



MyServiceline User Guide

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MyServiceline User Guide

Problems can happen at all times of the day or night. Your kitchen is a continuous operation so it is important that your support is there for you whenever you require it.

Our out of hours engineers are available for urgent faults, but sometimes you may want to report an issue whilst its quiet, before other issues take over or you just have a question and don't want to wait until the office is open. MyServiceline is our dedicated customer self help portal, providing personalised access to your account across individual and multiple establishments 24 hours a day, 7 days a week.

Kitchen safety and corporate social responsibility are key areas of concern for any kitchen, MyServiceline holds all the essential information and documentation in one place; the portal is updated when we carry out any maintenance or repair work.



MyServiceline features:



Report faults



Track / view your recent jobs



Accept estimates



Review equipment history



Monitor FGas

1 | URN Labels

Being a Serviceline contract customer has a multitude of benefits, just one of these benefits is that we tag all equipment under contact during the first maintenance service with a Unique Reference Number (URN).

Your URN number is only applicable to us, simply quote the URN over the phone and our contact centre agents will be able to load all equipment information for your site and asset instantly.

Alternatively you can also scan the QR code on the URN label to log a breakdown via MyServiceline.

SERVICELINE
Catering & Refrigeration Est. 1989

For Repairs & Service:
01438 363 000

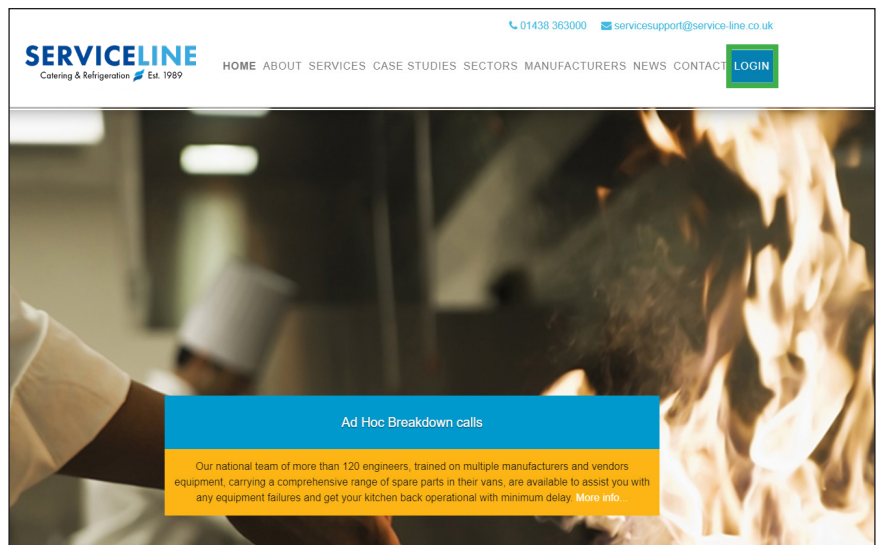


URN 727114

2 | Logging On

The MyServiceline customer portal is reached via the main Serviceline website: www.service-line.co.uk click "log in" located in the top right corner.

Alternatively you can reach MyServiceline direct at: <https://my.service-line.co.uk>


here.' The footer contains various partner logos (CESA, ACS, FSP, etc.) and the phone number '01438 363 000'."/>

At this login page you will need to enter your username and password.

If you are unsure of your account details or do not have an account we will be more than happy to set one up for you. Please contact your account manager or email servicesupport@service-line.co.uk.

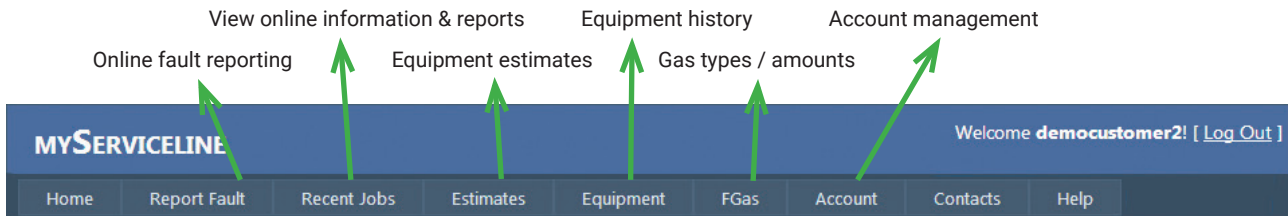
If you are logging in from a private computer that is not used by others select

☐ Keep me logged in

and you will not be asked for your account details in the future.

