



## Service Department Manual

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## Introduction

This Service Department Manual contains the following sections:

1. **Introduction** to the Service Department Manual.
2. **Overview** provides you with general information about the Service Department.
3. **Service Tickets**
  - a. **Adding Service Ticket**
  - b. **Changing a Service Ticket**
  - c. **Deleting a Service Ticket**
  - d. **Listing Service Tickets**
  - e. **Showing a Service Ticket**
4. **Post Parts Needed**
5. **Closing a Ticket**
6. **Taking a Payment**
7. **Cash Sale**
8. **Schedule Service Calls**
9. **Review Service Schedules**
10. **Transfer Service Item Location**
11. **Undo a Service Ticket**
12. **Service Department Reports** offers several methods for analyzing the Service Department data.
13. **File Maintenance** provides a method for defining the needed Service Department master records.
  - a. **Configuring the System** identifies the steps that are required prior to actually using the software.
  - b. **The Inventory Menu** allows you to add/change/delete inventory items, transfer inventory, receive inventory, check inventory on hand, print barcode labels, and check pricing. To view inventory function information see the [Maestro SBE Countertop Guide](#), [Maestro Countertop Guide](#) or the [RSSS Countertop Guide](#).
14. **Document Maintenance** details how to setup and control printers and the document types they print.

## Overview

The Service Department is menu-driven and designed for ease of use and learning. Each field includes a helpful screen prompt explaining what information is being requested by the software. When screen prompts cannot fully explain the requested information, selection windows are provided from which to make your choice. Technician numbers, model numbers, tax codes, and ship via methods are just a few of the items available from selection windows.

From within all windows you will have the capability to scroll forward and backward through the selection list. Some windows provide the capability to add, delete, and change the listed items. When appropriate, you may fold/unfold the displayed item for more information.

The menus system provides security, help, electronic mail, appointment calendar, phone file, and access to the word processor of your choice from each menu.

See Figure 2-1.

Service Dept Menu		1 Maestro Music		6/07/05 7:00 pm	
Take a Payment		List Service Tickets			
Add a Service Ticket		Post Parts Needed			
Cash Sale		Reports Menu			
CHange a Service Ticket		REview Service Schedules			
C10se Service Ticket		Schedule Service Calls			
Delete a Service Ticket		ShoW a Service Ticket			
DocuMent Maintenance		TraNsfer Service Item Location			
File Maintenance		Undo a Service Ticket			
F2-Mail	F4-Calendar	F5-Help	F7-Security	F8-Prev	

**Figure 2- 1 Service Department Menu**

### **Screen Headings**

The top portion of every screen contains the screen heading. The upper left corner contains a brief description of the function being performed. The center contains the current operating company number and name.

### **Screen Prompts**

The bottom line of the screen is reserved for prompts. Each data entry field carries with it a descriptive prompt that provides an explanation for the field and/or examples of what should be entered in the field. This feature is provided as an alternative to having to use the manual to look up explanations for fields.

### **Reports**

All reports provide parameters that may be entered to summarize what might otherwise be a large volume of data. Optional parameters usually include beginning and ending ranges, options to include certain types, and options to include details or notes. On all reports, the user has the option to specify the output device and whether or not the settings should be controlled on the selected device.

## SERVICE TICKETS

### ***Adding a Service Ticket***

In RSSS, Maestro or Maestro SBE you can access Add a Service Ticket off the Main Service Department Menu.

A ticket number must be provided when entering a service ticket. You may specify a number or the system will default to the next available number. Press ENTER to select the next ticket number. See Figure 3-1.

Add Ticket	1 Maestro Music	6/08/05 11:43 am
Customer:	Bill to:	
Phone:	00000-0000	Phone: 00000-0000
Ticket Number: █	Status: Open	Emp: 1 Called In: 6/08/05
Store: 1	Maestro Store 1	Trak: Comp Date: 6/08/05
Complaint Code: N/A		
Serial Nbr:	Service Type: Contract in Home	
Model Number:	Recv'd By:	
Brand Name:	Recv'd On: 6/08/05 Required:	
Description:	Aisle:	Row: Tier:
Estimate: No	Notes:	
Deposit: 0.00	Purchased At: Date:	
Tech:	Warr: N	Narda:
SERVICE PROBLEM		
Input the ticket number or default to the next available		

**Figure 3- 1 Add Ticket Screen**

**CUSTOMER** If the customer account number is available, enter it at the "Customer:" prompt. To select customer by name, with the cursor at the "Customer:" prompt, press the ENTER key. A customer lookup window will appear, see Figure 3-2. You are prompted to enter a company name or last name if the customer is an individual.

Add Ticket	1 Maestro Music	6/08/05 2:01 pm
Customer:	Bill to:	
Phone:	00000-	Name: █
<hr/>		
Ticket Number:	1564.00	Sta
Store:	1	Maestro Store
Complaint Code:	N/A	
Serial Nbr:		
Model Number:		
Brand Name:		
Description:		
Estimate:	No	
Deposit:	0.00	
Purchased At:	Date:	
Tech:		
<hr/>		
Input the last name of the customer or the company name		

**Figure 3-2 Add Ticket Screen Customer Name look-up window**

Once the name has been entered, you will be positioned at the point in the lookup window. If this is a new customer, you may add it to the database by pressing the F6 key for the add function. You may also change an existing entry by pressing the F4 key for the change function. The F1 and F2 keys allow you to page forward and back through the list.

Pressing the ENTER key through a blank last name prompt and again through the first name prompt will give you a listing of customers as seen in Figure 3-3.

Add Ticket		1 Maestro Music		6/08/05 2:01 pm																															
Customer:			Bill to:																																
Phone:	00000-	<table border="1"> <tr><td>A-WYN-A SALES CORP</td><td>505232</td></tr> <tr><td>ABBOTT CHRISTINE</td><td>508496</td></tr> <tr><td>ABBOTT DEIRDRE</td><td>501433</td></tr> <tr><td>ABBOTT DICK</td><td>500944</td></tr> <tr><td>ABBOTT NORMA</td><td>504314</td></tr> <tr><td>ABBOTT RICK</td><td>501597</td></tr> <tr><td>ABC MUSIC INC.</td><td>100005</td></tr> <tr><td>ABC MUSIC INC.</td><td>100001</td></tr> <tr><td>ABE DEBBY</td><td>505354</td></tr> <tr><td>ABEYSEKERA SRINIC</td><td>510997</td></tr> <tr><td>ABILD PATRICIA</td><td>501731</td></tr> <tr><td>ABINGTON SCHOOL DISTRICT</td><td>400012</td></tr> <tr><td>ABLER PAUL</td><td>503552</td></tr> <tr><td>ABNEY JAMETRICE</td><td>506206</td></tr> <tr><td>ABOLT DEBBIE</td><td>508184</td></tr> </table>		A-WYN-A SALES CORP	505232	ABBOTT CHRISTINE	508496	ABBOTT DEIRDRE	501433	ABBOTT DICK	500944	ABBOTT NORMA	504314	ABBOTT RICK	501597	ABC MUSIC INC.	100005	ABC MUSIC INC.	100001	ABE DEBBY	505354	ABEYSEKERA SRINIC	510997	ABILD PATRICIA	501731	ABINGTON SCHOOL DISTRICT	400012	ABLER PAUL	503552	ABNEY JAMETRICE	506206	ABOLT DEBBIE	508184		
A-WYN-A SALES CORP	505232																																		
ABBOTT CHRISTINE	508496																																		
ABBOTT DEIRDRE	501433																																		
ABBOTT DICK	500944																																		
ABBOTT NORMA	504314																																		
ABBOTT RICK	501597																																		
ABC MUSIC INC.	100005																																		
ABC MUSIC INC.	100001																																		
ABE DEBBY	505354																																		
ABEYSEKERA SRINIC	510997																																		
ABILD PATRICIA	501731																																		
ABINGTON SCHOOL DISTRICT	400012																																		
ABLER PAUL	503552																																		
ABNEY JAMETRICE	506206																																		
ABOLT DEBBIE	508184																																		
Ticket Number:	1564.00	Sta																																	
Store:	1	Maestro Store																																	
Complaint Code:	N/A																																		
Serial Nbr:																																			
Model Number:																																			
Brand Name:																																			
Description:																																			
Estimate:	No																																		
Deposit:	0.00																																		
Purchased At:	Date:																																		
Tech:																																			
F1-Forward F2-Back F4-Change F5-Fold/Unfold F6-Add F10-Exit ENTER-Select																																			

**Figure 3- 3 Add Ticket Screen Customer Name look-up window**

The F5 key will allow you to use the fold/unfold process to reveal the complete address ensuring the correct customer selection. To make your selection, place the cursor on the desired customer and press the ENTER key. See Figure 3-4.

Add Ticket	1 Maestro Music	6/08/05 2:01 pm
Customer:	Bill to:	
Phone:	00000-	A-WYN-A SALES CORP 505232 6423 PEBBLE CREEK RD ANYTOWN TX 55555
Ticket Number: 1564.00 Sta	ABBOTT	CHRISTINE 508496
Store: 1 Maestro Store	2508 MANCHESTER CT	CHRISTINE
Complaint Code: N/A	ANYTOWN	TX 43512
Serial Nbr:	ABBOTT	DEIRDRE 501433
Model Number:	131 WALMAR DR	SAM
Brand Name:	ANYTOWN	TX 55555
Description:	ABBOTT	DICK 500944
Estimate: No	21303 FLAG AVE.	LORI
Deposit: 0.00	ANYTOWN	TX 55555
Purchased At: Date:		
Tech:		
F1-Forward F2-Back F4-Change F5-Fold/Unfold F6-Add F10-Exit ENTER-Select		

**Figure 3- 4 Add Ticket Screen Customer Name lookup window F5 key**

The customer account will be attached to a "Bill to" account. Please note that both the "Customer" and "Bill to" could be the same account. The "Bill to" information will be automatically filled in when the customer is selected.

You are permitted to override the "Bill to" account designation if required. The "Bill to" account may also be selected by clearing the "Bill to" field out and pressing the ENTER key to select the "Bill to" customer account. Once the "Bill to" is accepted, several other items on the screen will be generated automatically.

**STORE NUMBER** The store number receiving the merchandise should be entered. If the store number is not known, enter zero at the "Store:" prompt and make your selection from the lookup window. See Figure 3-5.

Add Ticket	1 Maestro Music	6/08/05 2:01 pm																														
Customer: 501433 ABBOTT DEIRDRE 131 WALMAR DR ANYTOWN TX 55555-0000 Phone: (555)555-5555	Bill to: 501433																															
Ticket Number: 1564.00 Status: 0 Store: Maestro Store 1 Complaint Code: N/A Serial Nbr: S Model Number: Brand Name: Description: Estimate: No Deposit: 0.00 Purchased At: Date: Tech:	<table border="1"> <tr><td>Maestro Store 1</td><td>1</td></tr> <tr><td>Maestro Store 2</td><td>2</td></tr> <tr><td>Maestro Store 3</td><td>3</td></tr> <tr><td>Maestro Home Office</td><td>100</td></tr> <tr><td>HOWARDS MUSIC</td><td>203</td></tr> <tr><td>JR'S MUSIC</td><td>204</td></tr> <tr><td>KATY'S MUSIC</td><td>205</td></tr> <tr><td>HARDDRIVE MUSIC</td><td>206</td></tr> <tr><td>SHOREDRIVE CONSERVATORY</td><td>207</td></tr> <tr><td>ROBSON MUSIC</td><td>209</td></tr> <tr><td>HIGHWAY 66 MUSIC</td><td>210</td></tr> <tr><td>WARNER MUSIC</td><td>211</td></tr> <tr><td>GYPSY JEWELRY</td><td>212</td></tr> <tr><td>MUSIC BOX</td><td>213</td></tr> <tr><td>D-TOWN MUSIC</td><td>214</td></tr> </table>	Maestro Store 1	1	Maestro Store 2	2	Maestro Store 3	3	Maestro Home Office	100	HOWARDS MUSIC	203	JR'S MUSIC	204	KATY'S MUSIC	205	HARDDRIVE MUSIC	206	SHOREDRIVE CONSERVATORY	207	ROBSON MUSIC	209	HIGHWAY 66 MUSIC	210	WARNER MUSIC	211	GYPSY JEWELRY	212	MUSIC BOX	213	D-TOWN MUSIC	214	
Maestro Store 1	1																															
Maestro Store 2	2																															
Maestro Store 3	3																															
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KATY'S MUSIC	205																															
HARDDRIVE MUSIC	206																															
SHOREDRIVE CONSERVATORY	207																															
ROBSON MUSIC	209																															
HIGHWAY 66 MUSIC	210																															
WARNER MUSIC	211																															
GYPSY JEWELRY	212																															
MUSIC BOX	213																															
D-TOWN MUSIC	214																															
SERVIC																																
F1-Forward	F2-Back	F10-Exit Program																														
		ENTER-Select																														

**Figure 3- 5 Add Ticket Screen Store lookup window**

By using the F1 and F2 keys, you may scroll through the listing to find the correct store. By placing the cursor on the correct store using your up and down arrow keys and pressing the ENTER key, you may make your selection.

**TRAK CODE** You may enter the Trak Code or select it from a lookup window. If this field is left blank and you press ENTER, you will get a lookup window to select the trak code from. You may also add or change trak codes here also if the security authorization to do so. The Trak Code is designed to help you classify how far along a unit is in the Service Repair cycle. See Figure 3-6.

Add Ticket	1 Maestro Music	6/01/06 4:39 pm																								
Customer: 501433 ABBOTT DEIRDRE 131 WALMAR DR ANYTOWN TX 55555-0000 Phone:(555)555-5555	Bill to: 501433																									
Ticket Number: 1588.00 Status: Op Store: 1 Maestro Store 1 Complaint Code: N/A Serial Nbr: Se Model Number: Brand Name: Description: Estimate: No Deposit: 0.00 Purchased At: Date: Tech:	<table border="1"> <tr><td>BLI</td><td>AT THE ELECTRICIANS</td></tr> <tr><td>CLN</td><td>CLEAN UNIT</td></tr> <tr><td>COMP</td><td>COMPLETED</td></tr> <tr><td>EST</td><td>WAITING FOR ESTIMATE</td></tr> <tr><td>HAW</td><td>AT BOW SPECIALIST DESK</td></tr> <tr><td>HLD</td><td>ON HOLD</td></tr> <tr><td>INS</td><td>IN SERVICE DEPARTMENT</td></tr> <tr><td>JOE</td><td>AT JOE'S DESK (BAND)</td></tr> <tr><td>OSB</td><td>ON SERVICE BENCH</td></tr> <tr><td>PRT</td><td>WAITING FOR PARTS</td></tr> <tr><td>ROG</td><td>AT ROGERITA'S (STRINGS)</td></tr> <tr><td>RUR</td><td>RETURNED UNREPAIRED</td></tr> </table>	BLI	AT THE ELECTRICIANS	CLN	CLEAN UNIT	COMP	COMPLETED	EST	WAITING FOR ESTIMATE	HAW	AT BOW SPECIALIST DESK	HLD	ON HOLD	INS	IN SERVICE DEPARTMENT	JOE	AT JOE'S DESK (BAND)	OSB	ON SERVICE BENCH	PRT	WAITING FOR PARTS	ROG	AT ROGERITA'S (STRINGS)	RUR	RETURNED UNREPAIRED	
BLI	AT THE ELECTRICIANS																									
CLN	CLEAN UNIT																									
COMP	COMPLETED																									
EST	WAITING FOR ESTIMATE																									
HAW	AT BOW SPECIALIST DESK																									
HLD	ON HOLD																									
INS	IN SERVICE DEPARTMENT																									
JOE	AT JOE'S DESK (BAND)																									
OSB	ON SERVICE BENCH																									
PRT	WAITING FOR PARTS																									
ROG	AT ROGERITA'S (STRINGS)																									
RUR	RETURNED UNREPAIRED																									
SERVICE																										
F1-Forward	F2-Back	F4-Add Code F6-Change Code F10-Exit ENTER-Select																								

Figure 3- 6 Trak Code lookup window

**COMPLETION DATE** Enter the expected Completion Date of the unit. May be left blank.

**COMMENTS** You may enter up to 50 lines of text to describe the service problem or attach pertinent notes to the service ticket. Several editing function keys are available. While entering the notes, the word wrap feature will automatically wrap text to the next line. You may scroll through the text using the F1 and F2 keys. The HOME key will place the cursor at the beginning of your text. A line may be deleted using the PAGE DOWN key. A line may be inserted using the PAGE UP key. The F9 key completes the text entry and F10 aborts the text entry. See Figure 3-7.

