

BOHECO I

# CRMS

# Consumer Relations Management System

## Authors & Contributors

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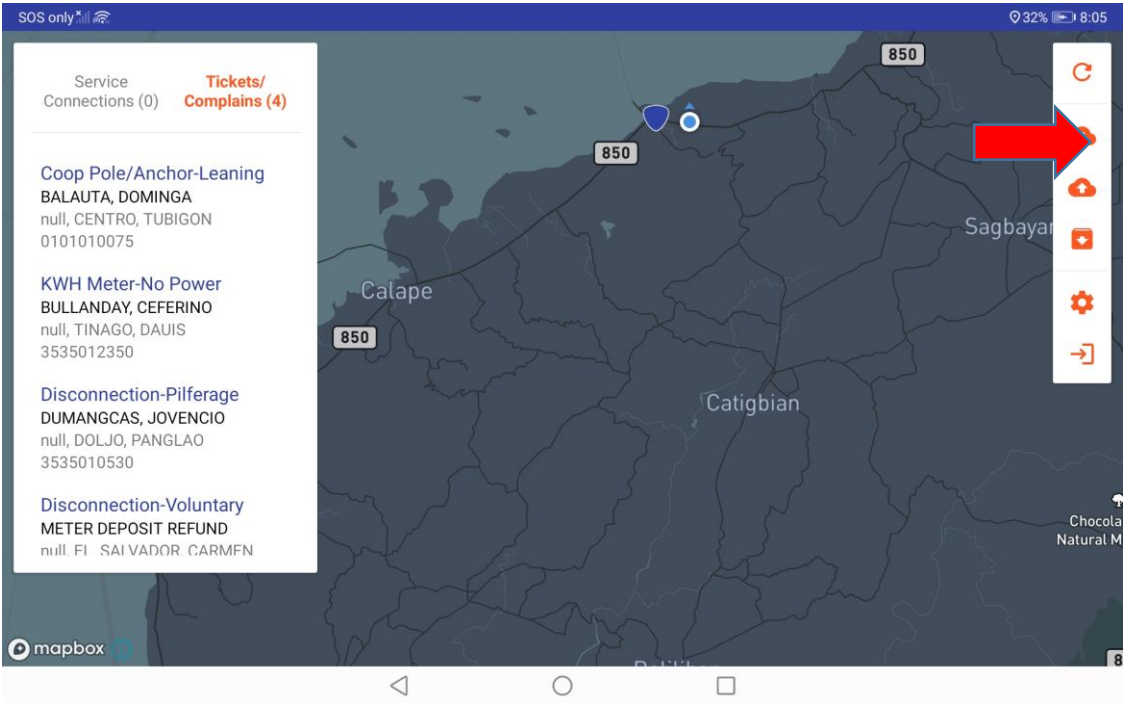
### **Rowena Astillo**

