

S04 – SIMPLer Operations Mobile Application Setup Guide

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1. Introduction

The "SIMPLer" platform is a comprehensive suite of business automation software spanning multiple functional areas across an operator's business. The Azotel Mobile Application allows users to access the SIMPLer platform through software that has been created specifically for mobile devices.

The purpose of this document is to explain how to setup the application on your mobile device and explain its functionality.

2. Application Setup

This section will describe the process of setting up the Azotel Mobile Application.

2.1 Application Setup on Android

1. Open Google Chrome (or your web browser of choice) and go to <https://YOURSERVERHERE/app/> where “YOURSERVERHERE” must be replaced with the link that you are using to access SIMPLer on the desktop.
2. Click on the three dot menu icon at the top right hand corner of the screen.



Fig. 2.1-1: Three Dot Menu

3. Click the “Add to Home Screen” option from the dropdown menu.

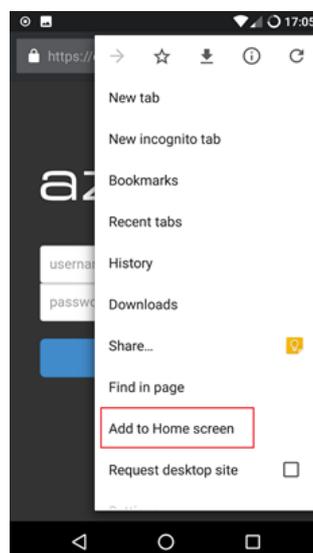


Fig. 2.1-2: Add to Home Screen

4. Change the display name of the app if you wish and click “ADD”.

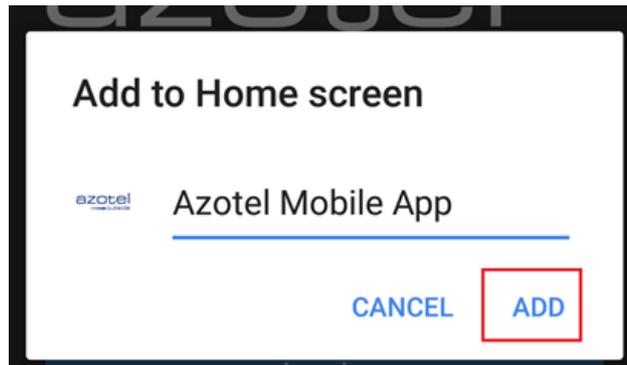


Fig. 2.1-3: Click “ADD”

5. If all steps were completed you will see the icon on your homepage to access the application.

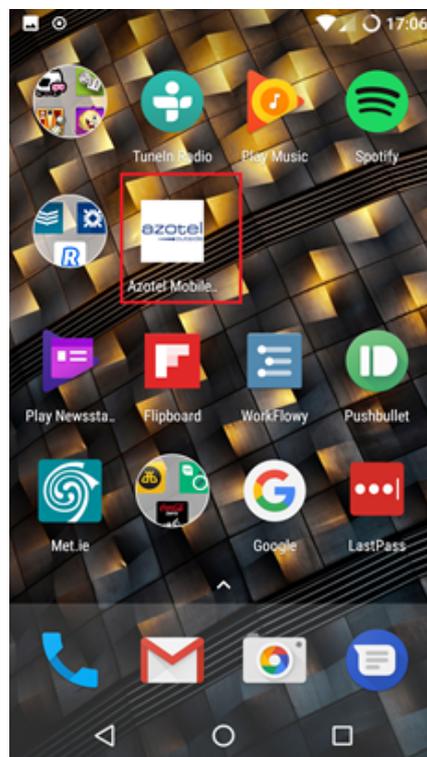


Fig. 2.1-4: Link on Home screen

2.2 Application Setup on iOS (iPhone)

1. Open Safari (or your web browser of choice) and go to <https://YOURSERVERHERE/app/> where “YOURSERVERHERE” must be replaced with the link that you are using to access SIMPLer on the desktop.

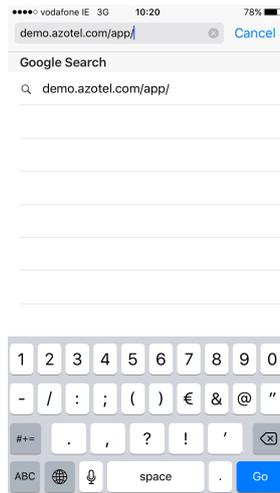


Fig. 2.2-1: Go to Webpage

2. Click on the centre icon in the tab at the bottom of the screen.

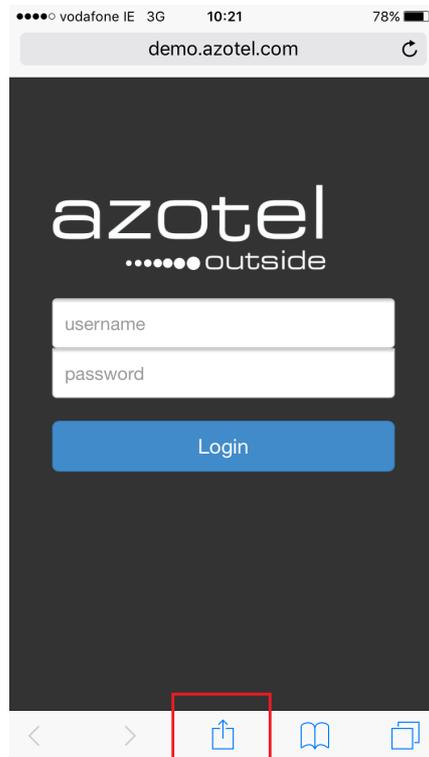


Fig. 2.2-2: Select Centre Icon from the Bottom Tab

3. Click the “Add to Home Screen” option from the menu.

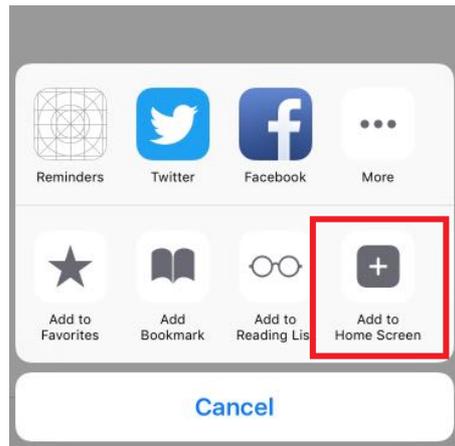


Fig. 2.2-3: Select “Add to Home Screen”

4. Change the display name of the app if you wish and click “Add”.

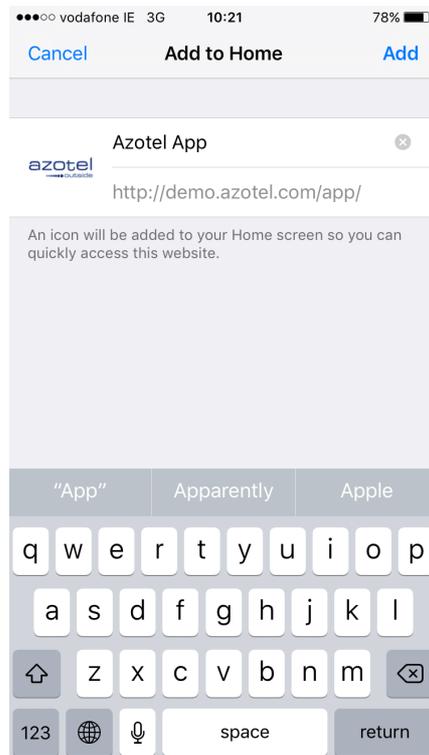


Fig. 2.2-4: Change Display Name

5. If all steps were completed, you will see the link on your homepage to the application.

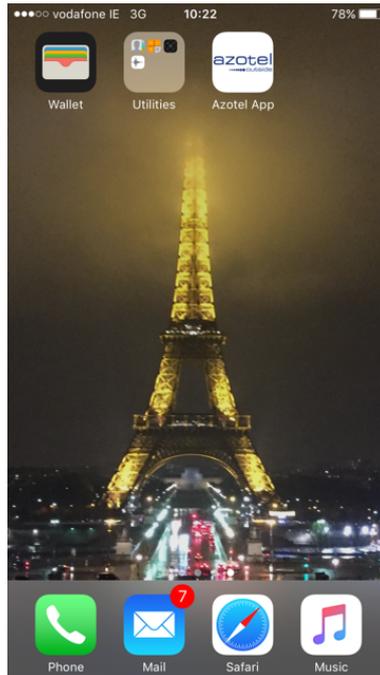


Fig. 2.2-5: Link on Home Screen

If you wish to reload/refresh the application, just swipe the screen downwards.

