

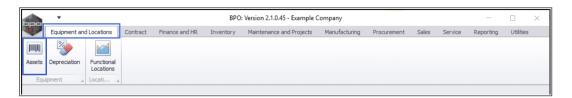
We are currently updating our site; thank you for your patience.

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 <u>Service Requests</u> 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.



	Machine List for D					lea Cardo	D.	ortina Utilities	_ 6	X
Home Equipment and Lo	ocations Contract Finance and HR Inventory	Maintenance an	d Projects Manu	racturing	Procurement Sa	les Service		rting Utilities		r /
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inks 4	Drag a column header here to group by that c									
inter text to search P	Description			delNo	CustomerName	DeptName	Status	CategoryDesc	Asset	Is
Functions	•									
Tunctions	SP2020 Sprint Colour Multi Functional Copier	SP2020	2020-8081	5 2020	Hope Works	Technical	A	Hardware	No	N
WO History	SP2020 Sprint Colour Multi Functional Copier	SP2020	2020-8082	SP2020	Hope Works	Technical	A	Hardware	No	N
	SP2020 Sprint Colour Multi Functional Copier	SP2020	2020-8082	SP2020	Hope Works	Technical	A	Hardware	No	N
	SP2020 Sprint Colour Multi Functional Copier	SP2020	220-8084	SP2020	Derton Techn	reconnical	A	Hardware	No	N
Project History	SP2020 Sprint Colour Multi Functional Copier	SP2020	2020-8086	SP2020	Hope Works	Technical	A	Hardware	No	N
in ojecci no con y	SP2020 Sprint Colour Multi Functional Copier	SP2020	2020-8087	SP2020	Derton Techn	recriment	A	Hardware	No	N
	SP2020 Sprint Colour Multi Functional Copier	SP2020	2020-8088	SP2020	Hope Works	Technical	A	Hardware	No	N
	SP2020 Sprint Colour Multi Functional Copier	SP2020	2020-8089	SP2020	Hope Works	Technical	A	Hardware	No	N
Meters	SP 1919 Sprint Colour MFC	SP 19 19	1919-20202	1919	Hope Works	Technical	A	Hardware	No	N
	SP2020 Sprint Colour Multi Functional Copier	SP2020	2020-43256	SP2020	Hope Works	Technical	A	Hardware	No	N
	SP2020 Sprint Colour Multi Functional Copier	SP2020	2020-43257	SP2020	Hope Works	Technical	A	Hardware	No	N
History	SP2020 Sprint Colour Multi Functional Copier	SP2020	2020-43258	SP2020	Hope Works	Technical	A	Hardware	No	N
	SP2020 Sprint Colour Multi Functional Copier	SP2020	2020-43259	SP2020	Hope Works	Technical	A	Hardware	No	N
	Drum	2020-856	2020-4328		Cash Sales A	Sales De	A	Accessories	No	N
BOM	Sprint copier	SP 18 18	1818-0935		Cash Sales A	Sales De	A	Hardware	No	N
	Sprint copier	SP1818	1818-0957		Big Bargains		A	Hardware	No	N
	Sprint copier	SP1818	1818-7054		Bothas Netw		A	Hardware	No	N
Warranties 1	Sprint copier	SP1818	1818-9756		Bothas Netw		Α	Hardware	No	N
	Sprint copier	SP1818	1818-8691		Bothas Netw		A	Hardware	No	N
	Drum	2020-856	2020-2222		Derton Techn		A	Accessories	No	N
Notes	SP2020 Sprint Colour Multi Functional Copier	SP2020	555	SP2020	Hope Works	Technical	A	Hardware	No	N
	SP2020 Sprint Colour Multi Functional Copier	SP2020	123	SP2020	Hope Works	Technical	Α	Hardware	No	N
	SP2020 Sprint Colour Multi Functional Copier	SP2020	99119911	SP2020	Fine Hair Salon		Α	Hardware	No	N
Documents	Drum	2020-856	10011		Hope Works	Technical	Α	Accessories	No	N
	Drum	2020-856	10022		Hope Works	Technical	Α	Accessories	No	N

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.