*Chief, MCPD Division*

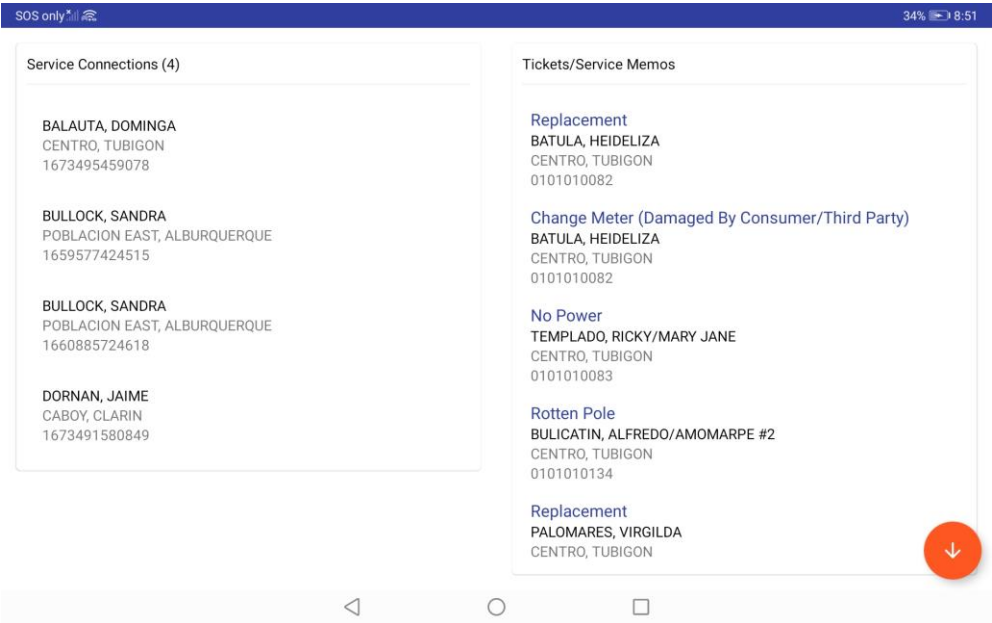
## Lineman's Manual

I. Downloading Tickets (complaints) and Service Connection Energizations (turn on orders)

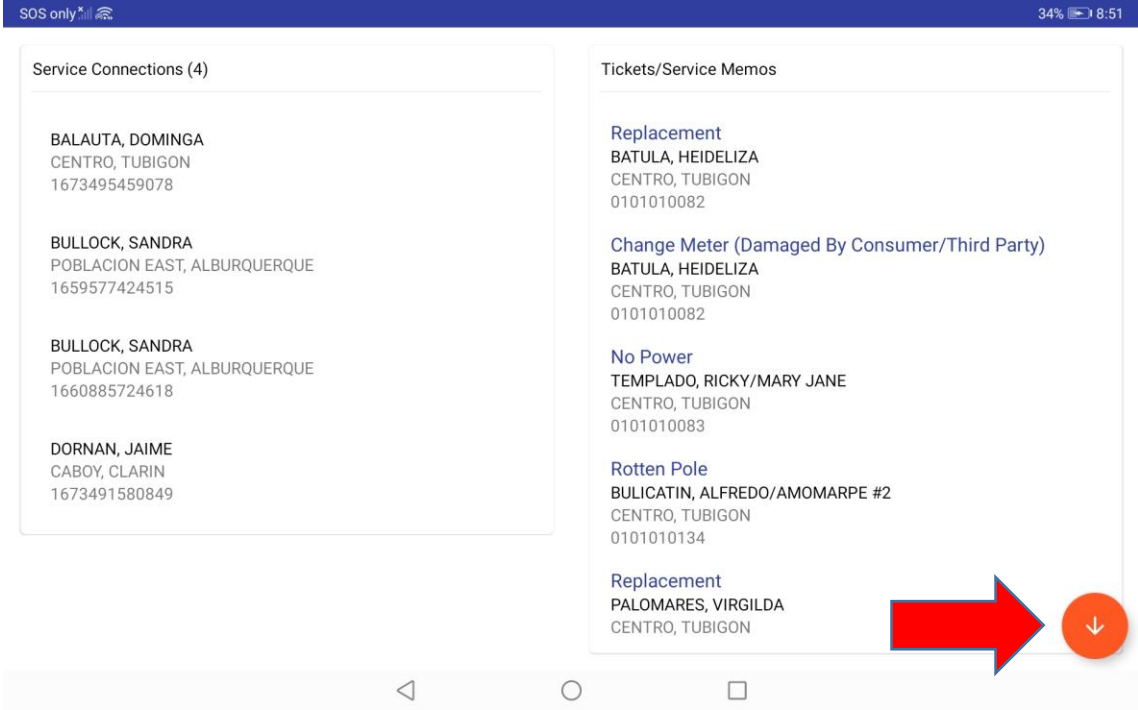
To download, go to the **download button** on the right toolbar of the app.



It will then go to the download page of the app.



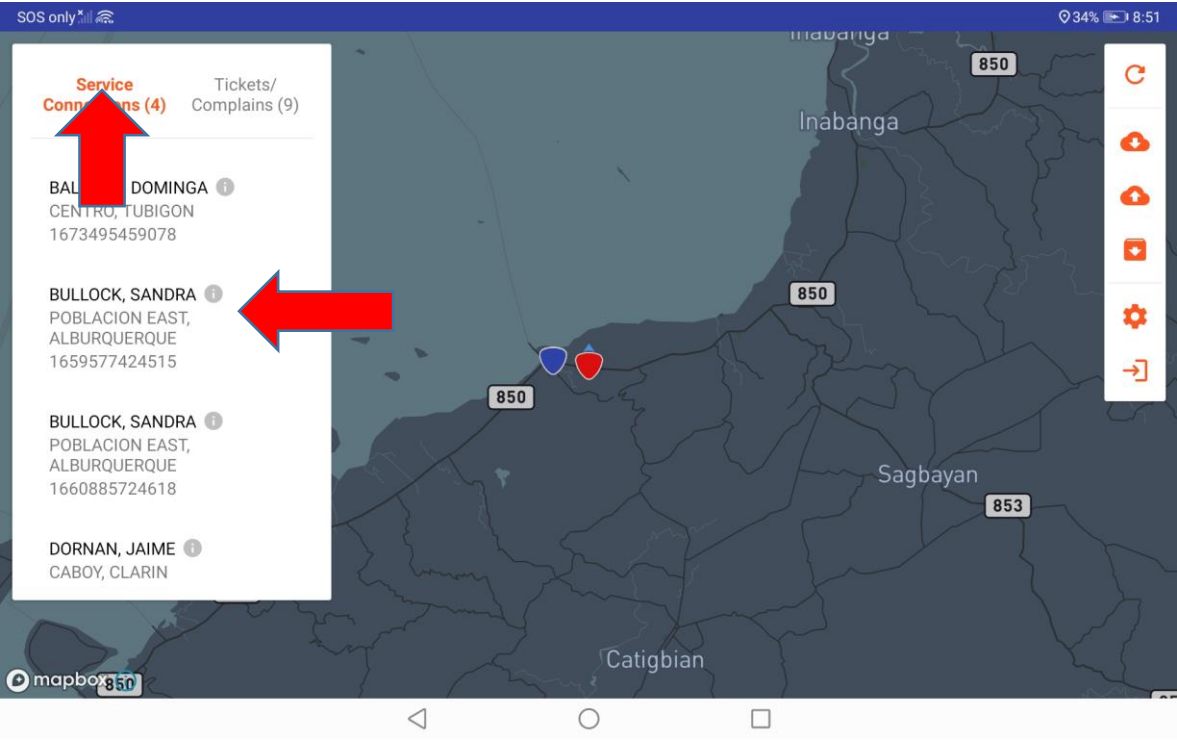
You will see the list of tickets and turn on orders to be downloaded. Click on the **download button** on the **right-lower side** of the app.



