



Microsoft® Business Solutions–Great Plains®  
**Field Service Sample Reports**

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# Contract Administration Sample Reports

This section includes information about and instructions for creating the most common Contract Administration reports. Samples of each report are included.

The following reports are discussed:

- [Contract Retainage Report](#)
- [Contract Revenue Report \(by Header\)](#)
- [Contract Revenue Report \(by Line\)](#)

# Contract Retainage Report

---

## Report Writer name

SVC\_Contract\_Retainage\_  
Report

## Report tables

SVC\_Contract\_HDR  
RM\_Customer\_MSTR  
SVC\_Contract\_Line

## Ranges

Contract Number  
Customer ID

## Sorting options

Contract Number  
Customer ID

The Contract Retainage report displays the block time, service call and retainage information for each equipment number on contracts. This report also includes customer information and the contract coverage dates.

## Printing Instructions

To print the Contract Retainage report for a contract:

1. Open the Contract Retainage Report window.  
(Reports >> Contract Administration >> Contract Retainage)
2. Select a report option to print.
3. Insert the option into the print list.
4. Choose Print.

For more information about printing Contract Administration reports, refer to the Contract Administration documentation.

# Contract Retainage Report

System: 7/24/2006 6:03:53 PM  
 User Date: 7/24/2006

Fabrikam, Inc.

Page: 1  
 User ID: sa

CONTRACT RETAINAGE REPORT

Ranges: Contract From: 0000002059 To: 0000002059  
 Customer ID

Sort By: Contract Number

Contract #	Customer #	Customer Name	Liability Type	Item #	Status	Contract Type	Block Time	Max Calls	Retainage Amount	Start	End
				Equipment #			Actual Time	Actual Calls	Retainage Billed		
							Time Remaining	Calls Remaining	Retainage Remaining		
0000002059	AARONFIT0001	Aaron Fitz Electrical	Block Time								
				4-E2094A	N	HDWR	500.00	0	\$0.00	1/1/2006	12/31/2004
				0006822942			5.10	1	\$0.00		
							494.90	(1)	\$0.00		

# Contract Revenue Report (by Header)

---

## Report Writer name

SVC\_Contract\_Revenue\_  
Report

## Report tables

SVC\_Contract\_Revenue\_  
TEMP  
RM\_Customer\_MSTR  
SVC\_Contract\_Line\_Revenue\_  
TEMP

## Ranges

Contract Type  
Start Date  
End Date

## Sorting options

Contract Type  
Start Date

The Contract Revenue report (by Header) shows the estimated and actual figures for revenue, cost and profit for each selected contract. This report also shows the contract price book, contract coverage dates and customer information.

## Printing Instructions

To print the Contract Revenue report (by Header):

1. Open the Contract Revenue Report window.  
(Reports >> Contract Administration >> Contract Revenue)
2. Select a report option to print.
3. Insert the option into the print list.
4. Choose Print.

For more information about printing Contract Administration reports, refer to the Contract Administration documentation.

# Contract Revenue Report (by Header)

System: 7/24/2006 6:07:58 PM  
 User Date: 7/24/2006

Fabrikam, Inc.

Page: 1  
 User ID: sa

CONTRACT REVENUE REPORT

Ranges: From: To:  
 Contract Type HDWR HDWR  
 Start Date 0/0/0000 12/31/2006  
 End Date 0/0/0000 12/31/2006  
 Check Type Header  
 Show Lines No

Sort By: Contract Type

Functional Currency

Type	Contract # Customer	#	Price book Customer Name	Start	End	Est Revenue Act Revenue	Est Cost Inv/WIP Cost	Est Profit/Loss Act profit/Loss	% %
HDWR	0000002033		1998-M	1/1/2006	12/31/2006	\$4,560.00	\$0.00	\$4,560.00	100.00%
	MIDCITYH0001		Mid-City Hospital			\$4,560.00	\$0.00	\$4,560.00	100.00%
	0000002035		1998-R	1/1/2006	12/31/2006	\$3,600.00	\$0.00	\$3,600.00	100.00%
	CRAWFORD0001		Crawfords, Inc.			\$3,600.00	\$0.00	\$3,600.00	100.00%
	0000002036		1999-C	1/1/2006	12/31/2006	\$7,200.00	\$0.00	\$7,200.00	100.00%
	LASERMES0001		Laser Messenger Service			\$7,200.00	\$0.00	\$7,200.00	100.00%
	0000002037		1999-C	1/1/2006	12/31/2006	\$4,842.00	\$0.00	\$4,842.00	100.00%
	ADVANCED0002		Advanced Tech Satellite System			\$4,842.00	\$0.00	\$4,842.00	100.00%
	0000002038		1998-M	1/1/2006	12/31/2006	\$7,200.00	\$0.00	\$7,200.00	100.00%
	STMARYHO0001		St. Mary's Hospital			\$7,200.00	\$0.00	\$7,200.00	100.00%
	0000002039		1998-M	1/1/2006	12/31/2006	\$5,274.72	\$0.00	\$5,274.72	100.00%
	STPATRIC0001		St. Patrick's Hospital			\$5,274.72	\$0.00	\$5,274.72	100.00%
	0000002042		1999-C	12/1/2006	5/30/2006	\$484.20	\$0.00	\$484.20	100.00%
	COMMUNIC0001		Communication Connections			\$484.20	\$0.00	\$484.20	100.00%
	0000002044		1998-G	11/1/2006	10/31/2006	\$1,500.00	\$0.00	\$1,500.00	100.00%
	NORTHCOL0001		North College			\$1,500.00	\$0.00	\$1,500.00	100.00%
	0000002045		1998-M	11/1/2006	4/30/2006	\$750.00	\$0.00	\$750.00	100.00%
	ALTONMAN0001		Alton Manufacturing			\$750.00	\$0.00	\$750.00	100.00%
	0000002046		1999-C	10/1/2006	9/30/2006	\$6,000.00	\$3,600.00	\$2,400.00	40.00%
	RAINBOWR0001		Rainbow Research			\$6,000.00	\$0.00	\$6,000.00	100.00%
	0000002048		1999-C	10/1/2006	9/30/2006	\$4,370.00	\$2,200.00	\$2,170.00	49.65%
	CENTRALD0001		Central Distributing			\$4,370.00	\$0.00	\$4,370.00	100.00%
	0000002049		1999-C	10/1/2006	9/30/2006	\$1,500.00	\$0.00	\$1,500.00	100.00%
	DIRECTMA0001		Direct Marketers			\$1,500.00	\$0.00	\$1,500.00	100.00%
	0000002051		1998-R	10/1/2006	9/30/2006	\$550.00	\$400.00	\$150.00	27.27%
	CELLULAR0001		Cellular Express			\$550.00	\$0.00	\$550.00	100.00%
	0000002053		1999-C	1/1/2006	12/31/2006	\$4,370.00	\$2,200.00	\$2,170.00	49.65%
	CONTOSOL0001		Contoso, Ltd.			\$4,370.00	\$0.00	\$4,370.00	100.00%
	0000002054		1999-C	1/1/2006	12/31/2006	\$3,850.00	\$0.00	\$3,850.00	100.00%
	COMPUTER0001		Computerized Phone Systems			\$3,850.00	\$0.00	\$3,850.00	100.00%
	0000002055		1999-C	12/1/2006	11/30/2006	\$2,178.90	\$0.00	\$2,178.90	100.00%
	VISTATRA0001		Vista Travel			\$2,178.90	\$0.00	\$2,178.90	100.00%
	0000002056		1999-C	12/1/2006	11/30/2006	\$8,740.00	\$4,400.00	\$4,340.00	49.65%
	COMPUTEC0001		Compu-Tech Solutions			\$8,740.00	\$0.00	\$8,740.00	100.00%
	0000002057		1999-C	12/1/2006	11/30/2006	\$8,740.00	\$4,400.00	\$4,340.00	49.65%
	COUNTRYV0001		Country View Estates			\$8,740.00	\$0.00	\$8,740.00	100.00%
	0000002059		1999-C	1/1/2006	12/31/2006	\$1,500.00	\$900.00	\$600.00	40.00%
	AARONFIT0001		Aaron Fitz Electrical			\$1,500.00	\$367.92	\$1,132.08	75.47%
			Contract Type HDWR	Functional Totals:		\$77,209.82	\$18,100.00	\$59,109.82	76.55%
						\$77,209.82	\$367.92	\$76,841.90	99.52%
			Functional Report Totals:			\$77,209.82	\$18,100.00	\$59,109.82	76.55%
						\$77,209.82	\$367.92	\$76,841.90	99.52%