Add Ticket	1 Maestro Music	6/01/06 4:39 pm
Customer: 501433 ABBOTT DEIRDRE 131 WALMAR DR ANYTOWN TX 55555-0000 Phone:(555)555-5555	Bill to: 501433 ABBOTT DEIRDRE 131 WALMAR DR ANYTOWN TX 55555-0000 Phone:(555)555-5555	
Ticket Number: 1588.00 Store: 1 Complaint Code: N/A	Status: Open Maestro Store 1 Serial Nbr: Model Number: Brand Name: Description: Estimate: No Deposit: 0.00 Purchased At: Tech:	Emp: 1 Trak: CLN Called In: 6/01/06 Comp Date: 6/01/06 Service Type: Contract in Home Recv'd By: Recv'd On: 6/01/06 Required: Aisle: Row: Tier: Notes: Warr: N Narda:
<div style="border: 1px solid black; display: inline-block; padding: 2px;">COMMENT SECTION</div> <span style="font-size: 2em;">}</span> ICE PROBLEM		
F1-Fwrd F2-Back F9-Done F10-Abort HOME-Top PG DN-Del Line PG UP-Ins Line		

**Figure 3- 7 Comment Section**

**COMPLAINT CODE** The Complaint Code consists of up to four characters and must be entered. These are used for NARDA warranty purposes. You may enter the complaint code or press F3 to select from a list of user defined codes. You may enter up to ten codes. E.I.A Complaint and Repair Codes can be found at [http://www.ce.org/services\\_support/resources/repair\\_codes.asp?AudienceType=Manufacturers](http://www.ce.org/services_support/resources/repair_codes.asp?AudienceType=Manufacturers).

See Figure 3-8.

Add Ticket	1 Maestro Music	6/08/05 2:01 pm
Customer: 501433 ABBOTT DEIRDRE 131 WALMAR DR ANYTOWN TX 55555-0000 Phone:(555)555-5555	Bill to: 501433 ABBOTT DEIRDRE 131 WALMAR DR ANYTOWN TX 55555-0000 Phone:(555)555-5555	
Ticket Number: 1564.00 Store: 1 Complaint Code: Serial Nbr: Model Number: Brand Name: Description: Estimate: No Deposit: 0.00 Purchased At: Date: Tech:	Status: Open Maestro Store 1	Emp: 1 Trak: EST Called In: 6/08/05 Comp Date: 6/08/05
	<input checked="" type="checkbox"/> DIS INS CUSTOMER DISSATISFIED <input type="checkbox"/> N/A INS NOT APPLICABLE <input type="checkbox"/> SPEC MEASUREMEN SPEC MEASUREMENT ADJUSTED <input type="checkbox"/> NPRB NO PROBLEM NO PROBLEM FOUND <input type="checkbox"/> NECO NO REPAIR NOT ECONOMICAL FOR REPAIR <input type="checkbox"/> NOIS NOISE/VIBR MECH NOISE OR VIBRATION	
F1-Forward F2-Back F4-Change Code F6-Add Code F10-Exit ENTER-Select		

**Figure 3- 8 Add Ticket Screen Store customer complaint codes**

The F1 and F2 keys allow you to scroll through the listing to locate the correct code. If the appropriate code is not listed in the selection window, you may add a new code using F6 add code option. An option is available to change an existing repair code using F4. To select the code, place the cursor on the code and press the ENTER key. Once you have entered all the codes, press the down arrow to move to the next entry field.

**SERIAL NUMBER** If you have one, enter the serial number and model number of the item being repaired. You can enter a serial number that is not in the system's inventory. When the serial number is tied to the RSSS or Maestro system, you must enter the exact serial number for the item to be located within the system. When interfacing with the RSSS or Maestro inventory, and the serial number indicates that the item was purchased from you, several fields will automatically be displayed. These fields include the model number, description, and purchased date. The serial number can be left blank. See Figure 3-9.

Add Ticket		1 Maestro Music		6/08/05 2:01 pm																																																									
Customer: 501433		Bill to: 501433																																																											
ABBOTT DEIRDRE																																																													
131 WALMAR DR																																																													
ANYTOWN TX 55555-0																																																													
Phone: (555)555-5555																																																													
Ticket Number: 1564.00 Stat		<table border="1"> <tr><td>00006135</td><td>EBSEL1492B</td><td>9/24/04</td><td>0</td></tr> <tr><td>0001</td><td>ESSCHCE18</td><td>5/21/02</td><td>0</td></tr> <tr><td>00010412</td><td>GEEPIELPP</td><td>10/25/03</td><td>S</td></tr> <tr><td>00010727</td><td>GEEPIEBGO</td><td>2/22/03</td><td>S</td></tr> <tr><td>00012158</td><td>GEROCBA</td><td>1/30/04</td><td>P</td></tr> <tr><td>0001A</td><td>EBHARTUBA</td><td>4/09/04</td><td>D</td></tr> <tr><td>0002</td><td>ESSCHCE18</td><td>4/25/05</td><td>0</td></tr> <tr><td>0002128</td><td>KEYAMEZ20</td><td>2/13/04</td><td>S</td></tr> <tr><td>0002736</td><td>EPPEAPK600</td><td>9/16/04</td><td>0</td></tr> <tr><td>0003</td><td>ESMEICE18</td><td>10/29/03</td><td>0</td></tr> <tr><td>00030308</td><td>GEEPIENJR</td><td>11/01/02</td><td>S</td></tr> <tr><td>0004</td><td>ESCONCE16</td><td>3/01/05</td><td>0</td></tr> <tr><td>00040234</td><td>GEEPIEBGO</td><td>1/09/04</td><td>Z</td></tr> <tr><td>0005</td><td>ESSKYCE16</td><td></td><td>D</td></tr> </table>				00006135	EBSEL1492B	9/24/04	0	0001	ESSCHCE18	5/21/02	0	00010412	GEEPIELPP	10/25/03	S	00010727	GEEPIEBGO	2/22/03	S	00012158	GEROCBA	1/30/04	P	0001A	EBHARTUBA	4/09/04	D	0002	ESSCHCE18	4/25/05	0	0002128	KEYAMEZ20	2/13/04	S	0002736	EPPEAPK600	9/16/04	0	0003	ESMEICE18	10/29/03	0	00030308	GEEPIENJR	11/01/02	S	0004	ESCONCE16	3/01/05	0	00040234	GEEPIEBGO	1/09/04	Z	0005	ESSKYCE16		D
00006135	EBSEL1492B	9/24/04	0																																																										
0001	ESSCHCE18	5/21/02	0																																																										
00010412	GEEPIELPP	10/25/03	S																																																										
00010727	GEEPIEBGO	2/22/03	S																																																										
00012158	GEROCBA	1/30/04	P																																																										
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Serial Nbr:																																																													
Model Number:																																																													
Brand Name:																																																													
Description:																																																													
Estimate: No																																																													
Deposit: 0.00																																																													
Purchased At: Date:																																																													
Tech:																																																													
SE																																																													
F1-Forward		F2-Back		F10-Exit																																																									
				ENTER-Select																																																									

**Figure 3- 9 Add Ticket Screen Store F6 for serial numbers**

If you do not know the exact serial number you may select it from a lookup window containing the RSSS or Maestro inventory. By entering part of the serial number and pressing F6, a selection list will be displayed in a lookup window. If you do not know any information on the serial number, you may press the F6 key first to display the list from the beginning. You may scroll through the list to locate the correct number. Once you have found the correct number, press the ENTER key and the information will be retrieved and added to the service ticket. See Figure 3-10.

Add Ticket	1 Maestro Music	6/08/05 2:01 pm
Customer: 501433 ABBOTT DEIRDRE 131 WALMAR DR ANYTOWN TX 55555-0000 Phone: (555)555-5555	Bill to: 501433 ABBOTT DEIRDRE 131 WALMAR DR ANYTOWN TX 55555-0000 Phone: (555)555-5555	
Ticket Number: 1564.00	Status: Open	Emp: 1
Store: 1	Maestro Store 1	Called In: 6/08/05
Complaint Code: N/A		Trak: EST
Serial Nbr: 00030308	Service Type: Contract in Home	Comp Date: 6/08/05
Model Number: 0EEPIENJR	Recv'd By:	
Brand Name: EPI EPI	Recv'd On: 6/08/05	Required:
Description: GUITAR ELECTRIC	Aisle: Row: Tier:	
Estimate: No	Notes:	
Deposit: 0.00		
Purchased At: Date: 8/11/00	Warr: N	Narda:
Tech:		
SERVICE PROBLEM		
Input the model number of the item being repaired		

**Figure 3-10 Add Ticket Screen Store item information displaying on service ticket**

If the serial number you enter is listed and the item is identified in the system as missing, you will receive a message indicating that the item selected is a charge-off or stolen item. You will then be given the option of continuing the add ticket process.

**MODEL NUMBER** You may enter the model number if it was not populated via serial number or you may leave it blank. The model number field can be left blank.

**BRAND NAME** You may enter the brand name or make your selection from a lookup window if it was not populated via serial number. You may scroll through the listed brand names using the F1 and F2 keys. An existing brand code may be changed using the F4 key. If the needed code is not included in the list, it may be added using the F6 key. To select the brand name code, place the cursor in the code and press the ENTER key. The brand name field can be left blank.

**DESCRIPTION** The description of the unit to be repaired. The description field can be left blank.

**ESTIMATE** If an estimate is required prior to making any repairs, "Yes" should be entered as well as the estimated amount. An Estimate Type may be (Y)es, (N)o, (A)pproved or (U)napproved.

**DEPOSIT** Enter the amount of the deposit if one is taken.

**PURCHASED AT/PURCHASED DATE** Depending on the system parameters, the purchase date and place may or may not be required to be entered. If the original

purchase date is part of the inventory database, it will automatically be retrieved. If you are required to enter a "Purchased At" location, enter the location for which the item is being serviced.

**TECH** The number of the technician assigned this repair job may be entered. If the number is not known, press the ENTER key and a window will display a list of all the technicians. You may enter up to three technicians. See Figure 3-11.

Add Ticket		1 Maestro Music		6/08/05 2:01 pm	
Customer: 501433		Bill to: 501433			
ABBOTT DEIRDRE					
131 WALMAR DR					
ANYTOWN TX 55555-0000					
Phone: (555)555-5555					
Ticket Number: 1564.00 Status:		EMPLOYEE 0007		7	
Store: 1 Maestro Store 1		EMPLOYEE 0010		10	
Complaint Code: N/A		EMPLOYEE 0011		11	
Serial Nbr: 00030308		EMPLOYEE 0012		12	
Model Number: GEEPIENJR		EMPLOYEE 0013		13	
Brand Name: EPI EPI		EMPLOYEE 0014		14	
Description: GUITAR ELECTRIC		EMPLOYEE 0015		15	
Estimate: No		EMPLOYEE 0016		16	
Deposit: 0.00		EMPLOYEE 0017		17	
Purchased At: 1 Date: 8/11/00		EMPLOYEE 0018		18	
Tech:		EMPLOYEE 0019		19	
SERVI		EMPLOYEE 0023		104	
		EMPLOYEE 0029		110	
		EMPLOYEE 0044		125	
		EMPLOYEE 0045		126	
F1-Forward		F2-Back		F10-Exit Program	
				ENTER-Select	

**Figure 3-11 Add Ticket Screen Technician lookup window**

You may scroll through the listing using the F1-Forward and F2-Back keys. To select the technician, place the cursor on the name and press the ENTER key.

**SERVICE TYPE**

The Service Type must be specified from the following:

- (W)alk-in – Customer brought in the unit.
- (C)ontract in home - You are scheduling a service call to be done in the home.
- (I)n shop – This is a unit that has been brought into the shop by another technician when repair could not be done in the home.
- (R)eplace CRT – This indicator is used when you have to replace the CRT.
- (S)tock – The unit was in for repair from your stock store.
- (O)ther – This applies to any service that does not fit into any of the above categories.

See Figure 3-12.

Add Ticket	1 Maestro Music	6/08/05 2:01 pm
Customer: 501433 ABBOTT DEIRDRE 131 WALMAR DR ANYTOWN TX 55555-0000 Phone:(555)555-5555	Bill to: 501433 ABBOTT DEIRDRE 131 WALMAR DR ANYTOWN TX 55555-0000 Phone:(555)555-5555	
Ticket Number: 1564.00 Store: 1 Complaint Code: N/A Serial Nbr: 00030308 Model Number: GEEPIENJR Brand Name: EPI EPI Description: GUITAR ELECTRIC Estimate: No Deposit: 0.00 Purchased At: 1 Tech: 000007	Status: Open Maestro Store 1 Service Type: Walk-in Recv'd By: █ Recv'd On: 6/08/05 Aisle: Row: Tier: Notes: Warr: N	Called In: 6/08/05 Comp Date: 6/08/05 Required: Narda:
SERVICE PROBLEM		
Input the shipping method or a few characters of the name		

**Figure 3-12 Add Ticket Screen Service Type**

**RECV'D BY** The received by field is used for the shipper's name when units are shipped to the shop. If the unit is brought into the shop, this field should contain the employee's name responsible for receiving the unit.

**RECV'D ON** The received on field is used to enter the date of the order. The required field is used to enter the date the repaired item is to be shipped or a projected date that the repairs will be completed.

**REQUIRED** Enter the required completion date.

**AISLE/ROW/TIER** In order to track the location of the item to be serviced, you should indicate the initial storage location of the item by indicating the aisle, row and tier location.

**NOTES** Two lines are available to enter any notes pertinent to repairs. These notes will be printed on the repair ticket.

**NARDA** You can enter the NARDA number for tracking purposes. This might help out later when you are trying to match up tickets with the NARDA forms.

**WARR** If a warranty is associated with the selected serial number, the warranty field will contain "YES". To view the warranty information, press the F1 key. You may scroll through the warranty selections using the F1 and F2 keys. To return to the add process, press the F8 key. The information listed includes the description of the parts covered by the warranty. You can determine if the part is still under warranty and the code associated with it. The date range and the period

of the warranty is specified. The period may be days, months or years. The length indicates the how many periods the warranty is in effect. The "Bill to" account number is also displayed. The warranty information may be printed using the F2 key.

Once all the fields on the screen have been entered, you will be asked if you are ready to schedule the ticket. To schedule the repair ticket answer YES to this question. If you are not ready to schedule the ticket, answer NO and it may be scheduled later. See Figure 3-13.

Add Ticket	1 Maestro Music	6/08/05 2:01 pm
Customer: 501433 ABBOTT DEIRDRE 131 WALMAR DR ANYTOWN TX 55555-0000 Phone:(555)555-5555	Bill to: 501433 ABBOTT DEIRDRE 131 WALMAR DR ANYTOWN TX 55555-0000 Phone:(555)555-5555	
Ticket Number: 1564.00 Store: 1 Complaint Code: N/A Serial Nbr: 00030308 Model Number: GEEPIENJR Brand Name: EPI EPI Description: GUITAR ELECTRIC Estimate: No Deposit: 0.00 Purchased At: 1 Tech: 000007	Status: Open Maestro Store 1 Service Type: Walk-in Recv'd By: OTC Recv'd On: 6/08/05 Aisle: 1 Notes: Please call her when estimate is completed asap. Warr: N	Emp: 1 Trak: EST Comp Date: 6/08/05 Row: 3 Tier: 1 Required: 8/08/05 Narda:
===== SERVICE PROBLEM =====		
Are you ready to schedule? <input checked="" type="checkbox"/>		

**Figure 3-13 Add Ticket Screen Schedule Ticket prompt**

When scheduling the repair ticket, the calendar of the assigned the technician will be displayed. See Figure 3-14.

Add Ticket		1 Maestro Music			6/08/05 2:42 pm	
Work Schedule for EMPLOYEE 0007 7 Jun 8, 2005						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
5	6	7	8	9	10	11
			█			
F1-Fwrd	F2-Back	F3-Set	F5-Show	F8-Done	ENTER-Display	

**Figure 3-14 Add Ticket Screen Technician calendar**

You may scroll through the past and future weeks using the F1 and F2 keys. All previously scheduled repair work will be shown on the day they have been scheduled along with the time. The TAB and BACKTAB keys will allow you to move from day to day on this screen.

From the calendar you may set times for repair work using the F3 key.

The ticket number, any notes, item, description, and customer information is automatically filled in for you.