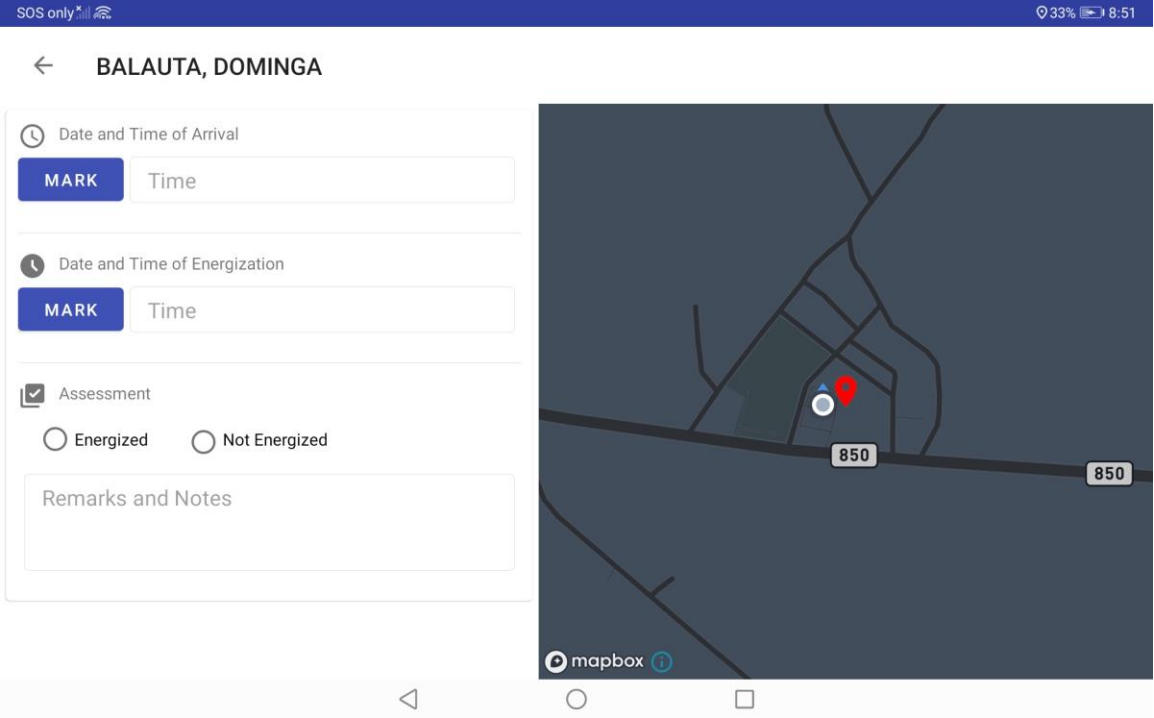
**NOTE: MAKE SURE YOU ARE CONNECTED TO BOHECO I's WIFI TO DOWNLOAD THE ITEMS.**

## II. Updating Service Connections (Turn on orders)

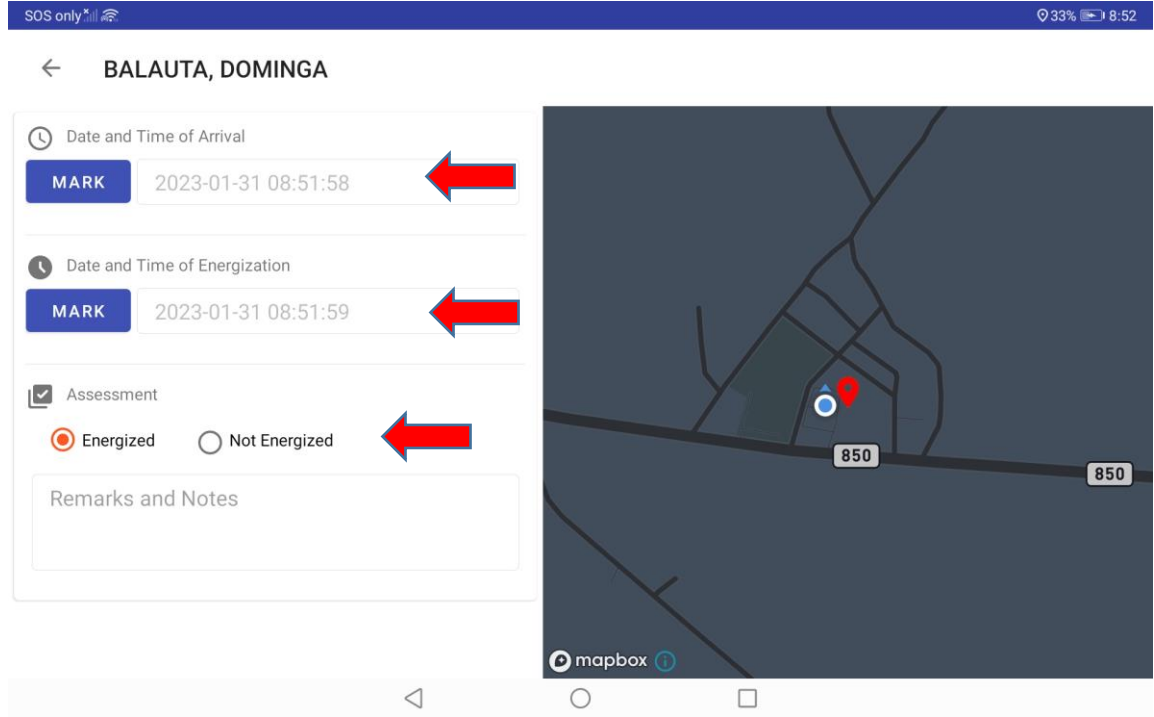
To update a turn on order, go to the main window and click on the **Service Connections** tab. This portion will list all your downloaded turn on orders that are yet to be energized. Click on one of the turn on orders to expand the view.



