



Fault Reporting for BAT retail displays in a.f.blakemore Retailer / Stores.

Using Chrome as your web browser go to <https://blakemore.plboscar.co.uk>

Please note this is a web portal **not** a downloadable app.



Version: v6 Issued 27.07.2023

Support is hand at bat@theplbgroup.co.uk

A Quick Explanation About Displays Types

Gntry Displays installed with this specific type of drawers are classed as “Drawers and Top Sections” Any faults for these drawers are logged under this “Drawers and Top Section”.

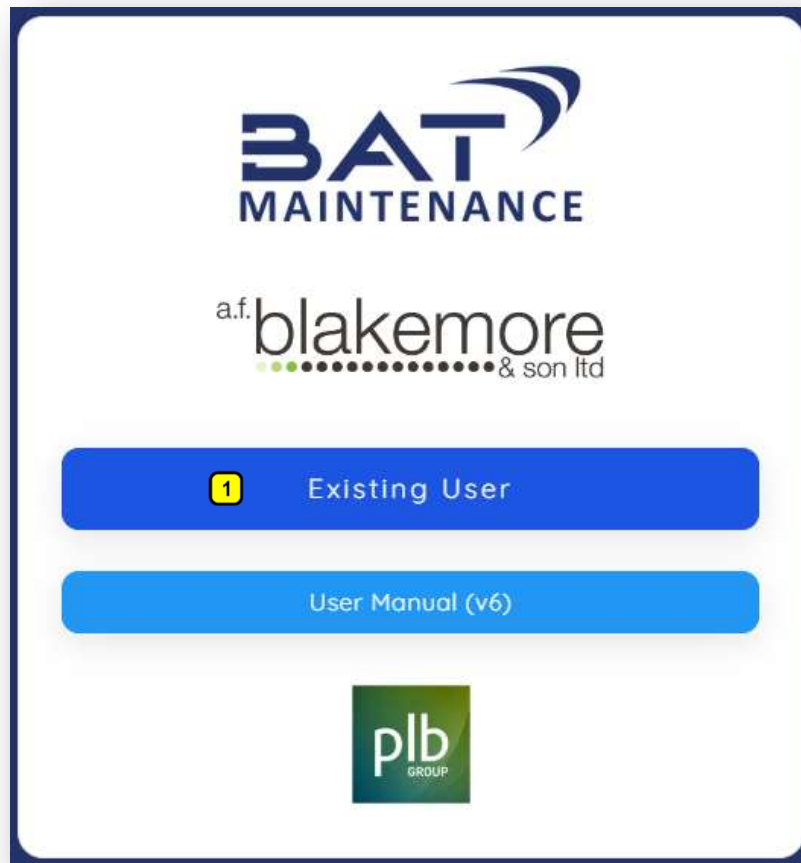


“Top Sections Only ” have other types of drawers which are listed as “Refit Drawers/Cupboards.” Faults need to be logged by selected each unit type in this scenario



Entering the BAT Faults Portal

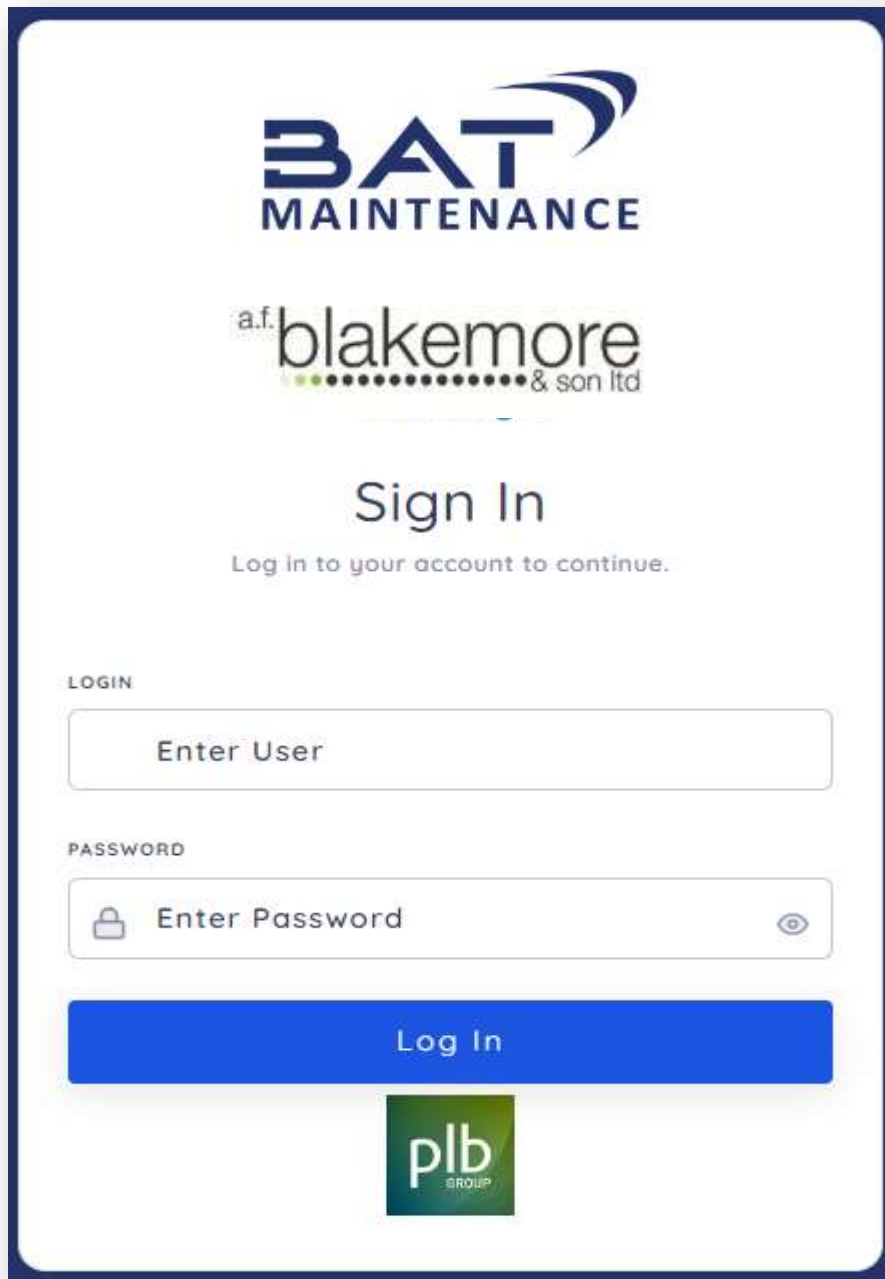
- 1 Click on the “Existing User button”.
- 2 Should you experience any technical difficulties reporting a fault click “Manual Fault for where to email



