

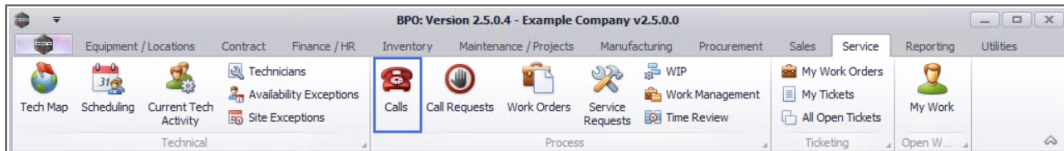
SERVICE

CALLS – SERVICE HISTORY REPORT

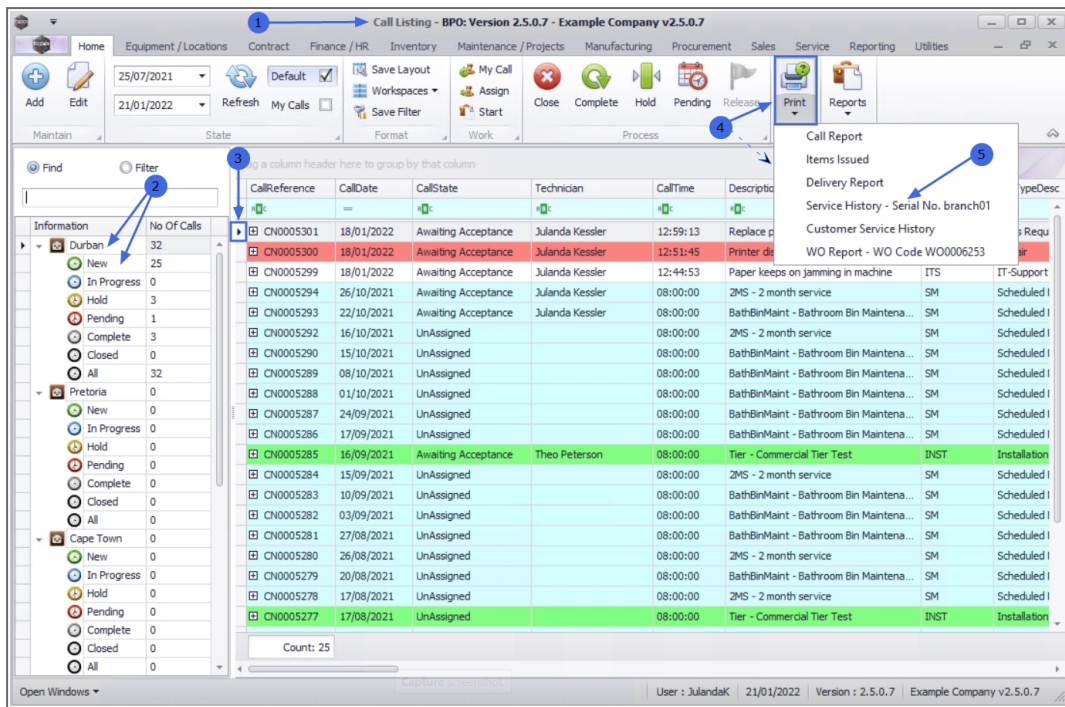
The machine **Service History Report** can be printed directly from the Call Listing screen, whether a call is open or closed.

The service history report can also be generated per asset from the Asset Listing screen. Refer to [Assets - Print - Service History Report](#)

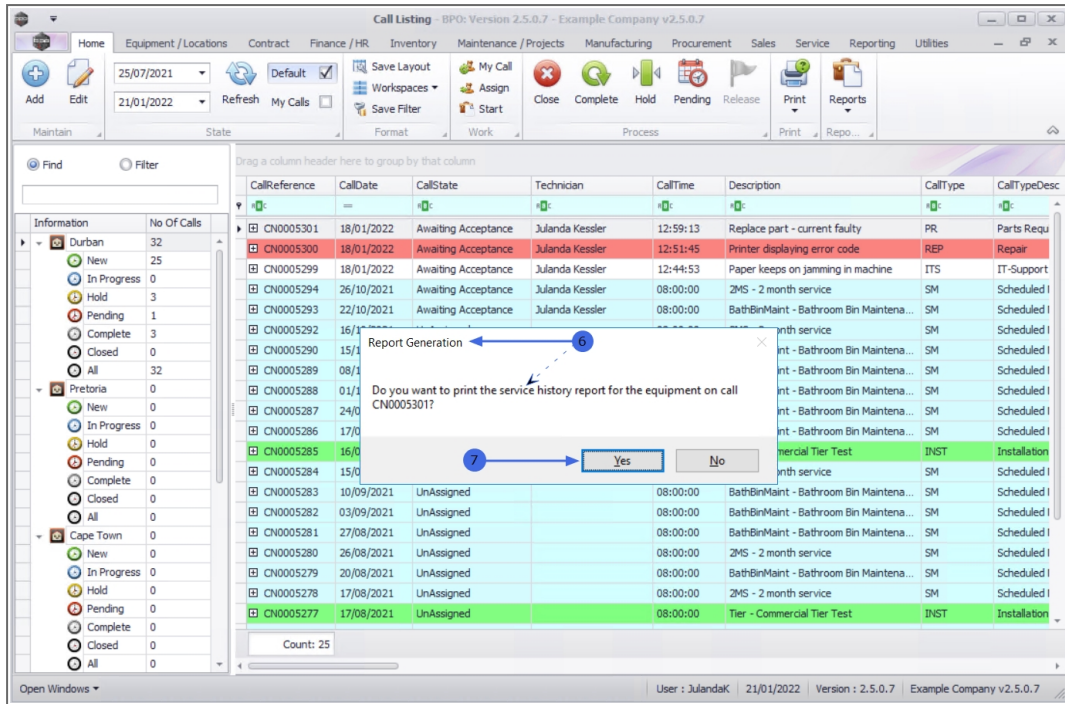
Ribbon Access: *Service > Calls*



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 a machine service history report for.
4. Click on the **Print** button to display a list of **Report Options**.
5. Click on **Service History - Serial No.**



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



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

Service History Report
Example Company v2.5.0.7

Street No and Road Name PO Box 1234
 Area New Town
 City Durban
 South Africa South Africa
 0000 1234
 Reg No.: 0000000asa4521 Fax No.: 031 12 4545
 VAT No.: 0000000 Tel No.: 031 123 4567

Model : SP1020 Copier
Serial No. : branch01

Work Order Information

WO Date : 18 Jan 2022 **Close Date :** 17 Feb 2022
WO Ref. : WO0006253 **Call Type :** Parts Requirement
Customer :
Tech. :
Issue : Replace part - current faulty **Contract No. :**
Solution :

Work Order Information

WO Date : 08 Jun 2016 **Close Date :** 25 Jul 2016
WO Ref. : WO0000885 **Call Type :** Parts Requirement
Customer :
Tech. : Bianca Du Toit **Contract No. :**
Issue : test **Solution :** done as required

Work Order Information

WO Date : 14 Jan 2016 **Close Date :** 19 Feb 2016
WO Ref. : WO0000708 **Call Type :** IT Requirement
Customer :

Page 1 of 3 | Capture screenshot. | 100%

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