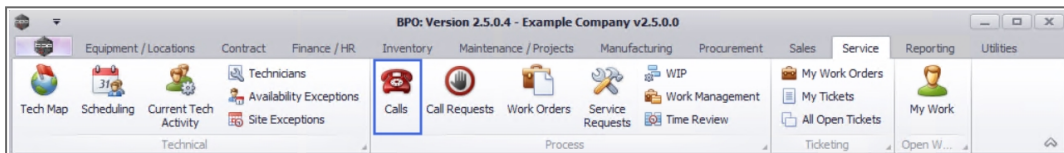


SERVICE

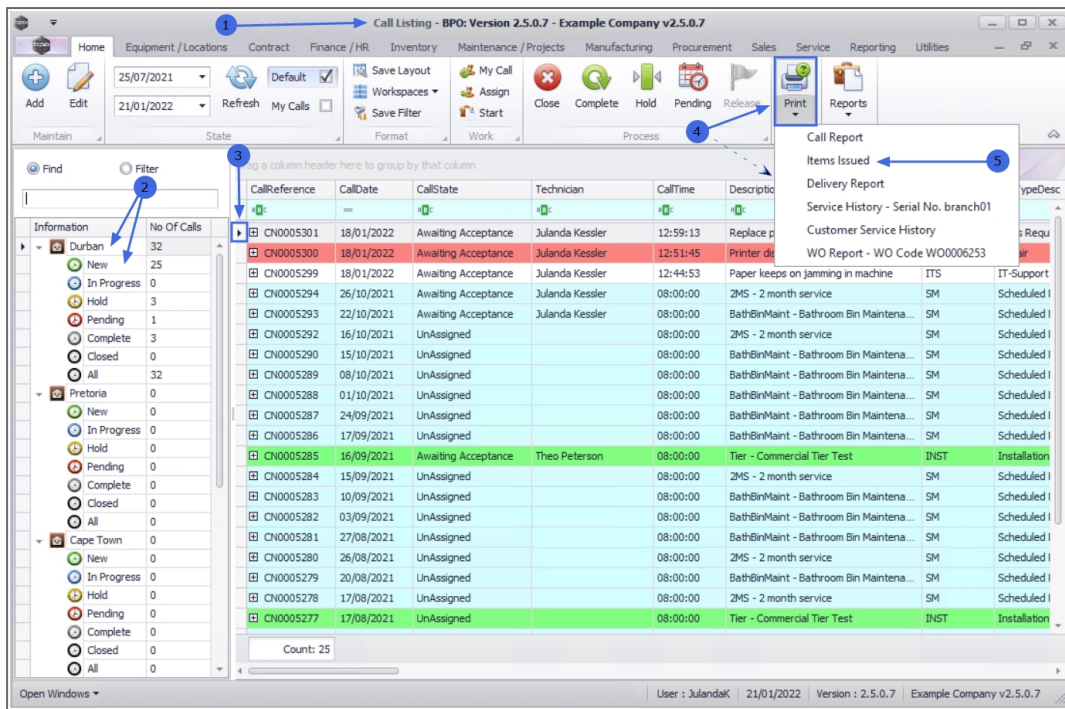
CALLS – ITEMS ISSUED HISTORY REPORT

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*



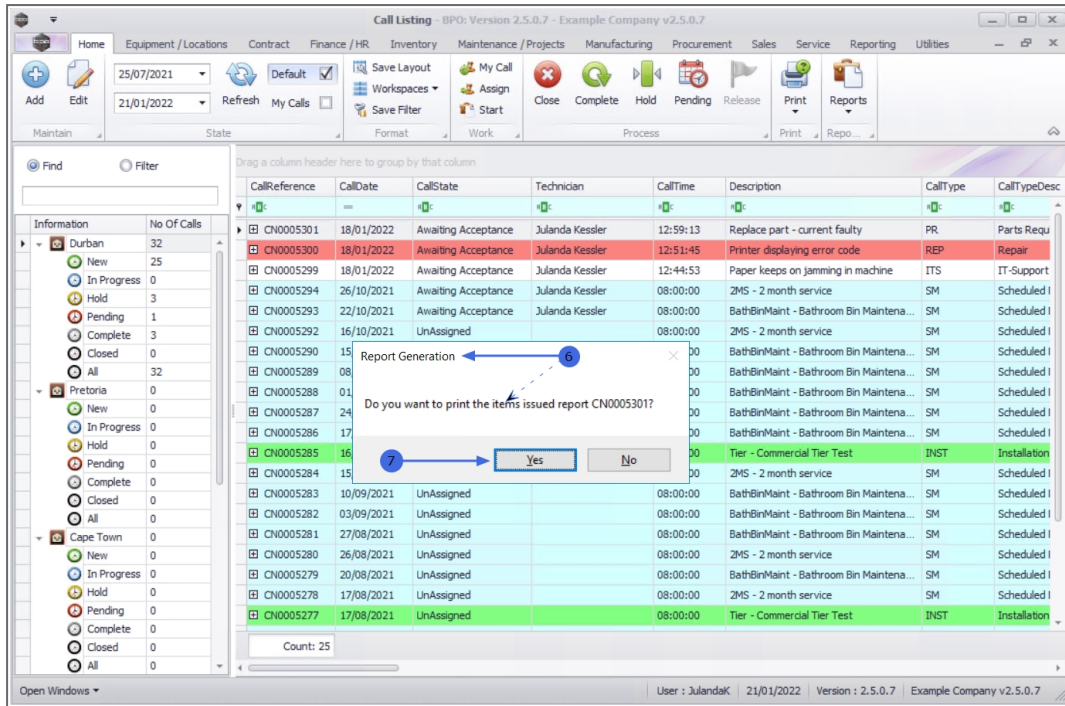
1. The **Call Listing** screen will be displayed.
2. Select the **Site** and **Status**.
 - The example has **Durban** as site and the **New** status selected
3. Click on the **row** of the **call** you wish to generate an items issued history report for.
4. Click on the **Print** button to display a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



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**.



8. The Items Issued History 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 Items Issued History.
10. Click on **Close** to return to the **Call List** screen.

Items Issued History
Example Company v2.5.0.7
 Street No and Road Name PO Box 1234
 Area New Town
 City Durban
 South Africa South Africa
 1234 1234
Reg No.: 0000000asa4521 **Fax No.:** 031 12 4545
VAT No.: 0000000 **Tel No.:** 031 123 4567

Asset