Log In to Faults Portal

Your login credentials will be issued under separate communication.

- 1 Enter your supplied username in the "LOGIN" field.
- 2 Enter your supplied password in the "PASSWORD" field.
- 3 Click Log In



BAT
MAINTENANCE

a.f. blakemore
..... & son ltd

Sign In

Log in to your account to continue.

LOGIN

Enter User

PASSWORD

Enter Password

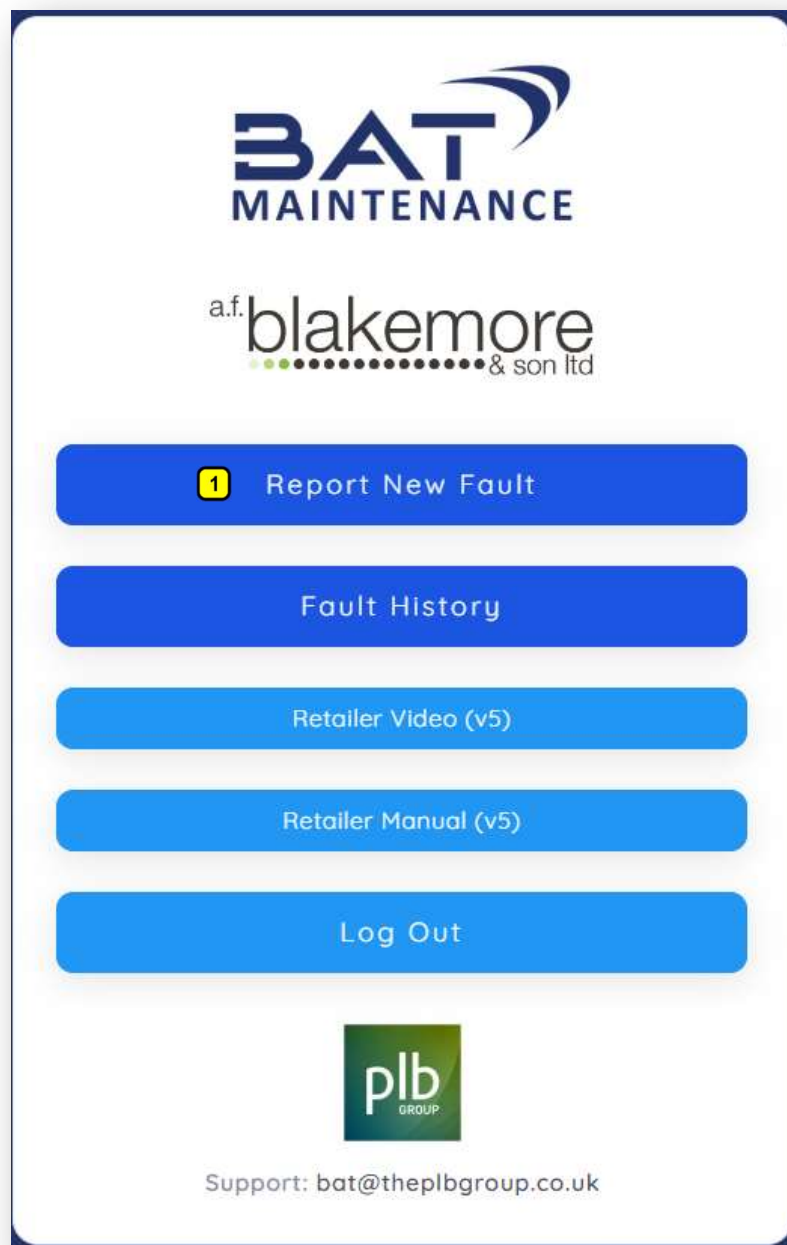
Log In

plb
GROUP

Reporting a BAT Display Fault

- 1 Click on “Report New Fault”

