

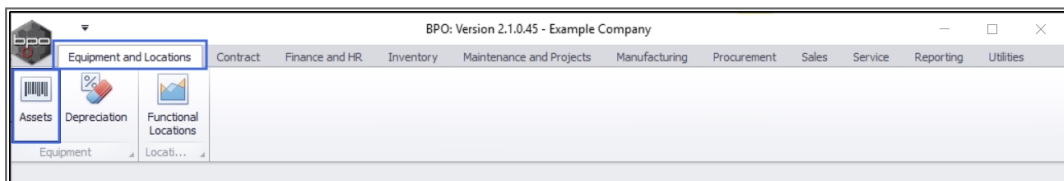
We are currently updating our site; thank you for your patience.

## EQUIPMENT

### ASSETS – PRINT – SERVICE HISTORY REPORT

The **Service History Report** is a summary of the service activity for a selected asset over a defined period. This is useful to track [Service Requests](#) and to monitor which assets are building up a long history of repair. This will potentially trigger a decision to end the assets useful life and replace it with a new, more reliable version.

**Ribbon Access:** Equipment and Locations > Assets



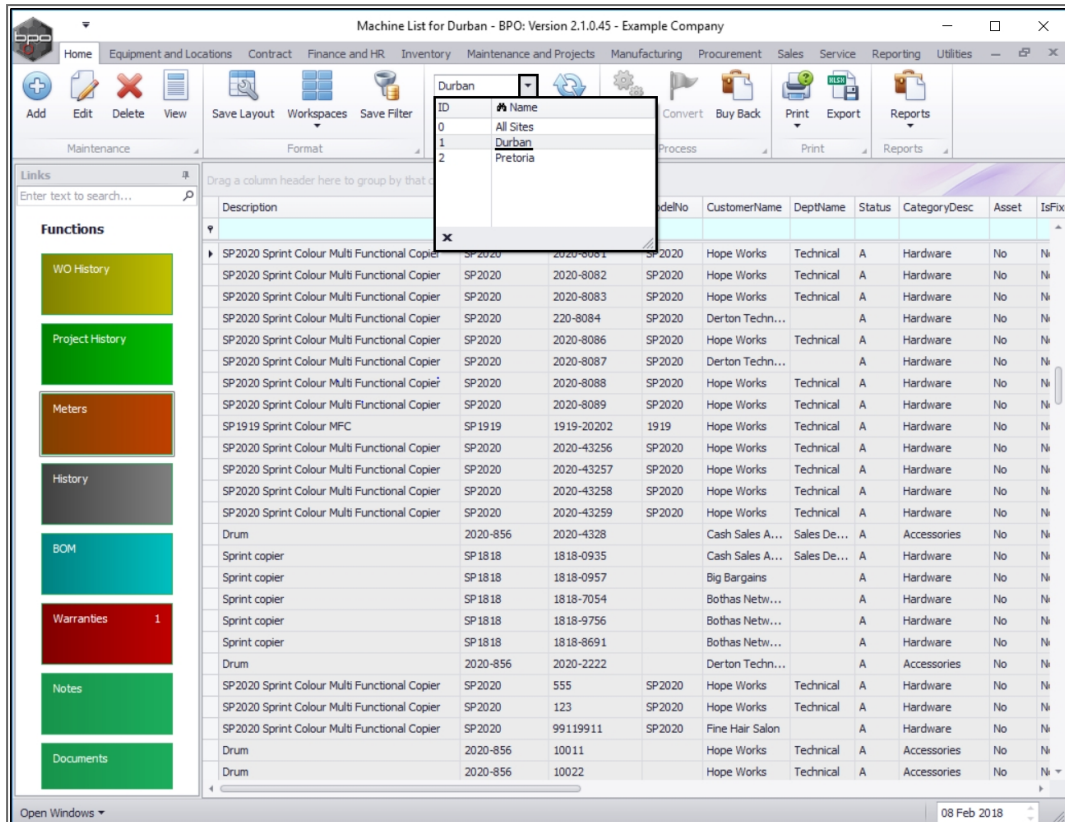
- The **Machine List for []** screen will display.

### THE SITE AND TYPE FILTERS

- The screen will open with the default **Site** setting configured on the user and the Equipment **Type** filter set to '**All**' (machines).

**Note:** You do not need to select the **Site** or **Type** to access this report - you can set both filters to '**All**'. However, you may wish to narrow your selection parameters, in which case you can select the **Site** and /or the **Status** which contain the asset you wish to view.

- In this example, the **Durban** site is selected.



## SELECT THE ASSET

- Select the **row** of the **serialised item** where you wish to view the **Service History Report**.

## OPEN THE REPORT OPTIONS

- Click on the **drop-down arrow** in the **Print** button.