# Contract Revenue Report (by Line)

---

## Report Writer name

SVC\_Contract\_Revenue\_  
Report\_by\_Line

The Contract Revenue report (by Line) shows the estimated and actual figures for revenue, cost and profit. This report also shows the contract price book, contract coverage dates and customer information.

## Report tables

SVC\_Contract\_Line\_Revenue\_  
TEMP  
RM\_Customer\_MSTR  
SVC\_Contract\_Revenue\_  
TEMP

## Printing Instructions

To print the Contract Revenue report (by Line):

1. Open the Contract Revenue Report window.  
(Reports >> Contract Administration >> Contract Revenue)
2. Select a report option to print.
3. Insert the option into the print list.
4. Choose Print.

## Ranges

Contract Type  
Start Date  
End Date

For more information about printing Contract Administration reports, refer to the Contract Administration documentation.

## Sorting options

Contract Type  
Start Date

# Contract Revenue Report (by Line)

System: 7/24/2006 6:10:55 PM  
 User Date: 7/24/2006

Fabrikam, Inc.

Page: 1  
 User ID: sa

CONTRACT REVENUE REPORT

Ranges: From: To:  
 Contract Type HDWR HDWR  
 Start Date 0/0/0000 12/31/9999  
 End Date 0/0/0000 12/31/9999  
 Check Type Line  
 Show Lines Yes

Sort By: Contract Type

Type	Contract #	Customer #	Contract Name	Price book	Start	End	Est Revenue	Est Cost	Est Profit/Loss	%
Customer #							Act Revenue	Inv/WIP Cost	Act profit/Loss	%
Item #	Description	Contract Type	Price Book	Start	End	Ext Price	Ext Cost	Prifit/Loss		%
-----										
HDWR										
	0000002033		1998-M		1/1/2006	12/31/2006	\$4,560.00	\$0.00	\$4,560.00	100.00%
MIDCITYH0001	Mid-City Hospital						\$4,560.00	\$0.00	\$4,560.00	100.00%
3-A3542A	12 GB DDS DAT Drive	HDWR	*	1/1/2006	12/31/2006	\$2,400.00	\$0.00	\$2,400.00	100.00%	
3-D2094A	591 Printer	HDWR	*	1/1/2006	12/31/2006	\$1,200.00	\$0.00	\$1,200.00	100.00%	
3-A2969A	20 MB FWD SCSI-2 Int	HDWR	*	1/1/2006	12/31/2006	\$960.00	\$0.00	\$960.00	100.00%	
	Contract #	0000002033	Totals:			\$4,560.00	\$0.00	\$4,560.00	100.00%	
	0000002035		1998-R		1/1/2006	12/31/2006	\$3,600.00	\$0.00	\$3,600.00	100.00%
CRAWFORD0001	Crawfords, Inc.						\$3,600.00	\$0.00	\$3,600.00	100.00%
3-A3542A	12 GB DDS DAT Drive	HDWR	*	1/1/2006	12/31/2006	\$1,200.00	\$0.00	\$1,200.00	100.00%	
3-D2094A	591 Printer	HDWR	*	1/1/2006	12/31/2006	\$1,200.00	\$0.00	\$1,200.00	100.00%	
3-A2969A	20 MB FWD SCSI-2 Int	HDWR	*	1/1/2006	12/31/2006	\$1,200.00	\$0.00	\$1,200.00	100.00%	
	Contract #	0000002035	Totals:			\$3,600.00	\$0.00	\$3,600.00	100.00%	
	0000002036		1999-C		1/1/2006	12/31/2006	\$7,200.00	\$0.00	\$7,200.00	100.00%
LASERMES0001	Laser Messenger Service						\$7,200.00	\$0.00	\$7,200.00	100.00%
3-A3542A	12 GB DDS DAT Drive	HDWR	*	1/1/2006	12/31/2006	\$2,400.00	\$0.00	\$2,400.00	100.00%	
3-D2094A	591 Printer	HDWR	*	1/1/2006	12/31/2006	\$2,400.00	\$0.00	\$2,400.00	100.00%	
3-A2969A	20 MB FWD SCSI-2 Int	HDWR	*	1/1/2006	12/31/2006	\$2,400.00	\$0.00	\$2,400.00	100.00%	
	Contract #	0000002036	Totals:			\$7,200.00	\$0.00	\$7,200.00	100.00%	
	0000002037		1999-C		1/1/2006	12/31/2006	\$4,842.00	\$0.00	\$4,842.00	100.00%
ADVANCED0002	Advanced Tech Satellite System						\$4,842.00	\$0.00	\$4,842.00	100.00%
3-A3542A	12 GB DDS DAT Drive	HDWR	*	1/1/2006	12/31/2006	\$1,614.00	\$0.00	\$1,614.00	100.00%	
3-D2094A	591 Printer	HDWR	*	1/1/2006	12/31/2006	\$1,614.00	\$0.00	\$1,614.00	100.00%	
3-A2969A	20 MB FWD SCSI-2 Int	HDWR	*	1/1/2006	12/31/2006	\$1,614.00	\$0.00	\$1,614.00	100.00%	
	Contract #	0000002037	Totals:			\$4,842.00	\$0.00	\$4,842.00	100.00%	
	0000002038		1998-M		1/1/2006	12/31/2006	\$7,200.00	\$0.00	\$7,200.00	100.00%
STMARYHO0001	St. Mary's Hospital						\$7,200.00	\$0.00	\$7,200.00	100.00%
3-A3542A	12 GB DDS DAT Drive	HDWR	*	1/1/2006	12/31/2006	\$2,400.00	\$0.00	\$2,400.00	100.00%	
3-D2094A	591 Printer	HDWR	*	1/1/2006	12/31/2006	\$2,400.00	\$0.00	\$2,400.00	100.00%	
3-A2969A	20 MB FWD SCSI-2 Int	HDWR	*	1/1/2006	12/31/2006	\$2,400.00	\$0.00	\$2,400.00	100.00%	
	Contract #	0000002038	Totals:			\$7,200.00	\$0.00	\$7,200.00	100.00%	
	0000002039		1998-M		1/1/2006	12/31/2006	\$5,274.72	\$0.00	\$5,274.72	100.00%
STPATRIC0001	St. Patrick's Hospital						\$5,274.72	\$0.00	\$5,274.72	100.00%
3-A3542A	12 GB DDS DAT Drive	HDWR	*	1/1/2006	12/31/2006	\$1,758.24	\$0.00	\$1,758.24	100.00%	