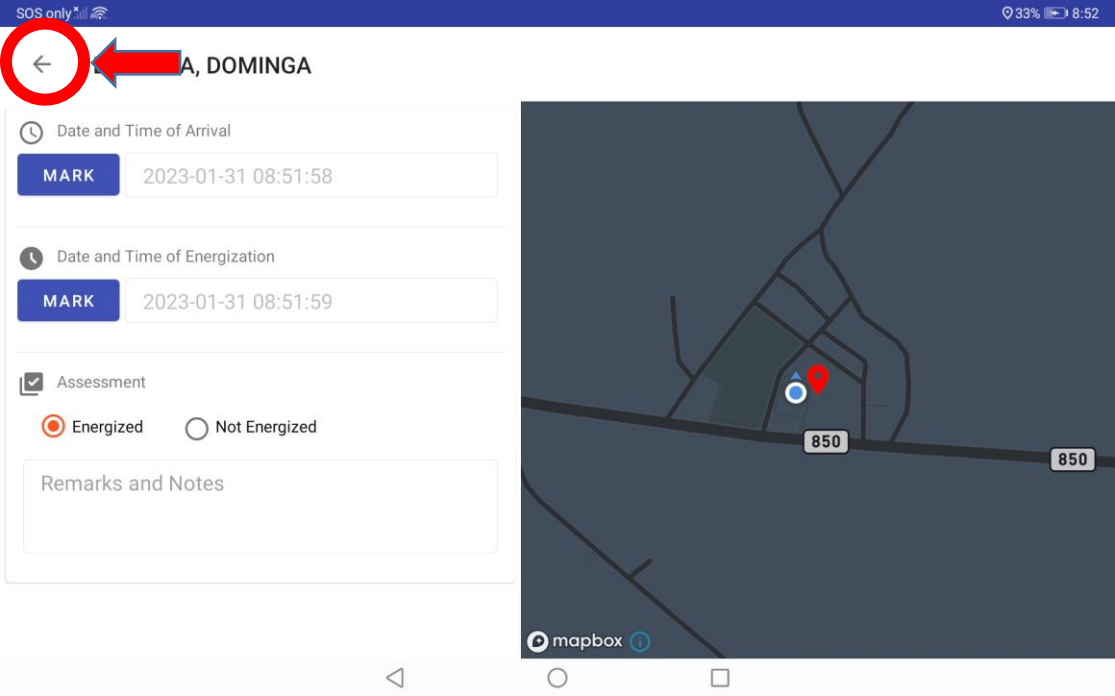
Once clicked, it will go to another window for the detailed view of the turn on order.



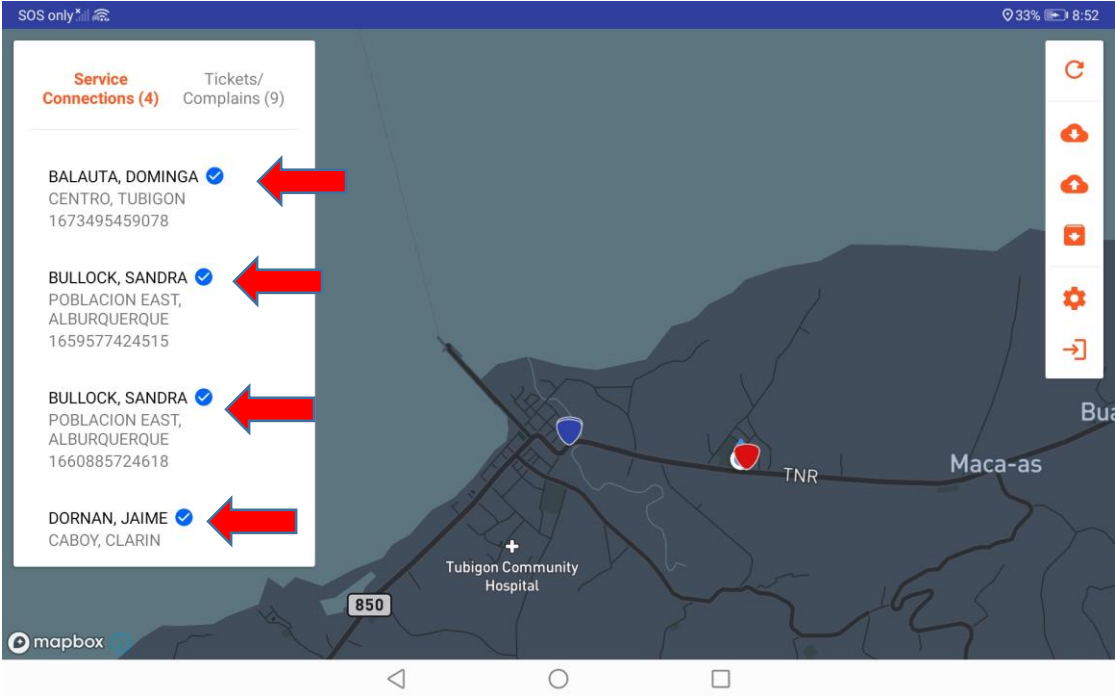
Mark the **Date and Time of Arrival** by the time you arrive at the area. Once finished executing energization, mark also the **Date and Time of Energization**, and select an **assessment**. You can also put remarks on the field below.