Machine List for Durban - BPO: Version 2.1.0.45 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Add Edit Delete View Save Layout Workspaces Save Filter Durban All Refresh Revalue Convert Buy Back Print Export Reports

Links Enter text to search...

Functions

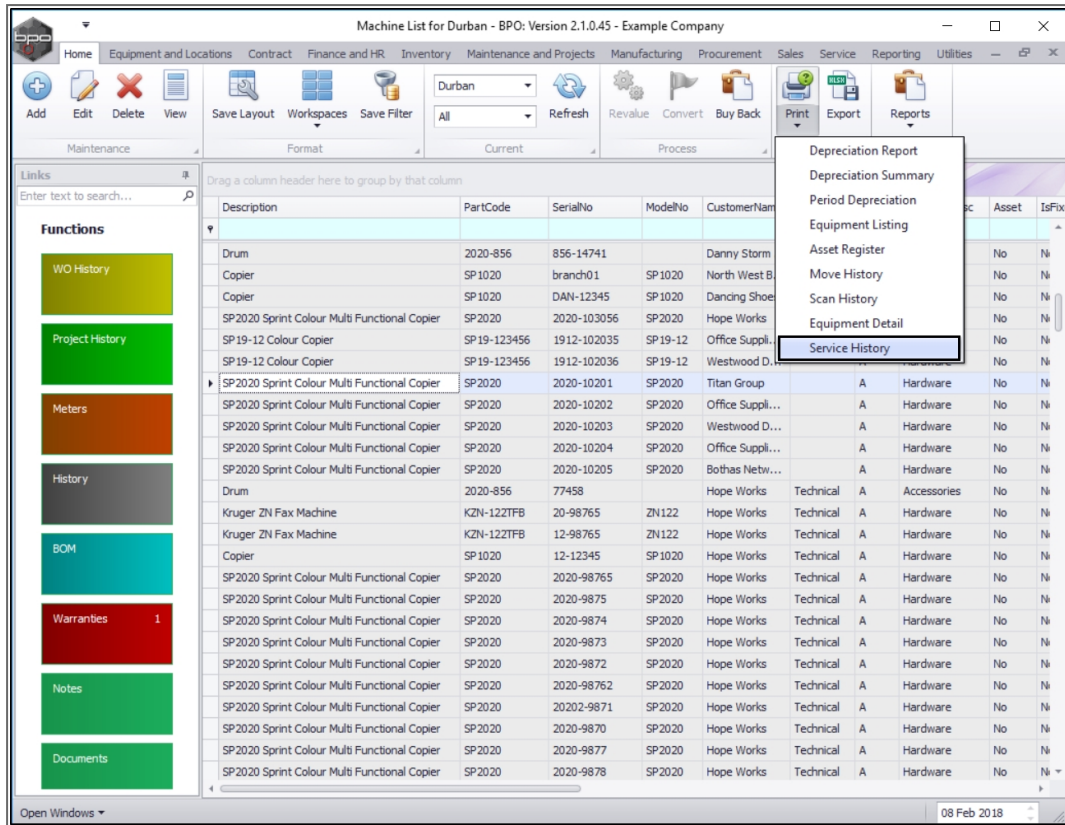
- WO History
- Project History
- Meters
- History
- BOM
- Warranties 1
- Notes
- Documents

Description	PartCode	SerialNo	ModelNo	CustomerName	DeptName	Status	CategoryDesc	Asset	IsFix
Drum	2020-856	856-14741		Danny Storm ...		A	Accessories	No	N
Copier	SP 1020	branch01	SP1020	North West B...		A	Hardware	No	N
Copier	SP 1020	DAN-12345	SP1020	Dancing Shoes		A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-103056	SP2020	Hope Works	Technical	A	Hardware	No	N
SP19-12 Colour Copier	SP19-123456	1912-102035	SP19-12	Office Suppli...		A	Hardware	No	N
SP19-12 Colour Copier	SP19-123456	1912-102036	SP19-12	Westwood D...		A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-10201	SP2020	Titan Group		A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-10202	SP2020	Office Suppli...		A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-10203	SP2020	Westwood D...		A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-10204	SP2020	Office Suppli...		A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-10205	SP2020	Bothas Netw...		A	Hardware	No	N
Drum	2020-856	77458		Hope Works	Technical	A	Accessories	No	N
Kruger ZN Fax Machine	KZN-122TFB	20-98765	ZN122	Hope Works	Technical	A	Hardware	No	N
Kruger ZN Fax Machine	KZN-122TFB	12-98765	ZN122	Hope Works	Technical	A	Hardware	No	N
Copier	SP 1020	12-12345	SP 1020	Hope Works	Technical	A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-98765	SP2020	Hope Works	Technical	A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-9875	SP2020	Hope Works	Technical	A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-9874	SP2020	Hope Works	Technical	A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-9873	SP2020	Hope Works	Technical	A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-9872	SP2020	Hope Works	Technical	A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-98762	SP2020	Hope Works	Technical	A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-9871	SP2020	Hope Works	Technical	A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-9870	SP2020	Hope Works	Technical	A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-9877	SP2020	Hope Works	Technical	A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-9878	SP2020	Hope Works	Technical	A	Hardware	No	N