The calendar displays the customer for which the appointment is being scheduled. When setting a repair time, the assigned technician number and date is displayed and a repair time should be assigned. When scheduling repair times, the time periods can not overlap. If an attempt is made to schedule overlapping times, you will receive a message saying that the technician is already scheduled for that specific period of time. You will need to either pick a different technician or change the scheduled time to one when the technician is available.

If the technician has not been assigned to the service ticket, you will receive a lookup window form which to make a technician selection from.

Once you have completed the technician selection and their calendar is displayed for the repair time to be scheduled, you should enter the time the work is to be done and an estimated amount of time needed to complete the repairs. See Figure 3-15.

You may view another technician’s calendar using the F5 key. You will be prompted to enter the technician number for the calendar you wish to view.

You may scroll through the calendar using the F1 and F2 keys, set appointments with the F3 key or show another calendar using the F5 key. When you are finished viewing the calendar, press the F8 key to return.

An individual repair may be viewed by placing the cursor on the time and pressing the ENTER key.

Add Ticket	1 Maestro Music	6/08/05 2:42 pm
------------	-----------------	-----------------

Work Schedule for EMPLOYEE	0007	7	Jun 8, 2005
----------------------------	------	---	-------------

Schedule with: 000007	EMPLOYEE	0007
on: 6/09/05		
at: 10:00 am	for:	01:00

Ticket: 1656.00	Notes: CONTACT CUSTOMER WITH ESTIMATE ASAP.
Item: GEEPIENJR	GUITAR ELECTRIC
Customer: ABBOTT	DEIRDRE
131 WALMAR DR	
ANYTOWN	TX 55555 0000
(555)555-5555	

Input the estimated amount of time for completion

**Figure 3-15 Add Ticket Screen Technician’s name entry**

You may choose to print the ticket after scheduling. See Figure 3-16.

Add Ticket	1 Maestro Music	6/08/05 2:41 pm
Customer: 501433 ABBOTT DEIRDRE 131 WALMAR DR ANYTOWN TX 55555-0000 Phone:(555)555-5555	Bill to: 501433 ABBOTT DEIRDRE 131 WALMAR DR ANYTOWN TX 55555-0000 Phone:(555)555-5555	
<hr/> Ticket Number: 1656.00 Status: Open Emp: 1 Called In: 6/08/05 Store: 1 Maestro Store 1 Trak: EST Comp Date: 6/08/05 Complaint Code: N/A Serial Nbr: 00030308 Service Type: Walk-in Model Number: GEEPIENJR Recv'd By: OTC Brand Name: EPI EPI Recv'd On: 6/08/05 Required: 8/08/05 Description: GUITAR ELECTRIC Estimate: No Aisle: 1 Row: 3 Tier: 1 Deposit: 0.00 Notes: CONTACT CUSTOMER WITH ESTIMATE Purchased At: 1 Date: 8/11/00 ASAP. Tech: 000007 Warr: N Narda:		
<hr/> SERVICE PROBLEM CONTACT CUSTOMER WITH ESTIMATE INFORMATION FOR APPROVAL.		
Do you want to print this ticket (M for Move)? <input type="checkbox"/>		

**Figure 3-16 Add Ticket Screen Print this Ticket?**

You have the option to override the default printer for this ticket that will display after entering a Y for yes to print this ticket. You can redirect the document to any printer by entering the printer ID for the desired printer. See Figure 3-17.

Or you may select the option M to print a move ticket. See Figure 3-18.

Add Ticket	1 Maestro Music	6/08/05 2:41 pm
Customer: 501433 ABBOTT DEIRDRE 131 WALMAR DR ANYTOWN TX 55555-0000 Phone:(555)555-5555	Bill to: 501433 ABBOTT DEIRDRE 131 WALMAR DR ANYTOWN TX 55555-0000 Phone:(555)555-5555	
<hr/> Ticket Number: 1656.00 Status: Open Emp: 1 Called In: 6/08/05 Store: 1 Maestro Store 1 Trak: EST Comp Date: 6/08/05 Complaint Code: N/A Serial Nbr: 00030308 Service Type: Walk-in Model Number: GEEPIENJR Recv'd By: OTC Brand Name: EPI EPI Recv'd On: 6/08/05 Required: 8/08/05 Description: GUITAR ELECTRIC Estimate: No Aisle: 1 Row: 3 Tier: 1 Deposit: 0.00 Notes: CONTACT CUSTOMER WITH ESTIMATE Purchased At: 1 Date: 8/11/00 ASAP. Tech: 000007 Warr: N Narda:		
<hr/> SERVICE PROBLEM CONTACT CUSTOMER WITH ESTIMATE INFORMATION FOR APPROVAL.		
Printer: P18		

Figure 3-17 Add Ticket Screen Printer ID to print service ticket

Reprint Ticket	1 Maestro Music	5/05/06 3:53 pm
Customer: 508790 STEHLING BARBARA 6510 W MAIN ST ANYTOWN Phone:(555)555-55	Bill to: 508790 STEHLING BARBARA	
<hr/> Ticket Number: Name: SMITH, MARY 7/07/04 Store: 1 Address: 123 ABC LANE 5/06/06 Complaint Code: F City/St/Zip: ANYTOWN, TX 55555 Serial Nbr: 66 Phone: 555-555-5555 Model Number: COD Amount: 50.00 5/04/06 Brand Name: VI Description: FL CE BENCH Estimate: Ap Deposit: Purchased At: Tech: 00		
<hr/> FROM ADDRESS INFORMATION 55-0000		
<hr/> &CROSS		
Is this the ticket to be printed(M for Move)? M		

Figure 3-18 Option to Move instead of print a service ticket

If you choose to print a move ticket, enter the name, address, city, state, zip and phone number you will be moving the item from along with the cash on delivery amount if any. Once this information is correct, press the F9 key and you will be prompted to enter the printer id where you want this move ticket to print.

The service ticket has now been added to the database. You are ready to enter additional tickets. If you are finished entering tickets, you can press the F8 key to return to the menu. [BACKTOPAGE30](#)

### Changing a Service Ticket

In RSSS, Maestro or Maestro SBE you can access Change a Service Ticket off the Main Service Department Menu.

Sometimes it is necessary to change a service repair ticket. You may select the ticket to change by entering the ticket number. If you do not know the ticket number, you may select it based upon the customer number.

**CUSTOMER** If the customer account number is available, enter it at the "Customer:" prompt. To select customer by name, with the cursor at the "Customer:" prompt, press the ENTER key. A customer lookup window will appear, see Figure 3-19. You are prompted to enter a company name or last name if the customer is an individual.

```

Change Ticket          1 Maestro Music          6/08/05 3:22 pm
-----
Customer:              Bill to:
Phone:                 00000-
Ticket Number:         Sta
Store:                 1 Maestro Store
Complaint Code:       N/A
Serial Nbr:
Model Number:
Brand Name:
Description:
Estimate:             No
Deposit:              0.00
Purchased At:         Date:
Tech:
Name:
-----
Input the last name of the customer or the company name
    
```

**Figure 3-19 Change Ticket Screen**

When selecting an individual, you will be prompted to enter the first and last name of the person. If you leave both of these fields blank the lookup window will display beginning with the first entry. See Figure 3-20.

Change Ticket		1 Maestro Music		6/08/05 3:22 pm	
Customer:			Bill to:		
Phone:	00000-	A-WYN-A SALES CORP		505232	
Ticket Number:	Sta	ABBOTT	CHRISTINE	508496	
Store:	1 Maestro Store	ABBOTT	DEIRDRE	501433	
Complaint Code:	N/A	ABBOTT	DICK	500944	
Serial Nbr:		ABBOTT	NORMA	504314	
Model Number:		ABBOTT	RICK	501597	
Brand Name:		ABC MUSIC INC.		100005	
Description:		ABC MUSIC INC.		100001	
Estimate:	No	ABE	DEBBY	505354	
Deposit:	0.00	ABEYSEKERA	SRINIC	510997	
Purchased At:	Date:	ABILD	PATRICIA	501731	
Tech:		ABINGTON SCHOOL	DISTRICT	400012	
		ABLER	PAUL	503552	
		ABNEY	JAMETRICE	506206	
		ABOLT	DEBBIE	508184	

F1-Forward F2-Back F4-Change F5-Fold/Unfold F6-Add F10-Exit ENTER-Select

**Figure 3-20 Change Ticket Screen Customer Name lookup window**

Once the name has been entered, you will be positioned at that point in the lookup window. You may scroll through the list using the F1 and F2 keys. If an entry does not exist, it may be added using the F6 key. An existing entry may be changed using the F4 key. Once you have located the correct entry, place the cursor on the entry using your up and down arrow keys and press the ENTER key.

Once you have selected the correct customer, a list will display invoices for that customer from which to make a selection. See Figure 3-21.

Change Ticket		1 Maestro Music		6/08/05 3:22 pm	
Customer: 501433		Bill to: 501433			
ABBOT 131 W ANYTO Phone ===== Ticke Store Compl Se Mode Br Des  Purc					
	TICKET	T S	DESCRIPTION	DATE	SERIAL NBR MODEL
	1563.00	D D	GUITAR ELE	6/08/05	00030308
	1564.00	O O	GUITAR ELE	6/08/05	00030308 GEEPIENJR
	1656.00	O O	GUITAR ELE	6/08/05	00030308 GEEPIENJR

F1-Forward      F2-Back      F10-Exit Program      ENTER-Select Ticket

**Figure 3-21 Change Ticket Screen Ticket invoice list window**

The F1 key and F2 keys will allow you to scroll through the listing. The window displays the ticket number, type, status, description, date, serial number and model description. After making your selection, the invoice is retrieved and displayed for you. See Figure 3-22.

Change Ticket	1 Maestro Music	6/08/05 5:00 pm
Customer: 501433 ABBOTT DEIRDRE 131 WALMAR DR ANYTOWN TX 55555-0000 Phone: (555)555-5555	Bill to: 501433 ABBOTT DEIRDRE 131 WALMAR DR ANYTOWN TX 55555-0000 Phone: (555)555-5555	
Ticket Number: 1656.00	Status: Open	Emp: 1 Called In: 6/08/05
Store: 1	Maestro Store 1	Trak: EST Comp Date: 6/08/05
Complaint Code: N/A	Serial Nbr: 00030308	Service Type: Walk-in
Model Number: GEEPIENJR	Brand Name: EPI EPI	Recv'd By: OTC
Description: GUITAR ELECTRIC	Estimate: No	Recv'd On: 6/08/05 Required: 8/08/05
Deposit: 0.00	Purchased At: 1	Date: 8/11/00
Tech: 000007	Aisle: 1	Row: 3 Tier: 1
	Notes: CONTACT CUSTOMER WITH ESTIMATE ASAP.	Warr: N Narda:
SERVICE PROBLEM		

Input the ship to customer number or part of the name (F1 for LSTSRVIM lookup)

**Figure 3-22 Change Ticket Screen Ticket invoice list window**

NOTE: You can take a deposit and/or refund a deposit by changing the deposit amount on this screen. All changes to the deposit amount field are immediately made to the customer's account balance. If you change the deposit on the ticket, a payment form window will be displayed after you have entered all the other information. You will need to enter the correct payment form for the deposit. To refund a deposit, just clear the deposit field on the ticket. This will generate a payment form window with a negative payment for the refund.

Once you have made all changes, you can schedule the repair service ticket if you have already have not done so.

To schedule the repair ticket, answer YES to "Are you ready to schedule?" If you are not ready to schedule the ticket, answer NO and it may be scheduled later.

See [pages 22-27](#) in this chapter for instructions on scheduling and/or printing the ticket.

### **Deleting a Service Ticket**

In RSSS, Maestro or Maestro SBE you can access Delete a Service Ticket off the Main Service Department Menu.

At times it is necessary to delete a service ticket. If you have the proper security to do so, the ticket number may be entered or selected from a listing based upon the customer number. See Figure 3-23.

Delete Ticket		1 Maestro Music		5/04/06 3:15 am	
Customer: 501433		Bill to: 501433			
ABBOT					
131 W	TICKET	T S	DESCRIPTION	DATE	SERIAL NBR MODEL
ANYTO	1563.00	D D	GUITAR ELE	6/08/05	00030308
Phone	1564.00	D D	GUITAR ELE	6/08/05	00030308 GEEPIENJR
=====	1656.00	O O	GUITAR ELE	6/08/05	00030308 GEEPIENJR
Ticke	1564.01	I S	GUITAR ELE	6/08/05	00030308 GEEPIENJR
Store					
Compl					
Se					
Mode					
Br					
Des					
Purc					
F1-Forward      F2-Back      F10-Exit Program      ENTER-Select Ticket					

**Figure 3-23 Delete Ticket Screen**

You may scroll through the list using the F1 and F2 keys. To select the invoice, place the cursor on it to highlight the record and press the ENTER key.

You must select a valid ticket to delete. If the ticket has been deleted, you will be prompted with the message "This ticket has already been deleted!" See Figure 3-24.

-

Delete Ticket	1 Maestro Music	5/04/06 3:52 am
Customer: 508790 STEHLING BARBARA 6510 W MAIN ST ANYTOWN TX 55555-0000 Phone: (555)555-5555	Bill to: 508790 STEHLING BARBARA 6510 W MAIN ST ANYTOWN TX 55555-0000 Phone: (555)555-5555	
<hr/> Ticket Number: █ 23.00 Status: Deleted Emp: 17 Called In: 7/07/04 Store: 1 Maestro Store 1 Trak: INS Comp Date: 7/07/04 Complaint Code: N/A Serial Nbr: 66843 Service Type: Contract in Home Model Number: Recv'd By: Brand Name: VIT VIT Recv'd On: 7/07/04 Required: Description: FLUTE Estimate: Approved 140.00 Aisle: Row: Tier: Deposit: 0.00 Notes: Purchased At: Date: Tech: 000001 Warr: 0 Narda: <hr/> REPAD AND BUFF SERVICE PROBLEM		
This ticket has already been deleted!		

**Figure 3-24 Delete Ticket Screen with ticket already deleted message**

If the ticket has been scheduled, you will be prompted with the message "This ticket has already been scheduled!" If the ticket is not valid, you will be prompted with the message "This ticket not on file".

Once the ticket has been selected, you will be prompted for verification before deletion. See Figure 3-25.

Delete Ticket	1 Maestro Music	6/08/05 5:21 pm
Customer: 501433 ABBOTT DEIRDRE 131 WALMAR DR ANYTOWN TX 55555-0000 Phone:(555)555-5555	Bill to: 501433 ABBOTT DEIRDRE 131 WALMAR DR ANYTOWN TX 55555-0000 Phone:(555)555-5555	
<hr/> Ticket Number: 1564.00 Status: Open Emp: 1 Called In: 6/08/05 Store: 1 Maestro Store 1 Trak: EST Comp Date: 6/08/05 Complaint Code: N/A Serial Nbr: 00030308 Service Type: Walk-in Model Number: GEEPIENJR Recv'd By: OTC Brand Name: EPI EPI Recv'd On: 6/08/05 Required: 8/08/05 Description: GUITAR ELECTRIC Estimate: No Aisle: 1 Row: 3 Tier: 1 Deposit: 0.00 Notes: Please call her when estimate Purchased At: 1 Date: 8/11/00 is completed asap. Tech: Warr: N Narda:		
<hr/> SERVICE PROBLEM		
<hr/> Is this the ticket to be deleted? <input type="checkbox"/>		

**Figure 3-25 Delete Ticket Screen delete ticket verification prompt**

Answering Y for yes will delete the ticket and answering N for No will NOT delete the ticket. It is important that you are sure you have the right ticket you are deleting. If it is the incorrect ticket that came up, enter N for no and this will allow you to select the correct ticket to be deleted.

### **Listing Service Tickets**

Service tickets can be listed by selecting the sort sequence. If a beginning point is not specified, the listing defaults to the beginning. The listing may be sorted based on Bill To Customer; Date Called in; Ticket Number; Serial Number; Ship To Customer; Technician; Narda Number; and Model Number.

Figure 3-26 is an example of listing the service tickets sorted by Bill To sequence. The service tickets are listed in ascending order. You may specify a beginning Bill To number or display the entire list of service tickets.