Once done, click on the **back** button to save.

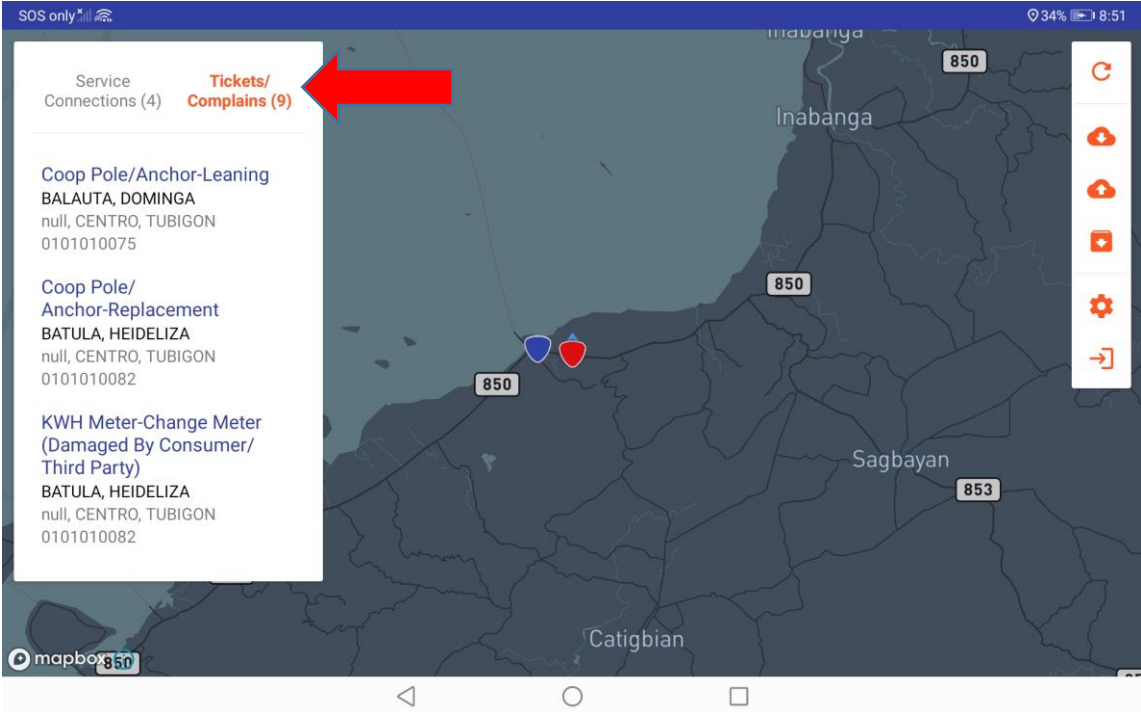


It will be marked checked once it is ready to be uploaded back to the server.

