

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

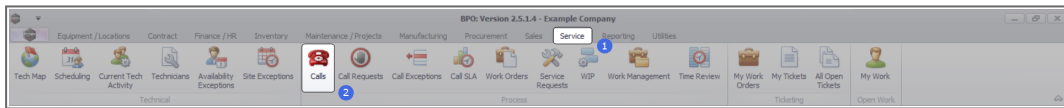
SERVICE

CALLS – ITEMS ISSUED HISTORY REPORT

Note that there are changes to the Call Centre screens due to the Call Centre Performance Enhancements rolled out in part of the Extended Call Centre - Version Compatibility¹. The functionality that is available to you may differ depending on the Call Centre mode configured and your user rights. For more information related to this, refer to the [Call Centre Mode](#) notes.

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 Select **Service > Calls**



- The **Call Listing** screen will be displayed.

¹BPO2 v2.5.1.3 or higher

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	Error Code	Error Code Desc	SerialNo	ChkLocation/Subject	Priority
EN0001003	Young Electric	13/12/2022	Awaiting Acceptance	Ash Hilson	09:09:10	Test account balances	CR	Change Request			107		3
EN0001002	Salematic Driver	12/12/2022	Awaiting Acceptance	Mary Thompson	06:18:30	Test call for account balances manual.	SR	Select Call Type			19-12/202		3
EN0001001	Young Electric	29/11/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			en123		3
EN0000996	Hope Works (Pty) Ltd	24/10/2022	Unassigned		11:01:11	Printer/Barcode	MR	New Order Request			AT200000	BPO2 TEST 1	3
EN0000992	Top Vehicle Hire	20/10/2022	Awaiting Acceptance	Daniel Belgoven	14:55:17	Loan machine for temporary high volume printing requirement	SRV	Service			TOP1234OLD		3
EN0000991	Asda Java Inc	24/10/2022	Unassigned		05:38:15	Contact Closure - C0000054	SR	Select Call Type					3
EN0000989	Deton / Technologies	13/04/2022	Unassigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		3
EN0000988	Young Electric	12/06/2022	Unassigned		06:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	en123		3
EN0000987	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			en123		3
EN0000986	Young Electric	07/06/2022	Unassigned		06:00:00	Call logged 5 days ago for elapse time checks	SR	Select Call Type			en123		3
EN0000985	Hope Works (Pty) Ltd	18/06/2022	Unassigned		06:00:00	Test future call - for elapsed time	UPG	Upgrade			20-46765		3
EN0000984	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT200000		3
EN0000983	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:08:31	Test elapsed time 2 - day prior	TEST	Testing			SN21241546		3
EN0000982	Young Electric	18/06/2022	Unassigned		06:00:00	Test elapsed hours 1	TEST	Testing			en123		3
EN0000976	Young Electric	18/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:28	Test with our manager email entered	ADM	Administration			107		3
EN0000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	06:30:20	test another call email	ADM	Administration			09501015		3
EN0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15:07:00	Test new call for email description in body	CR	Change Request			09501015		3
EN0000971	Westwood Dynamic	29/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
EN0000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
EN0000969	Hope Works (Pty) Ltd	16/11/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INAT	Installation				Forest Hills Centre	2
EN0000968	Green Tea Supplies	16/11/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
EN0000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
EN0000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
EN0000965	Westwood Dynamic	02/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
EN0000964	Red PC / IT Shop	26/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		2
EN0000963	Westwood Dynamic	21/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
EN0000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30200		2
EN0000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INAT	Installation				Forest Hills Centre	2
EN0000960	Westwood Dynamic	18/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
EN0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
EN0000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
EN0000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
EN0000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
EN0000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INAT	Installation				Forest Hills Centre	2
EN0000954	Green Tea Supplies	17/09/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

- The Calls are listed by **Site** and will display calls for the first Site listed.
- Click on the relevant **Site** for the calls you wish to view.

- Select the **Call** you wish to work with.

