



MOBILE METER READER INSTRUCTION GUIDE

IT REALLY COULDN'T BE SIMPLER

The Utilmate Mobile Meter Reader makes meter reading quick and easy, meaning you no longer need to bill based on estimated readings.

MOBILE METER READER APPLICATION

Capture precise data with Mobile Meter Reading (MMR) application

Utilmate's Mobile Meter Reader (MMR) is a full meter reading application designed for Android & IOS smartphones and tablets. It offers your meter readers and field agents the ability to enter meter readings and record notes using a smartphone or tablet device to transmit to the office.

Digital workforce for accurate data collection

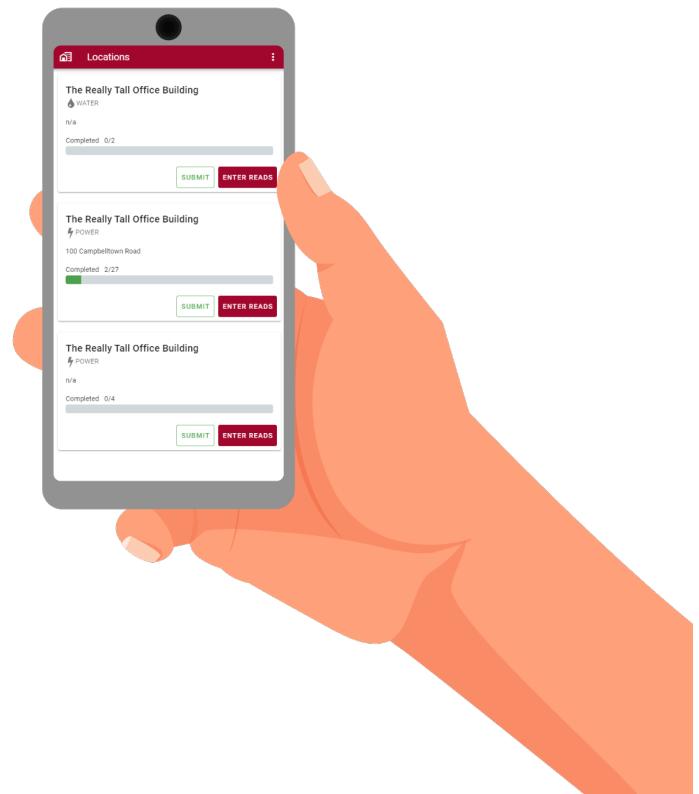
Equip your employees with the MMR application to record meter readings quickly. Add relevant notes and integrate the meter readings with a linked billing account.

Eliminate paperwork to reduce manual errors

Replace paperwork with fast, accurate, and mobile data collection method. Eliminate mistakes that may have cropped up with paper-based data entry.

Rapid billing updates

Decrease the time it takes to get readings into Utilmate CRM and stay on track with billing cycle requirements. Works offline and syncs automatically when wifi or cellular service is available.



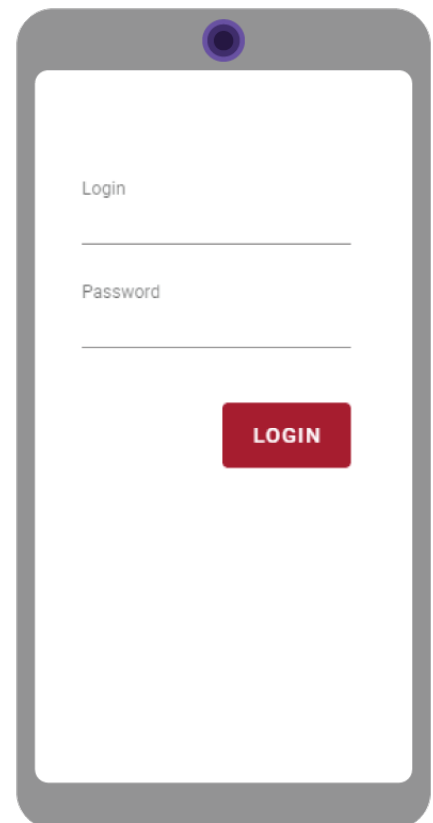
METER READING IN AN INSTANCE ON YOUR DEVICE

1

DEVICE LOGIN

Log in to Mobile Meter Reader

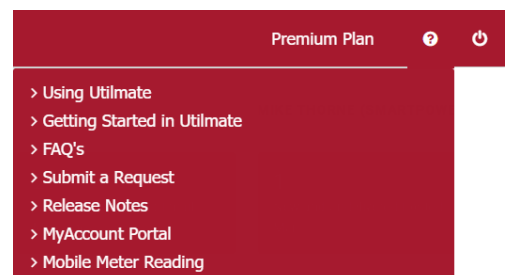
For meter readers or field agents, log in on your device at <https://mmr.utilmate.com>.

**2**

CRM ACCESS

Log in to CRM

You can access the Mobile Meter Reader by logging in to Utilmate CRM and clicking on the question mark in the top right hand corner. From the drop down options, select Mobile Meter Reading.