3 | Welcome Page

Once you've logged in successfully you will be taken to the MyServiceline welcome page, this serves as your gateway to the online services provided by MyServiceline.



WELCOME TO THE SERVICELINE CUSTOMER PORTAL

Serviceline is your service partner for catering and refrigeration facilities.

Our role is to help you achieve the maximum efficiency, safety and long life from your catering and refrigeration equipment.

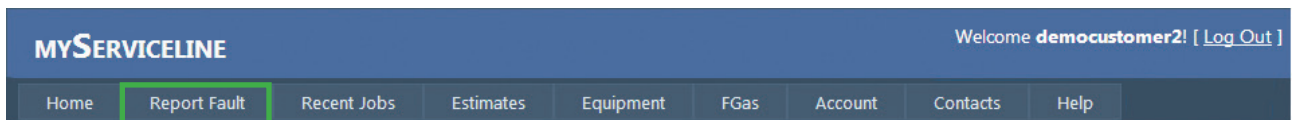
My Serviceline is your dedicated web portal to a comprehensive portfolio of information, reports and web links specifically for you and your contract.

Please use the menu above to navigate round the website and if you have any queries, please phone us, use the on-line web chat or e mail us for a personal response.

If you would like to learn more about Serviceline visit our public website at www.service-line.co.uk.

Essential
Kitchen safety
Download our
free guide

4 | Report a Fault



In order to report an equipment fault you will need to click on the Report Fault button from the top menu, highlighted in green, and then undertake the following steps:

- a. **SELECT ITEM BY:** → Identify how you wish MyServiceline to display your equipment on site.
- ☒ URN
 - ☐ Location
 - ☐ Manufacturer
- If you have access to view multiple sites you will need to select the appropriate site location.

CHOOSE THE SITE THE EQUIPMENT IS AT

- b. **CHOOSE ITEM WITH FAULT** → Your equipment information will be displayed in accordance to your selection above. This will be in one or two drop down lists.

Enter URN

URN	<input type="text"/>
Description	REFRIGERATOR ZANUSSI
Location	01 - MAIN KITCHEN

Details of the selected equipment are shown below the list. Check that this is the correct item and then press "select equipment"



If you wish to report a fault on a new piece of equipment which is not listed please contact us.


C.


Once you've successfully selected the equipment in question you will be asked to supply more details, listed below. There is a drop down of contacts we already have listed under the site in question, selecting a name from this list will auto populate the contact information fields.


Should your contact information not be stored please enter your details within the space(s) provided.


CONTACT ON SITE


Please Select Contact  


Contact Name 


Contact Number 


Contact Email 

Purchase Order Reference 

Access Times 
e.g. 9am-5pm

Avoid Times 
e.g. 1pm-2pm

Fault 
Please give as much detail as possible.

Special Requirements 
e.g. Book with security

Please enter a contact number or email so that a job confirmation can be given.

When you are happy that all details are complete please click submit. You will receive the notification below.

MYSERVICELINE	
Home	Report Fault
Recent Jobs	
URN	
Description	REFRIGERATOR ZANUSSI
Location	01 - MAIN KITCHEN

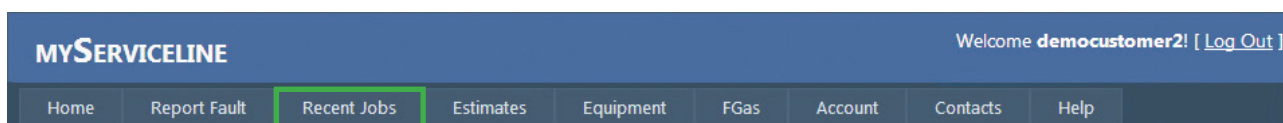
YOUR JOB HAS BEEN RECEIVED.