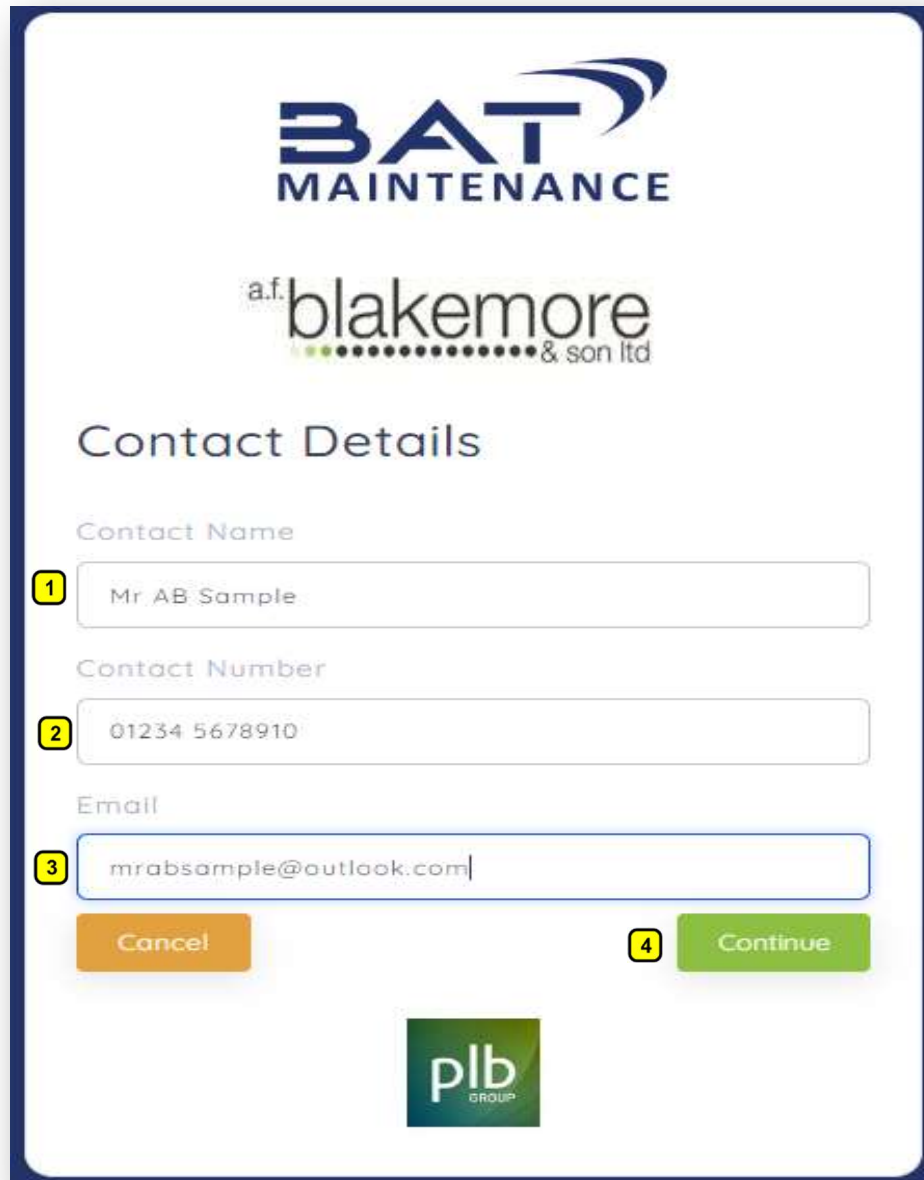
** Fault History will be covered further in the manual*



Reporting a BAT Display Fault continued

- 1 Enter the Contact Name of person recording the fault
- 2 Enter the Contact Telephone number of person recording the fault
- 3 Enter the Contact Email of person recording the fault
- 4 Click Continue Button

**These details should come up prefilled after first entry*



The screenshot shows a mobile application interface for reporting a BAT display fault. At the top, there is a logo for 'BAT MAINTENANCE' and 'a.f. blakemore & son ltd'. Below this, the title 'Contact Details' is displayed. The form consists of three input fields: 'Contact Name' with the value 'Mr AB Sample', 'Contact Number' with the value '01234 5678910', and 'Email' with the value 'mrabsample@outlook.com'. Each input field is preceded by a yellow square icon containing a number (1, 2, and 3 respectively). At the bottom of the form, there are two buttons: an orange 'Cancel' button and a green 'Continue' button. The 'Continue' button is preceded by a yellow square icon containing the number 4. At the very bottom of the screen, there is a logo for 'plb GROUP'.

