



*Sending Data to
Business Equipment
Information Services*



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About Compiling Data for BEI

ECi has developed a new software program that lets you compile your serialized information. Once the information is compiled, you can easily provide it to Business Equipment Information Services® (BEI) for further analysis.

By analyzing your serialized data, BEI can help you reduce service costs and improve your profitability. BEI offers a program aimed at performance benchmarking. They do this by comparing the data of each serialized unit based on the service call activity of copier dealers around the world. They also provide a technician compensation program that lets you offer a true pay-for-performance incentive program.



Using the new BEI Data Transfer window, you can set limits for the information transferred. When you finish setting limits, you can save it. The system then compiles and builds the data, creating an ASCII output file to the volume serial you specify.

What You Need To Set Up

- 1 Install the DDMS version software 8.22 or higher. BEI software automatically installs when you install DDMS.
- 2 Set up your meter code descriptions in Serialized parameters. See **Setting Up Meter Code Descriptions**.
- 3 Specify the default volume serial in Serialized parameters. See **Specifying the Default Volume Serial**.

Setting Up Meter Code Descriptions


You must set up meter code descriptions to use the BEI Services feature. The system uses the descriptions you specify when creating the data to transfer to BEI Services.

- 1 In Eci DDMS, double-click  then  .
- 2 In the Parameter Editor window, double-click Serialized and click Meter Code Descriptions.
- 3 Click the Meter 1 Description box and enter the first meter code description.

To configure or remove an existing version of BEI software, you must use the Add or Remove Programs feature in your Microsoft Windows® Control Panel.

To view your current BEI software version number, in the BEI Data Transfer window, select Help and choose About. The system displays the current BEI version number.

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- 4 Click the Meter 2 description box and enter the second meter code description. See Figure 1.
- 5 You can continue to enter up to nine meter code descriptions. When you finish, click .

Specifying the Default Volume Serial

You must set up a default volume serial for use with the BEI feature. The system saves the compiled data to the volume serial you specify. Each time you save your data in the BEI Data Transfer window, the system overwrites the previous information.



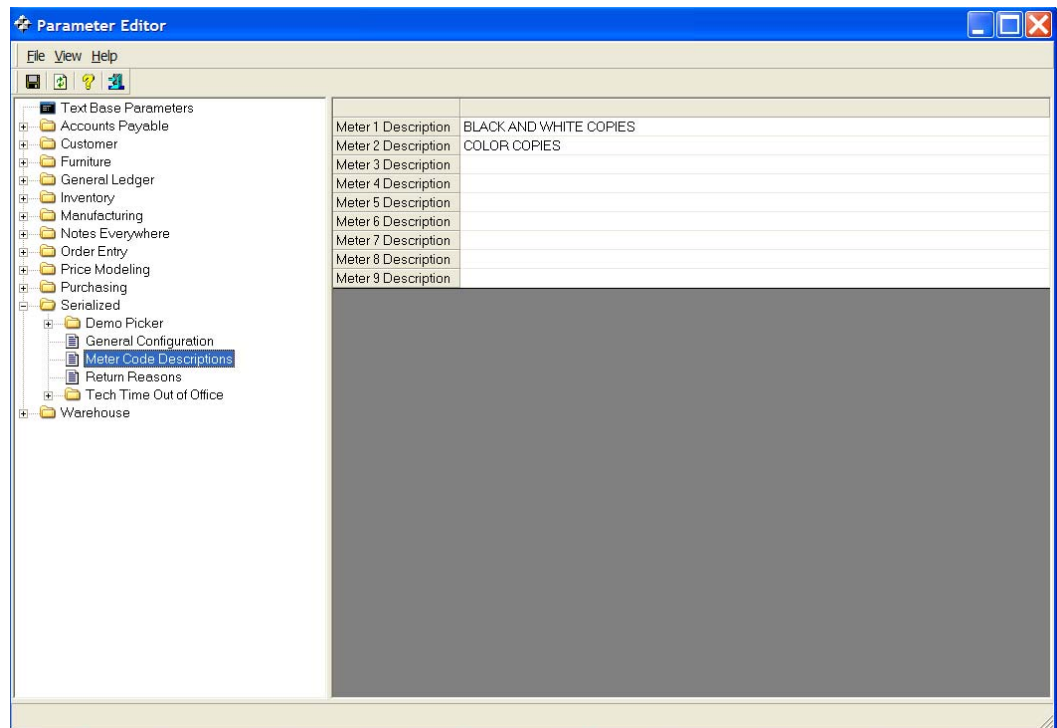

- 1 In Eci DDMS, double-click  then .
- 2 In the Parameter Editor window, double-click Serialized and click General Configuration.