Inventory ID: 57 **Serial No.:** branch01
Asset Category: Hardware **Asset Description:** Copier

Call Reference	Call Description	Call Type	Error Code			
CN0000252	test new call	IT				
Issue Number	Event Date	Part Code	Part Description	Billable	Issued Qty	Returned Qty
S100000333	18/02/2016	9855632	Air Freshner	Yes	1.00	0.00
S100000334	18/02/2016	9855632	Air Freshner	Yes	5.00	0.00
S100000335	18/02/2016	9855632	Air Freshner	Yes	1.00	0.00
S100000336	18/02/2016	9855632	Air Freshner	Yes	1.00	0.00
S100000337	18/02/2016	9855632	Air Freshner	Yes	1.00	0.00
S100000338	19/02/2016	CL-100-965	Cleaner	Yes	1.00	0.00
S100000339	19/02/2016	CL-100-965	Cleaner	Yes	1.00	0.00
S100000340	19/02/2016	2020-147K	Black toner SP2020	Yes	1.00	0.00
S100000341	19/02/2016	2020-147K	Black toner SP2020	Yes	1.00	0.00
S100000342	19/02/2016	2020-147K	Black toner SP2020	Yes	1.00	0.00
Call Reference	Call Description	Call Type	Error Code			
CN0000255	test	PR				
Issue Number	Event Date	Part Code	Part Description	Billable	Issued Qty	Returned Qty

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