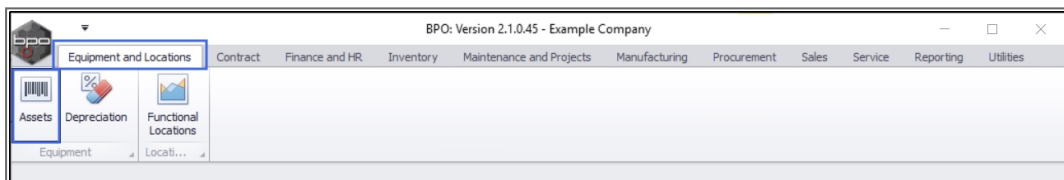


EQUIPMENT

ASSETS – PRINT – SERVICE HISTORY REPORT

The **Service History Report** is a summary of the service activity for a selected asset over a defined period. This is useful to track [Service Requests](#) and to monitor which assets are building up a long history of repair. This will potentially trigger a decision to end the assets useful life and replace it with a new, more reliable version.

Ribbon Access: *Equipment and Locations* > *Assets*



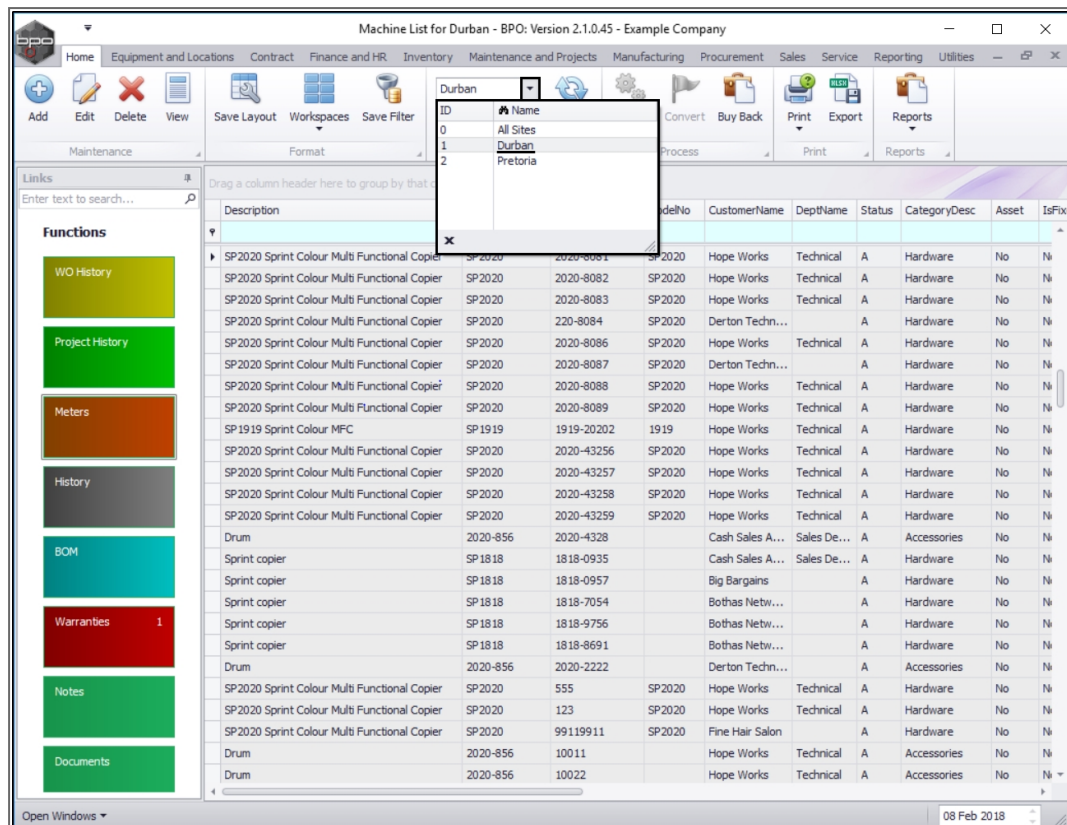
- The **Machine List for []** screen will display.

