# Creating a service call

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## Introduction

Initial Services (100/250/500 hrs) (no active CSA)

There are three types of Initial Services;

* + **Initial 100hr** (most small mini excavators)
  + **Initial 250hr** (most standard/medium machines) – most common
  + **Initial 500hr** (larger machines)

*\*At Initial Services extra filters/oils are changed above the normal service level. Check NAXT/DBS service history to see if the Initial service has been completed. If a machine misses an Initial Service i.e misses Initial 100hrs, please add the extra filters that should have been changed to the next service & note this in the ‘Internal Notes’ on the Service Call.*

|  |  |
| --- | --- |
| Who pays? | * Sales department only pay for one initial service, if the machine had an Initial 100hr customer pays for all services after that & so on. * For non-signed machines (excluding customer imported machines) please set the SC up as below; * **DO NOT** select any Normal Standard Jobs for Initial servicing. Only select the Standard job for the applicable Initial Service (if loaded – this will populate all three segments including all parts)     or the SJ Labour Segment and a Travel SJ (if required & you then add the Parts Segment manually);    Follow the ‘Create a Non-signed SC Call SOP’ to the point of adding the Parts Segment |
| Adding the Parts Segment to the Service Call (no Initial SJ is setup in system) | As the Sales Department pay for the Initial Labour Segment and the Initial Travel Segment on these services, the customer pays for the parts.   * You need to add another segment for the parts. * Select ‘Segment’ and add the following   + Sequence -> 02 Job Code -> 540 & applicable Component Code   + **9320** Initial 100hrs, **752A** Initial 250hrs, **752B** Initial 500hrs * Next change the Invoice customer on Segment 01 (Initial Labour) & Segment 99 (Initial travel) to the Sales Department;   **Manager** -> **Change segment customer** & customer code is 5000281.  The Service Call should then look like;    Click **Ok** and **F5** to update/save |
| Adding Initial Parts to Segment 02 (where no specific Initial SJ is loaded); | Use the Masters build you identified;  Once you have the build open scroll down to the bottom of the build and double click on the highlighted cell below to show the initial parts;    Add them to the Parts Segment (02)   * **If it is an Initial 100hr just load the highlighted Initial Parts only** * **If it is an Initial 250hr load the parts for the std 250hr PLUS the extra Initial Parts** * **If it is an Initial 500hr load the parts for the std 500hr PLUS the extra Initial Parts** |