Upon the job being received it will be processed by one of our job managers and allocated to an engineer.

During this process you will receive confirmation and a job number to the contact previously entered. Should we require any further information we will be in contact.

Job progress can be monitored via the "Recent Jobs" tap on the MyServiceline menu.

5 | View Recent Jobs



The Recent Jobs report, highlighted in **green**, shows jobs that have been placed through MyServiceline or our customer contact centre along with their progress. An example of this report is shown below. If the details of a job logged are not listed please contact us.

If an estimated fix date is not present you can submit a request, our job managers will create a report for you. Please note this may take up to 2 hours and is only available during the working day.

The screenshot shows a table of recent jobs. Annotations include a green arrow pointing to the 'Job Number' column with the text 'Click on the job number to obtain further details', a green arrow pointing to the 'URN' column with the text 'Click on the URN for a summary of the equipment history', and a green arrow pointing to the 'Estimated Fix By Date' column with the text 'Request'.

Job Number	C	W	Site	Product Description	URN	Location	Fault Reported	Estimated Fix By Date
123456	<input type="checkbox"/>	<input checked="" type="checkbox"/>	London Heathrow	CONVECTION OVEN	123456	London Heathrow	Unit heating up	W/C 10/03/2014
123457	<input type="checkbox"/>	<input type="checkbox"/>	London Heathrow	HEATED DISPLAY	123457	London Heathrow	Unit has power but is not heating	Request
123458	<input type="checkbox"/>	<input checked="" type="checkbox"/>	London Heathrow	MICROWAVE OVEN PANASONIC	123458	London Heathrow	Unit working correctly and is on site	W/C 03/03/2014

Click on the **job number** to obtain further details

Click on the **URN** for a summary of the equipment history

Once you've clicked on a job number or URN you will be taken to the details page, shown below.

DETAILS OF JOB 123456

Job Number	123456
Fault Reported	Unit has a noisy motor
Scheduled Date	10/11/2011
Job Complete	True
Customer Site	London Heathrow
Product Description	BLAST CHILLER FOSTER

List providing short-cuts to view other recent jobs

Summary details for job

VISITS

Date	Start	Finish	Engineer
07/11/2011	12:45:00	13:15:00	John Smith
10/11/2011	09:30:00	11:00:00	John Smith

Summary details of engineer visit (if completed). Please note this is based on progress information and subject to review once the job is verified

MAJOR PARTS

Quantity	Item
1	S2HC 71 50 EVAP FAN MOTOR

Indication of any major parts used on the job. This is particularly useful when cross checking with the job at invoice

FIELD SERVICE REPORTS

No reports found.

Where possible we will upload copies of the engineers work sheet (field service report) to show the progress

6 | Estimates

MYSERVICELINE Welcome **democustomer2!** [[Log Out](#)]

Home	Report Fault	Recent Jobs	Estimates	Equipment	FGas	Account	Contacts	Help
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Estimates, highlighted in **green**, allows you to view and accept outstanding job estimates for your equipment directly from MyServiceLine. Upon clicking the Estimates tab from the menu you will be presented with all open estimates for your site.

Filter view		Estimate Number	Created Date	Job Number	URN	Account	Site	Product Description	Original Fault Report	View	Accept
			27/01/2014					GRILL	handle broken	View	Accept
			02/01/2014					MICROWAVE OVEN PANASONIC	Not working, water damage to display		Accept
			17/12/2013					CHARGRILL	Unit has section of a griddle plate broken	View	Accept
			06/11/2013					MIXER ELECTROLUX	Pin has snapped that holds the blade in place		Accept
			04/11/2013					GANTRY	bulbs gone		Accept
			14/10/2013					DISHWASHER PEG CONVEYOR MEIKO	piece of metal has broken off from drain pipe		Accept
			07/08/2013					COMBINATION OVEN ANGELO PO	leaking cleaning fluid		Accept

The **View** button allows you to see the repair estimate in detail. Once viewed click “back” on your web browser and be taken to the previous list.