Open Windows 08 Feb 2018

## SELECT SERVICE HISTORY OPTION

- The Print drop-down menu will be displayed.
- Click on **Service History**.



- A **Report Generation** message box will pop up:
  - Do you want to print the service history report for the equipment [ ]?
- Click on **Yes**.

The screenshot shows the CO3 software interface with a table of equipment and a dialog box for report generation. The table columns include Description, PartCode, SerialNo, ModelNo, CustomerName, DeptName, Status, CategoryDesc, Asset, and IsFix. The dialog box is titled 'Report Generation' and contains the text: 'Do you want to print the service history report for the equipment 2020-10201?' with 'Yes' and 'No' buttons.

Description	PartCode	SerialNo	ModelNo	CustomerName	DeptName	Status	CategoryDesc	Asset	IsFix
Drum	2020-856	856-14741		Danny Storm ...		A	Accessories	No	N
Copier	SP 1020	branch01	SP1020	North West B...		A	Hardware	No	N
Copier	SP 1020	DAN-12345	SP 1020	Dancing Shoes		A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-103056	SP2020	Hope Works	Technical	A	Hardware	No	N
SP 19-12 Colour Copier	SP 19-123456	1912-102035	SP19-12	Office Suppli...		A	Hardware	No	N
SP 19-12 Colour Copier	SP 19-123456	1912-102036	SP 19-12	Westwood D...		A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-10201	SP2020	Titan Group		A	Hardware	No	N
				SP2020 Office Suppli...		A	Hardware	No	N
				SP2020 Westwood D...		A	Hardware	No	N
				SP2020 Office Suppli...		A	Hardware	No	N
				SP2020 Bothas Netw...		A	Hardware	No	N
				Hope Works	Technical	A	Accessories	No	N
				ZN122	Hope Works	Technical	A	Hardware	No
				ZN122	Hope Works	Technical	A	Hardware	No
Copier	SP 1020	12-12345	SP 1020	Hope Works	Technical	A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-98765	SP2020	Hope Works	Technical	A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-9875	SP2020	Hope Works	Technical	A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-9874	SP2020	Hope Works	Technical	A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-9873	SP2020	Hope Works	Technical	A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-9872	SP2020	Hope Works	Technical	A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-98762	SP2020	Hope Works	Technical	A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	20202-9871	SP2020	Hope Works	Technical	A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-9870	SP2020	Hope Works	Technical	A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-9877	SP2020	Hope Works	Technical	A	Hardware	No	N
SP2020 Sprint Colour Multi Functional Copier	SP 2020	2020-9878	SP2020	Hope Works	Technical	A	Hardware	No	N

## VIEW SERVICE HISTORY REPORT

- The **Report Preview** screen will open.
- From here you can **View, Print, Export** or **Email** the Service History Report.
- **Close** the Report Preview screen when done.

**Service History Report**

**Example Company**

Street No and Road Name    Postbox No  
 Area    Area  
 City    City  
 South Africa    South Africa  
 0000    0000  
 Reg No.: 0000000asa4521    Fax No.: 000 000 0000  
 VAT No.: 0000000    Tel No.: 000 000 0000

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**Model :** SP2020    SP2020 Sprint Colour Multi Functional Copier  
**Serial No. :** 2020-10201

**Work Order Information**

**WO Date :** 24 Feb 2017    **Close Date :** 24 Feb 2117  
**WO Ref. :** W00001064    **Call Type :** New Deal Sale  
**Customer :**  
**Tech. :**  
**Issue :** 3MS - 3 Month Service    **Contract No. :**  
**Solution :**

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**Work Order Information**

**WO Date :** 07 Sep 2016    **Close Date :** 07 Sep 2016  
**WO Ref. :** W00000952    **Call Type :** Repair  
**Customer :**  
**Tech. :** Susan Du Toit    **Contract No. :**  
**Issue :** Work flow test    **Solution :**

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**Work Order Information**

**WO Date :** 22 Jun 2016    **Close Date :** 12 Aug 2016  
**WO Ref. :** W00000919    **Call Type :** Service  
**Customer :**  
**Tech. :** Susan Du Toit    **Contract No. :** 00000000

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