\* Indicates a manual price override

Report Totals: \$77,209.82 \$18,100.00 \$59,109.82 76.55%



# Depot Management Sample Reports

This section includes information about and instruction for creating the most common Depot Management reports. Samples of each report are included.

The following reports are discussed:

- [\*Work Order Report\*](#)
- [\*Work Order Traveler Report\*](#)

# Work Order Report

---

## Report Writer name

SVC\_Work\_Order\_Report

## Report tables

SVC\_Depot\_MSTR

SVC\_Office\_MSTR

RM\_Customer\_MSTR

SVC\_Codes\_Depot\_Status

## Ranges

Work Order

Office

Work Order Type

Work Order Status

Entry Date

Priority

## Sorting options

Work Order

Office

Work Order Status

The Work Order report allows you to print quote, open or history work orders. The report includes work order number, customer information, entry and completion information, station, route, and office.

## Printing Instructions

To print the Work Order report for depot records:

1. Open the Work Order Report window.  
(Reports >> Depot Management >> Work Order)
2. Select an option that includes the information you want.
3. Insert the option into the print list by clicking Insert.
4. Choose Print.

You can print the Work Order report from the Work Order Report window or from the Work Order Report Options window. You can also save the report option and print later.

For more information about printing Depot Management Reports, refer to the Depot Management documentation.

# Work Order Report

System: 6/28/2006 4:11:56 PM  
 User Date: 6/28/2006

Fabrikam, Inc.

Page: 1  
 User ID: sa

WORK ORDER REPORT  
 Open Work Order

Ranges: From: WRK0005001 To: WRK0005008  
 Work Order Number  
 Office ID  
 Work Order Type  
 Work Order Status  
 Entry Date 0/0/0000 12/31/2006  
 Priority 0 999

Sorted By: Work Order Number

Work Order #	Customer	Customer Name	Origin	Reference	RMA
Status	Priority Station ID Office ID	Route ID Type	Entry Date/Time	ETA Date/Time	Complete Date/Time
	Inbound Item #	Inbound Equipment #	Outbound Item #		Outbound Equipment #
WRK0005001	CENTRALD0001	Central Distributing	From RMA		RMA000000003001
Entered/Pla	50.00 STATION1 N-01	R-200 REPAIR 8/16/2006	12:43:00 PM 8/16/2006	12:45:00 PM 0/0/0000	12:00:00 AM
	4-A3666A	685TR5937	4-A3666A	685TR5937	
WRK0005002			None		
Work In Pro	50.00 STOCK S-01	2000 ANALYSI 8/16/2006	8:00:00 AM 8/16/2006	10:00:00 AM 0/0/0000	12:00:00 AM
	3-A3542A		3-A3542A		
WRK0005004	RAINBOWR0001	Rainbow Research	None		
Entered/Pla	50.00 S-01	REFURB 8/16/2006	8:00:00 AM 8/16/2006	1:00:00 PM 0/0/0000	12:00:00 AM
	4-A3351A	LM-1764	4-A3351A	LM-1764	
WRK0005006			None		
Entered/Pla	50.00 S-01	REPLACE 8/16/2006	8:00:00 AM 8/16/2006	2:00:00 PM 0/0/0000	12:00:00 AM
	3-E4471A		3-E4471A		
WRK0005007			None		
Work In Pro	50.00 UPGRADE-2 S-01	1000 UPGRADE 8/16/2006	8:00:00 AM 8/16/2006	2:30:00 PM 0/0/0000	12:00:00 AM
	3-C2924A		3-C2924A		
WRK0005008	AARONFIT0001	Aaron Fitz Electrical	None		
Completed W	50.00 STATION1 S-01	R-200 REPAIR 6/28/2006	3:16:19 PM 0/0/0000	12:00:00 AM 6/28/2002	3:17:17 PM
	4-E2094A		4-E2094A		

Total: 6 Work Orders

# Work Order Traveler Report

---

## Report Writer name

SVC\_Work\_Order\_Traveler

## Report tables

SVC\_Depot\_MSTR

RM\_Customer\_MSTR

IV\_Item\_MSTR

SVC\_Codes\_Analysis\_IB

SVC\_Codes\_Analysis\_OB

SVC\_Codes\_Depot Route

SVC\_Depot\_Note\_TEMP

SVC\_Depot\_Traveler\_TEMP

SY\_Record\_Note\_MSTR

The Work Order Traveler report includes information about the item on the repair document. The information displayed on the report includes item and customer information, quantity, equipment number, a source document number (if entered), and then individual station details. The station details show technician, start and end times, and some cost information.