THE SITE AND TYPE FILTERS

- The screen will open with the default **Site** setting configured on the user and the Equipment **Type** filter set to '**All**' (machines).

Note: You do not need to select the **Site** or **Type** to access this report - you can set both filters to '**All**'. However, you may wish to narrow your selection parameters, in which case you can select the Site and /or the Status which contain the asset you wish to view.

- In this example, the **Durban** site is selected.

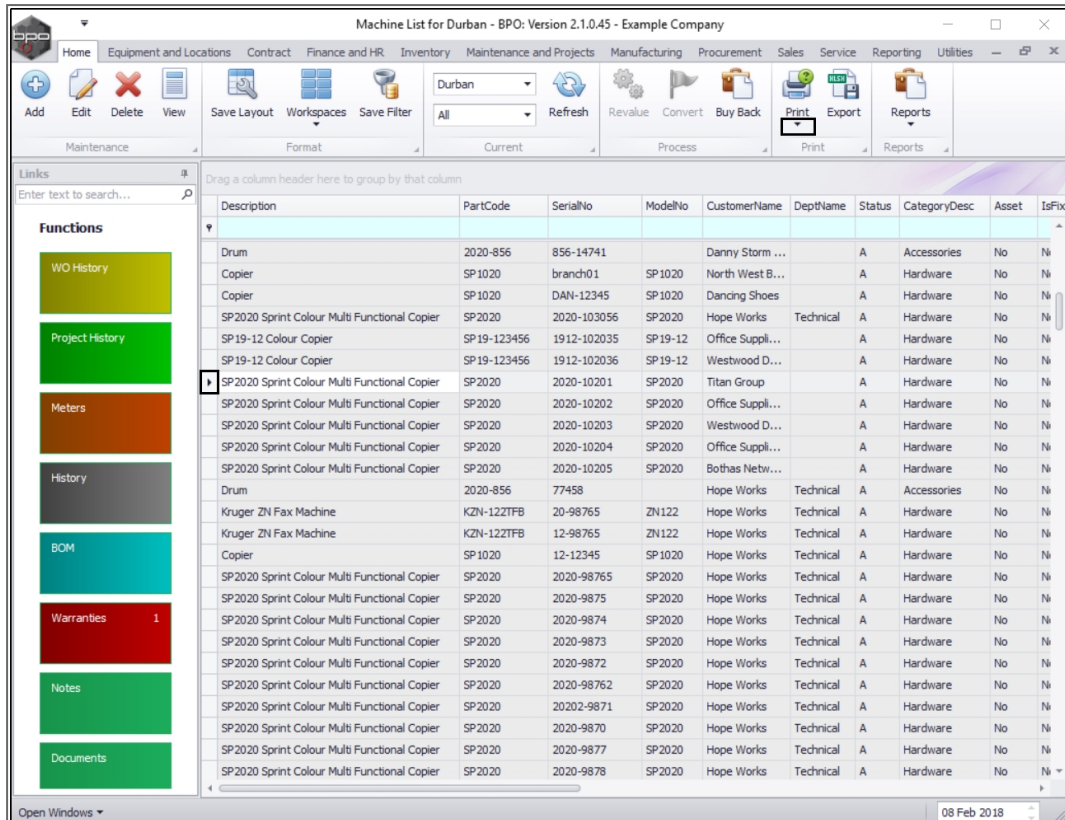


SELECT THE ASSET

- Select the **row** of the **serialised item** where you wish to view the **Service History Report**.

OPEN THE REPORT OPTIONS

- Click on the **drop-down arrow** in the **Print** button.



Machine List for Durban - BPO: Version 2.1.0.45 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Add Edit Delete View Save Layout Workspaces Save Filter Durban All Refresh Revalue Convert Buy Back Print Export Reports

Links Enter text to search...

