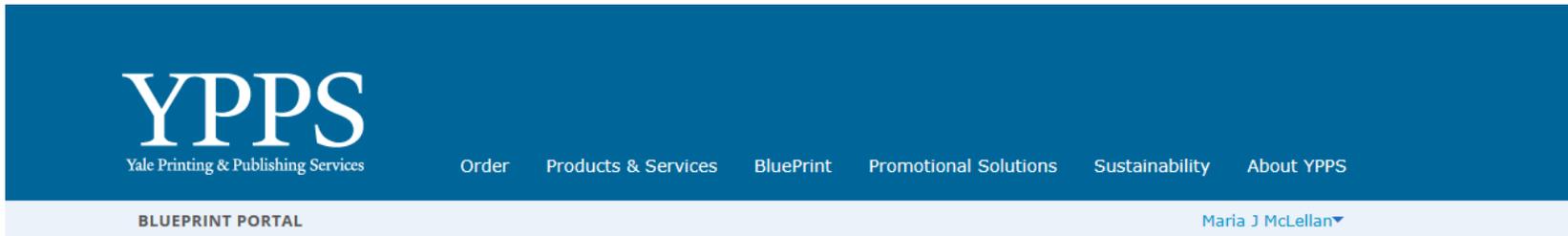


Meter reads: how to guide

A customer arriving at the portal will see this screen first -- after they have successfully logged in with their CAS NetId & Password.

- Direct the customer to choose the “Blueprint Devices” tab



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blueprint support portal

REQUEST EMERGENCY TONER

REQUEST TECHNICAL ASSISTANCE

UPGRADE/NEW EQUIPMENT INQUIRY

Welcome to the BluePrint Support Portal!

From this new portal you have access to many new features and tools. Click the tabs and try them out, or [click here](#) to learn more about them and to get step by step "how to" instructions.

July billing opens on July 19th and closes at noon on July 26th
where does this go

Request Number	Subject	Priority	Status	Submitted On	Last Updated	Actions
00001780	need toner	High	In Progress	06/30/2017	07/1/2017	VIEW DETAILS
00001771	YPPS Emergency Toner Request	High	New	06/28/2017	07/1/2017	VIEW DETAILS
00001781	slow printing	Medium	New	06/30/2017	06/30/2017	VIEW DETAILS
00001778	card swipe not working	Medium	New	06/30/2017	06/30/2017	VIEW DETAILS
00001621	MAY 2017 Revenue Copier Rental	High	New	06/16/2017	06/16/2017	VIEW DETAILS

From this page, the customer should see the devices that they can manage. For “meter readers” these will be all of the devices that they have been associated with in Salesforce. Only meter readers will receive an e-mail at the opening of Billing. However, anyone that has a contact role in Salesforce will also be able to manage devices as well.

- Meter readers should choose “Enter Meter Reads (All Qualified Devices)”

BLUEPRINT PORTAL
Maria J McLellan ▾

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blueprint support portal

REQUEST EMERGENCY TONER
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where does this go

MY REQUESTS
BLUEPRINT DEVICES
SHARED ACCOUNTS
DEPARTMENT FUNDS
EQUIPMENT MAINTENANCE CONTRACTS

Enter Meter Reads (All Qualified Devices)

Click the "Manage" tab to view device details including charging instructions and billing history, or to add new contacts to a device. When billing is open, click "enter meter reads" to gain access to your meter reads and enter your counts.

ACTIVE DEVICES UNDER AGREEMENT I CAN MANAGE

Device	Device Location	Department	Serial Number	Actions	
(Device ID:)	40 Temple Street Suite 1 B Office 108	MED Ophthalmology and Visual Science		MANAGE	
Kyocera FS4200DN LPD5633884 (Device ID:16426)	344 Winchester Avenue - Maria's Office	ADMPPS YPPS Production Operations	t1905348	MANAGE	
12073068 Ricoh MP5000 (Device ID:12073068)	82-90 Wall Street 3rd fl Rm 323	FASFRE French Department	M5796000151	MANAGE	
CR1 (Device ID:DIDCR1)	25 SP, 557UU 150 Munson Street	ITSCPL Force.Com Application Svcs	CR1	MANAGE	

CANCELLED AGREEMENTS I CAN MANAGE

- no active assets to display

On this page the meter reader will see a list of their devices. The devices that we **did not** “pick up” with our FM Audit pull will show at the top of the list.