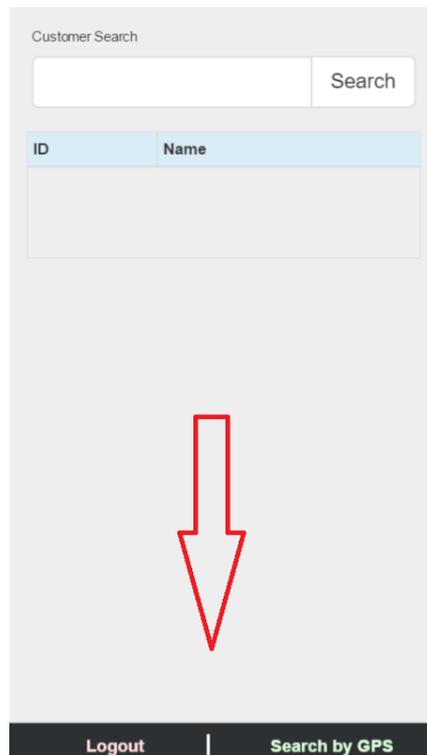


Fig. 2.2-6: Pull to Reload Page

***Please note that if you add the App to your homepage some functionality, particularly the Bar Code Scanner, will not be available.*

*We recommend that you rather bookmark the page in your web browser and access the App from there so that you have access to the full functionality. ***

3. Functionality

The following section demonstrates the mobile application's functionality.

The application is still under development; further functionality of the SIMPLer platform will be implemented into the app as required.

3.1 Operator Login Page

It is necessary for operators to log in using the same credentials used for logging into the desktop version of their SIMPLer Account when on the operator login page.



Fig. 3.1-1 Login Page

If incorrect credentials have been entered, the following error message is displayed.

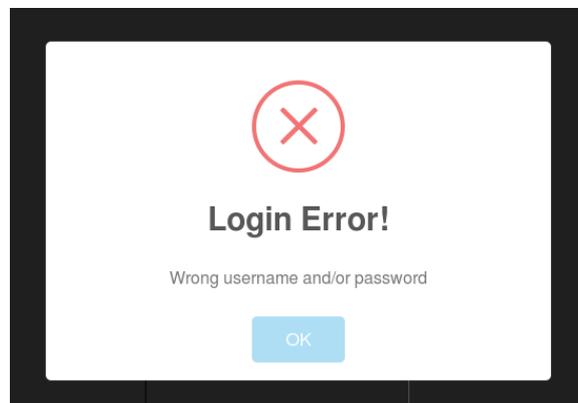
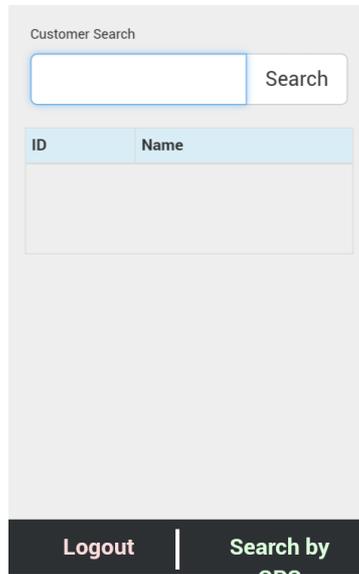


Fig 3.1-2 Incorrect Login Details

3.2 Customer Search

It is possible to search for any customer by typing their name, ID or other keywords into the search bar at the top of the page you arrive at after you have logged into your account.



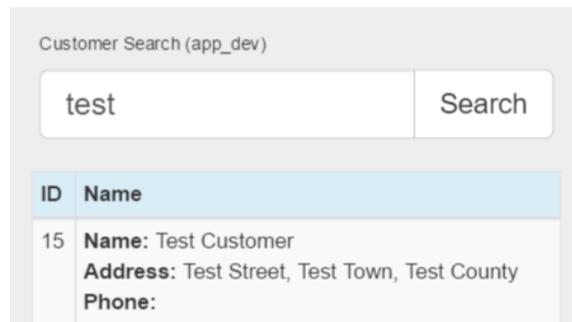
Customer Search

Search

ID	Name

Logout | Search by

Fig 3.2-1 Customer Search by Name Page



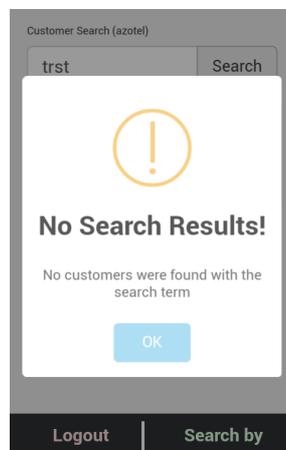
Customer Search (app_dev)

Search

ID	Name
15	Name: Test Customer Address: Test Street, Test Town, Test County Phone:

Fig 3.2-2 Customer Test Search

If no search results can be found for a term that has been searched for, the following error message is displayed.



Customer Search (azotel)

Search



No Search Results!

No customers were found with the search term

OK

Logout | Search by

Fig 3.2-3 No Search Results

It is also possible to search for customers within a custom proximity to the user. If the user enters the distance they want to search within and selects the search button, all relevant customers will be displayed.

*Please note that to use this feature location services must be enabled.

Customer Search by GPS

Distance

GPS Search

ID	Name

Fig. 3.2-4 Customer GPS Search

3.3 General Information

Once the application has searched for the customer, either after searching by name or by GPS, it is possible to view a customer's details by selecting them from the results displayed.

General Info

Name: 4456546 456456 [Edit](#)

Customer ID: 10932

Invoicing ID: 4450 [Edit](#)

Nickname: 4450 [Edit](#)

Status: waiting for install [Edit](#)
[Provision Now!](#)

Address: [456456, 456456](#) [Edit](#)

Install Address: [Edit](#)

Phone: 45645645 [Edit](#)

Email: pawel@azotel.com [Edit](#)

Electronic Documents [+](#)

Maintenance [+](#)

Attachments / Photos [+](#)

Subscription Details

Network [+](#)

Back

Fig. 3.3-1 General Information Tab

*All of the above fields can be edited within the application with the exception of *customer ID*.

Note that customer status can also be modified if desired.

To change these sections, simply select the “Edit” button next to the field you wish to change. An example showing how to change the Address of a customer is visible below

General Info

Name:	test	Edit
Customer ID:	1115	
Invoicing ID:	1115	Edit
Nickname:	1115	Edit
Status:	potential	
Address:		Edit
Phone:	0871234567	Edit
Email:	sales@azotel.com	Edit

Maintenance

Back

Fig. 3.3-2 Select Edit Button

Edit Address

Street

Town:

County:

Post/ZIP Code:

Close Save changes

Back

Fig. 3.3-3 Edit Address Menu

3.4 Electronic Documents

The electronic documents tab allows operators to view add (and sign) electronic documents directly from their mobile device. To add an electronic document to a customer account, an electronic document template must be present in SIMPLer.

The first step in doing so is to go to the Settings tab in SIMPLer and click on “Electronic Documents” in the menu on the left-hand side.

Miscellaneous:

- Cronjobs
- Translations
- Google Calendars
- Installer Zones
- Google Contacts
- Import Data
- Maint. Issue Ownership
- External API (triggers)
- SMS Gateways
- 3rd Party Modules
- Electronic Documents
- Custom EUP Page

Fig. 3.4-1: Settings – Electronic Documents

Next the operator will add a blank row and update the Electronic Document value. An example is shown below.

Click “update table: once satisfied.

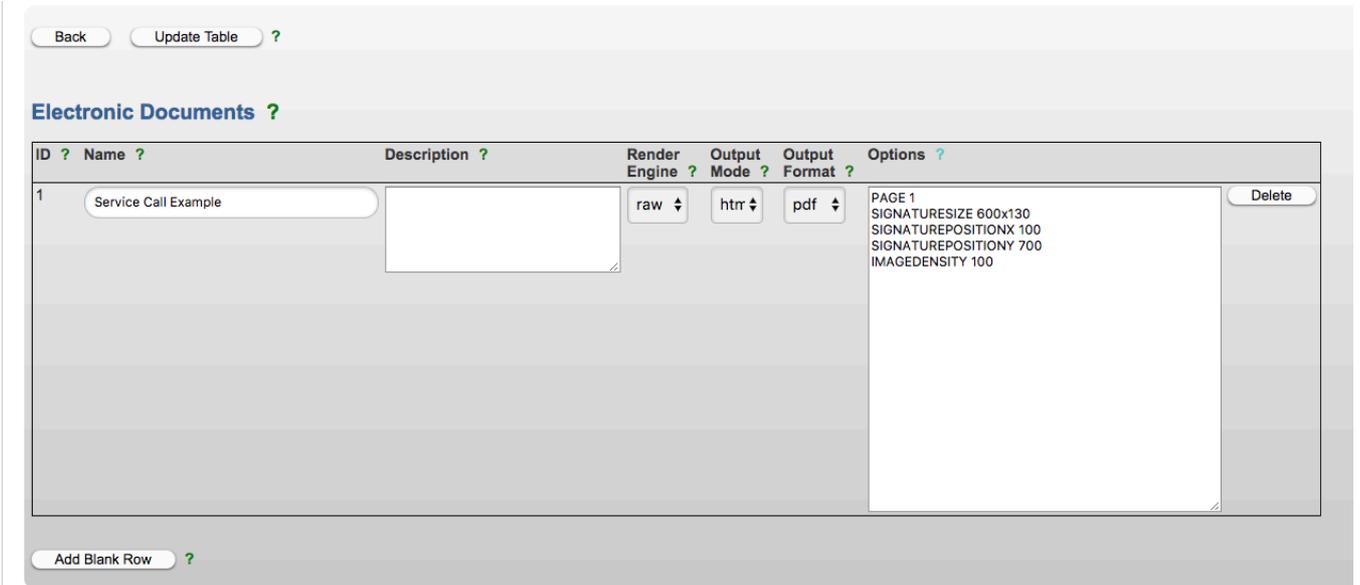


Fig. 3.4-2: Electronic Documents Settings

Now that the labelling for the electronic document is in place it is possible to upload a template to the Settings – Templates section of SIMPLer.