List Tickets		1 Maestro Music				5/04/06 3:59 am	
Sort Sequence: Bill to <span style="border: 1px solid black; padding: 2px;">sorted by Bill To</span> Bill To:							
NUMBER	T S	BILL TO	SHIP TO	CALL IN	LOC	SERIAL NBR	TECH MODEL
1244.01	D D	2	400421	11/09/04	1	103064	000015
351.01	I A	2	505943	8/25/04	2	386646	000018 BAYAMYAS23
65.00	D D	10	501904	7/14/04	1	J71044	000017 BAGEM2SP
683.00	D D	10	401343	9/28/04	1	12095	000018
408.00	I A	10	504430	9/01/04	1	100100	000007 STSCHCE44#
476.00	I A	10	509125	9/09/04	1	666292	000015 H378
477.00	I A	10	509125	9/09/04	1	271271	000017 STRAD
475.00	I A	10	509125	9/09/04	1	666274	000017 H378
505.00	I A	10	503553	9/13/04	1	053736	000018 BAVT07131
711.00	I A	10	504781	9/29/04	2	3977	000012 STSCHVI34
839.00	I A	10	508506	10/05/04	2	690701	000018 BAYAMYTR23
927.00	I A	10	503845	10/12/04	1	02091562	000018 AGWASX20MC
1308.00	I A	10	505642	11/12/04	1	8244	000013 STPFRVA12
59.00	I S	10	500891	7/13/04	1	439366	000017
79.00	I S	10	500899	7/14/04	1	J71044	000017 BAGEM2SP
F1-Next Page		F2-Prev Page				F10-Exit	

Figure 3-26 List Service Tickets Screen Bill to sort

Figure 3-27 is an example of listing the service tickets by Called-in Date. The service tickets are listed in ascending Called-in Date order.

List Tickets		1 Maestro Music				6/08/05 6:51 pm		
sorted by Called-in								
Sort Sequence: Called-in				Date Called-In:				
NUMBER	T S	BILL TO	SHIP TO	CALL IN	LOC	SERIAL NBR	TECH	MODEL
4.00	D D	200140	200140	6/11/04	1	123456	000018	180S37
7.00	D D	200140	200140	6/12/04	1	1111	000018	DYNACTION
8.00	O O	506977	506977	6/15/04	1		000010	
9.00	D D	200140	200140	6/15/04	1	123456	000018	DYNA ACTIO
11.00	D D	200140	200140	6/21/04	1	123456	000018	NONE
12.00	D D	505686	505686	6/23/04	1		000012	
13.00	D D	200140	200140	6/25/04	1	1111	000017	3B
14.00	I S	508782	508782	7/06/04	1		000012	
15.00	D D	506686	506686	7/07/04	1	816327	000017	709
16.00	I S	508786	508786	7/07/04	1	KT8201	000017	
20.00	I S	504540	504540	7/07/04	1	252843	000017	
21.00	I S	507742	507742	7/07/04	1	4409549	000017	
22.00	I S	508789	508789	7/07/04	1	315439	000017	
23.00	O O	508790	508790	7/07/04	1	66843	000017	
24.00	I S	508790	508790	7/07/04	1	66843	000017	
F1-Next Page		F2-Prev Page				F10-Exit		

Figure 3-27 List Service Tickets Screen Called in Date sort

Figure 3-28 is an example of listing the service tickets sorted by ticket number sequence. The service tickets are listed in ascending order. You may specify a beginning number or display the entire list of service tickets.

List Tickets		1 Maestro Music				6/08/05 6:53 pm		
Sort Sequence: Number		sorted by Number sequence				Ticket: 0.00		
NUMBER	T S	BILL TO	SHIP TO	CALL IN	LOC	SERIAL NBR	TECH	MODEL
4.00	D D	200140	200140	6/11/04	1	123456	000018	180S37
7.00	D D	200140	200140	6/12/04	1	1111	000018	DYNACTION
8.00	O O	506977	506977	6/15/04	1		000010	
9.00	D D	200140	200140	6/15/04	1	123456	000018	DYNA ACTIO
11.00	D D	200140	200140	6/21/04	1	123456	000018	NONE
12.00	D D	505686	505686	6/23/04	1		000012	
13.00	D D	200140	200140	6/25/04	1	1111	000017	3B
14.00	I S	508782	508782	7/06/04	1		000012	
15.00	D D	506686	506686	7/07/04	1	816327	000017	709
16.00	I S	508786	508786	7/07/04	1	KT8201	000017	
20.00	I S	504540	504540	7/07/04	1	252843	000017	
21.00	I S	507742	507742	7/07/04	1	4409549	000017	
22.00	I S	508789	508789	7/07/04	1	315439	000017	
23.00	O O	508790	508790	7/07/04	1	66843	000017	
24.00	I S	508790	508790	7/07/04	1	66843	000017	
F1-Next Page		F2-Prev Page				F10-Exit		

Figure 3-28 List Service Tickets Screen Ticket number sort

Figure 3-29 is an example of listing the service tickets by serial number.

List Tickets		1 Maestro Music				5/04/06 4:09 am	
Sort Sequence: Serial							
sorted by Serial number							
Serial Nbr: 1							
NUMBER	T S	BILL TO	SHIP TO	CALL IN	LOC	SERIAL NBR	TECH MODEL
305.00	I S	14	400826	8/19/04	2	1-5847	000018 104
315.00	O D	509424	509424	8/20/04	1	100056A	000018
408.00	I A	10	504430	9/01/04	1	100100	000007 STSCHCE44#
900.00	I S	10	511360	10/09/04	1	100170	000013 STKOHK400.
1135.00	I S	10	502843	10/28/04	1	100212	000012 STSCHVI44
1503.00	I S	10	503868	11/29/04	2	100226	000012 STSNOSA400
960.00	I S	507715	507715	10/14/04	1	100416	000012 STSNOSV300
830.00	I S	506023	506023	10/05/04	1	100524	000012 STKOHK400.
997.00	I S	501760	501760	10/18/04	1	100575	000012 STEASVA315
1275.00	I S	14	400825	11/10/04	2	100784A	000015 YEP201
1390.00	O D	13	511744	11/18/04	2	100828	000007 AGREYJR66M
1293.00	I S	511804	511804	11/12/04	1	1011255	000015
1074.00	I S	14	401781	10/25/04	1	10140	000012 40
590.00	I S	14	400516	9/20/04	1	10191	000012 DB303H
1497.00	I S	10	503213	11/29/04	2	10197	000012 STEASB34
F1-Next Page		F2-Prev Page				F10-Exit	

Figure 3-29 List Service Tickets Screen Serial number sort

Figure 3-30 is an example of listing the service tickets sorted by Ship to sequence. The service tickets are listed in ascending order. You may specify a beginning Ship to number or display the entire list of tickets.

List Tickets		1 Maestro Music				5/04/06 4:11 am	
<div style="border: 1px solid black; display: inline-block; padding: 2px;">sorted by Ship to</div> Sort Sequence: sShip to ←      → Ship to							
NUMBER	T S	BILL TO	SHIP TO	CALL IN	LOC	SERIAL NBR	TECH MODEL
187.00	0 0	12	12	8/02/04	3	BICDM70177	000007 AACRAGFX30
412.00	I S	100445	100445	9/01/04	1	888233	000017
856.00	I S	100894	100894	10/06/04	1		000017
857.00	I S	100894	100894	10/06/04	1	9299	000017
1493.00	I S	100894	100894	11/29/04	1		000015
209.00	I S	200005	200005	8/06/04	1	462712	000017
210.00	I S	200005	200005	8/06/04	1	680205	000017
211.00	I S	200005	200005	8/06/04	1	3037069	000017
212.00	I S	200005	200005	8/06/04	1	6119877	000017
433.00	I S	200005	200005	9/07/04	1	I76838	000017 2SP
434.00	I S	200005	200005	9/07/04	1	7102627	000017
996.00	I S	200005	200005	10/18/04	1	51645	000012 112
1114.00	I S	200005	200005	10/27/04	1		000007
1201.00	I S	200005	200005	11/04/04	1	6119939	000017
1508.00	0 0	200005	200005	11/30/04	1	42433940	000015
F1-Next Page		F2-Prev Page				F10-Exit	

Figure 3-30 List Service Tickets Screen Ship to sort

Figure 3-31 is an example of listing the service tickets by technician number in ascending order. Any service tickets not assigned to a technician will appear at the beginning of the list.

List Tickets		1 Maestro Music				6/08/05 6:37 pm	
Sort Sequence: Tech ← sorted by Technician number → Technician.							
NUMBER	T S	BILL TO	SHIP TO	CALL IN	LOC SERIAL NBR	TECH	MODEL
145.00	I S	509089	509089	7/26/04	1 13468	000007	
187.00	O O	12	12	8/02/04	3 BICDM70177	000007	AACRAGFX30
189.00	O O	509204	509204	8/03/04	3 BV932701	000007	MARSHALL A
198.00	O O	505276	505276	8/04/04	3 2642	000007	STSCHVI14
357.00	I S	400890	400890	8/26/04	1	000007	
359.00	I S	509490	509490	8/26/04	1	000007	
397.00	I S	507808	507808	8/31/04	1	000007	93
408.00	I A	10	504430	9/01/04	1 100100	000007	STSCHCE44#
409.00	I S	10	504075	9/01/04	1 6126	000007	STENGCE34
435.00	O O	501890	501890	9/07/04	3 CNCDP00744	000007	AACRAGT15R
512.00	I S	510013	510013	9/13/04	1 151349	000007	PSR6
527.00	I S	200276	200276	9/15/04	1	000007	
569.00	I A	401780	401782	9/17/04	1 1282003	000007	
591.00	I S	14	509151	9/20/04	1	000007	
601.00	I S	504090	504090	9/20/04	1 7550	000007	STENGCE44
F1-Next Page		F2-Prev Page				F10-Exit	

**Figure 3-31 List Service Tickets Screen Technician number sort**

Several items are listed including the Bill to customer, the Ship to customer and the Location numbers.

Valid service tickets types (T) include: Open, Contract, and Deleted. An Open type indicates that the ticket has not been invoiced (O). The Contract type is a ticket that has been invoiced (I). The Deleted type is ticket that has been deleted (D).

Valid service ticket status (S): include Open, Deleted, Invoiced, Serviced, and Credit Hold. An Open status indicates the ticket is open and has not been serviced or invoiced (O). A Deleted status indicates that the ticket has been deleted (D). A status of Invoiced (I) is assigned once the ticket has been printed. Serviced (S) status is assigned once the items have completed the repair process. When a ticket has failed the credit check process, it receives a status of Credit Hold (H). A status of All Paid (A) is assigned once the ticket has been paid in full.

You may scroll through the listing using the F1 and F2 keys. To return to the menu, press the F8 key.

### Show a Service Ticket

In RSSS, Maestro or Maestro SBE you can access Show a Service Ticket off the Main Service Department Menu.

This option allows you to look at a particular service ticket. You may select the ticket to view by the customer number, bill-to number, ticket number, Narda number, received date or serial number. You do not have any editing functions in this option. You may only view the service ticket. See Figure 3-32.

Show Ticket	1 Maestro Music	5/04/06 8:43 am
-------------	-----------------	-----------------

Sort Sequence: Customer

Look by: (C)ust, (B)ill to, (T)icket, (N)arda (R)cvd Date or (S)erial Nbr

Figure 3-32 Show a Service Ticket Screen

When selecting the service ticket by customer number, you may enter the ticket number or make your selection based upon the customer number.

All tickets for the selected customer will be displayed. See Figure 3-33.

Show Ticket		1 Maestro Music		5/04/06 8:35 am	
Customer:	508790	Bill to:	508790		
STEHL					
6510	TICKET	T S	DESCRIPTION	DATE	SERIAL NBR MODEL
ANYTD	23.00	D D	FLUTE	7/07/04	66843
Phone	24.00	I S	FLUTE	7/07/04	66843
=====	23.01	O O	FLUTE	7/07/04	66843
Ticke	23.02	D D	FLUTE	7/07/04	66843
Store	23.03	D D	FLUTE	7/07/04	66843
Compl	23.04	D D	FLUTE	7/07/04	66843
Se	23.05	D D	FLUTE	7/07/04	66843
Mode	23.06	D D	FLUTE	7/07/04	66843
Br	23.07	D D	FLUTE	7/07/04	66843
Des	23.08	D D	FLUTE	7/07/04	66843
	23.09	D D	FLUTE	7/07/04	66843
	23.10	D D	FLUTE	7/07/04	66843
Purc	23.11	D D	FLUTE	7/07/04	66843
	23.12	D D	FLUTE	7/07/04	66843
F1-Forward      F2-Back      F10-Exit Program      ENTER-Select Ticket					

**Figure 3-33 Show a Service Ticket Screen customer tickets displayed**

When selecting a service ticket by ticket number, specify the beginning ticket number to be listed. See Figure 3-34.

Show Ticket	1 Maestro Music	5/04/06 8:36 am
Sort Sequence: Ticket	Ticket:	23.00
Input the beginning ticket number to be listed		

**Figure 3-34 Show a Service Ticket Screen start with beginning ticket number**

When selecting the service ticket by received date, specify the beginning received date to be listed. See Figure 3-35.

TICKET	T	S	DESCRIPTION	DATE	SERIAL NBR	MODEL
15.00	D	D	TRUMPET	7/07/04	816327	709
16.00	I	S	TROMBONE	7/07/04	KT8201	
20.00	I	S	CORNET	7/07/04	252843	
21.00	I	S	FLUTE	7/07/04	4409549	
22.00	I	S	TROMBONE	7/07/04	315439	
23.00	D	D	FLUTE	7/07/04	66843	
24.00	I	S	FLUTE	7/07/04	66843	
23.01	D	D	FLUTE	7/07/04	66843	
23.02	D	D	FLUTE	7/07/04	66843	
23.03	D	D	FLUTE	7/07/04	66843	
23.04	D	D	FLUTE	7/07/04	66843	
23.05	D	D	FLUTE	7/07/04	66843	
23.06	D	D	FLUTE	7/07/04	66843	
23.07	D	D	FLUTE	7/07/04	66843	

Sort

F1-Forward      F2-Back      F10-Exit Program      ENTER-Select Ticket

Figure 3-35 Show a Service Ticket Screen start with beginning received date

Some of the service ticket information will be displayed once a service ticket is selected. You may view the entire service ticket by pressing the ENTER key after highlighting the ticket you want to 'show'. See Figure 3-36.

Show Ticket	1 Maestro Music	5/04/06 8:32 am
Customer: 508790 STEHLING BARBARA 6510 W MAIN ST ANYTOWN TX 55555-0000 Phone:(555)555-5555	Bill to: 508790 STEHLING BARBARA 6510 W MAIN ST ANYTOWN TX 55555-0000 Phone:(555)555-5555	
Ticket Number: 23.01	Status: Open	Emp: 17 Called In: 7/07/04
Store: 1	Maestro Store 1	Trak: INS Comp Date: 5/06/06
Complaint Code: FACT	Serial Nbr: 66843	Service Type: Contract in Home
Model Number:	Brand Name: VIT VIT	Recv'd By:
Description: FLUTE	Estimate: Approved 140.00	Recv'd On: 7/07/04 Required: 5/04/06
Deposit: 0.00	Purchased At: Date:	Notes:
Tech: 000007 000007 000010	Warr: o	Narda:
REPAD AND BUFF		
F1-Next F2-Prev F3-Detail F4-Bal F6-Prob F7-Sched F8-Menu ENTER-New		

**Figure 3-36 Show a Service Ticket**

After the ticket has been selected, several options are available for displaying information about this service ticket. The F1 and F2 keys will scroll you through the tickets. By selecting F3-Detail, you can see the details associated with this ticket. See Figure 3-37.

Show Ticket	1 Maestro Music	5/04/06 8:27 am				
Customer: 508790 STEHLING BARBARA 6510 W MAIN ST ANYTOWN TX 55555-0000 Phone:(555)555-5555	Bill to: 508790 STEHLING BARBARA 6510 W MAIN ST ANYTOWN TX 55555-0000 Phone:(555)555-5555					
<b>QTY</b>	<b>LOC</b>	<b>MODEL NUMBER</b>	<b>DESCRIPTION</b>	<b>SERIAL NBR</b>	<b>PRICE</b>	<b>C</b>
1		1PARTS	PARTS	MISC	3.50	N
1		1PARTS	PARTS	MISC	15.00	N
1		1PARTS	PARTS	MISC	18.00	N
1	1			MISC		N
F1-Forward F2-Back F4-Balance F5-Pymt F6-Notes F7-Main F8-Done ENTER-New						

**Figure 3-37 Show a Service Ticket F3-Detail**

The invoice balance may be seen by selecting the F3-Bal function key. See Figure 3-38 for the resulting screen.