Accept will take you to the estimate acceptance page for that particular estimate (see below)

AUTHORISATION TO PROCEED WITH ESTIMATE NUMBER

Your Name

Contact Number

Contact Email

Purchase Order Reference

Any Special Requirements

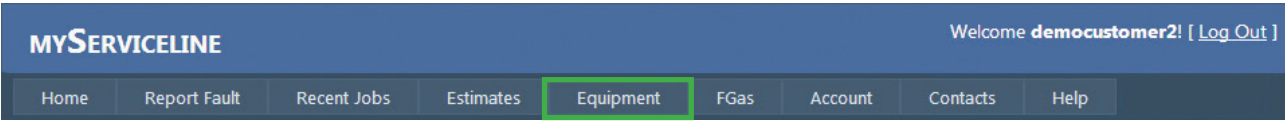
Confirm Accept Estimate

After clicking accept on an estimate you will subsequently need to authorise this work.

Enter your contact details, PO reference along with any special site requirements.

When satisfied with all the details click **Submit**. This will then be processed by the job manager.

7 | Equipment



Equipment, highlighted in green, allows you to view all equipment we have logged for your site. This information is taken via a site survey from our regional sales managers / engineers or from an asset list you have previously supplied. Should any changes need to be made please contact Serviceline.

As shown below once the equipment tab has been selected from the top menu you will be presented with the equipment for your site. The drop down list acts as an easy way to navigate the various equipment logged.

Once an item of equipment has been selected via the drop down menu the details below show the Serviceline URN for that particular item of equipment along with all previous jobs logged plus their status (complete / invoiced.) All open estimates against the equipment are also listed here.

Equipment 2005111 FRYER FRMASTER

DETAILS OF URN

Address	Thames Valley University
PostZipCode	W16 8PP
ProductDescription	FRYER FRMASTER
SerialNumber	2005111
Location	Regent One Island

PREVIOUS JOBS

Job Number	Logged	Fault	Category	Order Number	Complete	Invoiced
2005111	2005111	Breakdown	Breakdown		<input type="checkbox"/>	
2005111	2005111	Breakdown	Breakdown		<input checked="" type="checkbox"/>	
2005111	2005111	Breakdown	Breakdown		<input checked="" type="checkbox"/>	
2005111	2005111	Breakdown	Breakdown		<input checked="" type="checkbox"/>	

OPEN ESTIMATES

No Estimates Found

8 | FGas

MYSERVICELINE
Welcome **democustomer2!** [[Log Out](#)]

[Home](#)
[Report Fault](#)
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[Equipment](#)
[FGas](#)
[Account](#)
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The FGas tab, highlighted in **green**, shows users the type and amount of gas in each equipment.