- User should click on the “0” in the appropriate column (B&W Reads or Color Reads”) and enter their total count for each read that applies
 - The new screen new includes device location – this should reduce some of the confusion for customers with a long list
 - They will also see the reads that we picked up from FM Audit. They do not have to adjust those unless they want to.
 - If someone already entered a read, they will see the last update date as well

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manage meter reads for my devices

<< Back

Current Billing Period: JUN 2017

Add a Device not Listed: Add Device

Please update Meter reads for all your devices by 07/24/2017

Total Charges	Monthly Base Fee	Previous B&W Reads	B&W Rate	B&W Reads	Total B&W Charges	Previous Color Reads	Color Rate	Color Reads	Total Color Charges
Kyocera FS4200DN LPD5633884 (Located at: 344 Winchester Avenue - Maria's Office)									
\$25.00	\$25	0	\$0.0084	<input type="text" value="0"/>	\$0.00	0	\$0.0750	<input type="text" value="0"/>	\$0.00
12073068 Ricoh MP5000 (Located at: 82-90 Wall Street 3rd Fl - 323)									
\$190.00	\$190	0	\$0.0084	<input type="text"/>	\$0.00	N/A	N/A	<input type="text"/>	
CRI (Located at: 25 SP, 557UU 150 Munson Street) User Last Upd: 7/21/2017 10:20 PM									
\$701.00	\$100	150	\$1.0000	<input type="text" value="201"/>	\$201.00	150	\$2.0000	<input type="text" value="200"/>	\$400.00

<< Back Update Meter Reads

Caution:
I noticed in test, that if you tab through the fields, it is going to take you into the last update date field. They should not put anything in this field – they should tab through it. I will get FAST to fix that for next month if it is an issue in production as well.



After the Meter Reader has entered all of their reads, they should click on Update Meter Reads tab at the bottom of the screen.

- Note – Date and Time last modified was update after I filled in my reads
- If they don't update, and they click "back", their changes will not be registered.

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manage meter reads for my devices

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Current Billing Period: JUN 2017

Add a Device not Listed:

[Add Device](#)

Please update Meter reads for all your devices by 07/24/2017

Total Charges	Monthly Base Fee	Previous B&W Reads	B&W Rate	B&W Reads	Total B&W Charges	Previous Color Reads	Color Rate	Color Reads	Total Color Charges
Kyocera FS4200DN LPD5633884 (Located at: 344 Winchester Avenue - Maria's Office)						<i>User Last Upd: 07/22/2017 07:03 PM</i>			
\$25.00	\$25	0	\$0.0084	<input type="text" value="1050"/>	\$0.00	0	\$0.0750	<input type="text" value="0200"/>	\$0.00
12073068 Ricoh MP5000 (Located at: 82-90 Wall Street 3rd fl Rm 323)						<i>User Last Upd: 07/22/2017 07:03 PM</i>			
\$190.00	\$190	0	\$0.0084	<input type="text" value="3200"/>	\$0.00	N/A	N/A	N/A	
CR1 (Located at: 25 SP, 557UU 150 Munson Street)						<i>User Last Upd: 7/21/2017 10:20 PM</i>			
\$701.00	\$100	150	\$1.0000	<input type="text" value="201"/>	\$201.00	150	\$2.0000	<input type="text" value="200"/>	\$400.00

[<< Back](#) [Update Meter Reads](#)



When they hit "Update Meter Reads", they will get a message at the top of the screen indicating their changes were successfully updated

manage meter reads for my devices

Your Meter Reads were saved successfully



Current Billing Period: JUN 2017

Add a Device not Listed:

<< Back

Note:

If they have updated the counts and see a mistake, they can go back to the read they entered incorrectly, fix it and update again.

They can come back to the portal to make changes at any time during the billing open period.

When billing closes, they can see billing history by device from the portal by choosing "manage" from the blueprint device tab. We expect to load billing history for FY17 in the coming weeks. Check back later.