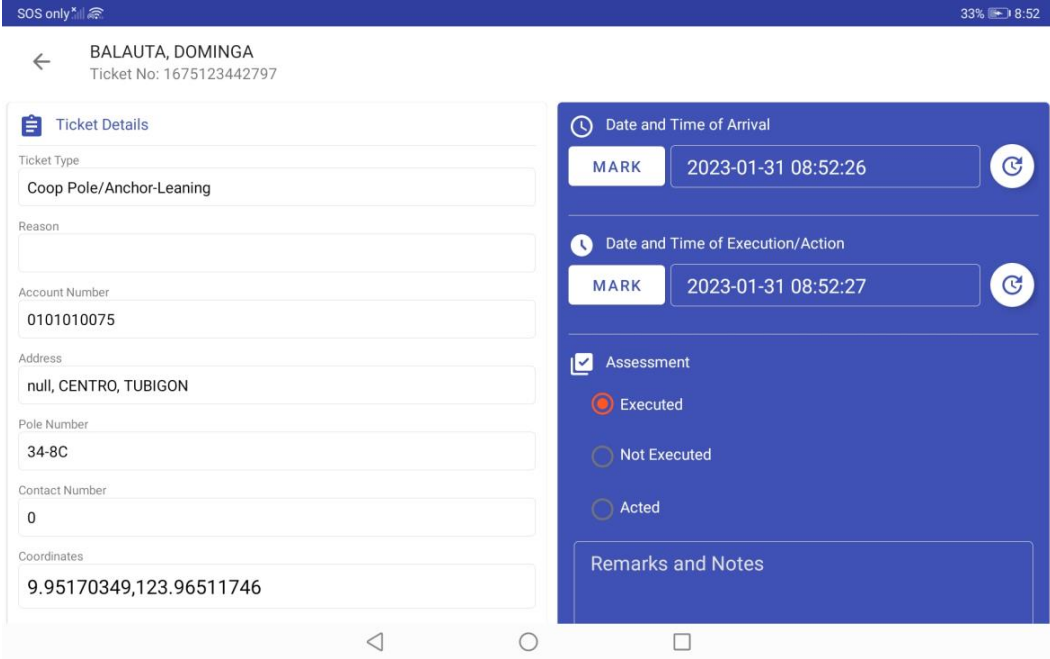


### III. Updating Tickets (complaints)

To update a ticket, go to the **Tickets** tab. Like the service connections, all the downloaded tickets will be queued in here.



Click on one of the tickets to expand the view





Mark the **Date and Time of Arrival** by the time you arrive at the area. Once finished executing energization, mark also the **Date and Time of Energization**, and select an **assessment**. You can also put remarks on the field below.

SOS only

33% 8:52

←BALAUTA, DOMINGA  
Ticket No: 1675123442797

Ticket Details

Ticket Type  
Coop Pole/Anchor-Leaning

Reason

Account Number  
0101010075

Address  
null, CENTRO, TUBIGON

Pole Number  
34-8C

Contact Number  
0

Coordinates  
9.95170349,123.96511746

Date and Time of Arrival

MARK2023-01-31 08:52:26

Date and Time of Execution/Action

MARK2023-01-31 08:52:27

Assessment

Executed

Not Executed

Acted

Remarks and Notes

Once done, click on the **back button to save**.

SOS only

33% 8:52

←BALAUTA, DOMINGA  
Ticket No: 1675123442797

Ticket Details

Ticket Type  
Coop Pole/Anchor-Leaning

Reason

Account Number  
0101010075

Address  
null, CENTRO, TUBIGON

Pole Number  
34-8C

Contact Number  
0

Coordinates  
9.95170349,123.96511746

Date and Time of Arrival

MARK2023-01-31 08:52:26

Date and Time of Execution/Action

MARK2023-01-31 08:52:27

Assessment

Executed

Not Executed

Acted

Remarks and Notes

#### IV. Manual Edit of Date/Time Logs

You can **manually edit the date and time of arrival and execution** by clicking the **clock icon** on the right side of the fields.