## Printing Instructions

To print the Work Order Traveler report:

1. Open the Work Order Entry/Update window.  
(Transactions >> Depot Management >> Work Ord Entry/Update)
2. Select a record to display.
3. Choose File >> Print.

For more information about printing Depot Management Reports, refer to the Depot Management documentation.





# Preventive Maintenance Sample Report

This section includes information about and instruction for creating the most common Preventive Maintenance report. A sample of the report is included.

The following report is discussed:

- [\*PM Due Report\*](#)

# PM Due Report

---

## Report Writer name

SVC\_PM\_Due\_Report

## Report tables

SVC\_PM\_Edit\_TEMP

SVC\_Maintenance\_Detail\_

HDR

RM\_Customer\_MSTR

IV\_Item\_MSTR

## Ranges

Item Number

Customer ID

Serial Number

Due Date

## Sorting Options

Item Number

The PM Due report shows a list of due events based on the range information you specify. The report includes item/equipment number information, item description, customer name, service type, contract number and PM detail.

## Printing Instructions

To print the PM Due report:

1. Open the PM Due Report window.  
(Reports >> Preventive Maintenance >> PM Due)
2. Select an option to print.
3. Insert the option into the Print List.
4. Choose Print.

For more information about printing Preventive Maintenance reports, refer to the Preventive Maintenance documentation.

# PM Due Report

System: 8/6/2006  
 User Date: 8/6/2006

12:24:28 PM

Fabrikam, Inc.

Page: 1  
 User ID: sa

PM DUE REPORT

Ranges: From: 2-A3284A To: 2-A3284A  
 Item Number  
 Customer  
 Serial Number  
 Due Date 8/6/2006

Item Number	Equipment Number	Item Description Customer Name	Service Type	Contract Number	PM Detail
2-A3284A	00047250	000 K460 Server w/128MB ECC Memory Northern Family Hospital	PM		Clean
	21596752	Advanced Tech Satellite System	PM		Clean
	22071904	World Enterprises	PM		Clean
	350302380	Cellular Express	PM		Clean
	3815791B		PM		Clean
	3815791B		PM		Replace
	4161822	Blue Yonder Airlines	PM		Clean
	440670	Dollis Cove Resort	PM		Clean
	5859654	Computer Equipment Leasing	PM		Clean
	5859654	Computer Equipment Leasing	PM		Replace
	586018	Compu-Tech Solutions	PM		Clean
	6858800	Aaron Fitz Electrical	PM		Clean
	866023	Country View Estates	PM		Clean
	910900157	Nova Systems, Inc.	PM		Clean
	A0409175	Central Distributing	PM		Clean
	E130893		PM		Clean
Total PM Due :		16			



# Returns Management Sample Reports

This section includes information about and instruction for creating the most common Returns Management reports. Samples of each report are included.

The following reports are discussed:

- [\*Inbound Schedule Report\*](#)
- [\*Return Document Report\*](#)
- [\*Return Traveler Report\*](#)
- [\*Returns Authorization Form Report\*](#)
- [\*RMA Discrepancy Report\*](#)

# Inbound Schedule Report

---

## Report Writer name

SVC\_RMA\_Receiving

## Report tables

SVC\_RMA\_Line

IV\_Item\_MSTR

SVC\_Codes\_RMA\_Type

RM\_Customer\_MSTR

IV\_Location\_SETP

SVC\_Codes\_RMA\_Status

## Ranges

RMA Number

Customer ID

Item Number

ETA Date

Site ID

Office

Type

## Sorting options

RMA Number

ETA Time

ETA Date

RMA Status

The Inbound Schedule report shows the receiving information about the return record. The report includes the RMA numbers, customer information, item information, document status, office and return site.

## Printing Instructions

To print the Inbound Schedule report:

1. Open the Inbound Schedule Report window.  
(Reports >> Returns Management >> Inbound Schedule)
2. Select a report option to print.
3. Insert the option into the print list.
4. Choose Print.

For more information about printing Returns Management reports, refer to the Returns Management documentation.

# Inbound Schedule Report

System: 7/26/2006 4:13:28 PM  
 User Date: 7/26/2006

Fabrikam, Inc.

Page: 1  
 User ID: sa

## Inbound Schedule Report

Ranges:	From:	To:
RMA Number	RMA000000003001	RMA000000003005
Customer ID		
Item Number		
ETA Date	0/0/0000	7/26/2002
Return Site		
Office		
RMA Type		

Sorted By: Return Document ID

RMA Number	Customer Name	Office	Status
ETA Date	Entry Date	Return Item Number	Return Item Description
Return Site			
-----			
RMA000000003002	RMA from Service Call Entry	NW-01	Awaiting Receipt of RMA
0/0/0000	12/23/2006 4-E2094A		Laserjet 4 Printer
			TWO Returns Location
RMA000000003003	Associated Insurance Company	SE-01	Awaiting Receipt of RMA
0/0/0000	12/23/2006 4-E2094A		Laserjet 4 Printer
			TWO Returns Location
RMA000000003004	Adam Park Resort	NE-01	Awaiting Receipt of RMA
0/0/0000	12/12/2006 3-C2924A		SCSI Cable, 2.5m, 68-pin Hi-Density
			TWO Returns Location

# Return Document Report

---

## Report Writer name

SVC\_RMA\_Report

## Report tables

SVC\_RMA\_Traveler\_Header\_  
TEMP

SVC\_RMA\_MSTR

SVC\_Office\_MSTR

RM\_Customer\_MSTR

## Ranges

Ranges

## Sorting options

Options

## Include

Items included

The Return Document report is the shipping report for the repaired item being returned to the customer. The report includes the RMA number, invoice, service call number, and any repair charges. The report also includes item/equipment number information, miscellaneous items, customer information, and vendor information.

## Printing Instructions

To print the Return Document report for a single return document:

1. Open the RMA Closing window.  
(Transactions >> Returns Management >> RMA Closing)
2. Select a return document to post.
3. Choose Post.

To print the Return Document report for a range of return document:

1. Open the Product Turnaround Report window.  
(Reports >> Returns Management >> Product Turnaround)
2. Select a report option to print.
3. Insert the option into the print list.
4. Choose Print.

For more information about printing Returns Management reports, refer to the Returns Management documentation.

# Return Document Report

---

Page: 1

## Fabrikam, Inc.

### RETURN DOCUMENT

**RMA Number:** RMA000000003001

**Date:** 7/26/2007

**To:** Central Distributing

**Attn:** Don Roessler

Return Item Number	Return Item Description	U of M	Quantity
		Invoice	Repair Charge
Equipment Number			
Misc. Item Number/Description	Serial Number	Quantity	
4-A3666A	4.2GB LP Disk Drive	EACH	1.00
			\$0.00
685TR5937			

---

To: Central Distributing  
Suite 13  
2399 Westwood Dr.