Show Ticket	1 Maestro Music	5/04/06 8:48 am
Repair Code: BFF ADJ		
Service Required		
REPLACED PADS, REBUFFED, FIXED INSTRUMENT		
-----		
Bad Credit? No	Tech: 000007	Tech: 000010
Warranty:		Total Parts: 36.50
ESP? No		Total Labor: 45.00
Serviced: 5/04/06	From: 09:00	to: 10:00
Labor: 1.00		Trip Charge: 0.00
Hourly Chg: 45.00		Freight Charge: 0.00
Terms: COD		Delivery Charge: 0.00
Tax codes: 1 CORPUS CHRISTI		Cleaning: 35.00
	MISC CHG 1	70.00
	MISC CHG 2	0.00
	Less Discount:	0.00
	Total Taxes:	10.44
	Less Amt Paid:	0.00
	Total Due:	196.94
-----		
F3-Details	F6-SrvReq	F7-Main
F8-Menu	ENTER-New	

**Figure 3-38 Show a Service Ticket F3-Balance**

If the invoice has been paid, the total due will be zero.



Post Parts Needed	1 Maestro Music	6/10/05 6:48 pm
Customer: ■ 501433 ABBOTT DEIRDRE 131 WALMAR DR	Bill to: 0	
ANYTOWN TX 55555-0000 Ph (555)555-5555 Fax (555)555-5555	Ph	00000-0000 Fax
Ticket Number: 1656.00 Status: Open Store: 1 Maestro Store 1	Emp: 1 Called In: 6/08/05 Trak: INS Comp Date: 6/10/05 Aisle: 1 Row: 3 Tier: 1	
Narda:	Notes:	
	Bill to	Invoice Total
Bill Customer: No	501433	1656.00 0.00
Bill Store: No		0.00 0.00
Bill Narda/Nesda: No		0.00 0.00
Bill ESP: No		0.00 0.00
Input the ship to customer number or F4 for a window		

**Figure 4- 2 Post Parts Needed Screen selected ticket**

You have the opportunity to change some of the fields that were entered when you initially added the ticket. This includes STORE NUMBER, TRAK CODE, TRACK COMPLETION DATE, AISLE, ROW, TIER, NARDA NUMBER and NOTES. Please see *Chapter 3 Service Tickets* for information on the fields listed on this screen.

**You must specify who is to be billed for the parts.** You may select the customer, the store, Narda/Nesda or an Extended Service Plan (ESP).

You are now ready to post the parts used during repair. See Figure 4-3.

Post Parts Needed	1 Maestro Music	6/10/05 6:55 pm				
Customer: 501433 ABBOTT DEIRDRE 131 WALMAR DR ANYTOWN TX 55555-0000 Ph (555)555-5555 Fax (555)555-5555	Bill to: 501433 ABBOTT DEIRDRE 131 WALMAR DR ANYTOWN TX 55555-0000 Ph (555)555-5555 Fax (555)555-5555					
QTY	LOC	MODEL NUMBER	DESCRIPTION	SERIAL NBR	PRICE	C
1		1GXWDPLP501	PICKGUARD LES PAUL	MISC	8.21	<input type="checkbox"/>
Cost:	4.930	On Hand:	5	On Order:	0	Total: 0.00
Input (Y)es if comments should be attached to this detail line						

**Figure 4- 3 Post Parts Needed Screen posting the parts**

**QUANTITY** defaults to a value of "1" but may be changed if necessary.

**LOCATION** defaults to the location entered on the first screen of this process. It can be changed to any valid store location. Miscellaneous inventory will be shipped from the location entered on each ticket detail.

**SERIAL NUMBER** should be entered if the part is serialized inventory within the RSSS system. Enter a partial serial number will give you the lookup window to select the serial number from. The model number will be filled in automatically if a valid serial number is entered. This field will take a blank serial number.

**MODEL NUMBER** is to be entered. If the number is not known, you may make your selection from a lookup window using the F3 key. You may choose to have the inventory displayed by model number or model description.

**PRICE** (the displayed unit price) is the regular price of the item and is pulled from the model number file in the system. You may change it if necessary. Please note that you can only change it if your employee profile allows you to change the price in the service department module. If you find that the field is being skipped, you need to be given permission by your management to set the price in employee maintenance - EMPMNT.

**COMMENTS (C)** can be attached to each line item on the invoice. This comment section can be used for special notes such as "Had to substitute this part number xxx for part number yyy."

**COST** (unit cost) for each item should be entered if there is not a cost already set up for the item.

You may scroll through the detail items using the F1 and F2 keys.

Several options are available to alter the detail lines. To modify a line, use the change function by pressing the F3 key. The line may be removed by using the delete function by pressing the F4 key. A line may be inserted using the F6 insert key.

**ON HAND** and **ON ORDER** quantities are displayed at the bottom as each line item is entered.

**TOTAL** (a running total) of the order is also calculated and displayed as each part that was used is entered.

You may continue processing the ticket without any parts by entering the quantity of zero and press the F9 key as the line item.

**Once all the parts have been entered, press the F9 key to continue to the next screen of the process. See Figure 4-4.**

Post Parts Needed	1 Maestro Music	6/10/05 6:58 pm																																																																	
Repair Code: █	Service Required																																																																		
<table border="0"> <tr> <td>Bad Credit? No</td> <td>Tech:</td> <td>Tech:</td> <td>Total Parts:</td> <td>8.21</td> </tr> <tr> <td>Warranty: None</td> <td></td> <td></td> <td>Total Labor:</td> <td>0.00</td> </tr> <tr> <td>ESP? No</td> <td></td> <td></td> <td>Trip Charge:</td> <td>0.00</td> </tr> <tr> <td>Serviced: 6/10/05</td> <td>From: 00:00</td> <td>to: 00:00</td> <td>Freight Charge:</td> <td>0.00</td> </tr> <tr> <td>Labor:</td> <td></td> <td></td> <td>Delivery Charge:</td> <td>0.00</td> </tr> <tr> <td>Hourly Chg: 45.00</td> <td></td> <td></td> <td>Cleaning:</td> <td>0.00</td> </tr> <tr> <td>Terms: COD</td> <td></td> <td></td> <td>MISC CHG 1</td> <td>0.00</td> </tr> <tr> <td>Tax codes: 1 CORPUS CHRISTI</td> <td></td> <td></td> <td>MISC CHG 2</td> <td>0.00</td> </tr> <tr> <td></td> <td></td> <td></td> <td>Less Discount:</td> <td>0.00</td> </tr> <tr> <td></td> <td></td> <td></td> <td>Total Taxes:</td> <td>0.46</td> </tr> <tr> <td></td> <td></td> <td></td> <td>Less Amt Paid:</td> <td>0.00</td> </tr> <tr> <td></td> <td></td> <td></td> <td colspan="2">-----</td> </tr> <tr> <td></td> <td></td> <td></td> <td>Total Due:</td> <td>8.67</td> </tr> </table>			Bad Credit? No	Tech:	Tech:	Total Parts:	8.21	Warranty: None			Total Labor:	0.00	ESP? No			Trip Charge:	0.00	Serviced: 6/10/05	From: 00:00	to: 00:00	Freight Charge:	0.00	Labor:			Delivery Charge:	0.00	Hourly Chg: 45.00			Cleaning:	0.00	Terms: COD			MISC CHG 1	0.00	Tax codes: 1 CORPUS CHRISTI			MISC CHG 2	0.00				Less Discount:	0.00				Total Taxes:	0.46				Less Amt Paid:	0.00				-----					Total Due:	8.67
Bad Credit? No	Tech:	Tech:	Total Parts:	8.21																																																															
Warranty: None			Total Labor:	0.00																																																															
ESP? No			Trip Charge:	0.00																																																															
Serviced: 6/10/05	From: 00:00	to: 00:00	Freight Charge:	0.00																																																															
Labor:			Delivery Charge:	0.00																																																															
Hourly Chg: 45.00			Cleaning:	0.00																																																															
Terms: COD			MISC CHG 1	0.00																																																															
Tax codes: 1 CORPUS CHRISTI			MISC CHG 2	0.00																																																															
			Less Discount:	0.00																																																															
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			Less Amt Paid:	0.00																																																															
			-----																																																																
			Total Due:	8.67																																																															
Input repair code, F3 for a list, arrow down when finished																																																																			

**Figure 4- 4 Post Parts Needed Screen posting the parts**

**REPAIR CODE(S)** should be entered. You may select the code from a lookup window which is displayed by pressing the F3 key or pressing ENTER. You may scroll through the codes using the F1 and F2 keys. Once all codes have been entered, press the down arrow key to continue. Up to 10 codes can be entered.

**SERVICE REQUIRED** section is provided so that detailed notes may be attached describing the service(s) required to repair the item. You may enter up to 50 lines of text to describe the service. While entering the text you have several editing functions available. You may scroll through the text using the F1 and F2 keys. The text entry can be aborted by using the F10 key. The HOME key will return you to the beginning of the text. You may delete a line by using the PAGE DOWN key and insert a line by using the PAGE UP key. When you have completed the text description press the F9 key.

**BAD CREDIT** If the customer exceeded their credit limit, the “**BAD CREDIT?**” flag will indicate so. The CREDIT LIMIT of the customer is checked to determine if the ticket should be placed on hold due to insufficient credit.

**TECHNICIANS** Two technician fields are provided to enter up to two additional technicians that may have worked on the item. This is so they can share credit for the repair work.

**WARRANTY** If a warranty is in effect, the warranty field will contain a Y for yes. So that you may be properly reimbursed for the warranty work, you should specify the type of warranty that is in effect from the following: (P)arts, (L)abor, (B)oth P&L, (N)one, (S)pecial, or (O)ther. If the warranty type is (S)pecial, a blank line will appear so that a special authorization code may be entered.

**ESP** indicates whether or not there is an **EXTENDED SERVICE (WARRANTY) PLAN** in effect. If an extended warranty is in effect, you will be prompted to enter the name of the warranty company.

**SERVICED** is the date the service was performed. Enter MM/DD/YY.

**START AND STOP TIMES** for repairing the unit.

**LABOR** is the total amount of time spent on the repair is automatically calculated and is reflected in the labor field.

**TOTAL LABOR** will appear in the right hand column. This charge is the total of hours worked multiplied by the hourly charge.

**HOURLY CHG** The hourly charges default to the amount set in the system parameters. This default amount may be overridden. A user defined list of Hourly Rates is available to enter multiple hourly rates. You may select from this list by pressing the ENTER key while the Hourly Rate field is blank.

**TERMS** codes are used to determine when payment is due. The code is a 30 character alphanumeric field which may be predefined to allow you to establish them one time eliminating confusion at entry time. If the terms code field is left blank a lookup window will appear for you to select the terms.

**TAX CODES** are four digit numbers assigned to a tax jurisdiction. A customer may participate in up to five unique tax jurisdictions. The tax rate is the percent of tax that is assessed for a particular jurisdiction.

Default values for both terms and tax codes may be entered on each customer's master record or selected from a lookup window.

**TOTAL PARTS** is calculated based upon the part price and quantity used during the repairs. This is not an input field.

**TOTAL LABOR** is calculated automatically for you. It is the result of multiplying the value of the Labor field by the value of the Hourly Chg field.

**TRIP CHARGE, FREIGHT CHARGE, DELIVERY CHARGE, and CLEANING CHARGE** are the system configured defaults, but may be overridden with a value supplied by the user. A discount value may also be entered.

**MISCELLANEOUS CHARGES** Up to two miscellaneous charges can be entered per ticket.

**LESS DISCOUNT** Enter any discount that can be applied if any.

**TOTAL TAXES** is calculated for you based on tax code selected.

**LESS AMT PAID** is the amount that the customer has already paid toward this service ticket.

**TOTAL DUE** is what you will collect from the customer.

Once you have entered all information, you will be given the opportunity to correct any mistakes before continuing. See Figure 4-5. Press ENTER to accept the default of Y for yes once everything is correct.

Post Parts Needed	1 Maestro Music	6/10/05 7:30 pm
Repair Code: GRS GTA		
Service Required		
Go ahead and restring guitar also. cust called in 6/10/05 10AM and requested this also. FC		
Bad Credit? No	Tech:	Tech:
Warranty: None		Total Parts: 8.21
ESP? No		Total Labor: 78.75
Serviced: 6/10/05	From: 11:00	to: 12:45
Labor: 1.75		Freight Charge: 0.00
Hourly Chg: 45.00		Delivery Charge: 0.00
Terms: COD		Cleaning: 0.00
Tax codes: 1 CORPUS CHRISTI		MISC CHG 1 0.00
		MISC CHG 2 0.00
		Less Discount: 0.00
		Total Taxes: 4.87
		Less Amt Paid: 0.00
		Total Due: 91.83
Is everything alright on this ticket? <input checked="" type="checkbox"/>		

**Figure 4- 5 Post Parts Needed Screen Is ticket alright prompt?**

You will then be asked if you want to print the Service Ticket. See Figure 4-6.

Post Parts Needed	1 Maestro Music	6/10/05 7:30 pm
Repair Code: GRS GTA		
Service Required		
Go ahead and restring guitar also. cust called in 6/10/05 10AM and requested this also. FC		
Bad Credit? No	Tech:	Tech:
Warranty: None		Total Parts: 8.21
ESP? No		Total Labor: 78.75
Serviced: 6/10/05	From: 11:00	to: 12:45
Labor: 1.75		Freight Charge: 0.00
Hourly Chg: 45.00		Delivery Charge: 0.00
Terms: COD		Cleaning: 0.00
Tax codes: 1 CORPUS CHRISTI		MISC CHG 1 0.00
		MISC CHG 2 0.00
		Less Discount: 0.00
		Total Taxes: 4.87
		Less Amt Paid: 0.00
		Total Due: 91.83
Do you want to print the Service Ticket? <input type="checkbox"/>		

**Figure 4- 6 Post Parts Needed Screen Print the service ticket? prompt**

If you choose Y for yes to print the service ticket, you will be prompted with the default printer. If the printer default is correct, press the ENTER key. If you need to change the printer id, type in the printer id you will print to and press the ENTER key.

You are now given an opportunity to bill any necessary items to the store, Narda/Nesda or an Extended Warranty Plan. In most cases, you will be billing to the customer so enter a Y for yes on the BILL CUSTOMER field if that is the case. See Figure 4-7.

Post Parts Needed	1 Maestro Music	6/10/05 7:27 pm	
Customer: 501433 ABBOTT DEIRDRE 131 WALMAR DR	Bill to: 501433 ABBOTT DEIRDRE 131 WALMAR DR		
ANYTOWN TX 55555-0000 Ph (555)555-5555 Fax (555)555-5555	ANYTOWN TX 55555-0000 Ph (555)555-5555 Fax (555)555-5555		
Ticket Number: 1656.00 Status: Open	Emp: 1 Called In: 6/08/05		
Store: 1 Maestro Store 1	Trak: INS Comp Date: 6/10/05		
	Aisle: 1 Row: 3 Tier: 1		
Narda:	Notes:		
	Bill to	Invoice	Total
Bill Customer: Yes	501433	1656.00	91.83
Bill Store: <input checked="" type="checkbox"/> No		0.00	0.00
Bill Narda/Nesda: No		0.00	0.00
Bill ESP: No		0.00	0.00
Should you post parts for a store			

**Figure 4- 7 Post Parts Needed Screen Post part for a store prompt?**

The ticket remains open so that more parts may be posted to it if necessary. When all parts have been posted, it may be completed using the close ticket process. Press the F9 key to accept all the information once the post parts needed process is completed.

## Closing a Service Ticket

In RSSS, Maestro or Maestro SBE you can access Close Service Ticket off the Main Service Department Menu.

Once all parts have been posted for a service ticket, you are ready to finalize the ticket. The close process will create an invoice for each customer service ticket on which parts were posted.

You may enter the ticket number or select it from a list based upon the customer number. See Figure 5-1.

Close Ticket	1 Maestro Music	6/10/05 8:06 pm																				
Customer: █ 501433 ABBOTT DEIRDRE 131 WALMAR DR ANYTOWN TX 55555-0000 Ph (555)555-5555 Fax (555)555-5555	Bill to: 0	00000-0000																				
<hr/> Ticket Number: 1564.01 Status: Open Emp: 1 Called In: 6/08/05 Store: 1 Maestro Store 1 Trak: COMP Comp Date: 6/09/05 Aisle: 1 Row: 3 Tier: 1 Narda: Notes: Please call her when estimate is completed asap.																						
<table border="0"> <thead> <tr> <th></th> <th>Bill to</th> <th>Invoice</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Bill Customer: No</td> <td>501433</td> <td>1564.01</td> <td>8.67</td> </tr> <tr> <td>Bill Store: No</td> <td></td> <td>0.00</td> <td>0.00</td> </tr> <tr> <td>Bill Narda/Nesda: No</td> <td></td> <td>0.00</td> <td>0.00</td> </tr> <tr> <td>Bill ESP: No</td> <td></td> <td>0.00</td> <td>0.00</td> </tr> </tbody> </table>				Bill to	Invoice	Total	Bill Customer: No	501433	1564.01	8.67	Bill Store: No		0.00	0.00	Bill Narda/Nesda: No		0.00	0.00	Bill ESP: No		0.00	0.00
	Bill to	Invoice	Total																			
Bill Customer: No	501433	1564.01	8.67																			
Bill Store: No		0.00	0.00																			
Bill Narda/Nesda: No		0.00	0.00																			
Bill ESP: No		0.00	0.00																			
Input the ship to customer number or F4 for a window																						

**Figure 5- 1 Close Ticket Screen**

Once the ticket is retrieved, you must specify who is to be billed for the invoice. If the invoice is to be billed to the store or Narda/Nesda, you will be prompted to supply the appropriate BILL TO account number. This number may be selected from a lookup window.