Fault Fixture Allocation by Retailer / Store

The system will search to see which BAT displays are currently assigned your / Store.

There will be 3 possible scenarios. Each process is listed separate below in the manual.

1. All known BAT displays allocated to store appear on the portal for selection.
2. Store BAT Display does not appear in allocated list, the Retailer can add from the known BAT display range list.
3. Store BAT Display does not appear in allocated list or in the BAT display range to add. The Retailer can upload image of their display. This is flagged as an “unknown” BAT display on the system and the BAT maintenance team will follow the required process to verify and add to the system.

The screenshot displays the 'BAT MAINTENANCE' portal for 'a.f. blakemore & son ltd'. The page is titled 'Fixture Type Selection' and shows the store address: 'Bell Street, PRINCES RISBOROUGH, Buckinghamshire, HP27 0DG'. There are two main sections for selecting fixtures:

- BAT Back Wall Gantry - Type2 Top Section Only (1300mm)**: This section includes a 'Do not have this unit' button and a 'Select' button. Below the buttons, three images of the fixture are shown, each with a red 'X' over the bottom section, indicating they are not available.
- BAT Back Wall Gantry - Type1 Top Section Only (1040mm)**: This section also includes a 'Do not have this unit' button and a 'Select' button. Below the buttons, three images of the fixture are shown, each with a red 'X' over the bottom section, indicating they are not available.

At the bottom of the page, there is a link that says 'if your unit is not shown above Click here' and the 'plb group' logo.

1. All known BAT displays allocated to store appear on the portal for selection.

The system will identify known allocated units to the Retailer.

If the display in your store is not already allocated, please go to No2 in manual.

To remove a display not displayed in your store but showing as allocated please go to No4 in manual.

1 Scroll down and select the BAT display with a fault.

Please note each display must be reported as a separate entry.

This is because if two or more BAT displays have faults, for example the second may need additional parts, it can be reported the first fixed and that record can be reported as complete and the second awaiting parts.

The screenshot displays the 'BAT Maintenance' portal interface. At the top, the logo for 'BAT Maintenance a.f. blakemore & son ltd' is visible. Below the logo, the title 'Fixture Type Selection' is centered. A box contains the address: 'Oxford Road, BEACONSFIELD, Buckinghamshire, HP9 1UB'. The main content area shows two fixture options. The first option is 'BAT Back Wall Gantry - Type5 Drawer and Top Section (1930mm)' with ID 'Gantry00005-1'. It features a yellow '1' in a box and a green 'Select' button. Below the text are three images of the fixture. The second option is 'BAT Back Wall Gantry - Type6 Top Section Only (2210mm)' with ID 'Gantry00006-2'. It also has a green 'Select' button. Below the text are three images of the fixture, with red 'X' marks and green checkmarks indicating specific parts. At the bottom, there is an orange button that says 'If your unit is not shown above Click here' and a 'plb' logo.

1. All known BAT displays allocated to store appear on the portal for selection ...Continued

- 1** Select from the drop down list the part of the display with the fault
**An image of the relevant part will appear underneath with any note to help*
Select from the cascading list below the description of the faulty part
**An image of the relevant part will appear underneath with any note to help*
- 3** Add as much detail as possible in the "Further Fault Description Comments"
- 4** Select Yes or No to advise if a) Security Issue b) Trade Impacting c) Health a& Safety Issue
- 5** Upload / Take Photo – close up or relevant image to identify the fault
- 6** Click Continue

BAT MAINTENANCE


a.f. blakemore & son ltd

Description of fault


Fixture SKU
Gantry00005-1

Fixture
BAT Back Wall Gantry - Type5 Drawer and Top Section (1930mm)

Fixture Part
1 Drawer


Info: Please add detail of what is the fault with the drawer

Fault Description
2 Jammed Closed (Not Key Issue)


Info: Please tell us which drawer(s) are broken and as much detail as possible. Please use the "Upload/Take Photo" to supply a close up of what the issue is

Further Fault Description Comments
3
Top Left Drawer will not open or close

Security Issue? (keys / drawers etc.)
4 No

Trade Impacting?
Yes

Health & Safety Issue?
4 No

If possible please take photo(s) of the fault
Upload/Take Photo

Back **6** Continue

plb

1. All known BAT displays allocated to store appear on the portal for selection ...Continued

- 1** If the summary information does not seem correct you can go back to amend
- 2** If the summary information is correct click “Send Fault Request”




Summary of Fault Request

Please check all details below then click the **Send Fault Request Button** below

Location
Oxford Road
BEACONSFIELD
Buckinghamshire
HP9 1UB

Contact Name
Mark MacMurray

Contact Number
07747513977

Unit SKU
Gantry00005-1

Fixture Part
Drawer

Fixture Description
Jammed Closed (Not Key Issue)