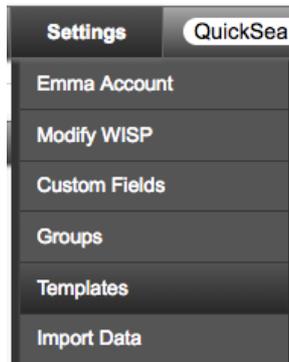


Fig. 3.4-3: Settings - Templates

Click on the “work order” tab and choose the attachment type “Electronic Document – XXXXXX” (in this case “Electronic Document – Service Call Example”) from the drop-down menu and click “Change”.

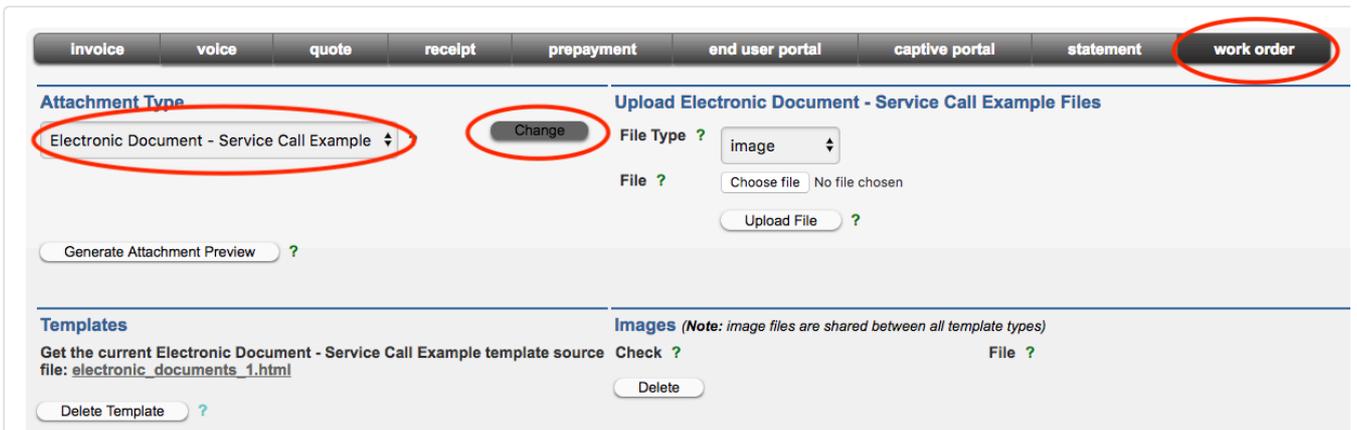


Fig. 3.4-4: Settings – Templates: Electronic Document Templates

Choose the file type “template” from the drop-down menu. Upload the template you wish to use for the electronic document and click “upload file”

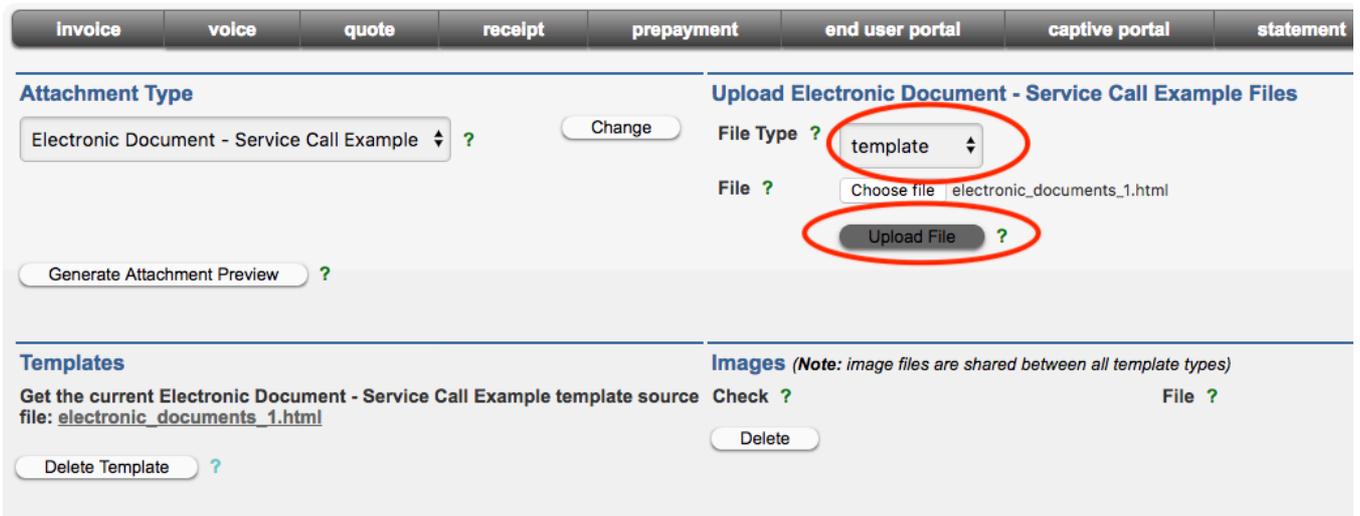


Fig. 3.4-5: Upload of Electronic Document Template

Once this is done, and an electronic document is to be signed on the mobile firstly select the “+” button at the top right of the electronic documents tab.

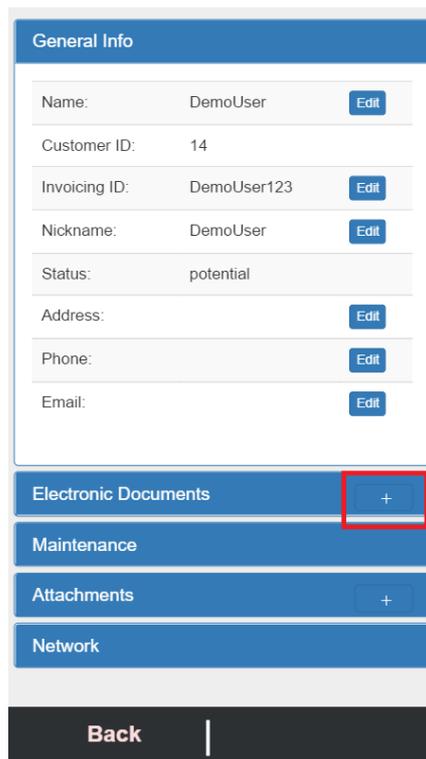


Fig 3.4-6 Electronic Documents Add Button

A window should open, displaying the electronic documents you have already uploaded your account via Settings – Electronic Documents. Select the document you wish to sign.

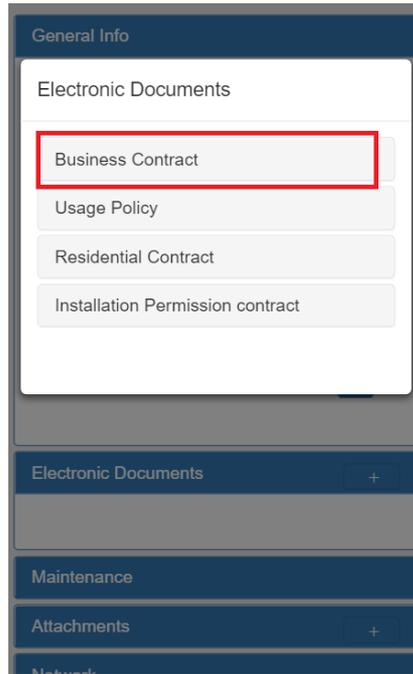


Fig 3.4-7 Electronic Document Options Menu

On the following page, your document will be displayed, along with a third button in the footer of the page.

Selecting “Upload” will upload the document to SIMPLer in its current state. Selecting Sign will allow you to sign the document using your device. Selecting Back will return you to the previous page.

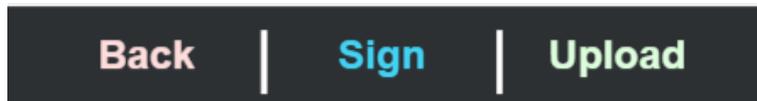


Fig 3.4-8 Footer with Three Buttons

If you select “Sign” you will be redirected to a page with a signature field, as per below.