Once you have selected the billing account number, you are prompted for any additional parts that might need to be posted to the ticket before it is billed. You can post parts that are billable to the store, Narda or ESP, depending on which one you selected for this ticket. See Figure 5-2.

Close Ticket	1 Maestro Music	6/10/05 8:06 pm														
Customer: 501433 ABBOTT DEIRDRE 131 WALMAR DR	Bill to: 501433 ABBOTT DEIRDRE 131 WALMAR DR															
ANYTOWN TX 55555-0000 Ph (555)555-5555 Fax (555)555-5555	ANYTOWN TX 55555-0000 Ph (555)555-5555 Fax (555)555-5555															
<table border="1"> <thead> <tr> <th>QTY</th> <th>LOC</th> <th>MODEL NUMBER</th> <th>DESCRIPTION</th> <th>SERIAL NBR</th> <th>PRICE</th> <th>C</th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> <td>1GXWDPLP501</td> <td>PICKGUARD LES PAUL</td> <td>MISC</td> <td>8.21</td> <td>N</td> </tr> </tbody> </table>			QTY	LOC	MODEL NUMBER	DESCRIPTION	SERIAL NBR	PRICE	C	1		1GXWDPLP501	PICKGUARD LES PAUL	MISC	8.21	N
QTY	LOC	MODEL NUMBER	DESCRIPTION	SERIAL NBR	PRICE	C										
1		1GXWDPLP501	PICKGUARD LES PAUL	MISC	8.21	N										
<hr/> <table> <tr> <td>Cost:</td> <td>4.930</td> <td>On Hand:</td> <td>5</td> <td>On Order:</td> <td>0</td> <td>Total:</td> <td>8.21</td> </tr> </table> <hr/>			Cost:	4.930	On Hand:	5	On Order:	0	Total:	8.21						
Cost:	4.930	On Hand:	5	On Order:	0	Total:	8.21									
<p>F1-Next F2-Prev F3-Chg F4-Del F5-Help F6-Insert F7-Tran Inv F8-Menu F9-Done</p>																

**Figure 5-2 Close Ticket Post Parts before closing Screen**

Press the F9 key when you have finished with any changes to the parts on the ticket. This will bring up the totals screen. See Figure 5-3.

Close Ticket	1 Maestro Music	6/10/05 8:12 pm
Repair Code: GRS    GTA		
Service Required		
restring also. customer called in 6/10/05 10am and asked we get this done also. FC took call.		
Bad Credit? No	Tech:	Tech:
Warranty: None		Total Parts: 8.21
ESP? No		Total Labor: 78.75
Serviced: 6/10/05	From: 11:00	to: 12:45
Labor: 1.75		Freight Charge: 0.00
Hourly Chg: 45.00		Delivery Charge: 0.00
Terms: COD		Cleaning: 0.00
Tax codes: █	1 CORPUS CHRISTI	MISC CHG 1 0.00
		MISC CHG 2 0.00
		Less Discount: 0.00
		Total Taxes: 4.87
		Less Amt Paid: 0.00
		Total Due: 91.83
Input the tax jurisdiction code or a few characters of the name		

**Figure 5- 3 Close Ticket Totals Screen**

You may make any changes to any of the fields on the total page. Once you are finished entering all of the billing information, you have to assign the invoice to a payment form. You can enter up to four payment forms for the invoice. The payment form set up on the Service Department Control Record will be used to create a standard payment form entry.

You can select any valid payment form(s). The only requirement is that the invoice amount must be allocated in it's entirety to the payment form(s). See Figure 5-4.

Close Ticket	1 Maestro Music	6/10/05 8:12 pm
Repair Code: GRS GTA		
Service Required		
restring done also	Ticket Amount: 91.83 Less Deposit: 0.00	his
Bad Credit? N	Total Payment Due: 91.83	8.21
Warranty: N	-----	8.75
ESP? N	Enter the payment forms for the monies being taken (The entire ticket amount will be invoiced)	0.00
Serviced:	-----	0.00
Labor:	-----	0.00
Hourly Chg:	FORM DESCRIPTION	AMOUNT
Terms: C	1 CASH	100.00
Tax codes:	0	0.00
	0	0.00
	0	0.00
	-----	0.00
	Change: █	8.17
		1.83

This is the calculated change

**Figure 5- 4 Close Ticket Totals Screen Payment Forms Window**

Once you have entered all the payment information, you can press the F9 key to proceed to the next screen. See Figure 5-5.

**Please note that you will need to use the RP process to take a payment against any customer tickets that are charged to the Revolving Accounts Receivable account in the payment forms area.**

Close Ticket	1 Maestro Music	6/10/05 8:12 pm
Repair Code: GRS	GTA	
Service Required		
restring done also	Ticket Amount: 91.83 Less Deposit: 0.00	his
Bad Credit? N	Total Payment Due: 91.83	8.21
Warranty: N	-----	8.75
ESP? N	Enter the payment forms for the monies being taken (The entire ticket amount will be invoiced)	0.00
Serviced:	-----	0.00
Labor:	-----	0.00
Hourly Chg:	FORM DESCRIPTION	AMOUNT
Terms: C	1 CASH	100.00
Tax codes:	0	0.00
	0	0.00
	0	0.00
	-----	0.00
	Change: 8.17	-----
		1.83

Is everything okay with this payment screen?

**Figure 5- 5 Close Ticket Totals Screen Everything okay? prompt**

You will be prompted to review the screen and make sure that all the payment information is entered correctly before continuing to the next screen. Please review the information that you have entered and make sure it is correct. It will be a lot easier to correct it now. You can not get back to this screen after you leave it. Enter Y for yes if everything is correct and you will proceed to the next screen. See Figure 5-6.

Close Ticket	1 Maestro Music	6/10/05 8:12 pm
Repair Code: GRS	GTA	
Service Required		
restring done also	Ticket Amount: 91.83 Less Deposit: 0.00	his
Bad Credit? N	Total Payment Due: 91.83	8.21
Warranty: N	-----	8.75
ESP? N	Enter the payment forms for the monies being taken (The entire ticket amount will be invoiced)	0.00
Serviced:	-----	0.00
Labor:	-----	0.00
Hourly Chg:	FORM DESCRIPTION	AMOUNT
Terms: C	1 CASH	100.00
Tax codes:	0	0.00
	0	0.00
	0	0.00
	-----	0.00
	Change: 8.17	-----
		1.83
Do you want to print the Invoice? <input checked="" type="checkbox"/>		

**Figure 5- 6 Close Ticket Totals Screen Print the invoice? prompt**

The last step in this process is to actually print the Service Department invoice. You will be prompted for the printer ID on which to print the invoice if you selected Y for yes to actually print the invoice. After the invoice completes printing, you will be returned to the original screen where you can close any other invoices that are ready to be closed.



## Taking a Payment

In RSSS, Maestro or Maestro SBE you can access Take a Payment off the Main Service Department Menu.

Payments against charges made to Revolving Accounts Receivable accounts are posted through the "RP" process on the Customer Functions Menu. You will need to see [the Maestro Taking Payments document](#) or the [RSSS Taking Payments document](#).

Figure 6-1 is an example of how you would take a payment for a ticket.

```

1
Name: THIMKE           , BRENDA           Acct#: 509045   H Ph: (555)555-5555
Add: 12205 N VEGA      BTTC:           W Ph: (555)555-5555
City: ANYTOWN         TX 55555 PayDay:   Reward: NONE
Comment:

Ticket# Seq  Bal  #P  Pmt Amt  Other  Late  Grp  Esp  Tax Tot Due Due Date
Revolvng   23.23  1  23.23                23.23  7/22/04

Revolving Terms M AR Total Charge 0.00 0.00 Due 0.00
Enter the number of payments customer is making or F5 for help
F1-CustChg F2-Payoff F3-ShowTic/BadChk F4-Hist F6-Comment F7-Date/Amt F8-Back
    
```

**Figure 6- 1 Taking a Payment Screen Example**

### Cash Sale

In RSSS, Maestro or Maestro SBE you can access Cash Sale off the Main Service Department Menu.

Cash sale provides a method to record counter sales. When processing a cash sale, you must enter the ticket number or let the system generate one for you.

The customer number may be entered or selection may be made from a lookup window by pressing the ENTER key. You will be prompted for the beginning name to be listed. See Figure 7-1.

Cash Sale	1 Maestro Music	6/14/05 1:10 pm
Customer:	Bill to:	
Ph	Fax	00000-
<hr/>		
Ticket Number:	1371.00	Sta
Store:	1	Maestro Store
Tech:		
Input the last name of the customer or the company name		

Figure 7- 1 Cash Sale Screen Name lookup window

If you press enter through the first and last name prompts in this lookup window you will get a listing of all customers available, see Figure 7-2.

You will be positioned in the displayed list to make your choice. You may scroll through the list using the F1 and F2 keys. If the selection does not appear in the window, you may add it by pressing the F6 key. An existing entry may be changed using the F4 key change option.

Cash Sale		1 Maestro Music		6/14/05 1:10 pm	
Customer:			Bill to:		
Ph	Fax	00000-	A-WYN-A SALES CORP 505232		
Ticket Number: 1371.00 Sta			ABBOTT CHRISTINE 508496		
Store: 1 Maestro Store			ABBOTT DEIRDRE 501433		
Tech:			ABBOTT DICK 500944		
			ABBOTT NORMA 504314		
			ABBOTT RICK 501597		
			ABC MUSIC INC. 100005		
			ABC MUSIC INC. 100001		
			ABE DEBBY 505354		
			ABEYSEKERA SRINIC 510997		
			ABILD PATRICIA 501731		
			ABINGTON SCHOOL DISTRICT 400012		
			ABLER PAUL 503552		
			ABNEY JAMETRICE 506206		
			ABOLT DEBBIE 508184		
F1-Forward F2-Back F4-Change F5-Fold/Unfold F6-Add F10-Exit ENTER-Select					

Figure 7- 2 Cash Sale Screen Name lookup window

The F5 key provides a fold/unfold option that can be used to reveal the entire address when two entries have the same name. This will help to ensure the correct selection. See Figure 7-3.

Cash Sale		1 Maestro Music		6/14/05 1:10 pm	
Customer:			Bill to:		
Ph		Fax		00000-	
Ticket Number: 1371.00		Sta		00000-	
Store: 1		Maestro Store		00000-	
Tech:					
		A-WYN-A SALES CORP 505232 6423 PEBBLE CREEK RD ANYTOWN TX 55555			
		ABBOTT CHRISTINE 508496 2508 MANCHESTER CT CHRISTINE ANYTOWN TX 43512			
		ABBOTT DEIRDRE 501433 131 WALMAR DR SAM ANYTOWN TX 55555			
		ABBOTT DICK 500944 21303 FLAG AVE. LORI ANYTOWN TX 55555			
F1-Forward F2-Back F4-Change F5-Fold/Unfold F6-Add F10-Exit ENTER-Select					

**Figure 7-3 Cash Sale Screen F5 Fold/Unfold customer information**

While the address is revealed, you have the same function key options as above. To make your selection, place the cursor on the appropriate name and press the ENTER key.

The customer is attached to a “Bill to” account and may be overridden if necessary.

You may enter the store number or a zero to make your selection from a list. The store number entered must be a valid store number on file. Otherwise, an error will be generated and you will not be allowed to continue until you enter a valid store number. See Figure 7-4.

Cash Sale		1 Maestro Music		6/14/05 1:10 pm																															
Customer: 505302		Bill to: 505302																																	
ADAMS GREG																																			
2818 N GRANT BLVD																																			
ANYTOWN TX 55555-0000																																			
Ph (555)555-5555 Fax (555)555-5555																																			
Ticket Number: 1371.00 Status: 0																																			
Store: Maestro Store 1																																			
Tech:		<table border="1"> <tr><td>Maestro Store 1</td><td>1</td></tr> <tr><td>Maestro Store 2</td><td>2</td></tr> <tr><td>Maestro Store 3</td><td>3</td></tr> <tr><td>Maestro Home Office</td><td>100</td></tr> <tr><td>HOWARDS MUSIC</td><td>203</td></tr> <tr><td>JR'S MUSIC</td><td>204</td></tr> <tr><td>KATY'S MUSIC</td><td>205</td></tr> <tr><td>HARDDRIVE MUSIC</td><td>206</td></tr> <tr><td>SHOREDRIVE CONSERVATORY</td><td>207</td></tr> <tr><td>ROBSON MUSIC</td><td>209</td></tr> <tr><td>HIGHWAY 66 MUSIC</td><td>210</td></tr> <tr><td>WARNER MUSIC</td><td>211</td></tr> <tr><td>GYPSY JEWELRY</td><td>212</td></tr> <tr><td>MUSIC BOX</td><td>213</td></tr> <tr><td>D-TOWN MUSIC</td><td>214</td></tr> </table>				Maestro Store 1	1	Maestro Store 2	2	Maestro Store 3	3	Maestro Home Office	100	HOWARDS MUSIC	203	JR'S MUSIC	204	KATY'S MUSIC	205	HARDDRIVE MUSIC	206	SHOREDRIVE CONSERVATORY	207	ROBSON MUSIC	209	HIGHWAY 66 MUSIC	210	WARNER MUSIC	211	GYPSY JEWELRY	212	MUSIC BOX	213	D-TOWN MUSIC	214
Maestro Store 1	1																																		
Maestro Store 2	2																																		
Maestro Store 3	3																																		
Maestro Home Office	100																																		
HOWARDS MUSIC	203																																		
JR'S MUSIC	204																																		
KATY'S MUSIC	205																																		
HARDDRIVE MUSIC	206																																		
SHOREDRIVE CONSERVATORY	207																																		
ROBSON MUSIC	209																																		
HIGHWAY 66 MUSIC	210																																		
WARNER MUSIC	211																																		
GYPSY JEWELRY	212																																		
MUSIC BOX	213																																		
D-TOWN MUSIC	214																																		
F1-Forward		F2-Back		F10-Exit Program																															
				ENTER-Select																															

**Figure 7- 4 Cash Sale Screen Store lookup window**

You may scroll through the list of stores using the F1 and F2 keys. Once you have located the appropriate store, place the cursor on it and press the ENTER key.

You can enter up to three technicians on this ticket. You are required to enter at least one technician. A selection window will be displayed if you do not put in a primary technician number.

After you enter the technician number(s), you are given an opportunity to review the information that was entered on this screen. If everything is correct, you are ready to add the inventory parts that were used on this ticket. See Figure 7-5.

Cash Sale	1 Maestro Music	6/14/05 1:10 pm					
Customer: 505302 ADAMS GREG 2818 N GRANT BLVD ANYTOWN TX 55555-0000 Ph (555)555-5555 Fax (555)555-5555	Bill to: 505302 ADAMS GREG 2818 N GRANT BLVD ANYTOWN TX 55555-0000 Ph (555)555-5555 Fax (555)555-5555						
QTY	LOC	MODEL NUMBER	DESCRIPTION	SERIAL NBR	PRICE	C	
1	1					N	
Cost:	0.000	On Hand:	0	On Order:	0	Total:	0.00
Input the quantity or F9 when you are finished entering parts							

**Figure 7- 5 Cash Sale Screen Add items for service cash sale**

You are now ready to begin entering the ticket details.

The first field is the **QUANTITY** of the item that was used on this repair. You should enter a quantity of 1 if the part came from the serialized inventory.

The **LOCATION** defaults to the store that was entered on the prior screen. You have the option to override the default location on each ticket detail. You must enter a valid location number in this field.

You are now ready to enter the **SERIAL NUMBER** and the **ITEM NUMBER**. If you do not know the item number, it can be selected from a lookup window. The item numbers may be displayed by description or by model number.