Further Fault Description Comments
Top Left Drawer will not open or close

Security Issue?
No

Trade Impacting?
Yes

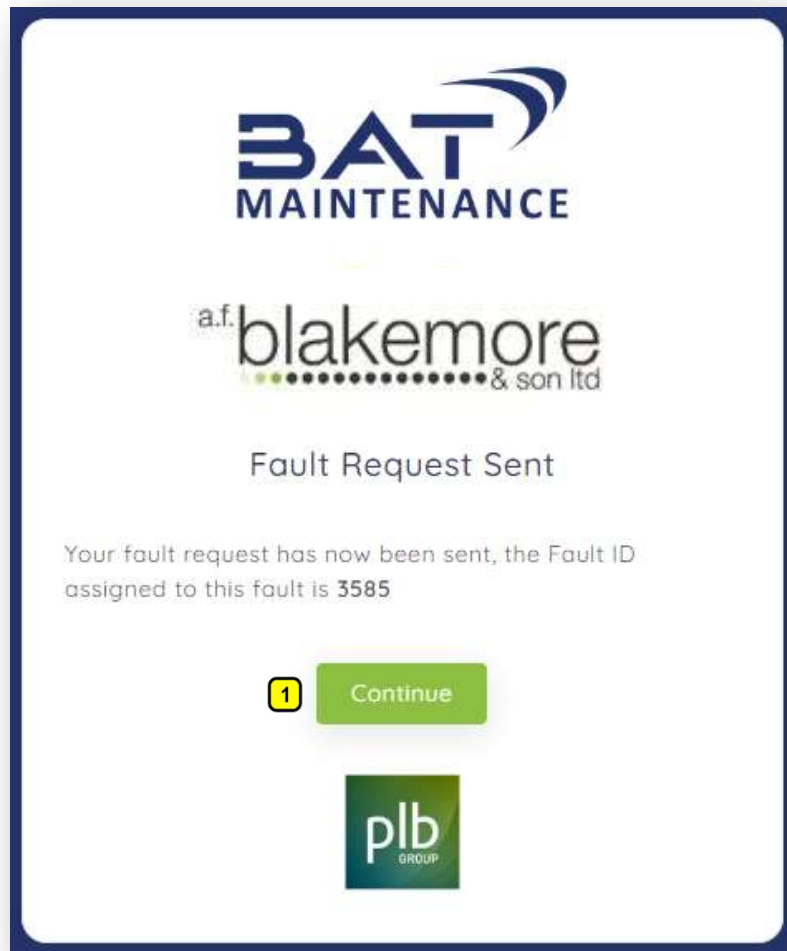
Health & Safety Issue?
No

1 Back

2 Send Fault Request

1. All known BAT displays allocated to store appear on the portal for selection ...Continued

- 1** Your fault is now logged and will resolved as soon as possible. You will be returned to the “Report a New Fault” screen should you have additional faults, simply repeat the process.



2. Store BAT Display does not appear in allocated list; the Retailer can add from the known BAT display range list.

- 1 Scroll to the bottom and click the orange button “If your unit is not shown above Click Here”

BAT
MAINTENANCE

a.f. **blakemore**
..... & son ltd

Fixture Type Selection

Oxford Road
BEACONSFIELD
Buckinghamshire
HP9 1UB

BAT Back Wall Gantry - Type5 Drawer and Top Section (1930mm)
Gantry00005-1 [Select](#)

LARGE GANTRY MODULAR

BAT Back Wall Gantry - Type6 Top Section Only (2210mm)
Gantry00006-2 [Select](#)

LARGE GANTRY MODULAR

1 If your unit is not shown above Click here

plb

2. Store BAT Display does not appear in allocated list; the Retailer can add from the known BAT display range list ...Continued

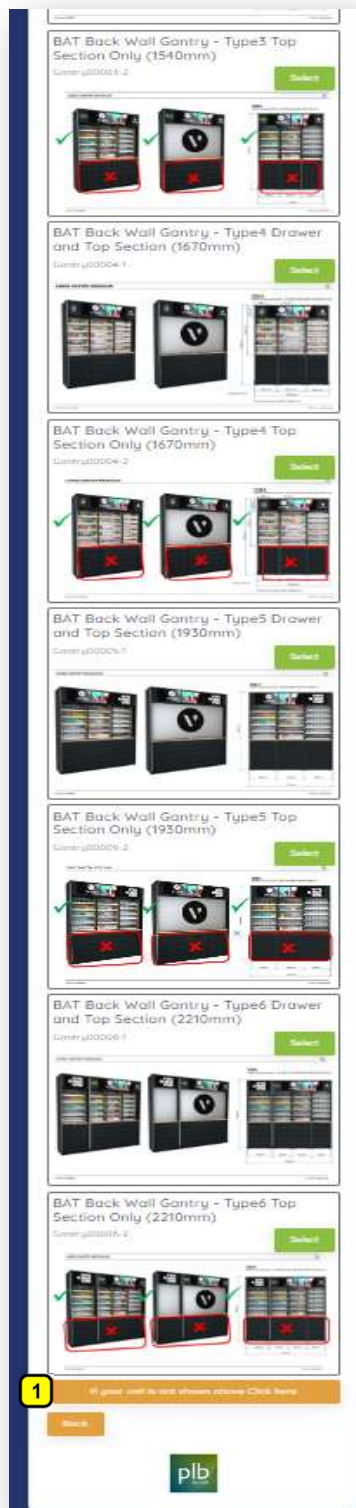
- 1** Scroll to the bottom and select the display not previously allocated to your store, once this selection is complete this unit will be automatically allocated to your store.
Once you select the appropriate display continue to enter from page 8 to complete



3. Store BAT Display does not appear in allocated list (1 above) or in the BAT display range to add (2 above). The Retailer can upload image of their display.