Enter your signature along the line and select the “Sign” button again.



Fig 3.4-9 Signature Area

The possibility to populate a text field and print the customer name, and a date has also been added.

3.5 Maintenance

The maintenance tab shows the maintenance tickets for a customer.

Both the title and status are displayed. The ticket status is visible on the right side of each ticket.

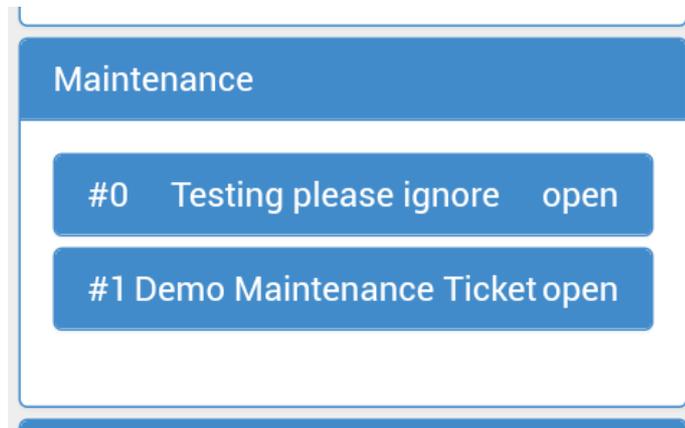


Fig. 3.5-1 Maintenance Tab

3.5.1 Viewing a Maintenance Ticket

Maintenance tickets can be viewed by selecting the maintenance tab.

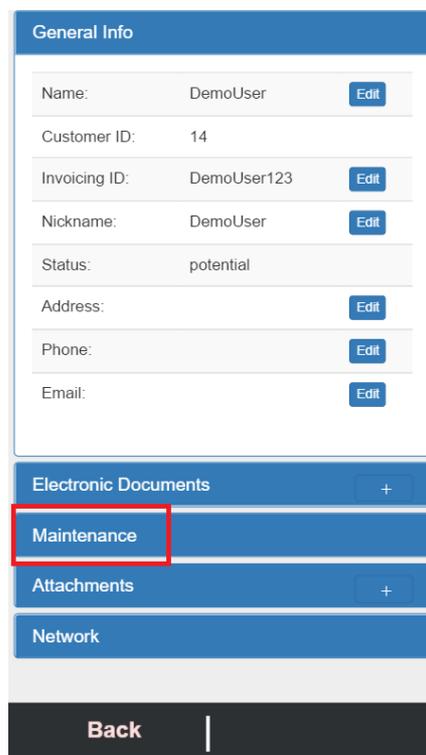


Fig. 3.5.1-1

Next, select the ticket you wish to view and its contents will be displayed.

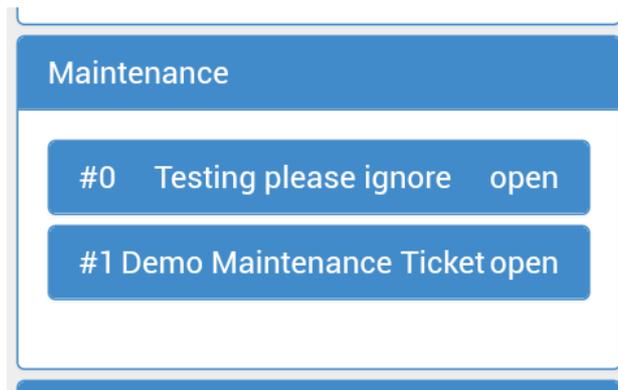


Fig. 3.5.1-2

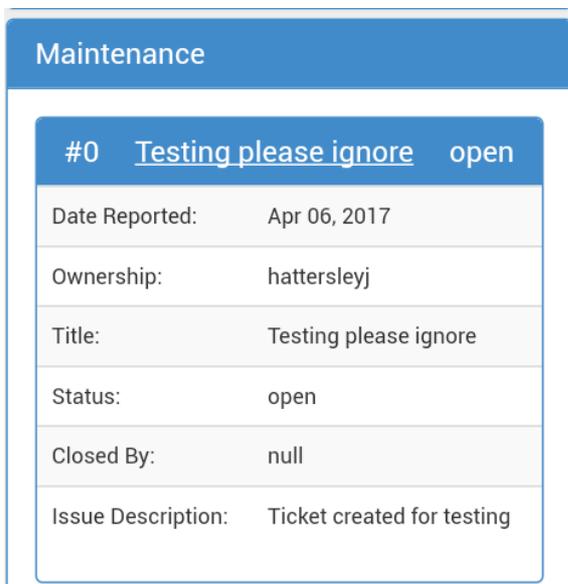


Fig 3.5.1-3

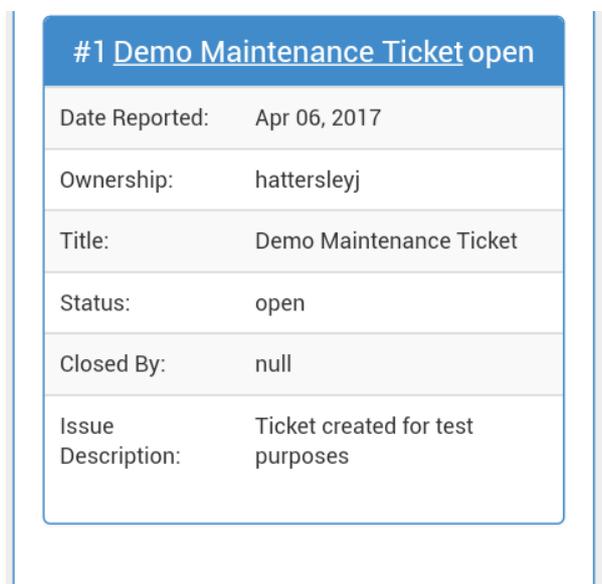


Fig 3.5.1-4

3.5.2 Searching for a Maintenance Ticket

A maintenance ticket can be searched for by using the type and subtype fields.

1. Click on the button that allows searching for Maintenance

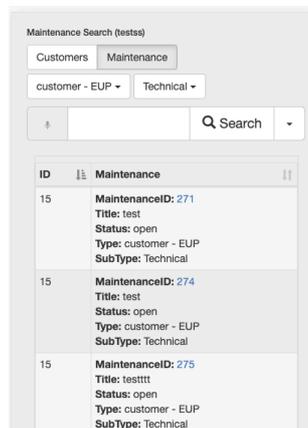


Fig. 3.5.2-1 Maintenance Ticket Search

- Upon selecting “Maintenance” the tickets and ticket type menu will show

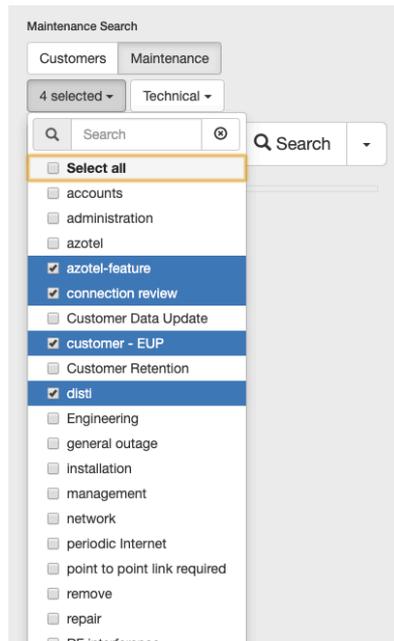


Fig. 3.5.2-2 Dropdown Menu of Ticket Types

- Once the required ticket is found, click on the entry and it will open the customer page where you will be able to edit the ticket further

3.5.3 Maintenance Attachments

Under the “Maintenance” tab operators can add and view maintenance ticket attachments.

There is a “Maintenance Attachments” tab directly under each individual maintenance ticket.

If an operator would like to add a maintenance attachment click on the + icon on the right of the tab



Fig. 3.5.3-1 Maintenance Attachment Tab

3.5.4 Ability to Control Email Notification Options for Maintenance Tickets

Email notification options are able to be customised for maintenance tickets based on 3 variables. These are when a ticket is Opened, Updated and or closed.

- In SIMPLer, Under the “Maintenance” tab, select “Ticket Types”.