You may attach **COMMENTS** of up to fifty lines of text to each item.

You may continue without entering a part number by entering a quantity of zero and pressing the F9 key.

The **ON HAND** and **ON ORDER** quantities will appear as each item is selected and a running total of the order is also shown.

Once you have entered all items, press the F9 key to continue to the total screen.

If the customer has tax codes defined on their customer master record, they will be automatically retrieved.

You may enter any **FREIGHT CHARGES**, **DELIVERY CHARGES** and/or a **DISCOUNT** value. The **INVOICE TOTAL** will be calculated and displayed. See Figure 7-6.

Cash Sale	1 Maestro Music	6/14/05 1:10 pm
Customer: 505302 ADAMS GREG 2818 N GRANT BLVD ANYTOWN TX 55555-0000 Ph (555)555-5555 Fax (555)555-5555	Bill to: 505302 ADAMS GREG 2818 N GRANT BLVD ANYTOWN TX 55555-0000 Ph (555)555-5555 Fax (555)555-5555	
Tax codes: █ 1 CORPUS CHRISTI		
		Total Parts: 337.50
		Total Labor: 0.00
		Freight Charge: 0.00
		Delivery Charge: 0.00
		MISC CHG 1 0.00
		MISC CHG 2 0.00
		Less Discount: 0.00
		Total Taxes: 18.90
		Less Amt Paid: 0.00
		Total Due: 356.40
Input the tax jurisdiction code or a few characters of the name		

**Figure 7- 6 Cash Sale Screen Add additional charges to service cash sale**

Once everything is entered, you will be asked if everything is alright. If so answer Y for Yes. See Figure 7-7.

Cash Sale	1 Maestro Music	6/14/05 1:10 pm
Customer: 505302 ADAMS GREG 2818 N GRANT BLVD ANYTOWN TX 55555-0000 Ph (555)555-5555 Fax (555)555-5555	Bill to: 505302 ADAMS GREG 2818 N GRANT BLVD ANYTOWN TX 55555-0000 Ph (555)555-5555 Fax (555)555-5555	
Tax codes: 1 CORPUS CHRISTI		Total Parts: 337.50 Total Labor: 0.00 Freight Charge: 0.00 Delivery Charge: 0.00 MISC CHG 1 0.00 MISC CHG 2 0.00 Less Discount: 0.00 Total Taxes: 18.90 Less Amt Paid: 0.00 <hr/> Total Due: 356.40
Is everything alright on this ticket? <input checked="" type="checkbox"/>		

**Figure 7-7 Cash Sale Screen Is everything alright on this ticket prompt**

The next screen will allow you to enter the payment information for this ticket. The following screen will appear as seen in Figure 7-8.

Cash Sale	1 Maestro Music	6/14/05 1:10 pm
Customer: 505302 ADAMS GREG 2818 N GRANT ANYTOWN Ph (555)555-5	Bill to: 505302 ADAMS GREG	
	Ticket Amount: 356.40 Less Deposit: 0.00 ----- Total Payment Due: 356.40	-0000 -5555
	----- Enter the payment forms for the monies being taken (The entire ticket amount will be invoiced) -----	7.50 0.00 0.00
Tax codes:	FORM DESCRIPTION                      AMOUNT	0.00
	0    0.00	0.00
	0    0.00	0.00
	0    0.00	8.90
	-----	0.00
	Change: 0.00	----- 6.40
Input the payment form for this payment		

**Figure 7- 8 Cash Sale Screen Payment Form and Change screen**

In this example, we have changed the payment form to CASH, payment form 1. Also, the customer handed the salesperson \$400.00, so the change will be \$43.60. Please remember that the total for all payment forms must be equal to or greater than the invoice amount. If the ticket amount is to be charged to their account, you will need to use a Revolving Accounts Receivable payment form. See Figure 7-9.

Cash Sale	1 Maestro Music	6/14/05 1:10 pm
Customer: 505302 ADAMS GREG 2818 N GRANT ANYTOWN Ph (555)555-5	Bill to: 505302 ADAMS GREG	
	Ticket Amount: 356.40 Less Deposit: 0.00 ----- Total Payment Due: 356.40	-0000 -5555
	----- Enter the payment forms for the monies being taken (The entire ticket amount will be invoiced) -----	7.50 0.00 0.00
Tax codes:	FORM DESCRIPTION AMOUNT	0.00
	1 CASH 400.00	0.00
	0 0.00	0.00
	0 0.00	8.90
	-----	0.00
	Change: 43.60	----- 6.40
Input the payment form for this payment		

**Figure 7- 9 Cash Sale Screen Enter Payment Form(s) for service cash sale**

You have the option to override the default printer ID on each document each time it is printed. To select a difference printer, just enter that printer’s ID number at the prompt.

Once all the documents have finished printing, you will be returned to the menu screen.

## Schedule Service Calls

In RSSS, Maestro or Maestro SBE you can access Schedule Service Calls off the Main Service Department Menu.

Schedule Service		1 Maestro Music		6/15/05 11:30 am	
F3=> Code: All		F5=> Customer: All		F6=> Ticket: 0.00 - 0.00	
F7=> Desc: All					
COMP	DESCRIPTION	IN	DATE	T	TECH
IAUD	IAUD	6/15/04	8/05/04	C	00001
N/A	CORNET	7/07/04	7/07/04	W	
N/A	FLUTE	7/07/04	7/12/04	W	00001
N/A	TROMBONE	7/07/04	7/07/04	W	00001
N/A	FLUTE	7/07/04		C	00001
N/A	FLUTE	7/07/04	7/08/04	W	00001
N/A	TROMBONE	7/07/04	7/12/04	W	00001
N/A	TRUMPET	7/08/04	7/14/04	W	00001
N/A	SAX ALTO	7/08/04	7/12/04	W	00001
N/A	VIOLIN 1/2	7/09/04	7/14/04	W	00001
N/A	CLARINET	7/09/04	7/12/04	W	00001
20.00	GRORICH	JULIE	ANYTOWN	TX	55555
F1-Next    F2-Prev    F4-View Ticket    F9-Assign    ENTER-Schedule					

**Figure 8- 1 Schedule Service Screen**

You may scroll through the list using the F1 and F2 keys.

Service calls to be scheduled may be displayed by either pressing the F3 customer complaint code, see Figure 8-2;

Schedule Service	1 Maestro Music	6/05/06 10:30 am
F3=> Code: All	F5=> Customer: All	F6=> Ticket: 0.00 - 0.00
F7=> Desc: All		
COMP		CALLED REQUESTED
CODE DESCRIPTION		IN DATE T TECH
???? HEADER ????		
IAUD		6/15/04 8/05/04 C 00001
N/A VIOLIN 1/2		7/09/04 7/14/04 W 00001
N/A CLARINET		7/09/04 7/12/04 W 00001
N/A SAX TENOR		
N/A CLARINET		
N/A OBOE		
N/A FLUTE		
N/A TRUMPET		
N/A FR HORN SINGLE		
N/A TRUMPET		
N/A SAX BARITONE		
ME ALIGNMENT	ALIGNMENT, MECHANICAL	
APPR APPEARANCE	COSMETIC DEFECT	
CLEA CLEANING	CLEAN/REMOVE OF FOREIGN MATTER	
CUST CUST EDUC	CUSTOMER EDUCATED ON UNIT	
FACT FACT MODIF	FACTORY UPDATE OR SERVICE	
RE RE INS	REOCCURRING REPAIR	
???? HEADER ????		
F1-Forward F2-Back F4-Change Code F6-Add Code F10-Exit ENTER-Select		

Figure 8- 2 Schedule Service Screen by F3 Code

or by pressing F5 and entering the customer number you want to schedule service for, see Figure 8-3;

Schedule Service	1 Maestro Music	6/05/06 10:29 am
F3=> Code: All	F5=> Customer: 508834	F6=> Ticket: 0.00 - 0.00
F7=> Desc: All		
COMP		CALLED REQUESTED
CODE DESCRIPTION		IN DATE T TECH
N/A VIOLIN 1/2		7/09/04 7/14/04 W 00001
28.00	ESWAR	ANYTOWN TX 55555
F1-Next F2-Prev F4-View Ticket F9-Assign ENTER-Schedule		

Figure 8- 3 Schedule Service Screen by F5 Customer

or by pressing F6 and entering the ticket number range you want to schedule service calls for, see Figure 8-4;

Schedule Service	1 Maestro Music	6/05/06 10:35 am
F3=> Code: All	F5=> Customer: All	F6=> Ticket: 10.00 - 70.00
F7=> Desc: All		
COMP	CALLED REQUESTED	
CODE DESCRIPTION	IN	DATE T TECH
N/A SAX BARITONE	7/09/04	7/19/04 W 00001
N/A VIOLIN 1/2	7/09/04	7/14/04 W 00001
N/A CLARINET	7/09/04	7/12/04 W 00001
N/A SAX TENOR	7/09/04	7/15/04 W 00001
N/A CLARINET	7/09/04	7/21/04 C 00001
N/A OBOE	7/09/04	10/15/04 W 00001
N/A FLUTE	7/09/04	7/15/04 W 00001
N/A TRUMPET	7/09/04	7/15/04 W 00001
N/A FR HORN SINGLE	7/09/04	11/11/04 W 00001
N/A TRUMPET	7/09/04	7/14/04 W 00001
N/A GUITAR ACOUSTIC	7/10/04	W 00001
N/A CLARINET	7/10/04	7/10/04 W 00001
27.00 STORE CREDIT	ANYTOWN	TX 55555
F1-Next	F2-Prev	F4-View Ticket F9-Assign ENTER-Schedule

Figure 8- 4 Schedule Service Screen by F6 Ticket

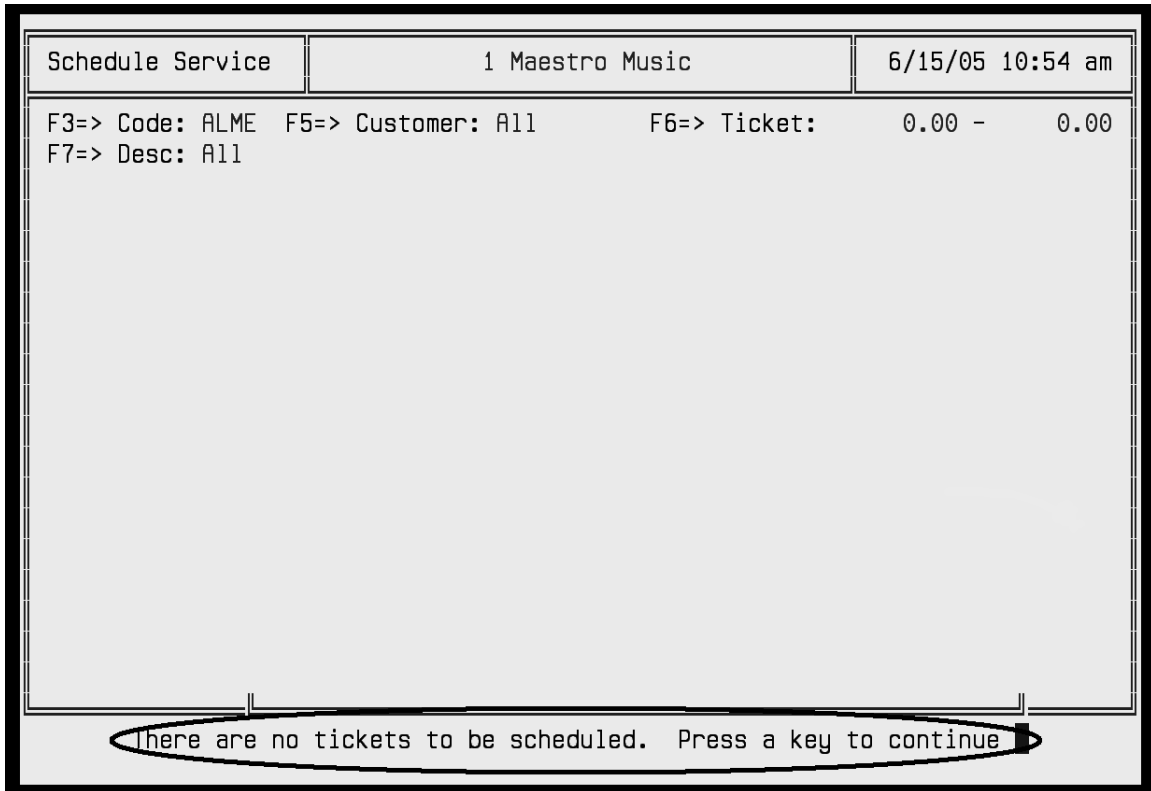
or by pressing the F7 and entering the description for the tickets you want to schedule service for, see Figure 8-5.

Schedule Service	1 Maestro Music	6/15/05 11:32 am
F3=> Code: All	F5=> Customer: All	F6=> Ticket: 0.00 - 0.00
F7=> Desc: All		
COMP	CALLED REQUESTED	
CODE DESCRIPTION	IN	DATE T TECH
???? HEADER ????		
IAUD	6/15/04	8/05/04 C 00001
N/A CORNET	7/07/04	7/07/04 W
N/A FLUTE	7/07/04	7/12/04 W 00001
N/A TROMBONE	7/07/04	7/07/04 W 00001
N/A FLUTE	7/07/04	C 00001
N/A FLUTE	7/07/04	7/08/04 W 00001
N/A TROMBONE	7/07/04	7/12/04 W 00001
N/A TRUMPET	7/08/04	7/14/04 W 00001
N/A SAX ALTO	7/08/04	7/12/04 W 00001
N/A VIOLIN 1/2	7/09/04	7/14/04 W 00001
N/A CLARINET	7/09/04	7/12/04 W 00001
???? HEADER ????		
F1-Next	F2-Prev	F4-View Ticket F9-Assign ENTER-Schedule

Figure 8- 5 Schedule Service Screen F7 Description

All codes may display in a window from which to choose. You may scroll through the list using the F1 and F2 keys. To select the code, place the cursor on it to highlight the choice and press the ENTER key.

If there are no tickets for the selected option, you will receive a prompt notifying you of this. See Figure 8-6.



**Figure 8- 6 Schedule Service Screen F3 No ticket scheduled prompt example**

After selecting the appropriate option, the service call(s) will be displayed. You may scroll through the list using the F1 and F2 keys.

If you selected several tickets, displayed across the bottom is the invoice number, customer name and part of the customer address of the item that is highlighted or selected. As you scroll through the list, the invoice number and customer names are updated allowing you to see the new information immediately. See Figure 8-7.

Schedule Service		1 Maestro Music		6/15/05 11:32 am	
F3=> Code: All		F5=> Customer: All		F6=> Ticket: 0.00 - 0.00	
F7=> Desc: All					
COMP	DESCRIPTION	IN	DATE	T	TECH
IAUD	20.00 GRORICH	JULIE	ANYTOWN	TX	55555
N/A	CORNET	7/07/04	7/07/04	W	
N/A	FLUTE	7/07/04	7/12/04	W	00001
N/A	TROMBONE	7/07/04	7/07/04	W	00001
N/A	FLUTE	7/07/04		C	00001
N/A	FLUTE	7/07/04	7/08/04	W	00001
N/A	TROMBONE	7/07/04	7/12/04	W	00001
N/A	TRUMPET	7/08/04	7/14/04	W	00001
N/A	SAX ALTO	7/08/04	7/12/04	W	00001
N/A	VIOLIN 1/2	7/09/04	7/14/04	W	00001
N/A	CLARINET	7/09/04	7/12/04	W	00001

F1-Next    F2-Prev    F4-View Ticket    F9-Assign    ENTER-Schedule

**Figure 8- 7 Schedule Service Screen displaying customer info related to item**

You may view a particular service ticket by placing the cursor on that call and pressing the F4 key. See Figure 8-8.

Schedule Service	1 Maestro Music	6/15/05 11:34 am
Customer: 504540 GRORICH JULIE 223 SHADY LN	Bill to: 504540 GRORICH JULIE 223 SHADY LN	
ANYTOWN TX 55555-0000 Ph (555)555-5555 Fax (555)555-5555	ANYTOWN TX 55555-0000 Ph (555)555-5555 Fax (555)555-5555	
Ticket Number: 20.00 Status: Serviced Emp: 17 Called In: 7/07/04 Reported Code: CMF SFS TST Serial Nbr: 252843 Service Type: Walk-in Model Number: Serviced for: 1 Maestro Store 1 Description: CORNET Received: 7/07/04 Estimate: A Received By: OTC Purchased: Notes: GTOWN Purchased At:		
===== SERVICE PROBLEM =====		
CHEM FLUSH VALVES 1 SOLDER		
Press any key to continue █		

**Figure 8- 8 Schedule Service Screen F4 to view the ticket**

You may schedule a service call by placing your cursor on the ticket and pressing the F9 key. A selection window will display all of the technicians you can select from. See Figure 8-9.