This is flagged as an “unknown” BAT display on the system and the BAT maintenance team will follow the required process to verify and add to the system.

- 1 If you have not been able to find your unit allocated and have gone to scenario 2 and still cannot find your unit. Scroll to the bottom and click “If your unit is not shown above Click Here”



3. Store BAT Display does not appear in allocated list (1 above) or in the BAT display range to add (2 above). The Retailer can upload image of their display ...Continued

- 1** Click "Upload / Take Photo" Add the image of your BAT display previous not identifiable.
- 2** Once uploaded the image will appear. You can rotate image or delete and reload if image is unclear.
- 3** Click "Continue". Continue to enter from page 8 to complete

BAT MAINTENANCE

a.f. **blakemore** & son ltd

Fixture Type Photo

Oxford Road
BEACONSFIELD
Buckinghamshire
HP9 1UB

Please take a photo of your unit

1 Upload/Take Photo

File Uploaded - EG Vinyl.JPG

2

Back **3** Continue

p/b GROUP

4. To remove a display not displayed in your store but showing as allocated.

- 1** Click “Do Not Have This Unit” button on the display you wish to remove.




Fixture Type Selection

Ball Street
PRINCES RISBOROUGH
Buckinghamshire
HP27 0DG

1

BAT Back Wall Gantry - Type2 Top Section Only (1300mm)

Do not have this unit

Select

Gantry00002-2



1

BAT Back Wall Gantry - Type1 Top Section Only (1040mm)

Do not have this unit

Select

Gantry00001-2



[If your unit is not shown above Click here](#)



4. To remove a display not displayed in your store but showing as allocated...Continued

- 1** Click "Please confirm that this unit IS NOT in your location"
- 2** If **not** correct click "Cancel this operation"

Another confirmation screen will pop up to confirm, click "Yes to Remove" or you can cancel.

The screenshot shows the BAT Maintenance app interface. At the top is the BAT MAINTENANCE logo, followed by the a.f. blakemore & son ltd logo. The main heading is "Fixture Type Remove". Below this is a box containing the address: "Bell Street", "PRINCES RISBOROUGH", "Buckinghamshire", "HP27 0DG". Underneath is a section titled "BAT Back Wall Gantry - Type1 Top Section Only (1040mm)" with the identifier "Gantry00001-2". This section contains three images of the gantry unit, each with a red 'X' mark at the bottom. Below the images is a blue button that says "Please confirm that this unit IS NOT in your location". Underneath this button is a grey button labeled "Cancel this operation". At the bottom of the screen is the plb GROUP logo. A small pop-up window is visible in the bottom right corner, containing an exclamation mark icon and the text "Are you sure you want to remove this unit?". Below this text are two buttons: "Yes, remove it!" and "Cancel".