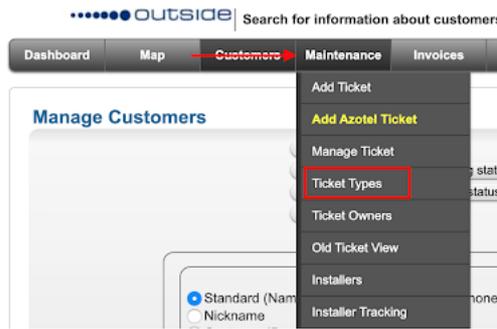


Fig. 3.5.4-1 Select Ticket Types in SIMPLer

2. Choose whether you would like to receive email notifications when a maintenance ticket is Opened, Updated and or Closed

*Note that by default all 3 options are selected

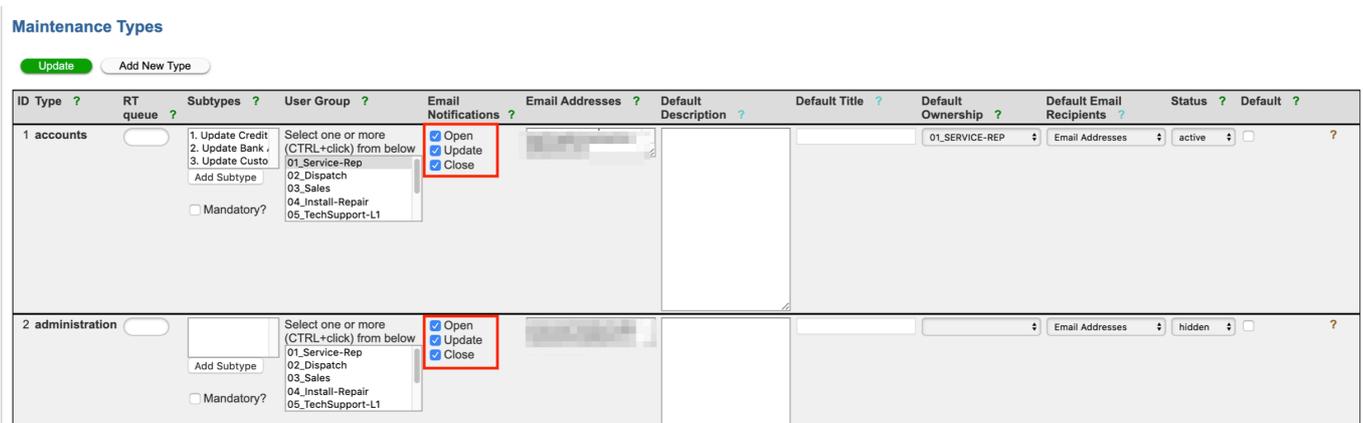


Fig. 3.5.4-2 Select Email Notification Options

3.5.5 Check-IN and Check-OUT for Installer Tracking

An installer is able to check-in and check-out on a specific maintenance ticket that is assigned to them. The check-in and check-out times are logged under the Installer Tracking page in SIMPLer.

1. A maintenance ticket with **Installer Tracking** must be opened and assigned to an installer with **Tracking Enabled**.
2. Once the ticket is assigned, the installer can view the maintenance ticket on the Mobile APP under the subscriber record. A green **Check-IN** button will show for the installer to click.

#41	Customer Installation	closed
Work Order:	Add Work Order	
Date Reported:	19 Jul 2018	
Ownership:	apisani	
Title:	Customer Installation	Edit
Status:	closed	Edit
Type:	installation	Edit
Closed By:		
Issue Description:	test	Edit
Issue Resolution:	[apisani 20180717 09:54]	Edit
Installer Tracking:		Check-IN

3.5.5-1 Ticket not checked in or out
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 © Azotel Technologies Ltd 2024

3. Once the installer has checked in, it will display the Check-IN date and time and, a new button will be shown to **Check-OUT**.

#41	Customer Installation	closed
Work Order:	Add Work Order	
Date Reported:	19 Jul 2018	
Ownership:	apisani	
Title:	Customer Installation	Edit
Status:	closed	Edit
Type:	installation	Edit
Closed By:		
Issue Description:	test	Edit
Issue Resolution:	[apisani 20180717 09:54] test	Edit
Installer Tracking:	Check-IN Time: 2019-03-27 16:41:50	Check-OUT

3.5.5-2 Ticket checked in and displaying Check-OUT button and date and time

#41	Customer Installation	closed
Work Order:	Add Work Order	
Date Reported:	19 Jul 2018	
Ownership:	apisani	
Title:	Customer Installation	Edit
Status:	closed	Edit
Type:	installation	Edit
Closed By:		
Issue Description:	test	Edit
Issue Resolution:	[apisani 20180717 09:54] test	Edit
Installer Tracking:	Check-IN Time: 2019-03-27 16:41:50	Check-OUT Time: 2019-03-27 16:42:00

3.5.5-3 Ticket fully checked in and out after the job is completed

3.5.5.1 Viewing the check-in/check-out times, total duration and GPS coordinates in SIMPLer

An operator is able to view the dates and times, total duration and GPS coordinates of a job in SIMPLer in 2 locations, on the installer tracking page and on the customer record.

3.5.5.1-1 Installer Tracking page

Installer Tracking Total Duration: 00:04:42

Tracking ID	Maintenance ID	Date	Check-IN	Check-OUT	Duration
76	91	17 May 2018	2019-04-02 14:20:48	2019-04-02 14:20:52	00:00:04
131	251	02 Apr 2019	2019-04-02 14:20:58	2019-04-02 14:21:02	00:00:04
130	250	02 Apr 2019	2019-04-02 14:20:55	2019-04-02 14:25:29	00:04:34

3.5.5.1-2 Customer Record

An operator is also able to choose to record and show the GPS coordinates of the installer’s location when they check-in or out. An operator can click on the map icon next to the coordinates to view the location in Google Maps.

*The installer will need to accept the location permission in the browser in order for the coordinates to be registered.

Installer Tracking Total Duration: 00:00:08

Tracking ID	Maintenance ID	Installer	Date	Check-IN	Check-OUT	Duration	GPS Check-IN	GPS Check-OUT
92	116	testt testtt	2018-08-28	2020-02-05 09:28:08	2020-02-05 09:28:13	00:00:05		X:51.9176192, Y:-8.4770816
92	116	testt testtt	2018-08-28	2020-02-05 09:28:17	2020-02-05 09:28:20	00:00:03	X:51.9176192, Y:-8.4770816	X:51.9176192, Y:-8.4770816
92	116	testt testtt	2018-08-28	2020-02-05 09:28:29			X:51.9176192, Y:-8.4770816	

3.5.5.1-3 Customer Record showing Installer Tracking with GPS check-IN and Check-OUT

3.6 Attachments/Photos

The attachments tab allows operators to view and add attachments directly from their mobile device.

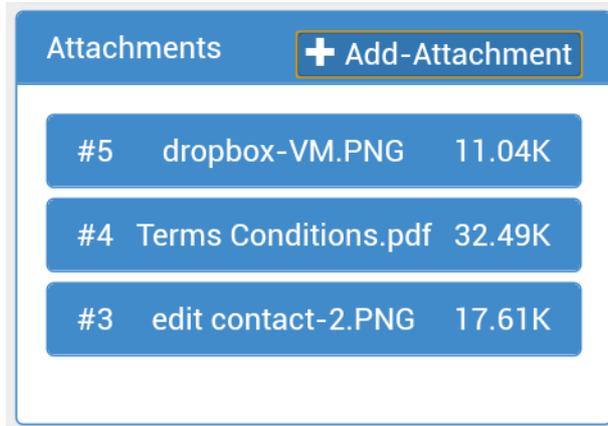


Fig. 3.6-1 Attachments Tab

3.6.1 Adding attachments

To add an attachment to a customer, firstly select the “Add-Attachment” button at the top right of the attachments tab.

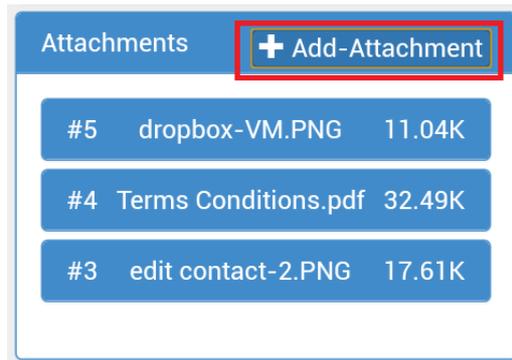


Fig. 3.6.1-1 Add Attachment Button

An example showing some of the attachment options can be seen below.

Please note that the options displayed will depend on the applications installed on your device.

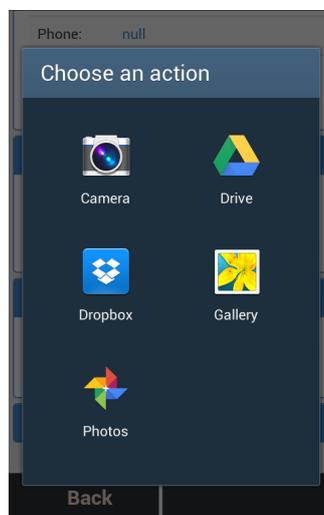


Fig. 3.6.1-2 Attachment Options Example

To demonstrate this functionality, let's add a photo taken from the camera. Begin by selecting "Camera" from the attachment options menu.