SOS only

33% 8:52

←BALAUTA, DOMINGA  
Ticket No: 1675123442797

Ticket Details

Ticket Type  
Coop Pole/Anchor-Leaning

Reason

Account Number  
0101010075

Address  
null, CENTRO, TUBIGON

Pole Number  
34-8C

Contact Number  
0

Coordinates  
9.95170349,123.96511746

Date and Time of Arrival

MARK2023-01-31 08:52:26

Date and Time of Execution/Action

MARK2023-01-31 08:52:27

Assessment

Executed

Not Executed

Acted

Remarks and Notes

SOS only

33% 8:52

←BATULA, HEIDELIZA  
Ticket No: 167512356081

Ticket Details

Ticket Type  
Coop Pole/Anchor-Replacement

Reason

Account Number  
0101010082

Address  
null, CENTRO, TUBIGON

Pole Number  
34-8C

Contact Number  
0

Coordinates  
9.95154918,123.96508478

Date and Time of Arrival

MARK2023-01-31 08:52:26

Date and Time of Execution/Action

MARK2023-01-31 08:52:27

Assessment

Executed

Not Executed

Acted

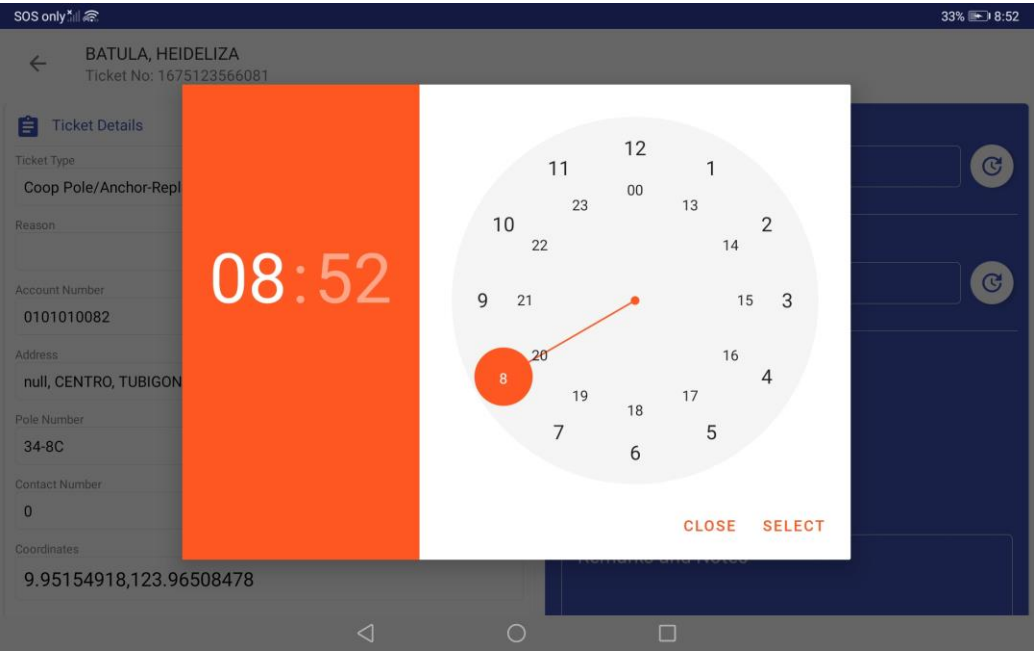
Remarks and Notes

2023  
Tue, 31 Jan

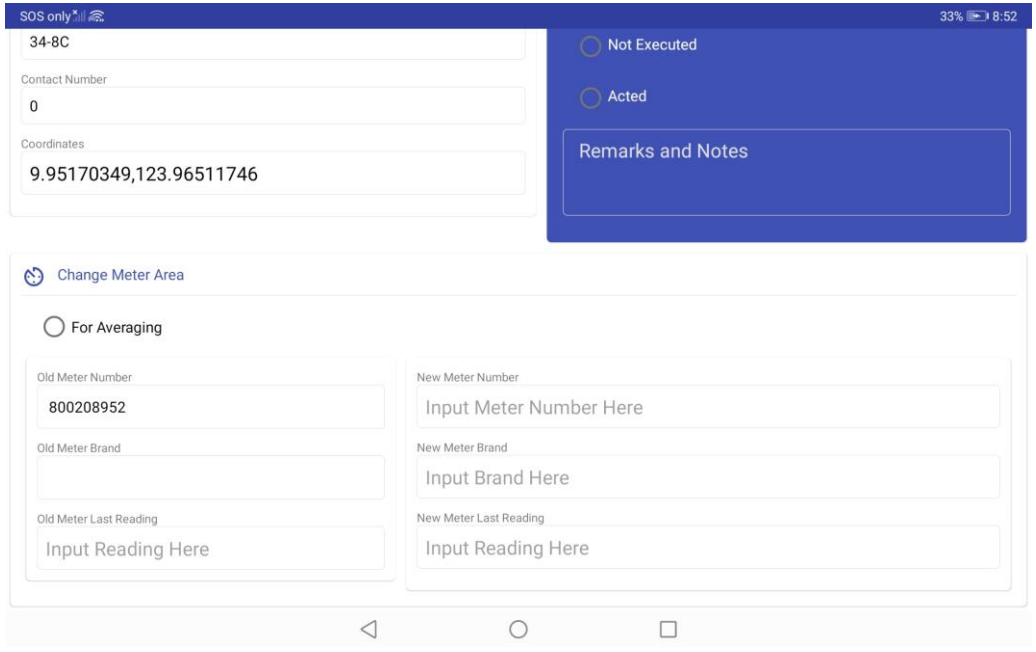
January 2023

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

CLOSESELECT



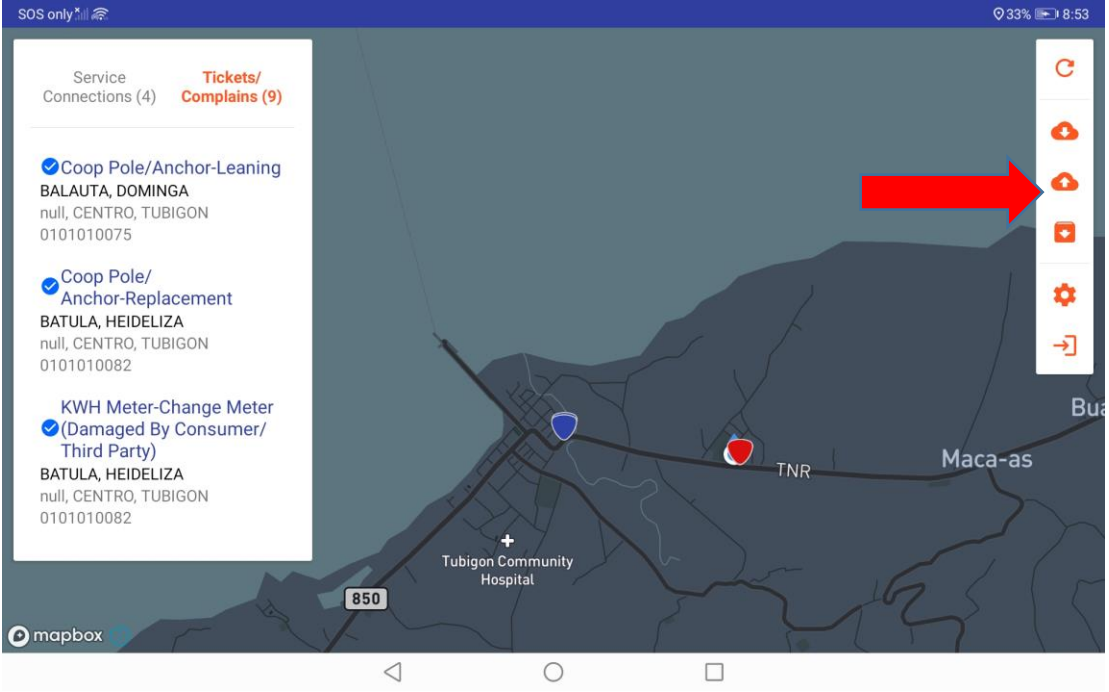
Once done, click **Select** and it will override and update the time. Also, you can **scroll down below** to view the **meter details**.