La Crosse  
WI 54601-9975

---

From: Fabrikam, Inc.  
4277 West Oak Parkway

Chicago  
IL 60601

# Return Traveler Report

---

## Report Writer name

SVC\_Return\_Traveler

## Report tables

SVC\_RMA\_Traveler\_Header\_  
TEMP

RM\_Customer\_MSTR

SVC\_RMA\_Traveler\_Line\_  
TEMP

SVC\_RMA\_Serial\_Misc\_TEMP

## Ranges

RMA Number

Customer ID

Item Number

ETA Date

Site ID

Office

Type

## Sorting options

RMA Number

The Return Traveler report is a summary of item information for the return record. The report includes document number, return date, and source document information. It also includes item information, quantity, and miscellaneous item information.

## Printing Instructions

To print the Return Traveler report:

1. Open the Return Traveler Report window.  
(Reports >> Returns Management >> Return Traveler)
2. Select a report option to print.
3. Insert the option into the print list.
4. Choose Print.

For more information about printing Returns Management reports, refer to the Returns Management documentation.

# Return Traveler Report

---

Page: 1

## Return Traveler

**RMA Number:** RMA000000003001

**Received Date:** 8/6/2007

**Return From:** CENTRALD0001  
PRIMARY

**Return Site ID:** RETURNS

Suite 13  
2399 Westwood Dr.

La Crosse WI 54601-9975

Don Roessler

Return Item Number	Return Item Description	U of M	Quantity
Reason Code	Description	Repair Charge	Invoice Number
Return Equipment Number			
Misc. Item Number/Description	Serial Number	Quantity	
4-A3666A	4.2GB LP Disk Drive	EACH	1.00
		\$0.00	
685TR5937			

# Returns Authorization Form Report

---

## Report Writer name

SVC\_Return\_Authorization

## Report tables

SVC\_RMA\_Traveler\_Header\_  
Temp

SVC\_Office\_MSTR

SVC\_RMA\_Traveler\_Line\_  
Temp

SVC\_RMA\_Serial\_Misc\_Temp

## Ranges

RMA Number

Customer ID

Item Number

ETA Date

Site ID

Office

Type

## Sorting options

RMA Number

The Return Authorization report includes Return To and From addresses, document number, and document entry date. This report also includes the item/equipment number information, item description, and an area for additional comments. This report is sent to the customer for inclusion when shipping the returned item.

## Printing Instructions

To print the Return Authorization report:

1. Open the Return Authorization report window.  
(Reports >> Returns Management >> Return Authorization)
2. Select a report option to print.
3. Insert the option into the print list.
4. Choose Print.

For more information about printing Returns Management reports, refer to the Returns Management documentation.

# Returns Authorization Form Report

---

## Returns Authorization Form

Page: 1

**RMA Number:** RMA000000003001

**Entry Date:** 12/23/2007

**Return To:**

**Return From:**

4277 West Oak Parkway

Consolidated Messenger  
Suite 13  
2399 Westwood Dr.

Chicago  
IL  
60601

La Crosse  
WI  
54601-9975  
Donald Roessler

Return Item Number	Return Item Description	U of M	Quantity
Reason Code	Description		
4-A3666A	4.2GB LP Disk Drive	EACH	1.00
	685TR5937		

**Additional Comments:**

---

---

---

---

Frabrikam, Inc.  
4277 West Oak Parkway

\_\_\_\_\_  
**Signature**

Chicago  
IL  
60601  
Barbara Hoffman  
(800) 555-0103 Ext. 0000

Thank you for your continued business

# RMA Discrepancy Report

---

## Report Writer name

SVC\_RMA\_Discrepancy

## Report tables

SVC\_RMA\_Line

RM\_Customer\_MSTR

SVC\_Codes\_RMA\_Type

SVC\_RMA\_Serial\_Lot\_Work

## Ranges

RMA Number

Customer ID

Item Number

Type

## Sorting options

RMA Number

The RMA Discrepancy report displays a list of all received RMA documents that have a difference between the original item and the returned item, the original equipment number and return equipment number, or the original quantity and the returned quantity. The report includes the document number, customer information, original item/equipment information, return item/equipment information, origin and record type. The report also includes the original and return quantity.

## Printing Instructions

To print the RMA Discrepancy report:

1. Open the RMA Discrepancy Report window.  
(Reports >> Returns Management >> RMA Discrepancy)
2. Select a report option to print.
3. Insert the option into the print list.
4. Choose Print.

For more information about printing Returns Management reports, refer to the Returns Management documentation.

# RMA Discrepancy Report

System: 7/26/2006 4:26:18 PM  
 User Date: 7/26/2006

Fabrikam, Inc.

Page: 1  
 User ID: sa

## RMA Discrepancy Report

Ranges: From: RMA000000003001 To: RMA000000003005  
 RMA Number  
 Customer ID  
 Return Item Number  
 RMA Type

Sort By: Return Document ID

RMA Number	RMA Type Original Item Return Item Number	Origin Original Qty Return Qty Original Equipment	Customer ID Original U of M Return U of M Return Equipment	Customer Name
RMA000000003002	RMA from Service Call Entry 4-E2094A 4-E2094A	000002143 1.00 1.00	SPECIALI0001 EACH EACH	
RMA000000003003	RMA from Service Call Entry 4-E2094A 4-E2094A	000002149 1.00 1.00	ASSOCIAT0001 EACH EACH	Associated Insurance Company
RMA000000003004	RMA for Credit 3-C2924A 3-C2924A	INV1032 2.00 2.00	ADAMPARK0001 EACH EACH	Adam Park Resort
RMA000000003007	Repair & Return RMA 3-E4592A 3-E4592A	INV1033 3.00 3.00	FOURTHCO0001 EACH EACH	Fourth Coffee

Total: 4 Return Documents



# Service Call Management Sample Reports

This section includes information about and instruction for creating the most common Service Call Management reports. Samples of each report are included.