Functions

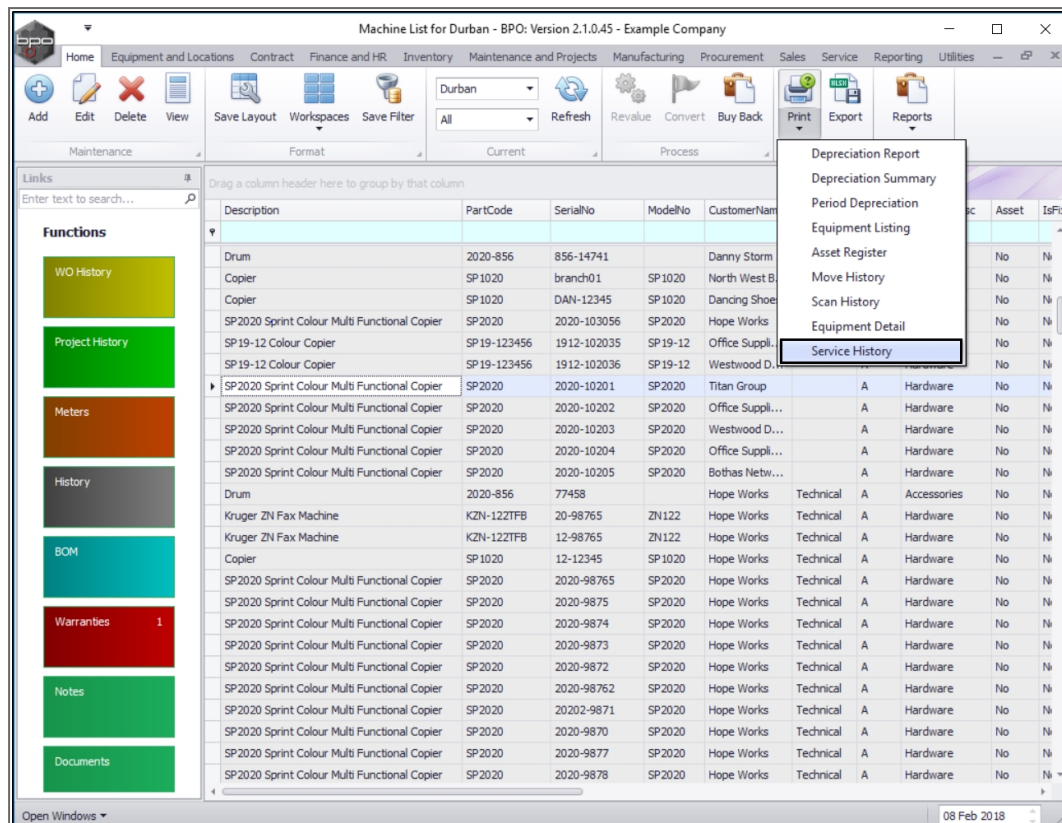
- WO History
- Project History
- Meters
- History
- BOM
- Warranties 1
- Notes
- Documents