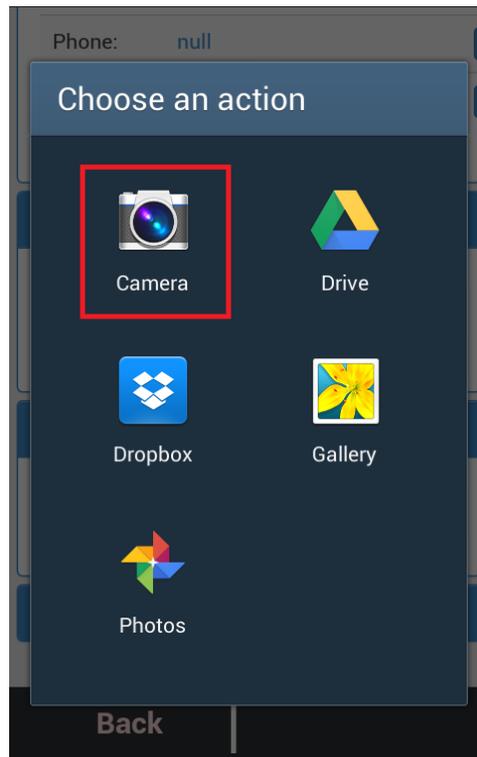


Fig. 3.6.1-3 Select Camera

Next, take the photo you want to add and select "Save" from the tab at the bottom of the screen.

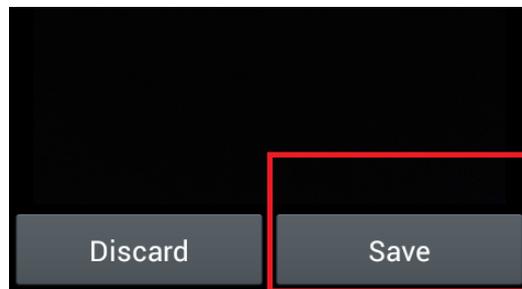


Fig. 3.6.1-4 Select Save

*Please note that to add and view attachments, the operator must have an FTP server setup.

You can see our guide on this by following this link: <http://wiki.azotel.com/adding-attachments-in-simpler>

3.6.2 Viewing Attachments

From the attachments tab, select the attachment you wish to download.

Select the link "Download" in the row Download.

You will be redirected to a webpage and your download will start.

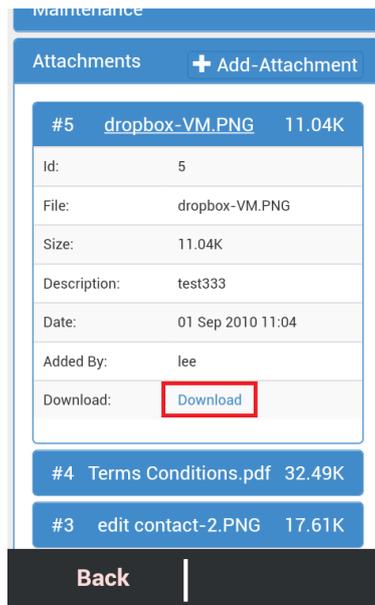


Fig. 3.6.2-1 Download Link

3.7 Network

The network tab allows operators to view and manage network details directly from their mobile device.

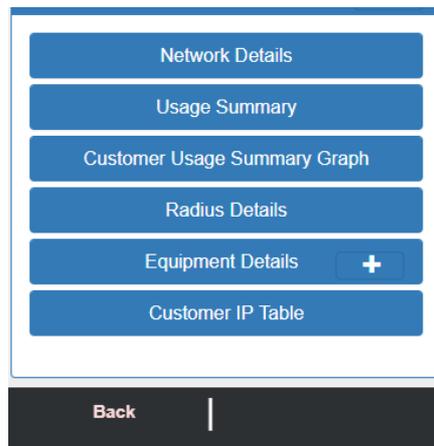


Fig. 3.7-1 Network Details Section

3.7.1 Network Details

Here you can find information about the customer's network for details. This includes Gateway, Bucket, Monitor, Site and Colour.

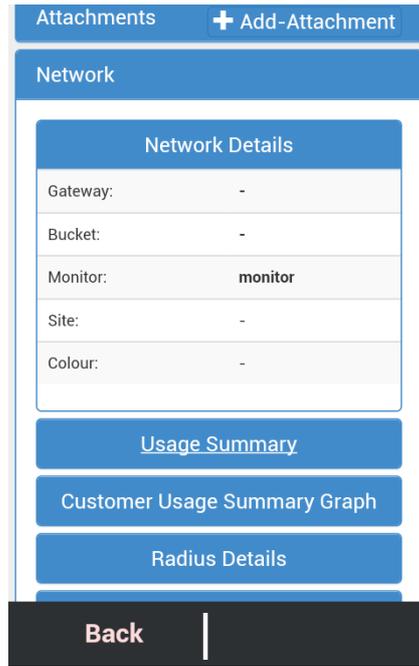


Fig. 3.7.1-1 Network Details Tab

3.7.2 Usage Summary

Here you can find information about the customers usage. This section includes Monthly Allowance, Subscription allowance, Overage, Current Usage, and the customers’ Upload and Download activity in the last day, 2 days, a week and a month.

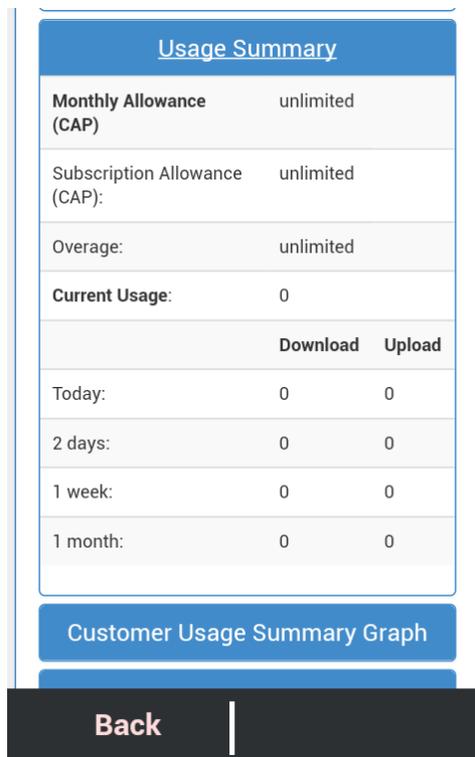


Fig. 3.7.2.1 Usage Summary Tab

3.7.3 Customer Usage Graph

This tab displays a graph illustrating the customers data usage over a given time period.

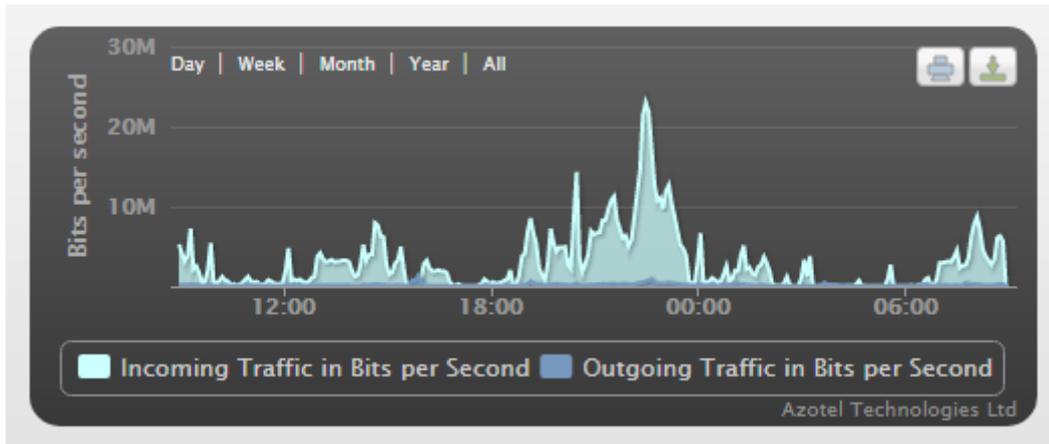


Fig 3.7.3-1 Customer Usage Summary Graph

The customer usage summary can also be downloaded in four different file formats: PNG, JPEG and SVG vector images as well as a PDF document.

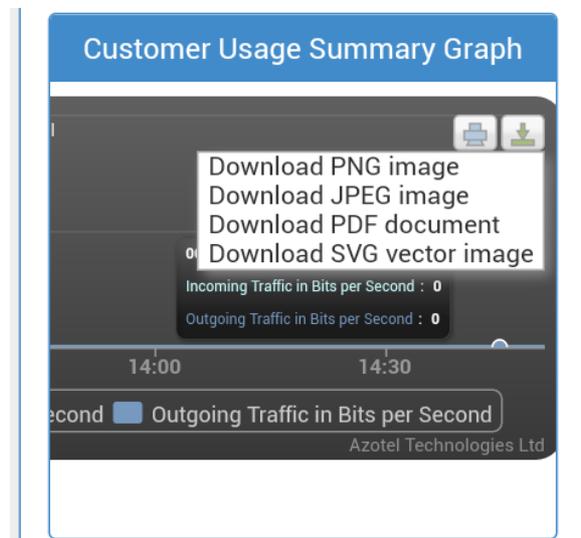


Fig 3.7.3-2 Download Options

To download the graph as a PNG image, for example, select the download icon at the top right-hand corner of the image and then select PNG image from the dropdown menu.