BAT MAINTENANCE

a.f. blakemore & son ltd

Fixture Type Remove

Bell Street
PRINCES RISBOROUGH
Buckinghamshire
HP27 0DG

BAT Back Wall Gantry - Type1 Top Section Only (1040mm)
Gantry00001-2

Please confirm that this unit IS NOT in your location

Cancel this operation

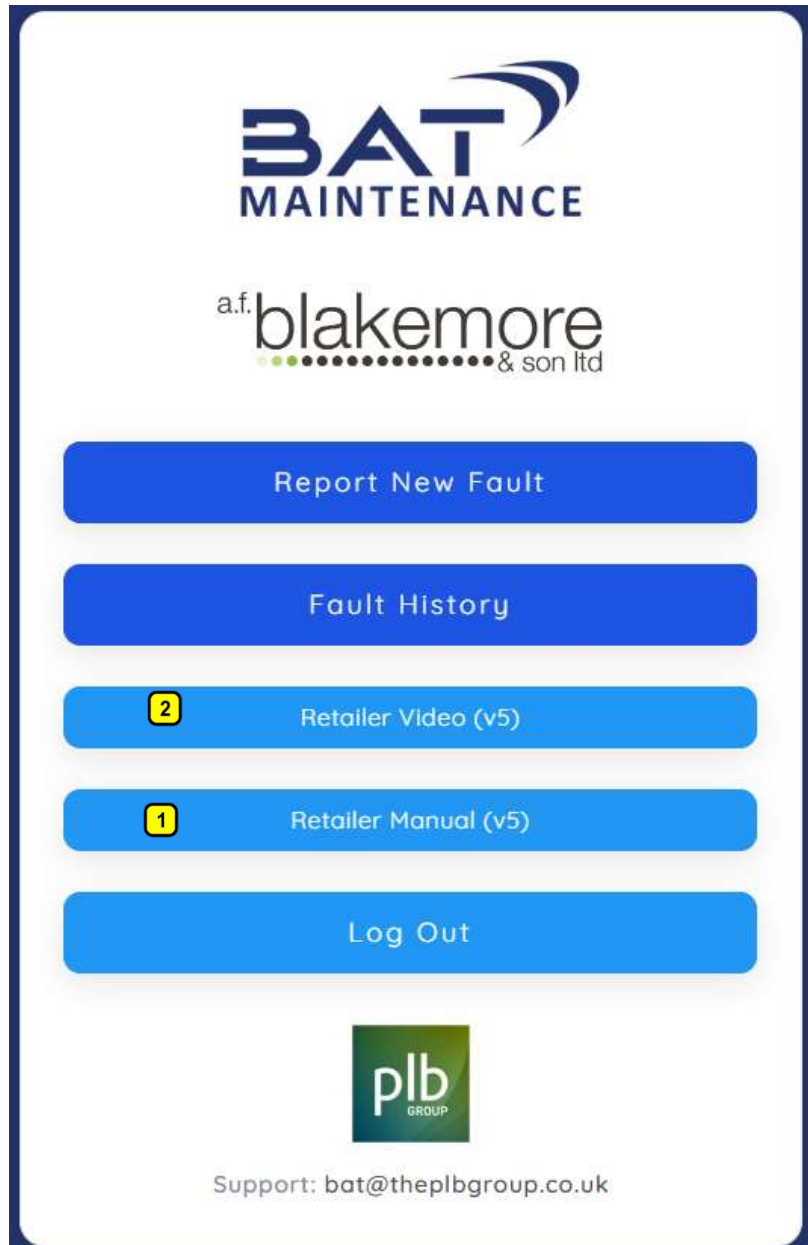
plb GROUP

Are you sure you want to remove this unit?

Yes, remove it! Cancel

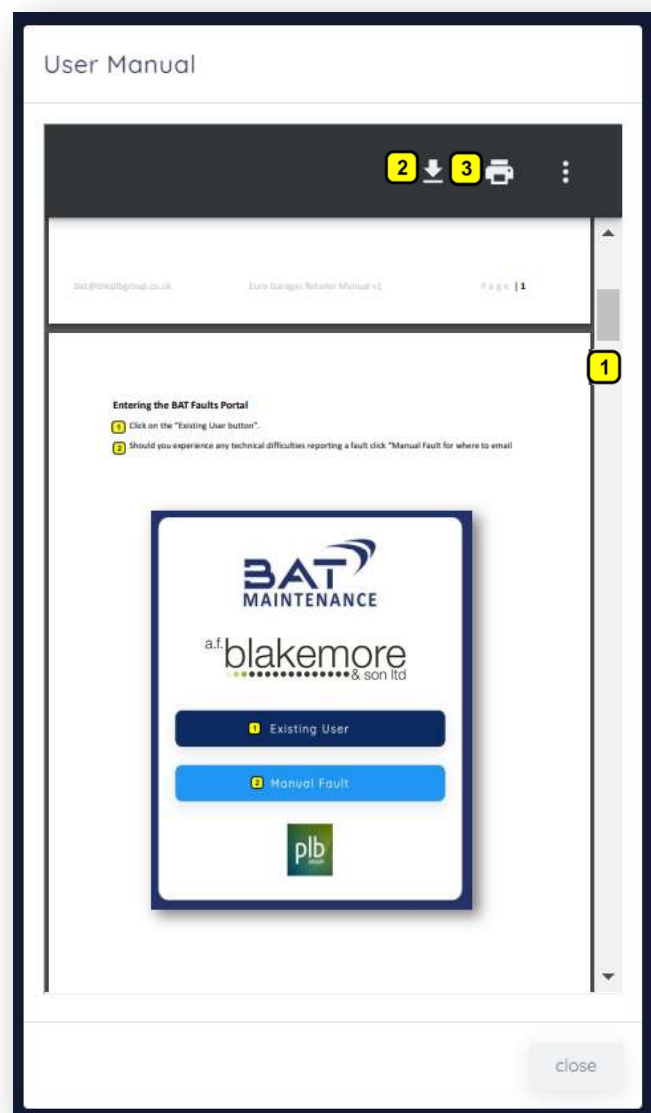
5. User Manual.

- 1 Click "Retailer Manual" to view PDF guide
- 2 Click "Video Manual" to view video guide