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WO History		Copier			SP1020	branch01 SP102		SP 1020	North West B		Α	Hardware	No	N			
				Copier				SP1020	DAN-1234	15	SP1020	Dancing Shoes		A	Hardware	No	N
				SP2020 Sprint	Colour Multi	Functional Co	pier	SP2020	2020-103	056	SP2020	Hope Works	Technical	A	Hardware	No	N
P	Project His	story		SP19-12 Colou	ur Copier			SP19-123456	1912-102	035	SP19-12	Office Suppli		A	Hardware	No	N
				SP19-12 Color	ur Copier			SP19-123456	1912-102	036	SP19-12	Westwood D		A	Hardware	No	N
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Meters			SP2020 Sprint	Colour Multi	Functional Co	pier	SP2020	2020-102	02	SP2020	Office Suppli		Α	Hardware	No	N	
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				SP2020 Sprint	Colour Multi	Functional Co	pier	SP2020	2020-102	04	SP2020	Office Suppli		Α	Hardware	No	N
	History			SP2020 Sprint	Colour Multi	Functional Co	pier	SP2020	2020-102	05	SP2020	Bothas Netw		Α	Hardware	No	N
'	iistoi y			Drum				2020-856	77458			Hope Works	Technical	Α	Accessories	No	N
				Kruger ZN Fax	« Machine			KZN-122TFB	20-98765		ZN122	Hope Works	Technical	Α	Hardware	No	N
				Kruger ZN Fax	« Machine			KZN-122TFB	12-98765		ZN122	Hope Works	Technical	Α	Hardware	No	N
E	BOM			Copier				SP1020	12-12345		SP1020	Hope Works	Technical	Α	Hardware	No	N
				SP2020 Sprint	Colour Multi	Functional Co	pier	SP2020	2020-987	65	SP2020	Hope Works	Technical	Α	Hardware	No	N
				SP2020 Sprint	Colour Multi	Functional Co	pier	SP2020	2020-987	5	SP2020	Hope Works	Technical	Α	Hardware	No	N
۷	Varrantie	s	1	SP2020 Sprint	Colour Multi	Functional Co	pier	SP2020	2020-987	4	SP2020	Hope Works	Technical	Α	Hardware	No	N
				SP2020 Sprint	Colour Multi	Functional Co	pier	SP2020	2020-987	3	SP2020	Hope Works	Technical	Α	Hardware	No	N
				SP2020 Sprint	Colour Multi	Functional Co	pier	SP2020	2020-987	2	SP2020	Hope Works	Technical	Α	Hardware	No	N
N	lotes			SP2020 Sprint	Colour Multi	Functional Co	pier	SP2020	2020-987	62	SP2020	Hope Works	Technical	Α	Hardware	No	N
				SP2020 Sprint	Colour Multi	Functional Co	pier	SP2020	20202-98	71	SP2020	Hope Works	Technical	Α	Hardware	No	N
				SP2020 Sprint	Colour Multi	Functional Co	pier	SP2020	2020-987	D	SP2020	Hope Works	Technical	Α	Hardware	No	N
E	Document	s		SP2020 Sprint	Colour Multi	Functional Co	pier	SP2020	2020-987	7	SP2020	Hope Works	Technical	Α	Hardware	No	N
				SP2020 Sprint	Colour Multi	Functional Co	pier	SP2020	2020-987	в	SP2020	Hope Works	Technical	A	Hardware	No	N

SELECT SERVICE HISTORY OPTION

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



	Home	Equipmen	nt and Lo	cations Co	ontract Financ	e and HR Inve	ntory	Maintenance a	nd Projects	Manuf	acturing	Procurement	Sales	Service	Reporting	g Utiliti	es —	B	1	
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Meters				Sprint Colour Mu			SP2020	2020-102		SP2020	Westwood D.,		,		rdware	N		N		
					Sprint Colour Mu			SP 2020	2020-102		SP2020	Office Suppli		4		rdware	N			
					Sprint Colour Mu			SP2020	2020-102		SP2020	Bothas Netw				rdware	N			
H	listory			Drum	-			2020-856	77458			Hope Works	Tech	nical A	A Ac	cessories	N	0	1	
				Kruger	ZN Fax Machine			KZN-122TFB	20-98765		ZN122	Hope Works	Tech	nical A	на	rdware	N	0	1	
				Kruger	ZN Fax Machine			KZN-122TFB	12-98765		ZN122	Hope Works	Tech	nical A	на	rdware	N	0	1	
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				SP2020	Sprint Colour Mu	ulti Functional Co	pier	SP2020	2020-987	65	SP2020	Hope Works	Tech	nical A	A Ha	rdware	N	o	1	
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V	Varranties		1	SP2020	Sprint Colour Mu	ulti Functional Co	pier	SP2020	2020-987	4	SP2020	Hope Works	Tech	nical A	A Ha	rdware	N	D	1	
				SP2020	Sprint Colour Mu	ulti Functional Co	pier	SP2020	2020-987	3	SP2020	Hope Works	Tech	nical A	Ha	rdware	N	D	1	
				SP2020	Sprint Colour Mu	ulti Functional Co	pier	SP2020	2020-987	2	SP2020	Hope Works	Tech	nical A	A Ha	rdware	N	D	1	
N	lotes			SP2020	Sprint Colour Mu	ulti Functional Co	pier	SP2020	2020-987	62	SP2020	Hope Works	Tech	nical A	A Ha	rdware	N	D	1	
				SP2020	Sprint Colour Mu	ulti Functional Co	pier	SP2020	20202-98	71	SP2020	Hope Works	Tech	nical A	A Ha	rdware	N	D	N	
				SP2020	Sprint Colour Mu	lti Functional Co	pier	SP2020	2020-987	0	SP2020	Hope Works	Tech	nical A	Ha	rdware	N	D	1	
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				SP2020	Sprint Colour Mu	lti Functional Co	pier	SP2020	2020-987	8	SP2020	Hope Works	Tech	nical A	A Ha	rdware	N	D	1	

