table has several rows, with the first row containing the value "0055" in the "Sig" column.

At the bottom of the screen is a navigation bar with the following elements:

- A Windows logo icon.
- The text "My Apps".
- A lock icon.
- The text "Contacts".

Press  to return to the Call List screen