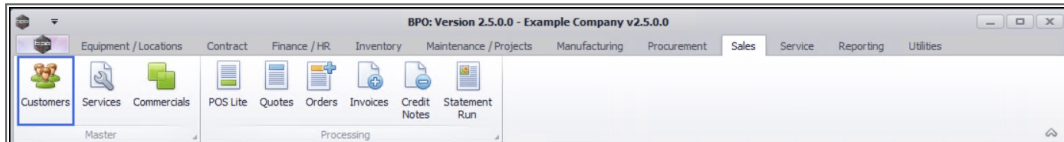


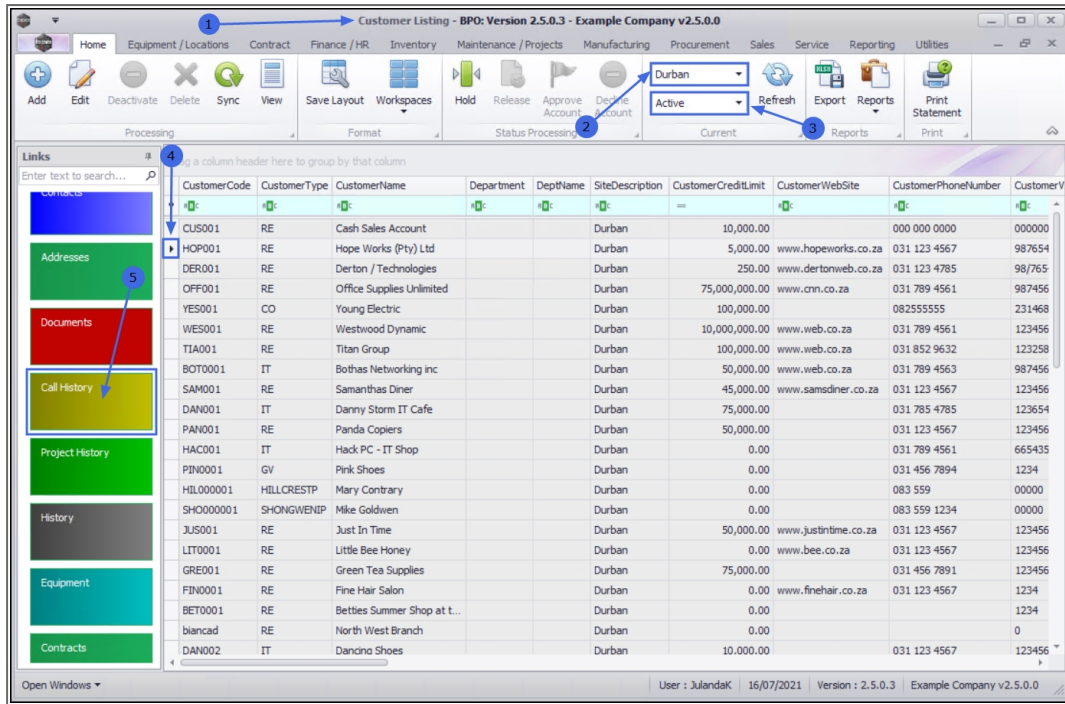
# SALES

## CUSTOMERS – SERVICE HISTORY REPORT

Ribbon Access: *Sales > Customers*

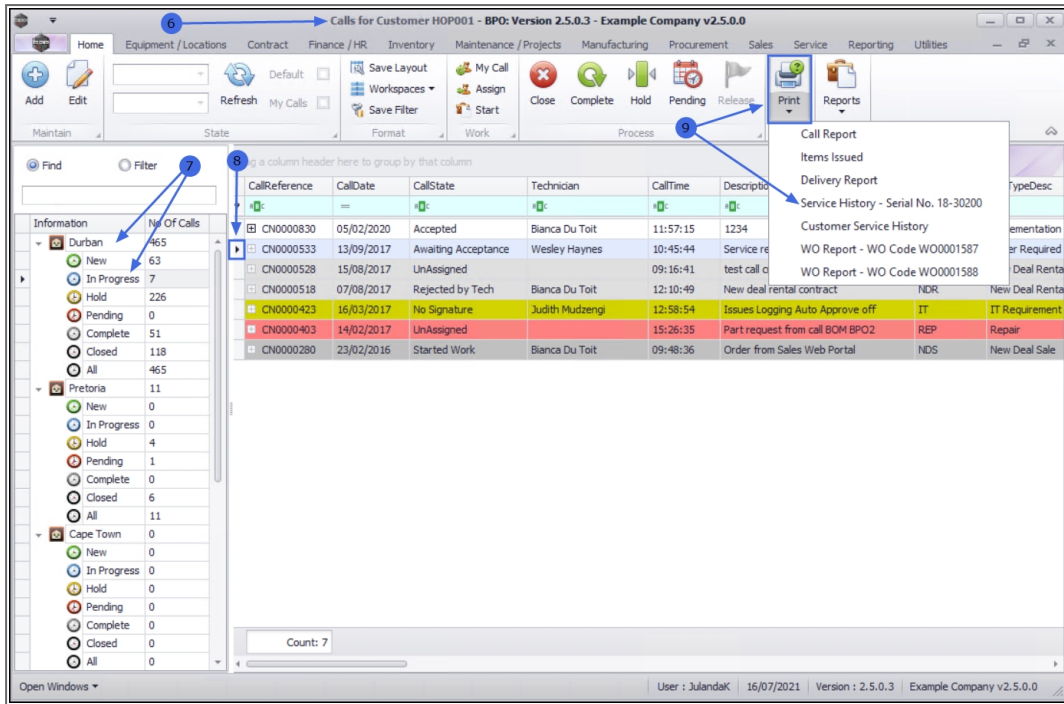


1. The **Customer Listing** screen will be displayed.
2. Select the **Site** where the Customer can be located.
  - The example has **Durban** selected.
3. Select the **Status** for the Customer.
  - The example has **Active** selected.
4. Select the **row** of the Customer whose Call information you would like to work with.
5. Click on the **Call History** tile.