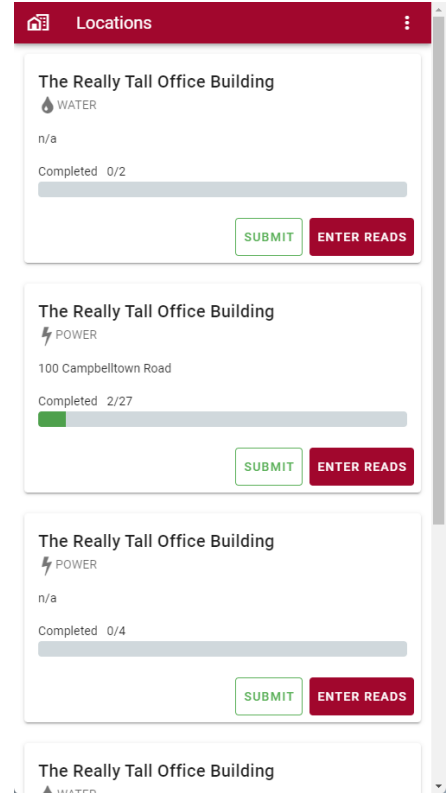


3 LOCATIONS

Buildings and meters

A listing of your buildings are displayed, ready for you to start your readings.

Select the location you wish to enter reads for by tapping on the ENTER READS button.

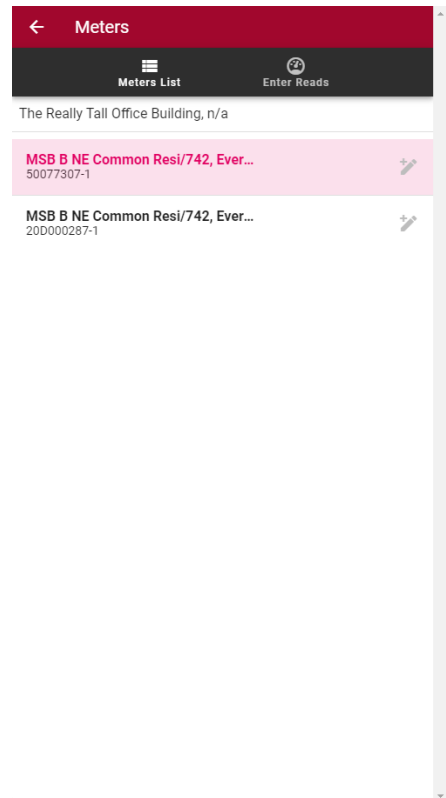


4 METERS

Addresses and meters

A list of addresses and their meters at this location are displayed in your Meter List screen. These are sorted by the read sequence.

This read sequence can be bulk updated if you'd like.



5 ENTER READS

Start reading

To start entering your reads, tap on Enter Reads from the navigation menu. The first address and meter is displayed.

Enter the meter read in the Enter Meter Read field. Tap on the NEXT button to go to the next address. **This also saves your meter read ready for submitting.**



To enter a meter note, click on the Edit icon.

Meter read validation process

If the system thinks the meter read that has been entered is too high or too low, a Check Read message is displayed.

Check Read

Meter reading is not within tolerance levels of the projected read.

Confirm read is correct.

NO

YES

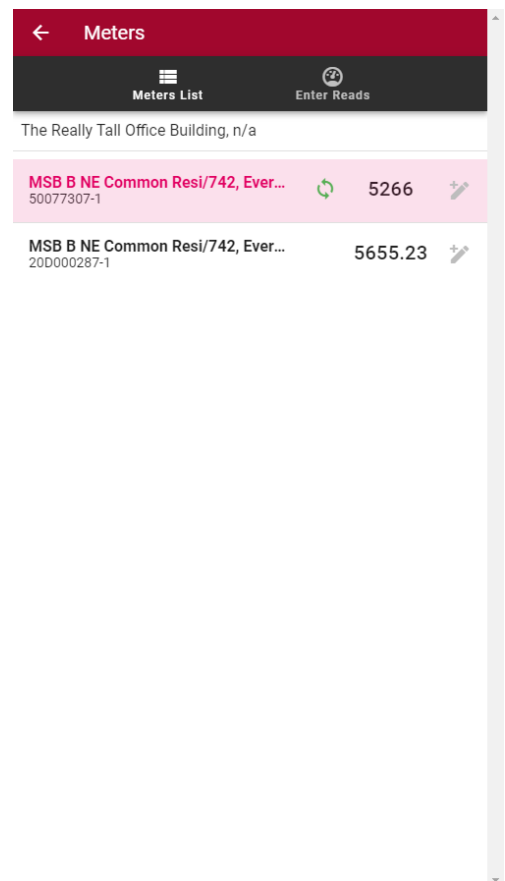
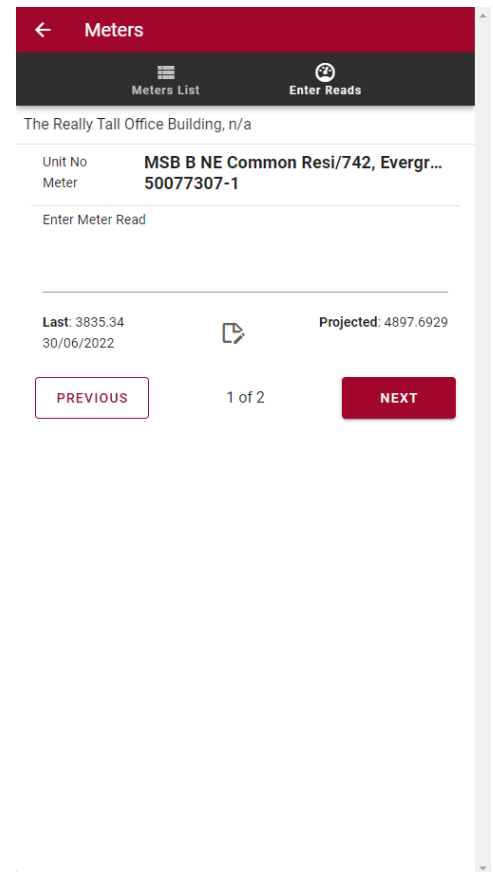
When you've finished entering the reads, tap on Meters List in the navigation menu. The address and their meters are displayed with the entered reads.