Description	PartCode	SerialNo	ModelNo	CustomerName	DeptName	Status	CategoryDesc	Asset	IsFixed
Drum	2020-856	856-14741		Danny Storm ...		A	Accessories	No	N
Copier	SP 1020	branch01	SP 1020	North West B...		A	Hardware	No	N
Copier	SP 1020	DAN-12345	SP 1020	Dancing Shoes		A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-103056	SP 2020	Hope Works	Technical	A	Hardware	No	N
SP 19-12 Colour Copier	SP 19-123456	1912-102035	SP 19-12	Office Suppli...		A	Hardware	No	N
SP 19-12 Colour Copier	SP 19-123456	1912-102036	SP 19-12	Westwood D...		A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-10201	SP 2020	Titan Group		A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-10202	SP 2020	Office Suppli...		A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-10203	SP 2020	Westwood D...		A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-10204	SP 2020	Office Suppli...		A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-10205	SP 2020	Bothas Netw...		A	Hardware	No	N
Drum	2020-856	77458		Hope Works	Technical	A	Accessories	No	N
Kruger ZN Fax Machine	KZN-122TFB	20-98765	ZN122	Hope Works	Technical	A	Hardware	No	N
Kruger ZN Fax Machine	KZN-122TFB	12-98765	ZN122	Hope Works	Technical	A	Hardware	No	N
Copier	SP 1020	12-12345	SP 1020	Hope Works	Technical	A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-98765	SP 2020	Hope Works	Technical	A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-9875	SP 2020	Hope Works	Technical	A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-9874	SP 2020	Hope Works	Technical	A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-9873	SP 2020	Hope Works	Technical	A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-9872	SP 2020	Hope Works	Technical	A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-98762	SP 2020	Hope Works	Technical	A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-9871	SP 2020	Hope Works	Technical	A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-9870	SP 2020	Hope Works	Technical	A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-9877	SP 2020	Hope Works	Technical	A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-9878	SP 2020	Hope Works	Technical	A	Hardware	No	N

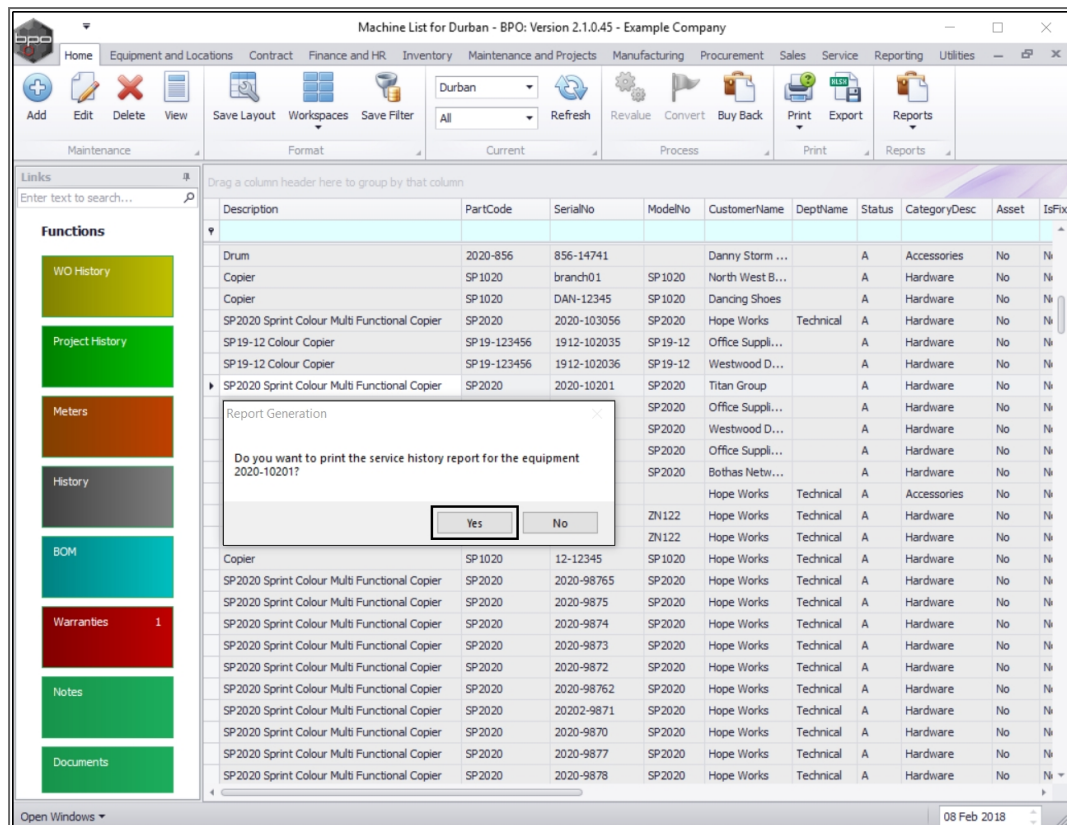
Open Windows 08 Feb 2018

SELECT SERVICE HISTORY OPTION

- The Print drop-down *menu* will be displayed.
- Click on *Service History*.