Figure 1: Setting Up Meter Code Descriptions



- 3 Click the BEI Volume Serial box and enter the volume serial, W1, for example. See Figure 2.
- 4 Click .

Saving Data to Transfer to BEI Services

Once you have set up your meter code descriptions and BEI volume serial, you can begin setting limits and saving your serialized data to a file.

Note: Before compiling serialized data, be sure TBL is running.

- 1 Click Start then Programs, and click BEIExports. The BEI Data Transfer window opens, defaulting to the Master tab.

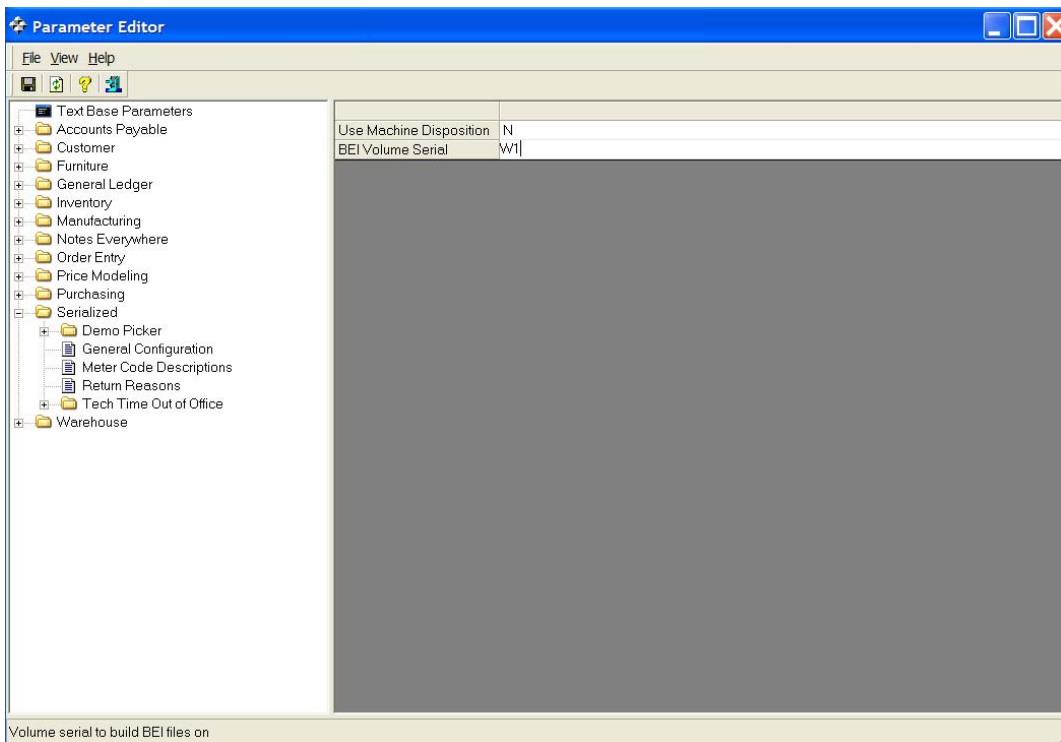
You can use the Master tab to set limits for the data to transfer to BEI Services. See Figure 3.

- 2 Click each check box by which to limit. You can limit using the Service Call File through Meter Description Files boxes.

When limiting by Service Call date, the system limits by call completion date.

When limiting by Parts date, the system limits by invoice date.


Figure 2:
Entering the Default Volume Serial



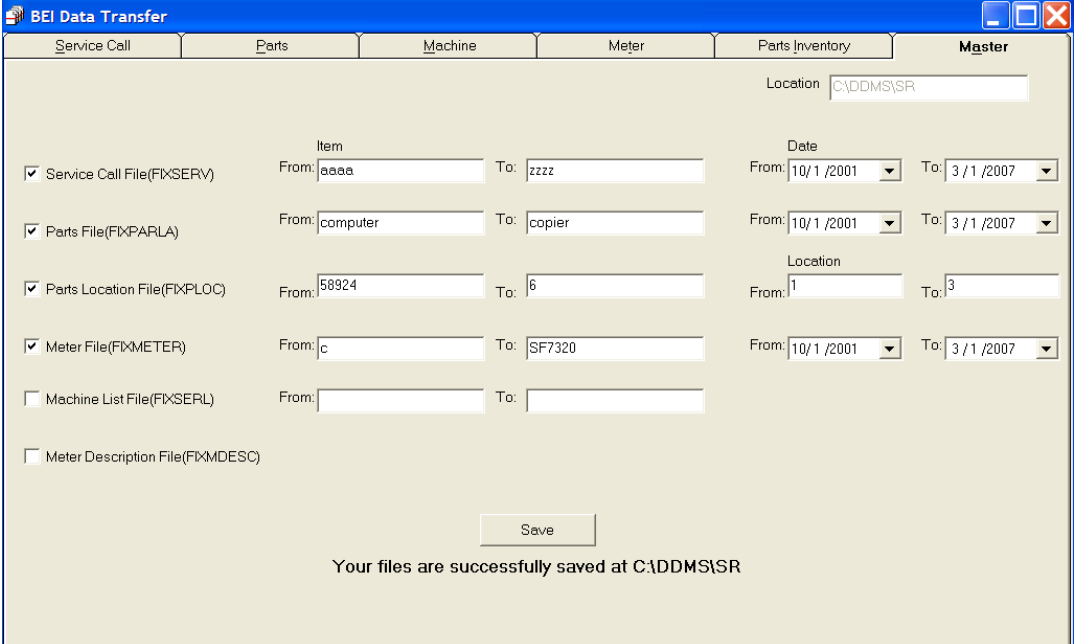
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You can also limit by Parts Location, locations 1 through 23, for example.