The green sync icon indicates that your data has synced successfully to your device and the Utilmate host server location.



The red sync icon indicates that data has not synced due to no internet connection and data is saved to your device. The data will sync as soon as you are connected to the internet.



6 UNSYNCED READS

Unsynced entries

If your reads have not synced with the Utilmate host server location, a SYNC button will be displayed. When your internet connection is re-established, tap the SYNC button.

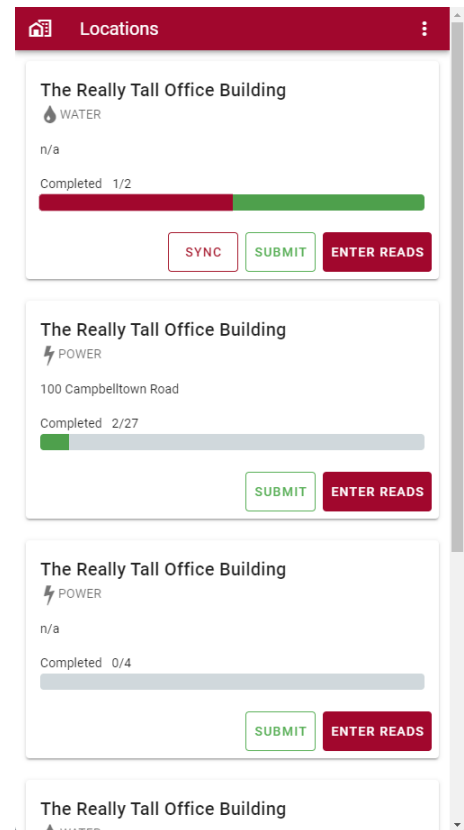
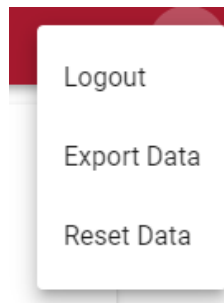
The number above the completion bar reflects the number of entries that are currently unsynced.

Export data

If you cannot re-establish your internet connection, you can export the data and email it to your office. Tap on the 3 dots in the top right-hand and select Export Data.

Reset your reads

If you wish to erase your meter reads that have not been submitted, tap on Reset Data.



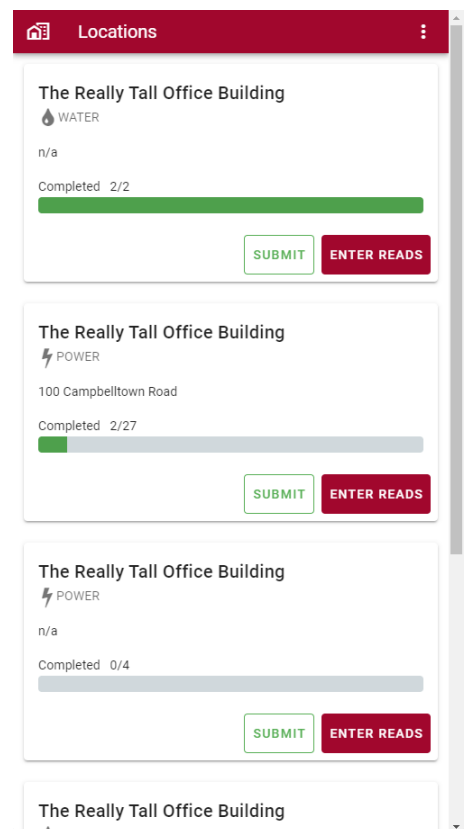
7 FINISH

Submit your reads

On the Locations screen, tap on the SUBMIT button for the location you wish to submit reads for. All your reads for this location will be submitted.

These reads are now imported into CRM and are located in the Import Meter Reads on the Dashboard ready for processing by someone in the office.

Tip: The SUBMIT button will only submit completed reads. After submission, the reads for the location will be refreshed ready for the next read cycle.





Contact

Support: utilmate.zendesk.com

www.utilmate.com