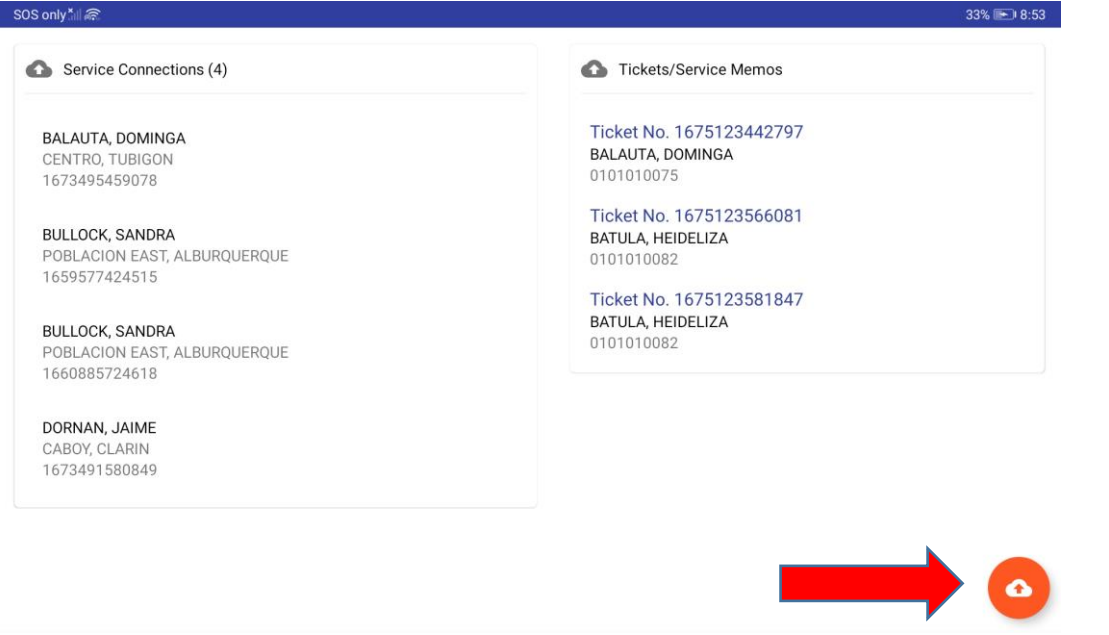
## V. Uploading All Data back to the Server

Before uploading, **MAKE SURE YOUR DEVICE IS CONNECTED TO BOHECO I's WIFI.**

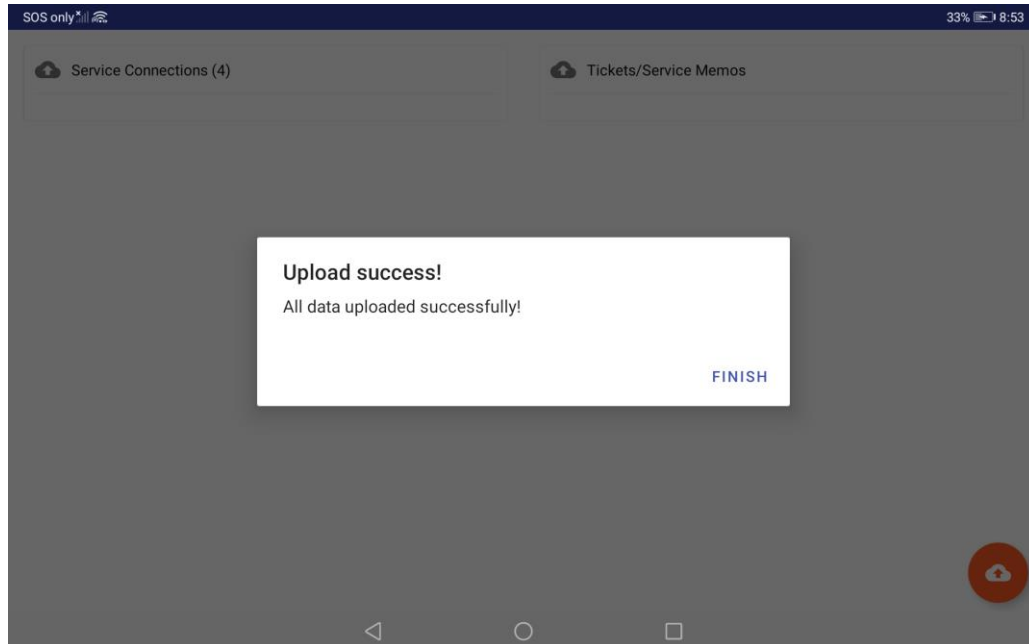
To upload, click on the **upload button** in the right toolbar.



Then click on the upload button to upload.



It will notify you once the upload is successful.



## VI. Other Controls

You can **long press** on the list to delete or locate the items in the map.