Equipment

Location on site

Serviceline URN / your asset number. Click for more details on the equipment

Amount of gas stored

Type of gas

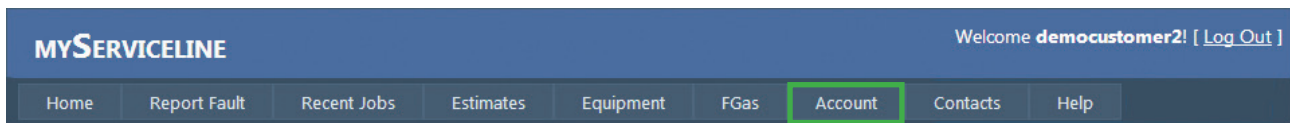
Gas added and reclaimed over the report

Filter view

Product	Location	URN	Site	GasType	Capacity	Added (g)	Reclaimed (g)
REFRIGERATOR	Kitchen Kitchen	1000000000	Site - Tottenham			100	
REFRIGERATOR: SPAREFRIDGE COMPARTMENT	Barney Area	1000000000	Site - Tottenham			17	
REFRIGERATOR: SPAREFRIDGE COMPARTMENT	Barney Area	1000000000	Site - Tottenham			8000	
REFRIGERATOR: WALK-IN FRIDGE	Barney Area	1000000000	Site - Tottenham			2000	1530
REFRIGERATOR: SINK/WASH/DISHDRY	Kitchen Servery	1000000000	Site - Tottenham	R404A	20KG	16000	1
REFRIGERATOR: SINK/WASH/DISHDRY	Kitchen Servery	1000000000	Site - Tottenham	R404A	20KG	8000	
REFRIGERATOR: SINK/WASH/DISHDRY	Kitchen Servery	1000000000	Site - Tottenham	R404A	20KG	12000	
REFRIGERATOR: SINK/WASH/DISHDRY	Kitchen Servery	1000000000	Site - Tottenham	R404A	20KG	20084	
REFRIGERATOR: WALK-IN FRIDGE	Kitchen Servery	1000000000	Site - Tottenham	R404A	6KG	4000	
REFRIGERATOR: WALK-IN FRIDGE	Kitchen Servery	1000000000	Site - Tottenham	R404A	6KG	1500	
REFRIGERATOR: WALK-IN FRIDGE	Kitchen Servery	1000000000	Site - Tottenham	R404A	6KG		
REFRIGERATOR: WALK-IN	Kitchen Servery	1000000000	Site - Tottenham	R404A	4KG		
REFRIGERATOR: SINK/WASH/DISHDRY	Staff Restaurant	1000000000	Site - Tottenham	R404A	8KG		
REFRIGERATOR: WALK-IN FRIDGE	Barry	1000000000	Site - Tottenham	R404A	4KG	3000	3000
REFRIGERATOR: WALK-IN FRIDGE	Barry	1000000000	Site - Tottenham	R404A	4KG		
REFRIGERATOR: FRIDGE	Barry	1000000000	Site - Tottenham	R134A	300g		
REFRIGERATOR: WARM TOP FRIDGE	Kitchen Servery	1000000000	Site - Tottenham	R134A	370g		
REFRIGERATOR: WARM TOP FRIDGE	Kitchen Servery	1000000000	Site - Tottenham	R134A	370g		
REFRIGERATOR: WALK-IN FRIDGE	Kitchen & Servery Area	1000000000	Site - Walthamstow			6000	
REFRIGERATOR: WALK-IN FRIDGE	Kitchen & Servery Area	1000000000	Site - Walthamstow			18000	

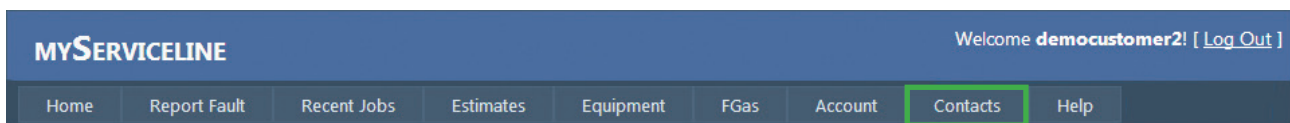
1 2 3 4 5 6 7 8 9

9 | Account



The Account tab, highlighted in **green**, allows the user to edit their account information such as username, password and contact details.

10 | Contacts



The Contacts tab, highlighted in **green**, displays all appropriate Serviceline contact details for our contact centre, contracts, sales and accounts departments. On this page there is also a call back request button, shown below.

Online Callback Request

To request one of our agents to call you, please enter your details below.

Phone Number

Your Name

Priority

Simply fill in your contact details and the priority of your call, a member of staff will be in contact shortly.

11 | Need Help?

Should you still have any other problems or questions do not hesitate to contact our customer contact centre on **01438 363 000** or servicesupport@service-line.co.uk

SERVICELINE

Catering & Refrigeration  Est. 1989

Contact Us

1 Icen Court, Icknield Way, Letchworth Garden City, Hertfordshire, SG6 1TN

E: servicesupport@service-line.co.uk

T: 01438 363 000

W: www.service-line.co.uk

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