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

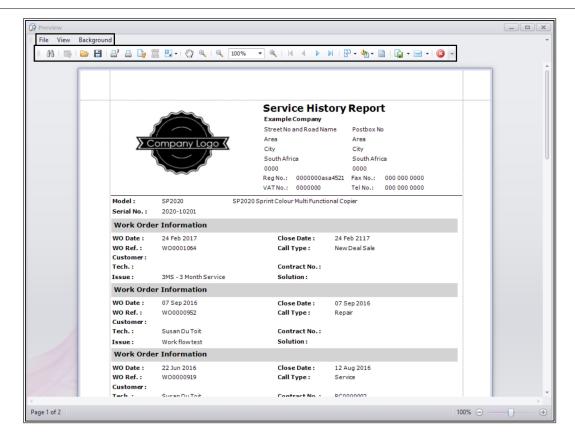


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INO LEstant		Drum		2020-856	856-14741		Danny Storm		Α	Accessories	No	
WO History		Copier		SP1020	branch01	SP1020	North West B		Α	Hardware	No	
		Copier		SP 1020	DAN-12345	SP1020	Dancing Shoes		Α	Hardware	No	
		SP2020 Sprint Co	lour Multi Functional Copie	er SP2020	2020-103056	SP2020	Hope Works	Technical	Α	Hardware	No	
Project History		SP19-12 Colour C	Copier	SP19-123456	1912-102035	SP19-12	Office Suppli		Α	Hardware	No	
		SP19-12 Colour C	Copier	SP19-123456	1912-102036	SP19-12	Westwood D		Α	Hardware	No	
		 SP2020 Sprint Co 	lour Multi Functional Copie	sp2020	2020-10201	SP2020	Titan Group		Α	Hardware	No	
Meters	Meters Report Generation X						Office Suppli		Α	Hardware	No	
						SP2020	Westwood D		Α	Hardware	No	
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						SP2020	Bothas Netw		A	Hardware	No	
History		2020-10201?										
History		2020-10201?					Hope Works	Technical	Α	Accessories	No	
History		2020-10201?	Г	Yes	No	ZN122	Hope Works Hope Works	Technical Technical	A A	Accessories Hardware	No No	
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History BOM		2020-10201? Copier	[Yes SP 1020	No 12-12345		Hope Works	Technical	A	Hardware	No	
		Copier	lour Multi Functional Copie	SP 1020		ZN122	Hope Works Hope Works	Technical Technical	A A	Hardware Hardware	No No	
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вом	1	Copier SP2020 Sprint Co SP2020 Sprint Co SP2020 Sprint Co	lour Multi Functional Copie	SP1020 er SP2020 er SP2020 er SP2020	12-12345 2020-98765 2020-9875	ZN122 SP1020 SP2020 SP2020	Hope Works Hope Works Hope Works Hope Works Hope Works	Technical Technical Technical Technical	A A A A A	Hardware Hardware Hardware Hardware Hardware	No No No No	
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BOM Warranties :		Copier SP2020 Sprint Co SP2020 Sprint Co SP2020 Sprint Co SP2020 Sprint Co SP2020 Sprint Co SP2020 Sprint Co SP2020 Sprint Co	lour Multi Functional Copie Jour Multi Functional Copie Jour Multi Functional Copie Jour Multi Functional Copie Jour Multi Functional Copie	SP1020 rf SP2020 rf SP2020 rf SP2020 rf SP2020 rf SP2020 rf SP2020 rf SP2020 rf SP2020 rf SP2020	12-12345 2020-98765 2020-9875 2020-9874 2020-9873 2020-9872 2020-9872 2020-98762	ZN122 SP1020 SP2020 SP2020 SP2020 SP2020 SP2020 SP2020 SP2020	Hope Works Hope Works Hope Works Hope Works Hope Works Hope Works Hope Works Hope Works Hope Works	Technical Technical Technical Technical Technical Technical Technical Technical	A A A A A A A A A A	Hardware Hardware Hardware Hardware Hardware Hardware Hardware Hardware Hardware Hardware	No No No No No No No No No	
BOM Warranties :		Copier SP2020 Sprint Co SP2020 Sprint Co	lour Multi Functional Copie lour Multi Functional Copie	SP1020 sP2020 sr SP2020	12-12345 2020-98765 2020-9875 2020-9874 2020-9873 2020-9872 2020-9872 2020-98762 20202-9871	ZN122 SP1020 SP2020 SP2020 SP2020 SP2020 SP2020 SP2020 SP2020 SP2020	Hope Works Hope Works Hope Works Hope Works Hope Works Hope Works Hope Works Hope Works Hope Works Hope Works	Technical Technical Technical Technical Technical Technical Technical Technical Technical	A A A A A A A A A A A	Hardware Hardware Hardware Hardware Hardware Hardware Hardware Hardware Hardware Hardware	No No No No No No No No No No	

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.





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