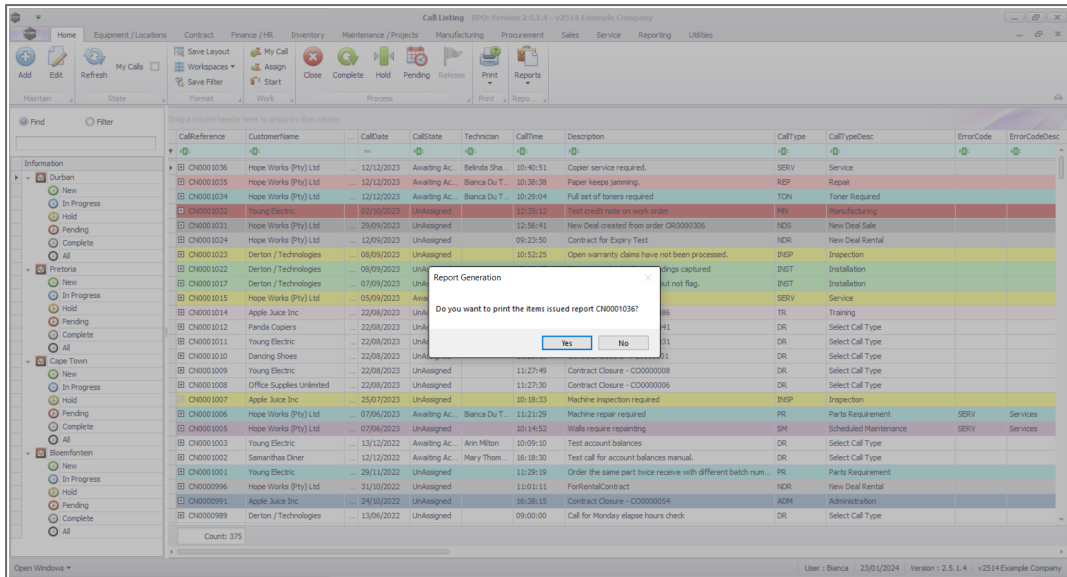
Calls - Items Issued History Report

CallReference	CustomerName	CallDate	CallDate	Technician	CallTime	Description	CallType	CallTypeDesc	Error Code	Error Code Desc	SerialNo	ChkLocationSubject	Priority
IB CH0001003	Young Electric	13/02/2022	Awaiting Acceptance	Ann Milton	09:09:10	Test account balances	CR	Change Request			107		3
IB CH0001002	Samanthas Diner	12/12/2022	Awaiting Acceptance	Mary Thompson	06:18:30	Test call for account balances manual.	DR	Select Call Type			02-12/2022		3
IB CH0001001	Young Electric	20/12/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			an123		3
IB CH0000999	Hope Works (Pty) Ltd	24/10/2022	Unassigned		18:11:16	Contract Closure - C00000054	ACM	Administration				NSCA TEST	3
IB CH0000992	Top Vehicle Hire	25/10/2022	Awaiting Acceptance	Daniel Redgreen	14:58:17	Loan machine for temporary high volume printing requirement	SERV	Service			TOP123456		3
IB CH0000991	Apple Juice Inc	24/09/2022	Unassigned		05:58:13	Contract Closure - C00000054	DR	Select Call Type					3
IB CH0000989	Derton / Technologies	13/06/2022	Unassigned		09:00:00	Call for Monday elapse hours check	DR	Testing			2020-2222		3
IB CH0000988	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 5 days ago for free elapse checks	CR	Change Request	CONF	Configuration	an123		3
IB CH0000987	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			an123		3
IB CH0000986	Young Electric	07/06/2022	Unassigned		06:00:00	Call logged 3 days ago for elapse time checks	DR	Select Call Type			an123		3
IB CH0000985	Hope Works (Pty) Ltd	16/06/2022	Unassigned		06:00:13	Test future call - for elapse time	UPG	Upgrade			20-8630		3
IB CH0000984	Hope Works (Pty) Ltd	06/06/2022	Unassigned		06:00:00	Test elapsed hours - 2 day prior	TEST	Testing			87200000		3
IB CH0000983	Hope Works (Pty) Ltd	06/06/2022	Unassigned		06:00:13	Test elapsed time 2 - day prior	TEST	Testing			SN231412946		3
IB CH0000982	Young Electric	16/06/2022	Unassigned		06:00:30	Test elapsed hours 1	TEST	Testing			an123		3
IB CH0000981	Young Electric	08/11/2019	Awaiting Acceptance	Bianca Du Toit	13:24:26	Test with bin manager email entered	ADM	Administration			107		3
IB CH0000979	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	06:30:20	Test another call email	ADM	Administration			059312931		3
IB CH0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15:57:00	Test new call for email description in body	CR	Change Request			059310151		3
IB CH0000971	Westwood Dynamic	29/11/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - HbWest	2
IB CH0000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - HbWest	2
IB CH0000969	Hope Works (Pty) Ltd	06/11/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
IB CH0000968	Green Tea Supplies	16/11/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
IB CH0000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - HbWest	2
IB CH0000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - HbWest	2
IB CH0000965	Westwood Dynamic	02/11/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - HbWest	2
IB CH0000964	HCC PC IT Shop	26/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			14787		2
IB CH0000963	Westwood Dynamic	21/10/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - HbWest	2
IB CH0000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30300		2
IB CH0000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
IB CH0000960	Westwood Dynamic	18/10/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - HbWest	2
IB CH0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - HbWest	2
IB CH0000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - HbWest	2
IB CH0000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - HbWest	2
IB CH0000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - HbWest	2
IB CH0000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
IB CH0000954	Green Tea Supplies	17/08/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

- Click on the **Print** button to display a list of **Report Options**.
- Click on **Items Issued**.