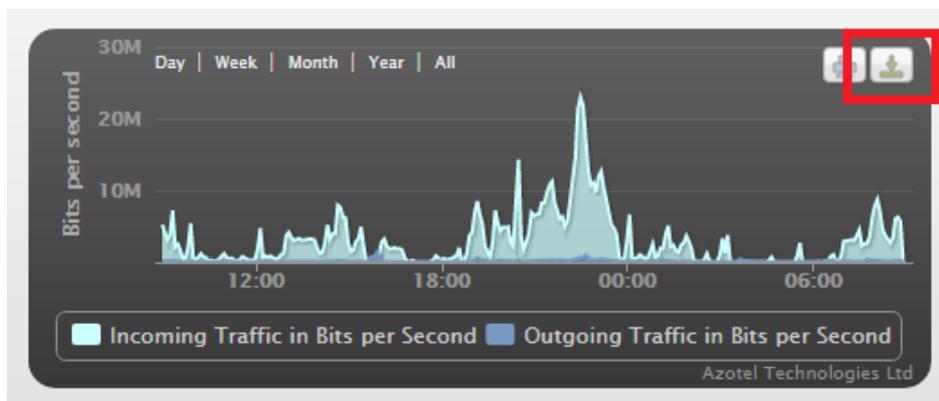


Fig 3.7.3-3 Download Icon Selection

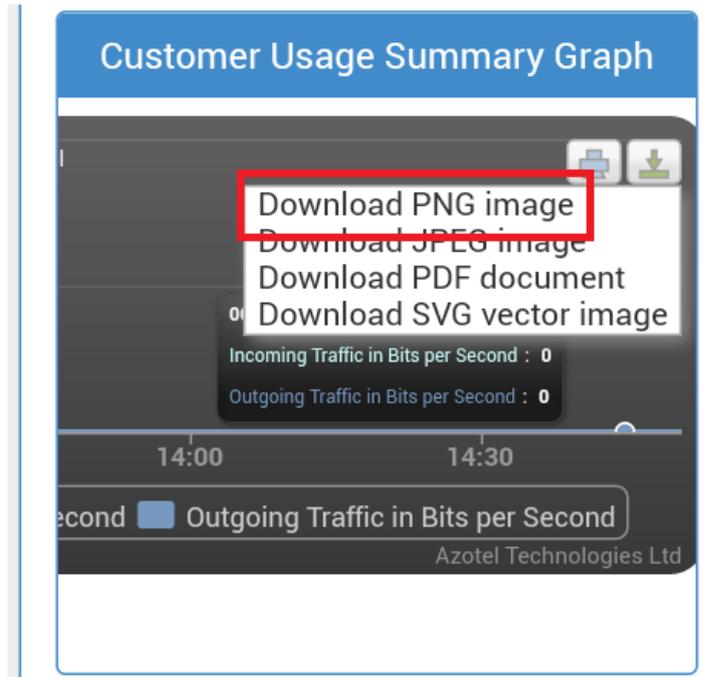


Fig 3.7.3-4 Download PNG Image Selection

3.7.4 Radius Details

This tab displays information about the customers' Radius system.

Radius Details			
RADIUS Credentials			
Username	Password	Auto	
test	07a3	null	
test	07a3d	0	
RADIUS Sessions			
ID	Username	Status	Time
81	test	current	2 day(s) 04h 45m 01s
015d3	test	2017-04-05	7 day(s) 00h

Back

Fig. 3.7.4-1 Radius Details Tab

3.7.5. Equipment Details

3.7.5.1 Equipment Assigned to Customer Account

This tab displays all equipment belonging to the customer. Some examples of the available equipment are Airgrid SM, Canopy SM and Generic SM.

Radius Details				
Equipment Details				
Nickname	Type	IP	MAC	Basestation
00045615A851	Cambium cnPilot R190	-	00045615A851	-
311980000020424	SIM Card	-	-	-

Customer IP Table

Fig 3.7.5.1-1 Equipment Details

Stock equipment can be assigned to a customer record by clicking the plus button as highlighted above.

Once the plus button is clicked on it will bring a popup window as seen below.

Equipment serial numbers, MAC addresses or IMSI numbers are to be used to search through equipment operator has in stock. Once found it can be assigned to the customer account. There are couple ways to key the Serial/MAC/IMSI details in:

- Manual input to the 'MAC Address / Serial Number list' text area with the devices built in keyboard
- Using a hardware Bar Code scanner which ultimately acts as an external keyboard and allows to add the scanned Bar Code results to the 'MAC Address / Serial Number list' text area

Fig 3.7.5.1-2 Equipment Details

- Using the App's integrated Bar Code scanner. It can be activated by clicking the bar code icon in the top right corner of the 'MAC Address / Serial Number list' text area. It will activate device's camera and open an additional section on the popup window that should be used to aim at the bar code being scanned.

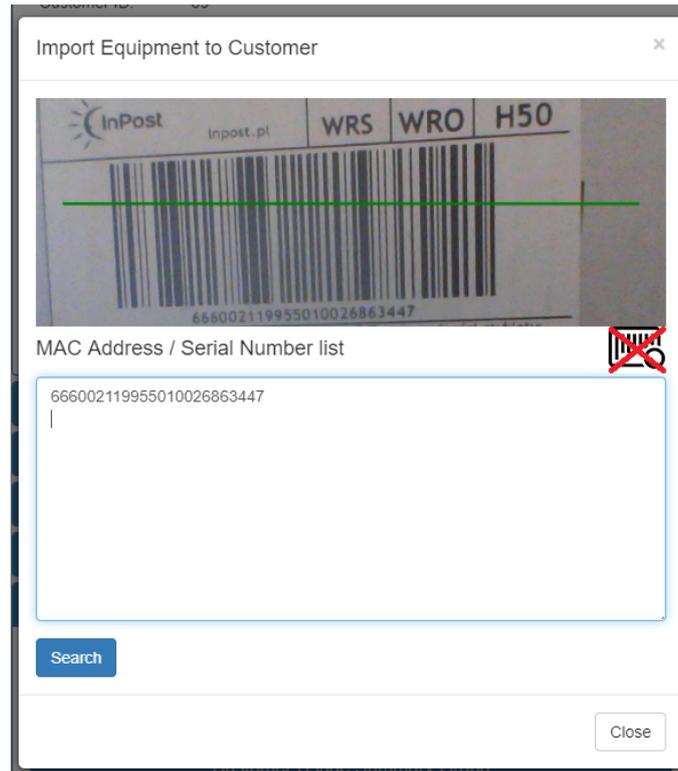


Fig 3.7.5.1-3 Equipment Details

'Search' button shall be clicked once the 'MAC Address / Serial Number list' text area has been filled with Serial/MAC/IMSI of devices that are to be assigned to a customer account. App will perform an equipment search and if there is any equipment available in stock it will be presented in the next page.

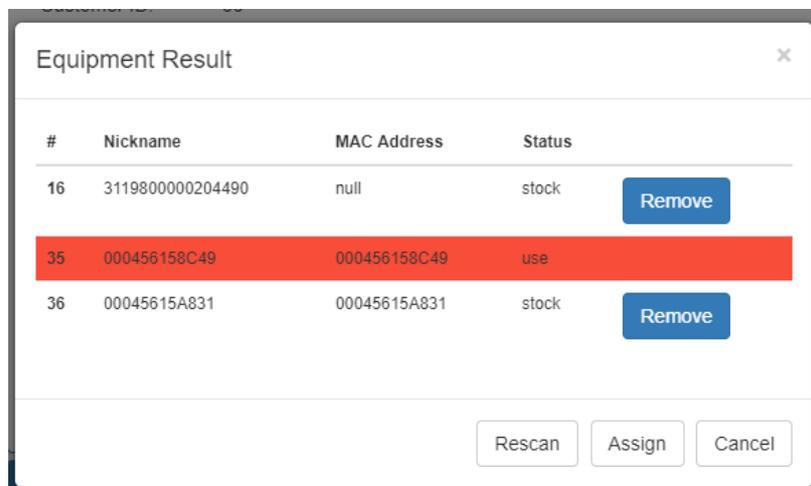


Fig 3.7.5.1-4 Equipment Details

From this page it is possible to:

- Adjust the equipment list that is to be assigned by clicking '**Remove**' button – which will remove it from the list of equipment that is to be assigned to customer account
- **Rescan** – by clicking this button App will navigate back to the previous page where 'MAC Address / Serial Number list' can be provided again / equipment can be re-scanned
- **Assign** – when clicked all equipment positions that are not 'red' will be assigned to the customer account. This is the final step that actually assigns the equipment to customer account

3.7.5.2 Equipment Assigned to Site

Stock equipment can be assigned to sites (warehouses/installer trucks) using the App. This feature can be found under the dropdown menu available on customer search page in the App.