You must set some limits in the Item From and To boxes before clicking Save. If you leave all the boxes blank, the system does not display any information in the Service Call through Parts Inventory tabs.

- 3 For each check box you select, click the From box and enter the beginning limit in the range.
- 4 Click the corresponding To box and enter the ending limit in the range.
- 5 The date boxes let you further limit the information. Click the Date From box and enter the beginning date in the range by which to limit. You can also click the down arrow to select the date using a calendar.
- 6 Click the Date To box and enter the ending date in the range by which to limit. You can also click the down arrow to select the date using a calendar.
- 7 When you finish setting limits, click . The data you specified is saved to the volume serial set in the Serialized General Configuration Parameters.
- 8 To view the saved information, you can click the Service Call through Parts Inventory tabs, as shown in Figure 4.
- 9 After the data is saved, you can transfer it to BEI Services. The files created are shown below.
 - **FIXSERL:** This file stores the machine data. It lists each and every serial number in the serialized database and includes information from the Z-MASTER, I-MASTER, and C-MASTER files.

**Figure 3:
Limiting
Information in
the BEI Data
Transfer
Window**



The screenshot shows the 'BEI Data Transfer' window with the following configuration:

File Type	Item From	Item To	Date From	Date To	Location From	Location To
<input checked="" type="checkbox"/> Service Call File(FIXSERV)	aaaa	zzzz	10/1 /2001	3 /1 /2007		
<input checked="" type="checkbox"/> Parts File(FIXPARLA)	computer	copier	10/1 /2001	3 /1 /2007		
<input checked="" type="checkbox"/> Parts Location File(FIXPLOC)	58924	6			1	3
<input checked="" type="checkbox"/> Meter File(FIXMETER)	c	SF7320	10/1 /2001	3 /1 /2007		
<input type="checkbox"/> Machine List File(FIXSERL)						
<input type="checkbox"/> Meter Description File(FIXMDESC)						

Location: C:\DDMS\SR

Save

Your files are successfully saved at C:\DDMS\SR

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Files created are based on the limits you set. For example, if you do not set part location limits, the PLOC file is not created.

- **FIXPARLA:** This file stores parts data. It contains all the parts that were used in conjunction for the calls listed in the FIXSERV file and includes information from the Z-JOURNAL file.
- **FIXPLOC:** This file stores parts data and is based on location information. This file gives you the ability to limit to a specific location or all locations. It includes information from the I-MASTER and I-AUX files.
- **FIXSERV:** This file stores service call data. It contains the call information for the date range indicated. This file can be based on a call completion date range, along with the required supplemental files which are automatically created based on the call data. This means that parts and readings are specific for when the work was completed on the call. The FIXSERV file includes information from the Z-AUX, Z-A-SUPP, and Z-MASTER files.
- **FIXMDESC:** This files stores meter description data. It lists the meter descriptions but is not displayed on a separate tab.
- **FIXMETER:** This file stores meter data. It contains all the meter readings that were taken for the calls listed in the FIXSERV file. This file includes meter information from the Z-AUX, Z-MASTER, and Z-M-COUNTS files.

Figure 4:
Viewing
Information in
the Service Call
Tab

Call ID	Model #	Serial #	Call Date	Call Time	Customer Time	Arrival Time	Completion Time	Call Type
1000026	SF8500		02/19/97	12:49		16:05	16:30	
1000057	COMPUTER		12/15/97	14:39		14:40	15:30	
1000059	SF8500	SHR	12/15/97	15:58		16:00	16:30	
1000060	COMPUTER		12/15/97	15:58		16:05	16:55	
1000071	COMPUTER		07/28/98	14:41		14:50	15:50	C