CallReference	CustomerName	CallDate	CallDate	Technician	CallTime	Description	CallType	CallTypeDesc	Error Code	Error Code Desc	SerialNo	ChkLocationSubject	Priority
IB CH0001036	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac.	Bianca Du T.	05:38:38	Paper keeps jamming	REP	Repair					3
IB CH0001035	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac.	Bianca Du T.	05:29:49	Fall set of levers required	TON	Toner Required					3
IB CH0001032	Young Electric	02/12/2023	Unassigned		12:56:43	Test post order email error	NS	New Deal Sale					3
IB CH0001031	Hope Works (Pty) Ltd	29/05/2023	Unassigned		12:56:41	New Deal created from order CR0003306	NDS	New Deal Sale					3
IB CH0001024	Hope Works (Pty) Ltd	12/09/2023	Unassigned		09:23:50	Contract for Expiry Test	NDR	New Deal Rental					3
IB CH0001023	Derton / Technologies	08/09/2023	Unassigned		10:52:25	Open warranty claim have not been processed.	INSP	Inspection					3
IB CH0001022	Derton / Technologies	08/09/2023	Unassigned		10:44:45	Meters attached with no readings captured	INST	Installation					3
IB CH0001017	Derton / Technologies	07/09/2023	Unassigned		16:43:14	Call Exceptions - to correct but not flag.	INST	Installation					3
IB CH0001015	Hope Works (Pty) Ltd	05/09/2023	Awaiting Ac.	Bianca Du T.	15:56:53	Test call sla functionality	SERV	Service					3
IB CH0001014	Apple Juice Inc	22/08/2023	Unassigned		11:30:52	Contract Closure - C00000086	TR	Training					3
IB CH0001012	Panda Copiers	22/08/2023	Unassigned		11:28:32	Contract Closure - C00000041	DR	Select Call Type					3
IB CH0001011	Young Electric	22/08/2023	Unassigned		11:28:26	Contract Closure - C00000031	DR	Select Call Type					3
IB CH0001010	Dawning Shaws	22/08/2023	Unassigned		11:28:18	Contract Closure - P00000001	DR	Select Call Type					3
IB CH0001009	Young Electric	22/08/2023	Unassigned		11:27:49	Contract Closure - C00000008	DR	Select Call Type					3
IB CH0001008	Office Supplies Unlimited	22/08/2023	Unassigned		11:27:30	Contract Closure - C00000006	DR	Select Call Type					3
IB CH0001007	Apple Juice Inc	25/07/2023	Unassigned		10:18:33	Machine inspection required	INSP	Inspection					3
IB CH0001006	Hope Works (Pty) Ltd	07/06/2023	Awaiting Ac.	Bianca Du T.	11:21:29	Machine repair required	PR	Parts Requirement	SERV	Services			3
IB CH0001005	Hope Works (Pty) Ltd	07/06/2023	Unassigned		10:14:52	Walls require repainting	SM	Scheduled Maintenance	SERV	Services			3
IB CH0001003	Young Electric	13/12/2022	Awaiting Ac.	Ann Milton	10:09:10	Test account balances	DR	Select Call Type					3
IB CH0001002	Samanthas Diner	12/12/2022	Awaiting Ac.	Mary Thom.	16:18:30	Test call for account balances manual.	DR	Select Call Type					3
IB CH0001001	Young Electric	29/11/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num.	PR	Parts Requirement					3
IB CH0000996	Hope Works (Pty) Ltd	31/10/2022	Unassigned		18:11:11	Pr-RentalContract	NDR	New Deal Rental					3
IB CH0000993	Apple Juice Inc	24/10/2022	Unassigned		16:38:15	Contract Closure - C00000054	ACM	Administration					3
IB CH0000989	Derton / Technologies	13/06/2022	Unassigned		09:00:00	Call for Monday elapse hours check	DR	Select Call Type					3

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



- The selected Report will display in the Reports **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 Call Report.
- Close the **Preview** screen when done.

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

MNU.122.030