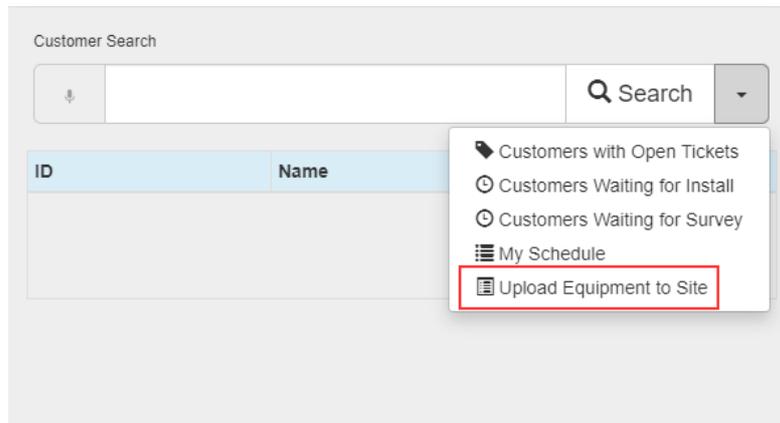


Fig 3.7.5.2-1 'Upload Equipment to Site' option

Once the option is selected it will bring up a popup window. Equipment serial numbers, MAC addresses or IMSI numbers are to be used to search through equipment operator has in stock. Once found it can be assigned to a site (i.e. warehouse, installer truck). There are couple ways to key the Serial/MAC/IMSI details in:

- Manual input to the 'MAC Address / Serial Number list' text area with the devices built in keyboard
- Using a hardware Bar Code scanner which ultimately acts as an external keyboard and allows to add the scanned Bar Code results to the 'MAC Address / Serial Number list' text area

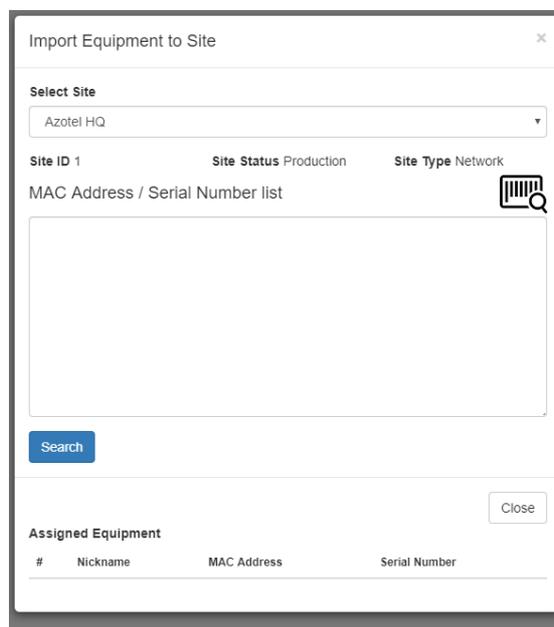


Fig 3.7.5.2-2 Import Equipment to Site page

- Using the App's integrated Bar Code scanner. It can be activated by clicking the bar code icon in the top right corner of the 'MAC Address / Serial Number list' text area. It will activate device's camera and open an additional section on the popup window that should be used to aim at the bar code being scanned.

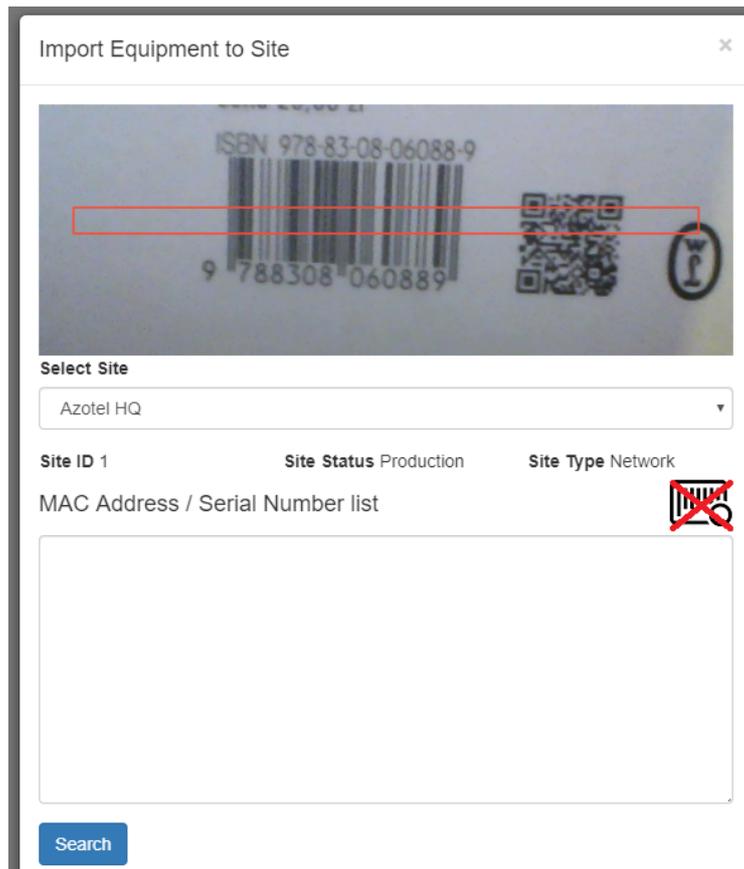


Fig 3.7.5.2-3 Built in Bar Code scanner

A site to which the equipment should be added should be selected from the list. If provided it will default to the site assigned to an installer in SIMPLer.

'Assigned Equipment' section will list the all the equipment stock that is already assigned to the selected site.

'Search' button shall be clicked once the 'MAC Address / Serial Number list' text area has been filled with Serial/MAC/IMSI of devices that are to be assigned to a customer account. App will perform an equipment search and if there is any equipment available in stock it will be presented in the next page.

#	Nickname	MAC Address	Status
4	311980000020483	null	use
15	311980000020401	null	stock
24	000456155451	000456155451	stock
30	000456150A79	000456150A79	use

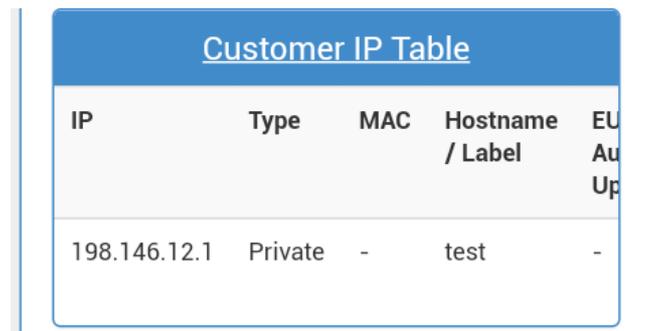
Fig 3.7.5.2-4 Equipment Details

From this page it is possible to:

- Adjust the equipment list that it is assigned to by clicking '**Remove**' button – which will remove it from the list of equipment that is to be assigned to a site (i.e. warehouse/installer truck)
- **Rescan** – by clicking this button App will navigate back to the previous page where 'MAC Address / Serial Number list' can be provided again / equipment can be re-scanned
- **Assign** – when clicked all equipment positions that are not 'red' will be assigned to the site. This is the final step that actually assigns the equipment to the selected site

3.7.6 Customer IP table

The customer IP table section displays the customers IP address and other information relevant to this.



Customer IP Table				
IP	Type	MAC	Hostname / Label	EU Au Up
198.146.12.1	Private	-	test	-

Fig 3.7.6-1 Customer IP table

Annex A: References

A.1 Document References

A.2 Link References

Annex B: Definitions and abbreviations

B.1 Definitions

B.2 Abbreviations

For the purposes of the present document, the following abbreviations apply:

SIMPLer	Azotel's integrated Operators platform
GPS	Global Positioning System

Annex C: Change history

Change history				
Date	Author(s)	Subject/Comment	Old	New
03-Apr-17	JohnH	Original	n/a	001
04-Apr-17	JohnH	Added additional screenshots and added sections to functionality	001	002
05-Apr-17	JohnH	Changed Positioning of images and text	002	003
06-Apr-17	Emma	Reviewed	003	004
07-Apr-17	JohnH	Added screenshots and improved the network section and its sub-sections	004	005
07-Apr-17	Emma	Reviewed	005	006
11-Apr-17	JohnH	Added Login Alert Box and edited link text for clarity	006	007
30-May-17	JohnH	Added Electronic Documents Section	007	008
02-Jun-2017	JohnH	Added to Electronic Documents Section (Signature Area)	008	009
02-Jun-2017	JohnH	Updated Images	009	010
13-Jun-2017	JohnH	Added pull to reload section	010	011
09-10-17	Emma	Reviewed Document, fixed numbering errors	011	012
15-12-2017	Emma	Updated Section 3.3.5	012	013
04-Apr-2019	Maciej	Equipment to Site/Customer, Bar Code scanner	013	014
11-Feb-20	Hlombard	Reviewed and updated document	014	015