Add Device

Please update Meter reads for all your devices by 07/24/17

Total Color Charges

Total Charges	Monthly Base Fee	Previous B&W Reads	B&W Rate						
Kyocera FS4200DN LPD5633884 (Located at: 344 Winchester Street)									
\$48.82	\$25	0	\$0.0084	<input type="text" value="1,050"/>	\$8.82	0	\$0.0750	<input type="text" value="200"/>	\$15.00
12073068 Ricoh MP5000 (Located at: 82-90 Wall Street 3rd fl Rm 323)									
\$216.88	\$190	0	\$0.0084	<input type="text" value="3,200"/>	\$26.88	N/A	N/A	N/A	
CR1 (Located at: 25 SP, 557UU 150 Munson Street)									
\$1000.00	\$100	150	\$1.0000	<input type="text" value="500"/>	\$500.00	150	\$2.0000	<input type="text" value="200"/>	\$400.00

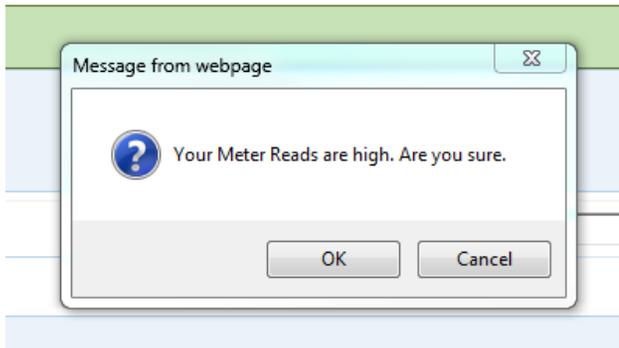
7 7:03 PM

User Last Upd: 7/22/2017 7:03 PM

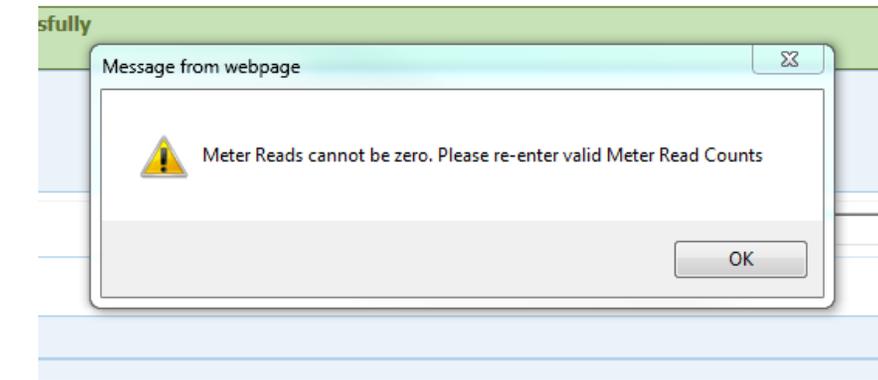
User Last Upd: 7/22/2017 7:03 PM

<< Back Update Meter Reads

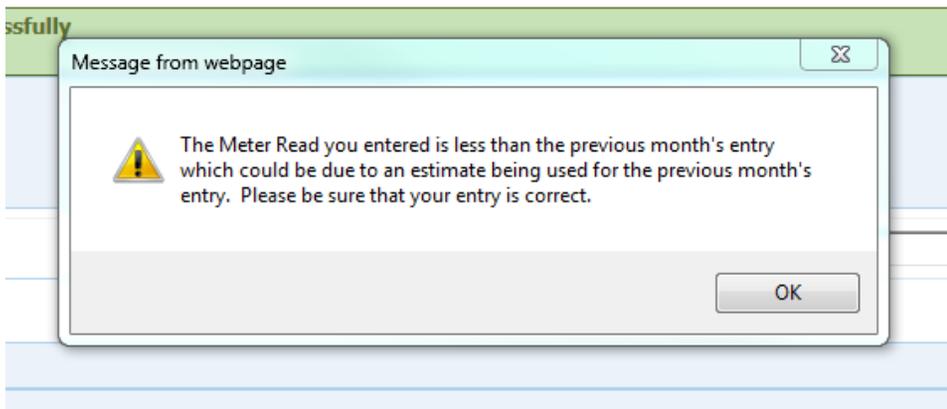
Some Common Error Messages and what they mean:



If the count entered calculates a fee over a certain threshold, Salesforce will ask if you are sure. Maybe you have entered the wrong count, or an extra zero, or maybe you entered your B&W read in the color column?