- A **Report Generation** message box will pop up:
 - *Do you want to print the service history report for the equipment [/?*
- Click on **Yes**.



Machine List for Durban - BPO: Version 2.1.0.45 - Example Company

Description	PartCode	SerialNo	ModelNo	CustomerName	DeptName	Status	CategoryDesc	Asset	IsFixed	
Drum	2020-856	856-14741		Danny Storm ...		A	Accessories	No	N	
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Copier	SP 1020	DAN-12345	SP 1020	Dancing Shoes		A	Hardware	No	N	
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-103056	SP 2020	Hope Works	Technical	A	Hardware	No	N	
SP 19-12 Colour Copier	SP 19-123456	1912-102035	SP 19-12	Office Suppli...		A	Hardware	No	N	
SP 19-12 Colour Copier	SP 19-123456	1912-102036	SP 19-12	Westwood D...		A	Hardware	No	N	
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-10201	SP 2020	Titan Group		A	Hardware	No	N	
				Office Suppli...		A	Hardware	No	N	
				Westwood D...		A	Hardware	No	N	
				Office Suppli...		A	Hardware	No	N	
				Bothas Netw...		A	Hardware	No	N	
				Hope Works	Technical	A	Accessories	No	N	
				ZN122	Hope Works	Technical	A	Hardware	No	N
				ZN122	Hope Works	Technical	A	Hardware	No	N
Copier	SP 1020	12-12345	SP 1020	Hope Works	Technical	A	Hardware	No	N	
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-98765	SP 2020	Hope Works	Technical	A	Hardware	No	N	
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-9875	SP 2020	Hope Works	Technical	A	Hardware	No	N	
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-9874	SP 2020	Hope Works	Technical	A	Hardware	No	N	
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-9873	SP 2020	Hope Works	Technical	A	Hardware	No	N	
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-9872	SP 2020	Hope Works	Technical	A	Hardware	No	N	
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-98762	SP 2020	Hope Works	Technical	A	Hardware	No	N	
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-9871	SP 2020	Hope Works	Technical	A	Hardware	No	N	
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-9870	SP 2020	Hope Works	Technical	A	Hardware	No	N	
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-9877	SP 2020	Hope Works	Technical	A	Hardware	No	N	
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-9878	SP 2020	Hope Works	Technical	A	Hardware	No	N	


VIEW SERVICE HISTORY REPORT

- The **Report Preview** screen will open.
- From here you can **View, Print, Export** or **Email** the Service History Report.
- **Close** the Report Preview screen when done.

Preview

File View Background

100%



Service History Report

Example Company

Street No and Road Name

Postbox No

Area

Area

City

City

South Africa

South Africa

0000

0000

Reg No.: 0000000asa4521

Fax No.: 000 000 0000

VAT No.: 0000000

Tel No.: 000 000 0000

Model : SP2020

SP2020 Sprint Colour Multi Functional Copier

Serial No. : 2020-10201

Work Order Information

WO Date : 24 Feb 2017

Close Date : 24 Feb 2117

WO Ref. : WO0001064

Call Type : New Deal Sale

Customer :

Contract No. :

Tech. :

Solution :

Issue : 3MS - 3 Month Service

Work Order Information

WO Date : 07 Sep 2016

Close Date : 07 Sep 2016

WO Ref. : WO0000952

Call Type : Repair

Customer :

Contract No. :

Tech. : Susan Du Toit

Solution :

Issue : Work flow test

Work Order Information

WO Date : 22 Jun 2016

Close Date : 12 Aug 2016

WO Ref. : WO0000919

Call Type : Service

Customer :

Contract No. : 000000000

Tech. : Susan Du Toit

Page 1 of 2

100%

MNU.007.003