




Service Tracker

	NEW TICKET	>
	EXISTING TICKETS	>
	SETTINGS	>

fold



Settings

DEVICE SETTINGS

Tech Name	Don Smith
Device ID	33

fold



Device Tickets

SELECT A DEVICE TICKET BELOW

<< < 2 of 25 > >>

5/1/22	ABC Company1...	NG-33-0001	>
5/1/22	ABC Company1...	NG-33-0002	>
5/2/22	ABC Company2...	NG-33-0003	>
5/3/22	ABC Company3...	NG-33-0004	>
5/4/22	ABC Company4...	NG-33-0005	>
5/4/22	ABC Company4...	NG-33-0006	>
5/5/22	ABC Company5..	NG-33-0007	>
5/5/22	ABC Company6...	NG-33-0008	>
5/10/22	ABC Company1...	NG-33-0009	>
5/16/22	ABC Company2...	NG-33-0010	>

6/1/22	ABC Company3...	NG-33-0011	>
6/1/22	ABC Company3...	NG-33-0012	>
6/2/22	ABC Company3...	NG-33-0013	>
7/3/22	ABC Company9...	NG-33-0014	>
7/4/22	ABC Company8...	NG-33-0015	>
7/4/22	ABC Company2...	NG-33-0016	>
7/5/22	ABC Company2...	NG-33-0017	>
7/5/22	ABC Company1...	NG-33-0018	>
7/10/22	ABC Company1...	NG-33-0019	>
7/16/22	ABC Company1...	NG-33-0020	>

fold



New Ticket

Ticket Number:
NG-33-0006

NEW TICKET INFO

Tech Name

Don Smith

Date

7/1/22

Client Name

ABC Company Name

City / State

CityName Here Here

ST

Contact Info

Contact Name or Info Here

Email

ContactEmail

Distributor Name

Distrubutor Name Here Here

Distributor Info

Distrubutor Info Here

MACHINE INFO >

DESCRIPTION >

PRODUCT INFO >

PENDING ACTIONS >

ADD MEDIA >

FINALIZE / SUBMIT TICKET >

fold

Ticket Number:
NG-33-0006



Machine Info

MACHINE INFO

Machine Model

L-729

Serial Number

L-456789123

Employees Trained

Mike Smith, Ray Harling, Jaco Pastorius, Freddie Hubbard

Date

07/21/22

Comments

Mike shadowed me in the installation and we showed him how to start up the machine and change sizes

- DESCRIPTION >
- PRODUCT INFO >
- PENDING ACTIONS >
- ADD MEDIA >
- FINALIZE / SUBMIT TICKET >

MACHINE INFO

Machine Model

S-30E

Serial Number

S-321789123

Employees Trained

Jaco Pastorius, Freddie Hubbard, Tom Kennedy

Date

07/21/23

Comments

Jaco showed up after 1pm and shadowed us.

fold

ADD MACHINE INFO +

Ticket Number:
NG-33-0006



Description

DESCRIPTION

Date

07/11/22

Employees Trained

Mike Huncho

Comments

Mike shadowed me in the installation and we showed him how to start up the machine and change sizes

Employees Trained

Shirley Jane, Employee 2,
Employee 3, Employee 4

Comments

Shirley showed up after 1pm and shadowed us.

ADD EMPLOYEE



DESCRIPTION

Date

07/12/22

Employees Trained

Shirley Jane

Comments

Shirley received training all day and she did all the size changes. She is still struggling with the threading of film

ADD EMPLOYEE



ADD DESCRIPTION



PRODUCT INFO



PENDING ACTIONS



ADD MEDIA



FINALIZE / SUBMIT TICKET



fold

Ticket Number:
NG-33-0006



Product Info

PRODUCT INFO	
Product Name	3 Pack Tooth Paste
L x W x H	12" x 6" x 2"
Testing Speed	62
Film Width	16"
Gauge	45
Brand	Cryovac
Type	CT 301
Comments	The product ran great, limited speed to the speed of the operators

PENDING ACTIONS	>
ADD MEDIA	>
FINALIZE / SUBMIT TICKET	>

+ Picture or Video



fold

PRODUCT INFO	
Product Name	Single Packs
L x W x H	8" x 4" x 2"
Testing Speed	80
Film Width	12"
Gauge	45
Brand	Cryovac
Type	CT 301
Comments	Product ran great, ran for 2 hours

+ Picture or Video



PRODUCT INFO	+
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Ticket Number:
NG-33-0006



Pending Actions

PENDING ACTION

Pending Action

Send Replacement Blade

Target Date

7/21/22

Comment

The coating on the side seal wheel was worn and should be replaced

PENDING ACTION

Pending Action

Send Step by Step Guide

Target Date

8/1//22

Comment

They would like to have a quick step by step guide for the daily fuctions

PENDING ACTION

+

ADD MEDIA

>

FINALIZE / SUBMIT TICKET

>

fold



Add Media

SETTINGS

FINALIZE / SUBMIT TICKET



ADD MEDIA



INSTALLATION SETUP



ADD MEDIA



fold



Review / Finalize

Ticket Number:
NG-33-0006

REVIEW / FINALIZE TICKET



This goes to the New Ticket screen for this ticket to allow the TECH to simply progress through each screen in review.

SUBMIT TICKET #NG-33-0006



fold