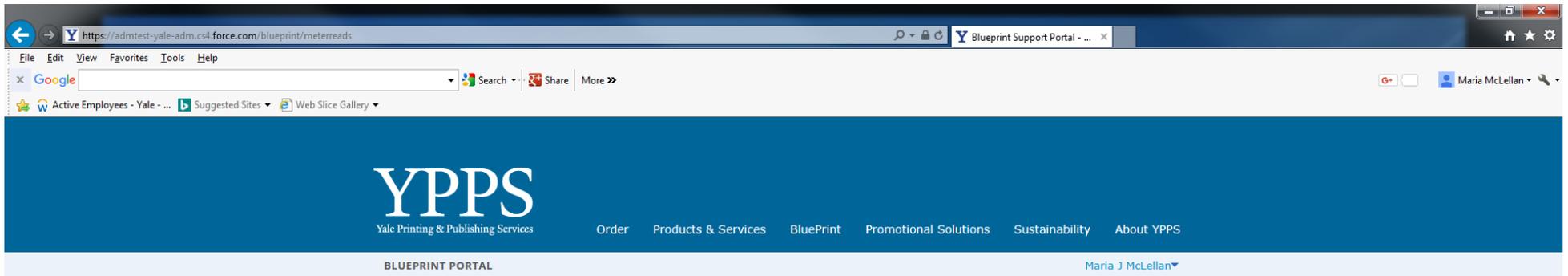


This one is obvious – you can't enter a zero in the total read column.



This one is more difficult to explain. Occasionally, a count is entered incorrectly or estimated too high. When the meter reader gets the correct count the next billing cycle, if it is lower than the last count, then SF will caution the meter reader that the count is lower than last month. Since they have already been billed for those clicks, I would suggest they just add 1 to the current count until we catch up. They can always correct it if they prefer, but I would advise them not to as they will be technically be paying for the same clicks twice – better for them if they just add one until we catch up.

If they need to enter a read for a device that is not on their list, they can easily pull up the device by typing the device id in the box provided. As they begin typing the ID, SF will bring up a list of IDs by Id #. They should check the location before the add a meter read though to make sure they have the correct device.



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manage meter reads for my devices

Your Meter Reads were saved successfully

<< Back

Current Billing Period: JUN 2017



Add a Device not Listed:

Please update Meter reads for all your devices by 07/24/2017

Total Charges	Monthly Base Fee	Previous B&W Reads	B&W Rate	B&W
Kyocera FS4200DN LPD5633884 (Located at: 344 Winchester Av				
\$48.82	\$25	0	\$0.0084	1,05
12073068 Ricoh MP5000 (Located at: 82-90 Wall Street 3rd fl Rr				
\$216.88	\$190	0	\$0.0084	3,20
CR1 (Located at: 25 SP, 557UU 150 Munson Street)				
\$1000.00	\$100	150	\$1.0000	500

- 08177 CS5550ci (08177)
- 12627036 SP5200S (12627036)
- 12647480 MPC300 (12647480)
- HP CP4025DN - JPDCDB126S
- HP P3015DN - 09743 (9743)
- Ricoh SP3410DN - 11492060 (11492060)
- Ricoh SP3410DN - 12677471 (12677471)
- Ricoh SP3510DN - 12677473 (12677473)
- Ricoh SP3510DN - 12677476 (12677476)
- Ricoh SP3510DN - 12677477 (12677477)
- Ricoh SP3510DN - 12677478 (12677478)
- Ricoh SP3510DN - 12677533 (12677533)
- Ricoh SP3510DN - 12677534 (12677534)
- Ricoh SP3510DN - 12677535 (12677535)
- Ricoh SP3510DN - 12677537 (12677537)
- Ricoh SP3510DN - 12677541 (12677541)
- Ricoh SP3510DN - 12677542 (12677542)
- Ricoh SP3510DN - 12677543 (12677543)