The following reports are discussed:

- [History Service Call Report](#)
- [Inventory Requirements Report](#)
- [Parts Usage Report](#)
- [Service Call Report \(open\)](#)
- [Service Inventory Packing List Report](#)
- [Service Work Order Report \(history\)](#)
- [Service Work Order Report \(open\)](#)

# History Service Call Report

---

## Report Writer name

SVC\_Service\_Call\_Report\_  
HIST

## Report tables

SVC\_Service\_MSTR\_HIST  
SVC\_Codes\_Status  
SVC\_Office\_MSTR  
SVC\_Tech\_MSTR

## Ranges

Service Call  
Tech ID  
Office  
Customer ID  
Entry Date  
Service Status

## Sorting options

Service Call  
Tech ID  
Office  
Customer ID  
Service Status  
Contract Number

The History Service Call report displays a list of service calls that have been moved to the history tables. The report includes the service call number, entry date and time, completion date and time, office and technician. The report also includes customer name, contract number and customer reference.

## Printing Instructions

To print the History Service Call report:

1. Open the Service Call Reports window.  
(Reports >> Service Call Mgmt. >> Service Call)
2. Select Service Call Report in the Reports list.
3. Select an option to print.



*Make sure the option includes the Print History check box.*

4. Insert the option into the print list.
5. Choose Print.

For more information about printing Service Call Management reports, refer to the Service Call Management documentation.

# History Service Call Report

System: 8/8/2006 10:10:51 AM  
 User Date: 8/8/2006

Fabrikam, Inc.

Page: 1  
 User ID: sa

## HISTORY SERVICE CALL REPORT

Ranges: From: 0000002010 To: 0000002021  
 Service Call Number  
 Tech ID  
 Office ID  
 Customer ID  
 Entry Date 0/0/0000 12/31/9999  
 Service Call Status  
 Contact Number

Sorted By: Tech ID  
 Record Type: Invoiced

Service Number Record Type	Customer Status	Contract	Entry Date/Time Description	Complete Date/Time	Office Technician	Customer Ref.
0000002010 Invoiced	Compu-Tech Solutions Invoiced	0000002027	9/5/1999 2:00:00 PM	9/6/1999 4:30:00 PM	TWO North Bob Hohman	
0000002011 Invoiced	Country View Estates Invoiced	0000002026	9/5/1999 12:00:00 PM	9/6/1999 1:30:00 PM	TWO Southeast Bob Hohman	
0000002013 Invoiced	Hutchinson State University Invoiced	0000002021	9/5/1999 12:00:00 PM	9/6/1999 1:30:00 PM	TWO Central Bob Hohman	
0000002020 Invoiced	Rainbow Research Invoiced	0000002020	9/5/1999 1:00:00 PM	9/6/1999 2:30:00 PM	TWO Central Bob Hohman	
0000002021 Invoiced	Northern Family Hospital Invoiced	0000002011	9/5/1999 8:00:00 AM	9/6/1999 2:30:00 PM	TWO Northeast Bob Hohman	
0000002012 Invoiced	Dollis Cove Resort Invoiced		9/5/1999 12:00:00 PM	9/6/1999 1:30:00 PM	TWO Northeast Bob Hohman	
0000002014 Invoiced	McConnell A.F. B. Invoiced		9/5/1999 12:00:00 PM	9/6/1999 1:30:00 PM	TWO Central Bob Hohman	
0000002015 Invoiced	Specialized Office Equipment Invoiced		9/5/1999 12:00:00 PM	9/6/1999 1:30:00 PM	TWO Northwest Bob Hohman	
0000002016 Invoiced	McConnell A.F. B. Invoiced		9/5/1999 12:00:00 PM	9/6/1999 1:30:00 PM	TWO Central Bob Hohman	
0000002017 Invoiced	Aaron Fitz Electrical Invoiced		9/5/1999 12:00:00 PM	9/6/1999 1:30:00 PM	TWO North Bob Hohman	
0000002018 Invoiced	Nova Systems, Inc. Invoiced		9/5/1999 2:00:00 PM	9/6/1999 2:30:00 PM	TWO North Bob Hohman	
0000002019 Invoiced	Specialized Office Equipment Invoiced		9/5/1999 1:00:00 PM	9/6/1999 2:30:00 PM	TWO Northwest Bob Hohman	

Total: 12 Service Calls

# Inventory Requirements Report

---

## Report Writer name

SVC\_Inventory\_  
Requirements\_Report

## Report tables

SVC\_Inv\_Report\_TEMP

## Ranges

Site ID  
Item Number  
Tech ID  
Main Location

## Sorting options

by Item Number  
by Site ID

The Inventory Requirements report displays items required at various locations. The report includes the item number and description, source service call document number, and the technician who needs the quantity. The report also includes the origin and destination locations, quantity available at the source site, quantity ordered, quantity back ordered, and quantity allocated.

## Printing Instructions

To print the Inventory Requirements report:

1. Open the Inventory Requirements Report window.  
(Reports >> Service Call Mgmt. >> Inv. Requirements)
2. Select an option to print.
3. Insert the option into the print list.
4. Choose Print.

For more information about printing Service Call Management reports, refer to the Service Call Management documentation.

# Inventory Requirements Report

System: 8/8/2006 2:31:43 PM  
 User Date: 8/8/2006

Fabrikam, Inc.

Page: 1  
 User ID: sa

INVENTORY REQUIREMENTS

Ranges: From: To:  
 Main Location 01-N 104G  
 To Location  
 Item Number  
 Tech ID

Sorted By: Item Number  
 To Location

Item Number	Description				Quantity			
Source Document	Tech ID	Main Location	Avail	To Location	Ordered	B/O	Alloc	Transfer
-----								
1-A3483A	256MG SIMM Fr K Series							
000002220	T0102	WAREHOUSE	0.00	102G	1.00	1.00	0.00	_____
000002222	T0102	WAREHOUSE	0.00	102G	1.00	1.00	0.00	_____
000002223	T0102	WAREHOUSE	0.00	102G	1.00	1.00	0.00	_____
3-C2924A	SCSI Cable, 2.5m, 68-pin Hi-Density							
000002209	T0102	WAREHOUSE	14.00	102G	1.00	1.00	0.00	_____
000002058	T0103	WAREHOUSE	14.00	103G	1.00	1.00	0.00	_____
000002064	T0104	WAREHOUSE	14.00	104G	1.00	1.00	0.00	_____
3-D2657A	DB 15 Male Adapter							
000002209	T0102	WAREHOUSE	0.00	102G	1.00	1.00	0.00	_____
3-D2659A	DB25 Female Adapter							
000002209	T0102	WAREHOUSE	0.00	102G	1.00	1.00	0.00	_____
4-A3351A	2 GB FWD SCSI-2 Disk Drive							
000002226	T0102	WAREHOUSE	0.00	102G	1.00	1.00	0.00	_____
000002227	T0102	WAREHOUSE	0.00	102G	1.00	1.00	0.00	_____
-----								
Total:	10		Items					

# Parts Usage Report

---

**Report Writer name**

SVC\_Parts\_Usage\_Report

**Report tables**

SVC\_Parts\_Usage\_HDR\_  
TEMP

IV\_Item\_MSTR

SVC\_Parts\_Usage\_TEMP

**Ranges**

Item Number

Customer ID

Install Date

**Sorting options**

Item Number

The Parts Usage report displays a list of items and the current/projected usage of the listed items. The report includes the item number and description, item(s) used for that item, quantity used, average monthly consumption, quantity on hand and three and six month usage projections.