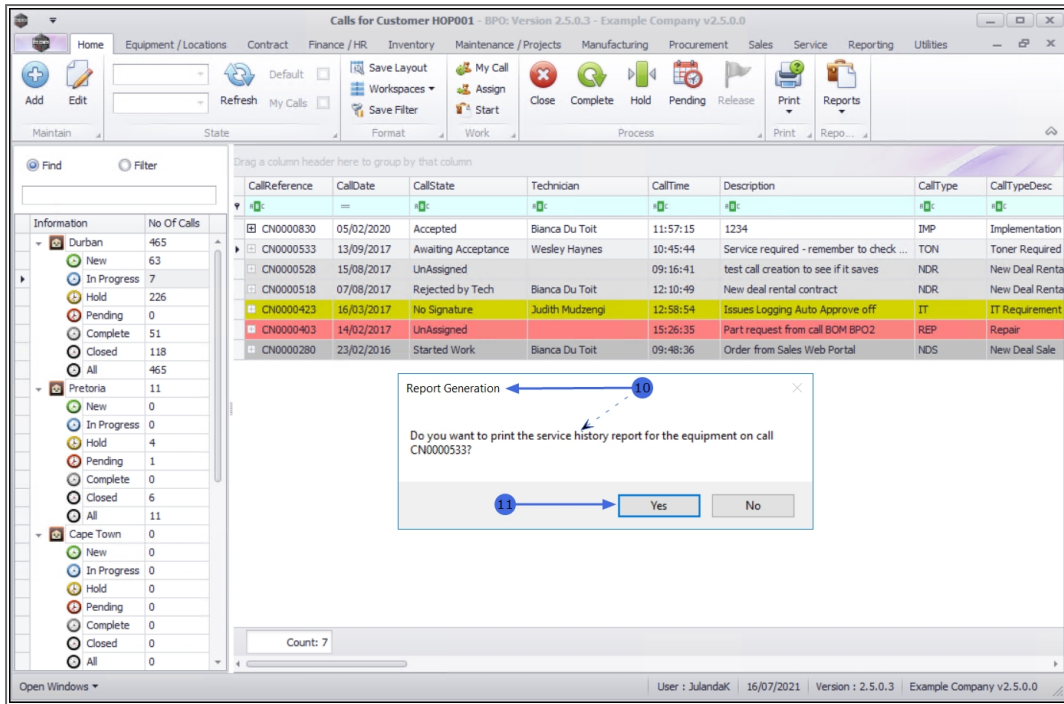


## PRINT SERVICE HISTORY REPORT

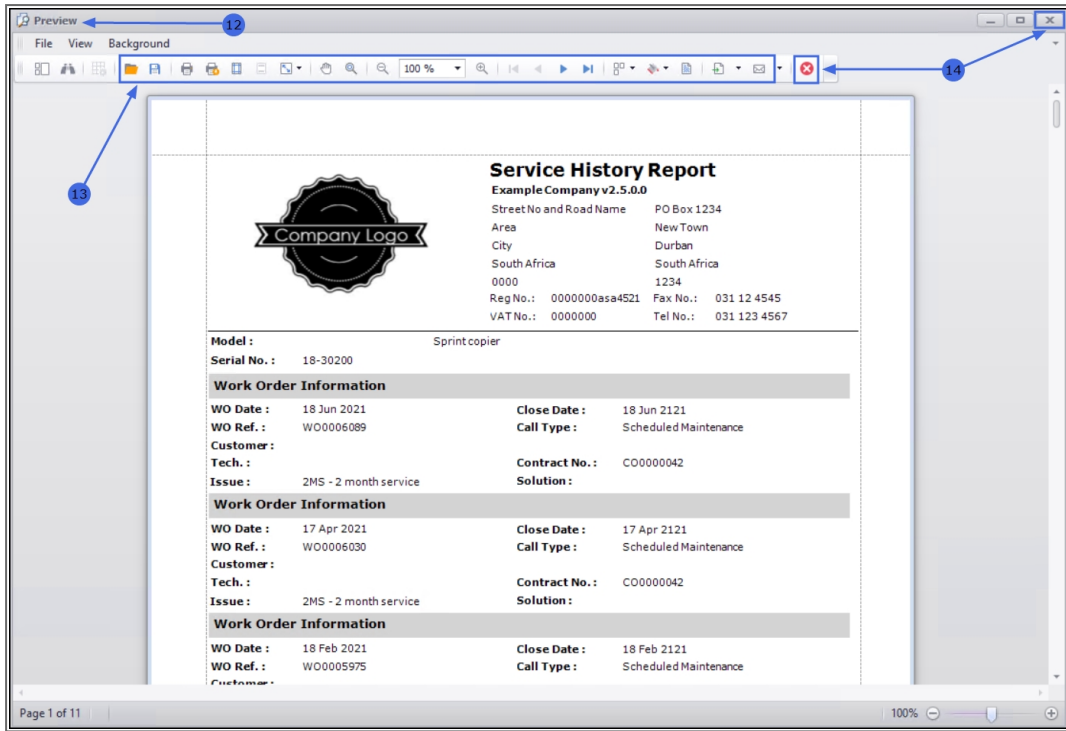
6. The **Calls for Customer [ ]** screen will be displayed.
7. Select the **Site** and **Call Status**.
  - The example has **Durban** selected and the status has been set to **In Progress**.
8. Click on the **row** of the Call you wish to print the service history report for.
9. Click on **Print** and select **Service History - Serial No. [ ]** from the Print Options menu.



10. When you receive the **Report Generation** message;
  - **Do you want to print the history report for the equipment on call [ ]?**
11. Click on **Yes** to proceed.



12. The Call Delivery Note for the Call will be displayed in the **Preview** window.
13. You can make cosmetic adjustments to the report, as well as **Save**, **Zoom**, **Add a Watermark**, **Export** or **Email**.
14. **Close** the preview screen to return to the Calls for Customer screen.



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