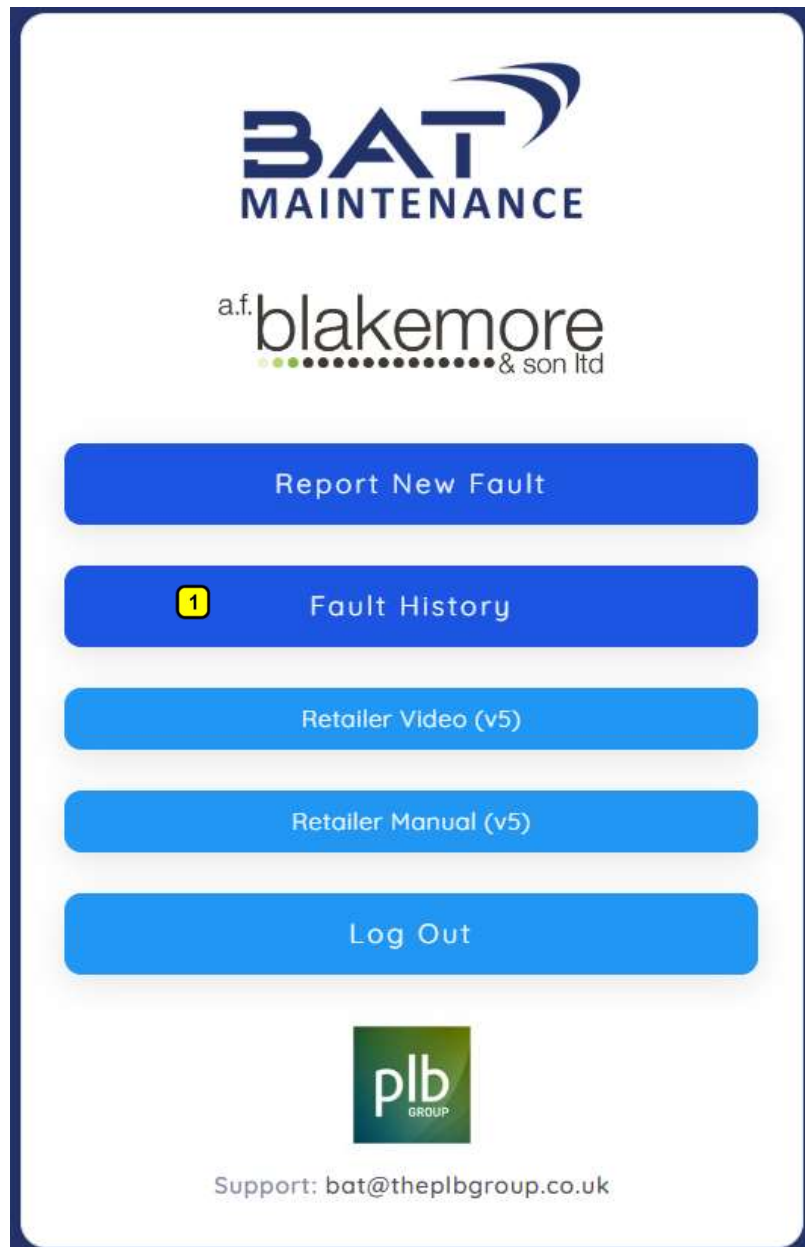
5. A user manual can be downloaded, print or accessed on device...Continued

- 1 Scroll bar to view user manual pages.
- 2 Download User Manual.
- 3 Print User Manual.



6. Fault History

- 1 After you have logged in as described in page 3, click “Fault History”



6. Fault History ...Continued

- 1 Drop down list to select list to status type, make selection then click “Apply/Filter” Blue button
- 2 Text search any data on screen
- 3 Change number of records on screen
- 4 Sort field headers by clicking on header text
- 5 Click orange button for summary of a fault and to add additional communication to the team

The screenshot shows the BAT Fault History interface. At the top, there is a 'Main Menu' button and a user identifier '10548-HP91UB'. Below this, the 'Fault History' section contains a 'Status Filter' dropdown (callout 1) and an 'Apply Filter' button. To the right is a search bar (callout 2). Below the filter is a dropdown for the number of entries (callout 3), currently set to 20. The main table (callout 4) has columns: ID, Reported, Description, Location, and Status. Each row has an orange button next to the ID (callout 5). The table shows 4 entries, all with a status of 'Imported'. At the bottom, it says 'Showing 1 to 4 of 4 entries (filtered from 8 total entries)' and has 'Previous' and 'Next' navigation buttons (callout 1).

ID	Reported	Description	Location	Status
3585	28 Jun 2023 22:50	Top Left Drawer will not open or close	HOLTSPUR HP9 1UB HP9 1UB	Imported
3568	27 Jun 2023 11:27		HOLTSPUR HP9 1UB HP9 1UB	Imported
3526	17 Jun 2023 10:39	jihugytr	HOLTSPUR HP9 1UB HP9 1UB	Imported
3525	17 Jun 2023 10:32	test	HOLTSPUR HP9 1UB HP9 1UB	Imported

6. Fault History ...Continued

- 1 Summary Information will appear in pop up screen, you can add name, number and message to continue any communication specifically about a fault.
- 2 Click Orange "Send Email"

Fault Details

Close

ID: 3585

Status: Imported

Reported By: Mark MacMurray

Contact Number: 07747513977

Display Unit: Gantry00005-1

Fixture Part: Drawer

Fixture Description: Jammied Closed (Not Key Issue)

Fault Description: Top Left Drawer will not open or close

Trade Impacting: Yes

Health & Safety Issue: No

Security Issue: No

Contact us regarding this fault:

Your Name:

1 Mr AB Sample

Contact Number:

1 01234 5678910

Message:

1 Type Message

2 Send Email