**Printing Instructions**

To print the Parts Usage report:

1. Open the Parts Usage Report window.  
(Reports >> Service Call Mgmt. >> Parts Usage)
2. Select an option to print.
3. Insert the option into the print list.
4. Choose Print.

For more information about printing Service Call Management reports, refer to the Service Call Management documentation.

# Parts Usage Report

System: 8/8/2006  
 User Date: 8/8/2006

2:46:41 PM

Fabrikam, Inc.

Page: 1  
 User ID: sa

PARTS USAGE REPORT

From: 1/1/1999 To: 12/31/2000

Ranges:  
 Item Number  
 Customer Number

From: To:

Item Number	Description	Qty	Monthly Avg.Usage	# Installed Qty On Hand	Projected 3 Mo.	Projected 6 Mo.
Item Used	Description					
2-A3284A	000 K460 Server w/128MB ECC Memory			20		
1-A3483A	256MG SIMM Fr K Series	0.00	0.00	0.00	0.00	0.00
3-C2924A	SCSI Cable, 2.5m, 68-pin Hi-Density	1.00	0.04	15.00	0.12	0.24
3-D2657A	DB 15 Male Adapter	1.00	0.04	0.00	0.12	0.24
3-D2659A	DB25 Female Adapter	1.00	0.04	0.00	0.12	0.24
4-A3351A	2 GB FWD SCSI-2 Disk Drive	0.00	0.00	0.00	0.00	0.00
4-A3351A	2 GB FWD SCSI-2 Disk Drive			17		
4-A3666A	4.2GB LP Disk Drive	0.00	0.00	0.00	0.00	0.00
4-E2094A	Laserjet 4 Printer	0.00	0.00	0.00	0.00	0.00

# Service Call Report (open)

---

## Report Writer name

SVC\_Service\_Call\_Report

## Report tables

SVC\_Service\_MSTR

SVC\_Tech\_MSTR

SVC\_Office\_MSTR

RM\_Customer\_MSTR

SVC\_Codes\_Status

The Service Call report displays service information for open service calls. You can choose to print details to view information on the parts included on the service call. You may find this report useful for analyzing detail service call information. The report includes document number, Customer information, date and time information, record type, status and contract information.

## Printing Instructions

To print the Service Call report:

1. Open the Service Call Report window.  
(Reports >> Service Call Mgmt. >> Service Call)
2. Select Service Call Report in the Reports list.
3. Select an option to print.
4. Insert the option into the print list.
5. Choose Print.

For more information about printing Service Call Management reports, refer to the Service Call Management documentation.

## Ranges

Service Call

Tech ID

Office

Customer ID

Entry Date

Service Status

Contract Number

## Sorting options

Service Call

Tech ID

Office

Customer ID

Service Status

Contract Number

## Include

Include History

Print Details

Print Currency (functional or  
originating)

# Service Call Report (open)

System: 8/8/2006 4:14:24 PM  
 User Date: 8/8/2006

Fabrikam, Inc.

Page: 1  
 User ID: sa

SERVICE CALL REPORT  
 ( Open Calls )

Ranges: From: 0000002001 To: 0000002009  
 Service Call Number  
 Tech ID  
 Office ID  
 Customer ID  
 Entry Date 0/0/0000 12/31/9999  
 Service Call Status  
 Contact Number

Sorted By: Tech ID  
 Record Type: Open

Service Number	Customer	Entry Date/Time	Complete Date/Time	Office	Customer Ref.
Record Type	Status	Contract Description		Technician	
0000002006	Cellular Express	9/5/1999 12:00:00 PM	9/6/1999 11:00:00 AM	TWO North	
Open	Ready To Invoice	0000002015		John Wood	
0000002007	Central Distributing	9/5/1999 12:00:00 PM	9/6/1999 1:00:00 PM	TWO North	
Open	Ready To Invoice	0000002018		Bob Hohman	
0000002005	Fourth Coffee	9/5/1999 12:00:00 PM	9/6/1999 10:00:00 AM	TWO Central	
Open	Ready To Invoice			Bryan Walton	
0000002009	Central Distributing	9/5/1999 12:00:00 PM	9/6/1999 10:00:00 AM	TWO North	
Open	Ready To Invoice	0000002018		David Simpson	
0000002008	World Enterprises	9/5/1999 1:00:00 PM	9/6/1999 10:00:00 AM	TWO North	
Open	Ready To Invoice			Kathie Flood	

Total: 5 Service Calls

# Service Inventory Packing List Report

---

## Report Writer name

SVC\_Transfer\_Pack

## Report tables

SVC\_Transfer\_HDR

SVC\_Tech\_MSTR

SVC\_Office\_MSTR

IV\_Location\_SETP

SVC\_Transfer\_Line

SVC\_Transfer\_Line\_Serial\_Lot

The Service Inventory Packing List report displays XXX. The report includes the item number and description, serial number, unit of measure, quantity ordered, quantity shipped and source document.

## Printing Instructions

To print the Service Inventory Packing List report:

1. Open the Inventory Transfers window.  
(Transactions >> Service Call Mgmt. >> Inv. Transfers)
2. Mark the records you want to post.
3. Choose Packing Slip.

For more information about printing Service Call Management reports, refer to the Service Call Management documentation.

# Service Inventory Packing List Report

---

Company: Fabrikam, Inc.  
System: 8/8/2006 4:22:13 PM  
User Date: 8/8/2006

Page: 1  
User ID: sa

## SERVICE INVENTORY PACKING LIST

Document ID: 0000001063  
From: WAREHOUSE

Ship To:  
John Wood  
45 Long Way

Tech: John Wood  
Office: TWO North  
Location: 101G  
John Wood

Peoria  
IL 61021

Item Number	U of M	Order QTY	QTY Shipped
Description	Serial Number	Source Document	
3-D2657A	EACH	10.00	10.00
DB 15 Male Adapter			
3-D2659A	EACH	10.00	10.00
DB25 Female Adapter			
3-B3813A	EACH	5.00	5.00
Keyboard			

# Service Work Order Report (history)

---

## Report Writer name

SVC\_Service\_Work\_Order\_  
Hist\_W\_Note

## Report tables

SVC\_Work\_Order\_HDR\_TEMP  
SVC\_Service\_MSTR\_HIST  
RM\_Customer\_MSTR  
SVC\_Codes\_Service\_Type  
SVC\_Codes\_Status  
SVC\_Office\_MSTR  
SVC\_Tech\_MSTR  
SY\_Record\_Notes\_MSTR  
SVC\_Service\_MSTR\_Line\_  
HIST  
SVC\_Serial\_Lot\_WORK\_HIST\_  
HIST

The Service Work Order report (history) displays a single-page-per-record summary of service calls that have been moved to history.

