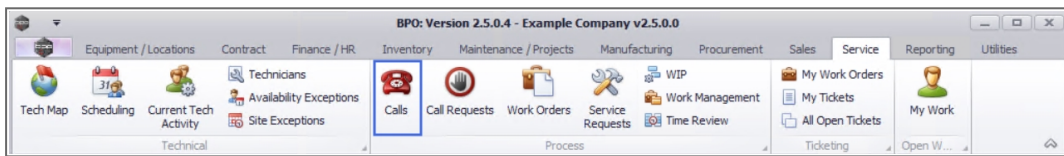


# SERVICE

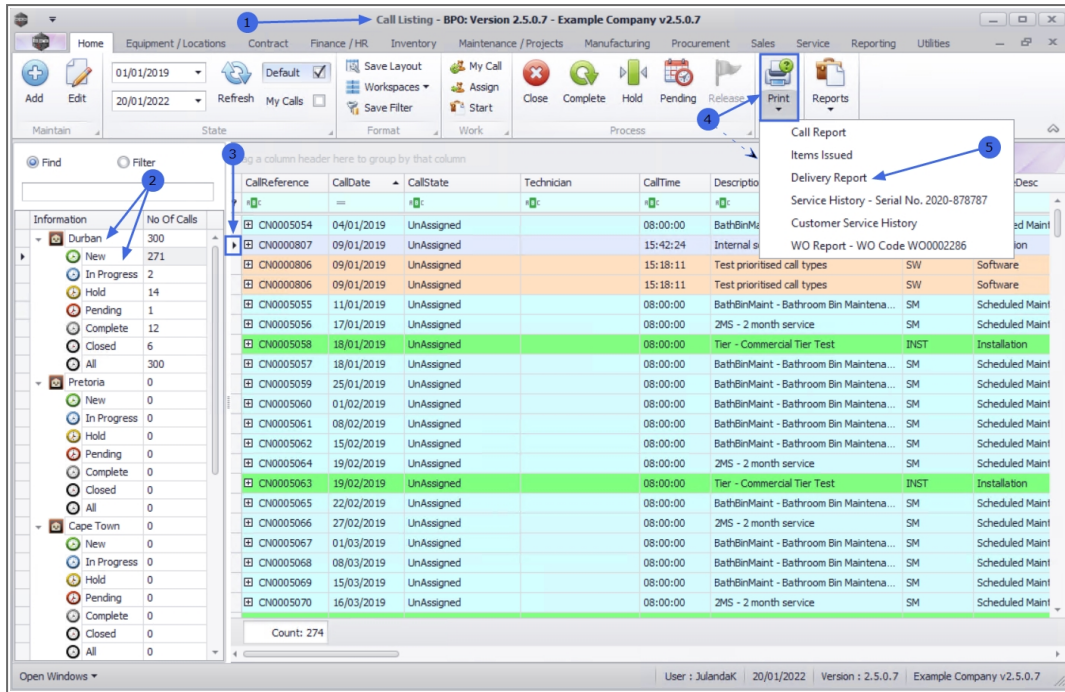
## CALLS - DELIVERY REPORT

All issues made to a Call has been combined on one Call Delivery Note.

Ribbon Access: *Service > Calls*



1. The **Call Listing** screen will be displayed.
2. Select the **Site** and **Status**.
  - The example has **Durban** as site and the **New** status selected .
3. Click on the **row** of the **call** you wish to generate the call delivery note for.
4. Click on the **Print** button to display a list of **Report Options**.
5. Click on **Delivery Report**.



7. When you receive the **Report Generation** message to confirm;
  - **Do you want to print the call delivery report for call CN [number]?**
8. Click on **Yes**.

The screenshot shows the 'Call Listing' window in the CO3 software. The main window displays a table of call records with columns: CallReference, CallDate, CallState, Technician, CallTime, Description, CallType, and CallTypeDesc. A 'Report Generation' dialog box is open, asking 'Do you want to print the call delivery report for call CN0000807?'. The dialog has 'Yes' and 'No' buttons. A blue arrow labeled '7' points to the 'Report Generation' dialog, and another blue arrow labeled '8' points to the 'Yes' button. The background table shows various call records, including one for CN0000807 with a call time of 15:42:24.

CallReference	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc
CN00009054	04/01/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled Maint
CN0000807	09/01/2019	UnAssigned		15:42:24	Internal services test for foreign curre...	INST	Installation
CN0000806	09/01/2019	UnAssigned		15:18:11	Test prioritised call types	SW	Software
CN0000806	09/01/2019	UnAssigned		15:18:11	Test prioritised call types	SW	Software
CN00005055	11/01/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled Maint
CN00005056	17/01/2019	UnAssigned		08:00:00	ZMS - 2 month service	SM	Scheduled Maint
CN00005058					Tier - Commercial Tier Test	INST	Installation
CN00005057					BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled Maint
CN00005059					BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled Maint
CN00005060					BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled Maint
CN00005061					BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled Maint
CN00005062					BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled Maint
CN00005064					ZMS - 2 month service	SM	Scheduled Maint
CN00005063	19/02/2019	UnAssigned		08:00:00	Tier - Commercial Tier Test	INST	Installation
CN00005065	22/02/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled Maint
CN00005066	27/02/2019	UnAssigned		08:00:00	ZMS - 2 month service	SM	Scheduled Maint
CN00005067	01/03/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled Maint
CN00005068	08/03/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled Maint
CN00005069	15/03/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled Maint
CN00005070	16/03/2019	UnAssigned		08:00:00	ZMS - 2 month service	SM	Scheduled Maint

9. The Call Delivery Note will display in the **Report Preview** screen.
10. From this screen you can make cosmetic changes to the document, as well as **Save, Zoom, Add a Watermark, Export** or **Email** the Call Delivery Note.
11. Click on **Close** to return to the **Call List** screen.

