

SERVICE

CALLS - ITEMS ISSUED HISTORY REPORT

The **Items Issued History Report** displays all part issues and returns against a serial number or functional location that is linked to the call.

Ribbon Access: Service > Calls

• •	▼ BP0: Version 2.5.0.4 - Example Company v2.5.0.0 □									
	Equipment / Locations Contract Finance / HR	Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting	Utilities							
Tech Map	Scheduling Current Tech Activity Site Exceptions	Call Requests Work Orders Service Requests WIP Max My Work Orders My Work Orders Call Requests Work Orders Service Requests My Work Orders My Work Orders								
	Technical	Process 🔺 Ticketing 🖌 Open W								

- 1. The *Call Listing* screen will be displayed.
- 2. Select the *Site* and *Status*.
 - The example has *Durban* as ite and the *New* status selected
- Click on the *row* of the *call* you wish to generate an items issued history report for.
- 4. Click on the *Print* button to display a list of *Report Options*.
- 5. Click on *Items Issued*.



Calls - Items Issued History Report

		1	Call Li	sting - BPO: Version 2.	5.0.7 - Example Compa	ny v2.5.0.7			_ D X
Home Equip	ment / Location	is Contract F	Finance / HR. Inv	entory Maintenance /	Projects Manufacturin	g Procurem	ent Sales Service Reporting	Utilities	_ & ×
Add Edit 25/07/	′2021 ▼ ′2022 ▼	Refresh My Calls	Save L Works Save F	ayout 🥵 My Call baces 🗸 🤹 Assign ilter 🎦 Start	Close Complete Ho	old Pending	Release Print Reports		
Maintain 🔺	Sta	te	_⊿ Forma	t 🔺 Work 🔺	Proc	ess 🕂	Call Report		~
Find Filt	er	ag a column he					Items Issued 🗲		5
2		CallReference	CallDate	CallState	Technician	CallTime	Descriptio Delivery Report		ypeDes
		V +D:	-	(D)	1 0 ¢	* D :	Service History - S	erial No. branch0	1
Information	No Of Calls	► E CN000530	1 18/01/2022	Awaiting Acceptance	Julanda Kessler	12:59:13	Replace p Customer Service	History	Requ
🗸 🖉 Durban	32 Å	E CN0005300	0 18/01/2022	Awaiting Acceptance	Julanda Kessler	12:51:45	Printer dis WO Report - WO G	ode WO0006253	air
New	25	± CN0005299	9 18/01/2022	Awaiting Acceptance	Julanda Kessler	12:44:53	Paper keeps on jamming in machine	ITS	IT-Support
In Progress	0		4 26/10/2021	Awaiting Acceptance	Julanda Kessler	08:00:00	2MS - 2 month service	SM	Scheduled I
Hold	3		3 22/10/2021	Awaiting Acceptance	Julanda Kessler	08:00:00	BathBinMaint - Bathroom Bin Mainten	a SM	Scheduled I
Complete	3		2 16/10/2021	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled I
O Closed	0	E CN0005290	0 15/10/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Mainten	a SM	Scheduled I
O Al	32		9 08/10/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Mainten	a SM	Scheduled I
👻 💽 Pretoria	0		B 01/10/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Mainten	a SM	Scheduled I
New	0	E CN000528	7 24/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Mainten	a SM	Scheduled I
In Progress	0		5 17/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Mainten	a SM	Scheduled I
(b) Hold	0		5 16/09/2021	Awaiting Acceptance	Theo Peterson	08:00:00	Tier - Commercial Tier Test	INST	Installation
() Pending	0		4 15/09/2021	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled I
Complete	0		3 10/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Mainten	a SM	Scheduled I
O Al	0		2 03/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Mainten	a SM	Scheduled I
- O Cape Town	0		1 27/08/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Mainten	a SM	Scheduled I
New	0		0 26/08/2021	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled I
In Progress	0		9 20/08/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Mainten	a SM	Scheduled I
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Pending	0	E CN000527	7 17/08/2021	UnAssigned		08:00:00	Tier - Commercial Tier Test	INST	Installation
Complete	0		-						
Closed	0	Count:	25						
	U +								

- 6. When you receive the *Report Generation* message to confirm;
 - Do you want to print the items issued report CN[number]?
- 7. Click on Yes.



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				Call Lis	ting - BPO: Version 2.5	.0.7 - Example Compan	y v2.5.0.7			_
Home Equi	ipment / Locations	s	Contract Finan	ce / HR Inve	ntory Maintenance / F	Projects Manufacturing	Procureme	nt Sales Service Reporting	Jtilities	_ & x
Add Edit 25/07 Maintain 4 4	7/2021 ▼ //2022 ▼ F Stat	Refr	Default 🗹	Workspa	yout 🥵 My Call aces 🔻 🤹 Assign ter 🍄 Start Work	Close Complete Hold	Pending	Release Print Reports		~
Eind Eind	ter									
			CallReference	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDes
			all c	-	(D)	(Dr	alle.	(D)	dir.	alle a
Information	No Of Calls	1÷		10/01/2022	Augilian Association	Julanda Kasalas	12-50-12	Deplese each is meant fould.	- D D	Dante Demu
👻 💽 Durban	32 🔺	1		10/01/2022	Awaiting Acceptance	Julanua Kessier	12:59:15	Replace part - current faulty	PK	Parts Requ
New	25	-	E CN0005300	18/01/2022	Awaiting Acceptance	Julanda Kessler	12:51:45	Printer displaying error code	REP	Repair
In Progress	0	-		18/01/2022	Awaiting Acceptance	Julanda Kessler	12:44:53	Paper keeps on jamming in machine	ITS	IT-Support
🕗 Hold	3	-		26/10/2021	Awaiting Acceptance	Julanda Kessler	08:00:00	2MS - 2 month service	SM	Scheduled I
Pending	1	-		22/10/2021	Awaiting Acceptance	Julanda Kessler	08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled I
Complete	3			16/10/2021	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled I
Closed	0			15 Report Ge	eneration 🚽	6	× •	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled I
	32			08		100	00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled I
👻 💽 Pretoria	0		01	Ľ.	L	00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled I	
New	0	1		24 Do you w	ant to print the items is	sued report CN0005301?	po	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled I
In Progress	0			17			00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled I
(b) Hold	0	1		16		(00	Tier - Commercial Tier Test	INST	Installation
Pending	0		E CN0005284	15		res <u>N</u> o	00	2MS - 2 month service	SM	Scheduled I
Complete	0 0		E CN0005283	10/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled I
Closed	0	Ŀ	E CN0005282	03/09/2021			08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled
	0		E CN0005281	27/08/2021	UnAssigned		08-00-00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled
Cape Town	0	-	E CN0005280	26/08/2021	UnAssigned		08-00-00	2MS - 2 month cervice	SM	Scheduled I
In Program	0	-	E CN0005230	20/00/2021	UnAssigned		00.00.00	PathDiaMaiat Dathsaan Dia Maintana	CM	Cabadulad
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A Pending	0	-		17/08/2021	Unassigned		08:00:00	ZMS - 2 month service	21MI	Scheduled
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O Closed	0	П	Count: 25							
O Al	0 +	4								
ana Mindawa -							Here & Juleanda	V 21/01/2022 Version - 2.5.0.7		

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



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