The report has a header section that contains the office and address, service call number, entry date and entry time. The body of the report contains the customer name and address, phone number, service location and address details, phone number and technician. The body also contains the user ID of the person who entered the call, the service type and date completed.

The item information contains the service call item number, equipment number, and any constituent parts, labor, quantities and the extended prices. The extended prices are totaled by line type and also grand total.

Finally, the footer section includes a statement of acknowledgment for services performed, an authorization signature line and date line.

## Printing Instructions

To print the Service Work Order report (history):

1. Open the Service Call Inquiry window.  
(Inquiry >> Service Call Management >> Service Call)
2. Select an historical service call record.
3. Choose File >> Print.

For more information about printing Service Call Management reports, refer to the Service Call Management documentation.

# Service Work Order Report (history)

**Fabrikam, Inc.**

4277 West Oak Parkway

Chicago IL 6001  
31255501010000

**Service Call #: 000002010**

Entry: 9/5/2007 2:00:00 PM

Page: 1

Record Type: Invoiced

Company Name: A. Datum Corporation  
 Contact: Pengw Wu  
 Phone: (414)555-0784 Ext. 0000  
 Contract No: 000002027  
 Technician: Bob Hohman

Service Loc: PRIMARY  
 Address: 11427 Main St. N.E.  
 Address:  
 City: Green Bay  
 State, Zip: WI 54305-5303

OPENED BY	SERVICE TYPE	DATE COMPLETED	PURCHASE ORDER
DYNSA	PM Service Calls	9/6/2007	6110

EQUIPMENT NUMBER	ITEM NUMBER	GENERAL DESCRIPTION
586018	2-A3284A	

ITEM NUMBER	TYPE	SERIAL NUMBER	QTY U of M	EXT. PRICE
5-STDLABOR	L		2.00 HOUR	\$0.00
5-STDLABOR	L		0.50 HOUR	\$0.00
5-TVLLABOR	L		0.50 HOUR	\$10.00
5-STDLABOR	L		1.00 HOUR	\$200.00
3-C2924A	P		1.00 EACH	\$0.00
3-D2657A	P		1.00 EACH	\$0.00
3-D2659A	P		1.00 EACH	\$0.00

PARTS TOTAL	\$0.00
LABOR TOTAL	\$210.00
MISC. TOTAL	\$0.00
<b>TOTAL:</b>	<b>\$210.00</b>

Additional Notes:

We acknowledge that the requested services have been performed in a satisfactory manner and are accepted by us.  
 We further acknowledge that the consultant spent \_\_\_\_\_ hours in performing these services.

\_\_\_\_\_  
 Authorized by

\_\_\_\_\_  
 Date

# Service Work Order Report (open)

---

## Report Writer name

SVC\_Service\_Work\_Order\_W\_  
Note

## Report tables

SVC\_Work\_Order\_HDR\_TEMP  
SVC\_Service\_MSTR  
SVC\_Codes\_Service\_Type  
RM\_Customer\_MSTR  
SVC\_Codes\_Status  
SVC\_Tech\_MSTR  
SY\_Record\_Notes\_MSTR  
SVC\_Service\_MSTR\_Line  
SVC\_Serial\_Lot\_WORK\_HIST

The Service Work Order report (open) displays a single-page-per-record summary of service calls.

The report has a header section that contains the office and address, service call number, entry date and entry time. The body of the report contains the customer name and address, phone number, service location and address details, phone number and technician. The body also contains the user ID of the person who entered the call, the service type and date completed.

The item information contains the service call item number, equipment number, and any constituent parts, labor, quantities and the extended prices. The extended prices are totaled by line type and also grand total.

Finally, the footer section includes a statement of acknowledgment for services performed, an authorization signature line and date line.

## Printing Instructions

To print the Service Work Order report (history):

1. Open the Service Call Inquiry window.  
(Inquiry >> Service Call Management >> Service Call)
2. Select an historical service call record.
3. Choose File >> Print.

For more information about printing Service Call Management reports, refer to the Service Call Management documentation.

# Service Work Order Report (open)

**Fabrikam, Inc.**

4277 West Oak Parkway

Chicago IL 60601  
80055501000000

**Service Call #: 000002005**

Entry: 9/5/2007 12:00:00 PM

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Record Type: Open

Company Name: Fourth Coffee  
Contact: Andrew Dixon  
Phone: (402) 555-4744 Ext. 000  
Contract No:  
Technician: Bryan Walton

Service Loc: PRIMARY  
Address: 1010 Industrial Drive  
Address:  
City: Beatrice  
State, Zip: NE 68350-1010

OPENED BY	SERVICE TYPE	DATE COMPLETED	PURCHASE ORDER
DYNSA	PM Service Calls	9/6/2007	.

EQUIPMENT NUMBER	ITEM NUMBER	GENERAL DESCRIPTION
1215107002	2-A3284A	

ITEM NUMBER	TYPE	SERIAL NUMBER	QTY U of M	EXT. PRICE
5-STDLABOR	L		2.00 HOUR	\$400.00
5-STDLABOR	L		0.50 HOUR	\$100.00
5-TVLLABOR	L		1.00 HOUR	\$50.00
5-STDLABOR	L		1.00 HOUR	\$100.00
3-C2924A	P		1.00 EACH	\$140.00
3-D2657A	P		1.00 EACH	\$6.00
3-D2659A	P		1.00 EACH	\$6.00

PARTS TOTAL	\$76.00
LABOR TOTAL	\$650.00
MISC. TOTAL	\$0.00
<b>TOTAL:</b>	<b>\$802.00</b>

Additional Notes:

We acknowledge that the requested services have been performed in a satisfactory manner and are accepted by us.  
We further acknowledge that the consultant spent \_\_\_\_\_ hours in performing these services.

\_\_\_\_\_  
Authorized by

\_\_\_\_\_  
Date