Or you have the option of pressing the ENTER key and if a technician is assigned their calendar will display. If they have not been assigned, you will be prompted to select a technician from the window and proceed to assign on that technician's calendar.

You may scroll through the list using the F1 and F2 keys. To make your selection, place the cursor on the name and press the ENTER key.

Schedule Service		1 Maestro Music		6/15/05 11:32 am	
F3=> Code: All		F5=> Customer: All		F6=> Ticket: 0.00 - 0.00	
F7=> Desc: All					
COMP				CALLED	REQUESTED
CODE	DESCRIPTION			IN	DATE T TECH
????	HEADER	????			
IAUD				6/15/04	8/05/04 C 00001
N/A	CORNET			7/07/04	7/07/04 W
N/A	FLUTE				0001
N/A	TROMBONE				0001
N/A	FLUTE	000000			0001
N/A	FLUTE	000001	EMPLOYEE	0001	0001
N/A	TROMBONE	000002	EMPLOYEE	0002	0001
N/A	TRUMPET	000003	EMPLOYEE	0003	0001
N/A	SAX ALTO	000004	EMPLOYEE	0004	0001
N/A	VIOLIN 1/2				0001
N/A	CLARINET				0001
20.00 GRORICH		JULIE		ANYTOWN TX 55555	
F1-Forward		F2-Back		F10-Exit Program	
ENTER-Select					

**Figure 8- 9 Schedule Service Screen Select technician window**

You are now ready to schedule the service call. Press the ENTER key. The calendar of the assigned technician will be displayed, see Figure 8-10. All previously scheduled repair work will be shown on the day it has been scheduled along with the time. From the calendar, you may set times for new repair work using the F3-Set key.

Schedule Service		1 Maestro Music			6/15/05 11:17 am	
Work Schedule for EMPLOYEE		0007		7		Jun 15, 2005
Sun 12	Mon 13	Tue 14	Wed 15	Thu 16	Fri 17	Sat 18
			█			
F1-Fwr	F2-Back	F3-Set	F5-Show	F8-Done	ENTER-Display	

**Figure 8-10 Schedule Service Screen technician calendar you are assigning**

By using the F5 key, you can view another technician’s calendar and display and schedule on another technician’s schedule.

Press the F3-Set key to set a repair time on this technician’s schedule. Certain information is requested. You must enter the technician’s number or select it from a list, the date the work is to be done, the time the work is to be done, and an estimated amount of time needed to complete the repairs. The ticket number, any notes, item, description and customer information is automatically filled in for you. See Figure 8-11.

Schedule Service	1 Maestro Music	6/15/05 11:38 am																											
Work Schedule for EMPLOYEE 0004 4 Jun 16, 2005																													
<table border="1"> <tr> <td>Schedule with: 000004</td> <td>EMPLOYEE</td> <td>0004</td> </tr> <tr> <td>on: 6/16/05</td> <td></td> <td></td> </tr> <tr> <td>at: 8:00 am</td> <td>for: 02:00</td> <td></td> </tr> <tr> <td colspan="3">Ticket: 20.00 Notes: GTOWN</td> </tr> <tr> <td colspan="3">Item: CORNET</td> </tr> <tr> <td colspan="3">Customer: GRORICH JULIE</td> </tr> <tr> <td colspan="3">223 SHADY LN</td> </tr> <tr> <td colspan="3">ANYTOWN TX 55555 0000</td> </tr> <tr> <td colspan="3">(555)555-5555</td> </tr> </table>			Schedule with: 000004	EMPLOYEE	0004	on: 6/16/05			at: 8:00 am	for: 02:00		Ticket: 20.00 Notes: GTOWN			Item: CORNET			Customer: GRORICH JULIE			223 SHADY LN			ANYTOWN TX 55555 0000			(555)555-5555		
Schedule with: 000004	EMPLOYEE	0004																											
on: 6/16/05																													
at: 8:00 am	for: 02:00																												
Ticket: 20.00 Notes: GTOWN																													
Item: CORNET																													
Customer: GRORICH JULIE																													
223 SHADY LN																													
ANYTOWN TX 55555 0000																													
(555)555-5555																													
Input the estimated amount of time for completion																													

**Figure 8-11 Schedule Service Screen assigning date and time to work on item**

The scheduled repair times for a given day and technician cannot overlap. For example, if there is a scheduled repair at 3:00 for one hour, the next repair must be after 4:00. If you schedule overlapping times, you will receive a scheduling error message, see Figure 8-12.

Schedule Service	1 Maestro Music	5/04/06 2:25 pm																								
Work Schedule for EMPLOYEE 0017 17 May 4, 2006																										
<table border="1"> <tr> <td>Schedule with: 000017</td> <td>EMPLOYEE</td> <td>0017</td> </tr> <tr> <td>on: 5/04/06</td> <td></td> <td></td> </tr> <tr> <td>at: 4:00 pm</td> <td>for: 01:00</td> <td></td> </tr> <tr> <td colspan="3">Ticket: 29.00 Notes: OCON.</td> </tr> <tr> <td colspan="3">Item: CLARINET</td> </tr> <tr> <td colspan="3">Customer: SCHAPER SANDRA</td> </tr> <tr> <td colspan="3">ANYTOWN TX 55555 0000</td> </tr> <tr> <td colspan="3">(555)555-5555</td> </tr> </table>			Schedule with: 000017	EMPLOYEE	0017	on: 5/04/06			at: 4:00 pm	for: 01:00		Ticket: 29.00 Notes: OCON.			Item: CLARINET			Customer: SCHAPER SANDRA			ANYTOWN TX 55555 0000			(555)555-5555		
Schedule with: 000017	EMPLOYEE	0017																								
on: 5/04/06																										
at: 4:00 pm	for: 01:00																									
Ticket: 29.00 Notes: OCON.																										
Item: CLARINET																										
Customer: SCHAPER SANDRA																										
ANYTOWN TX 55555 0000																										
(555)555-5555																										
<div style="border: 1px solid black; border-radius: 15px; padding: 5px; text-align: center;">                 This technician is already scheduled for this period of time!             </div>																										

**Figure 8-12 Schedule Service Screen technician scheduling error message**

Once you press the ENTER key after the technician scheduling screen is correct, You will be returned to the Schedule Service screen. The service ticket that you just scheduled disappears from the Schedule Service screen listing.

You can also schedule a service call in Change a Service Ticket on the main menu by hitting the F9 key thru all appropriate fields.

Now when you look (show the ticket) at the service ticket you can see which technician has been assigned to complete the repairs. See Figure 8-13.

Show Ticket	1 Maestro Music	6/15/05 11:44 am
Customer: 504540 GRORICH JULIE 223 SHADY LN ANYTOWN TX 55555-0000 Phone:(555)555-5555	Bill to: 504540 GRORICH JULIE 223 SHADY LN ANYTOWN TX 55555-0000 Phone:(555)555-5555	
Ticket Number: 20.00 Status: Serviced Emp: 17 Called In: 7/07/04 Store: 1 Maestro Store 1 Trak: COMP Comp Date: 7/07/04 Complaint Code: N/A Serial Nbr: 252843 Service Type: Walk-in Model Number: Recv'd By: OTC Brand Name: MED MED Recv'd On: 7/07/04 Required: 7/07/04 Description: CORNET Estimate: Approved 90.00 Aisle: Row: Tier: Deposit: 0.00 Notes: GTOWN Purchased At: Date: Tech: 000004 ← Warr: o Narda:		
CHEM FLUSH SERVICE PROBLEM		
F1-Next F2-Prev F3-Detail F4-Bal F6-Prob F7-Sched F8-Menu ENTER-New		

**Figure 8-13 Schedule Service Screen show ticket and technician assigned**

## Review Service Schedule

In RSSS, Maestro or Maestro SBE you can access Review Service Schedules off the Main Service Department Menu.

Two options are available to view scheduled work, by the technician and by the shop. See Figure 9-1.



**Figure 9- 1 Review Service Schedules Menu**

**View Service Schedule by technician**

When viewing a technician’s schedule, you can see all repairs that have been scheduled by day and time. See Figure 9-2.

View Tech Schedul	1 Maestro Music		6/15/05 3:51 pm			
Work Schedule for EMPLOYEE		0001	1	Jun 15, 2005		
Sun 12	Mon 13	Tue 14	Wed 15	Thu 16	Fri 17	Sat 18
			█	8:00am 10:00am 1:00pm	8:00am 10:00am	
F1-Fwrd F2-Back F4-De1 F5-Show F6-Save F7-Prt F8-Done ENTER-Display						

**Figure 9- 2 Review Service Schedule by technician**

You may scroll through the weeks using the F1 and F2 keys. You may show another technician’s calendar by pressing the F5- show key. See Figure 9-3.

View Tech Schedul	1 Maestro Music	6/15/05 4:14 pm
-------------------	-----------------	-----------------

Work Schedule for EMPLOYEE

Sun 12	Mon 13	Tue 14	
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> <p>To change technician's schedule, press F5 and then ENTER to select the technician from the lookup window.</p> </div>			

EMPLOYEE	0001	1
EMPLOYEE	0002	2
EMPLOYEE	0003	3
EMPLOYEE	0004	4
EMPLOYEE	0005	5
EMPLOYEE	0006	6
EMPLOYEE	0007	7
EMPLOYEE	0008	8
EMPLOYEE	0009	9
EMPLOYEE	0010	10
EMPLOYEE	0011	11
EMPLOYEE	0012	12
EMPLOYEE	0013	13
EMPLOYEE	0014	14
EMPLOYEE	0015	15

F1-Forward	F2-Back	F10-Exit Program	ENTER-Select
------------	---------	------------------	--------------

**Figure 9- 3 Review Service Schedule by technician**

**View Service Schedule for shop**

The schedule for the entire shop may also be viewed. You may scroll through the weeks using the F1 and F2 keys. See Figure 9-4.

View Shop Schedul		1 Maestro Music			6/15/05 4:14 pm	
Work Schedule for Shop				Jun 15, 1905		
Sun 12	Mon 13	Tue 14	Wed 15	Thu 16	Fri 17	Sat 18
			█	8:00am 8:00am 10:00am 1:00pm	8:00am 10:00am	
F1-Fwrd		F2-Back		F4-De1		F6-Save
F7-Prt		F8-Done		ENTER-Display		

**Figure 9- 4 Review Service Schedule for shop**

Scheduled repairs may be deleted (F4), saved (F6) or printed (F7).

If you choose to delete, save or print, you will have to choose the following options. Selecting all repairs (F3), choosing those for the current day (F4), by a specific date (F5), or pick by the sender (F6). See Figure 9-5.

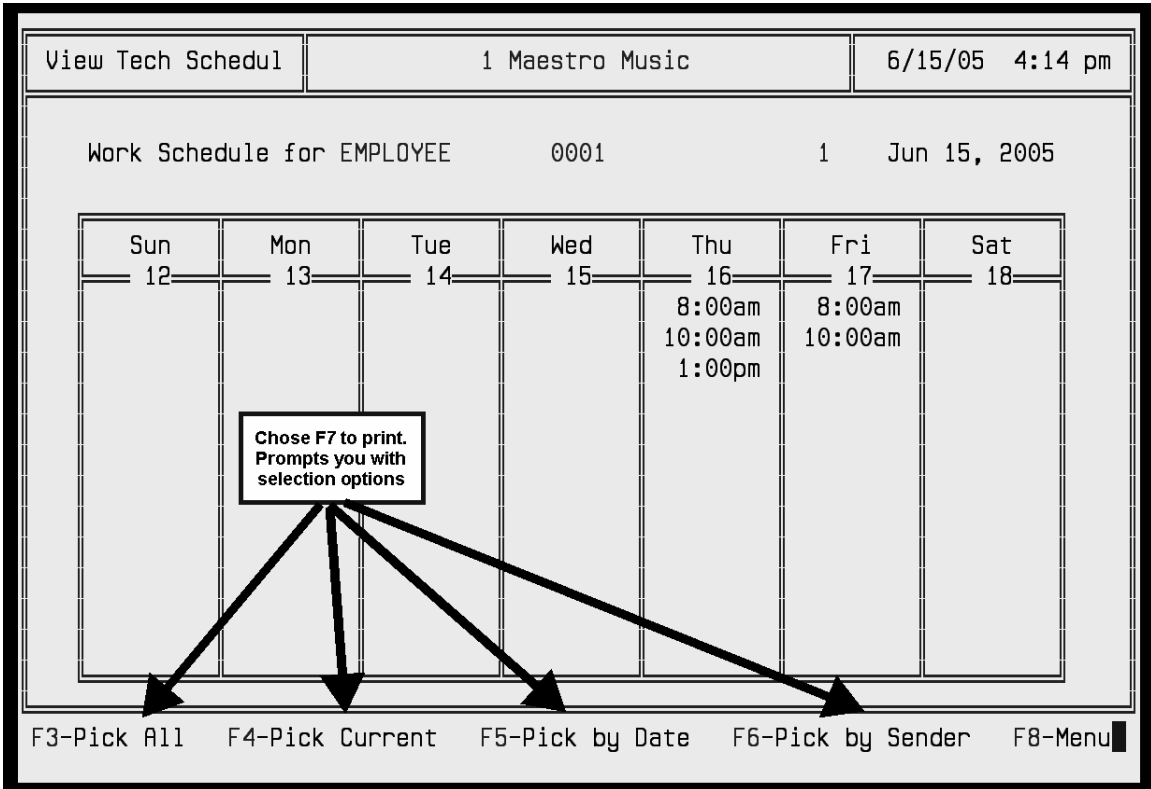


Figure 9- 5 Review Service Schedule for employee options

## Transfer Service Item Location

In RSSS, Maestro or Maestro SBE you can access Transfer Service Item Location off the Main Service Department Menu.

When servicing items, the item location can be changed frequently. The Transfer Service Item selection provides you with a method of tracking the location of the item as it moves from place to place. Enter the ticket number for the transfer. See Figure 10-1.

Transfer Srv Item	1 Maestro Music	5/04/06 3:51 pm
Ticket Number: 23.01	STEHLING	BARBARA
Serial Number: 66843	Model Number:	
Tech: 000007	EMPLOYEE	0007 Emp: 1
Date: 5/04/06	Time: 3:51 pm	Trak: INS Date: 5/06/06
Location moved from=>	Aisle: 10	Row: 3 Tier: 2
Location moved to==>	Aisle: 10	Row: 3 Tier: 2
Work Completed ?: Yes	Date: 5/04/06	
Customer Picked up ?: No		
Notes:		
Input the tech or F4 to select from list		

**Figure 10- 1 Transfer Service Item Screen**

The ticket number, serial number, model number and employee number will be automatically displayed. The current location (aisle, row and tier) will be displayed. The date and time default to the current date and time. The technician number moving the item should be entered and may be selected from a lookup window by pressing the F4 key. The Trak code and expected completion date are also displayed. The Trak code and expected completion date can be changed at this time as well as changing the location. See Figure 10-2 for an example of a changed transfer screen.

Transfer Srv Item	1 Maestro Music	5/04/06 4:17 pm
Ticket Number: 23.01                      STEHLING                      BARBARA		
Serial Number: 66843                      Model Number:		
Tech: 000011                      EMPLOYEE                      0011                      Emp: 1		
Date: 5/04/06                      Time: 4:00 pm                      Trak: OSB                      Date: 5/06/06		
Location moved from=> Aisle: 10                      Row: 3                      Tier: 2		
Location moved to==> Aisle: OSB                      Row:                      Tier:		
Work Completed ?: No                      Date: 5/04/06		
Customer Picked up ?: No		
Notes: EMP 11 ON SERVICE BENCH		
Input notes for this transfer		

**Figure 10- 2 Transfer Service Item Screen with changes**

If we display (show) the ticket, we can now see that the item has been moved from the assigned location to be serviced. See Figure 10-3.

Show Ticket	1 Maestro Music	5/04/06 4:20 pm
Customer: 508790 STEHLING BARBARA 6510 W MAIN ST ANYTOWN TX 55555-0000 Phone: (555)555-5555	Bill to: 508790 STEHLING BARBARA 6510 W MAIN ST ANYTOWN TX 55555-0000 Phone: (555)555-5555	
Ticket Number: 23.01 Status: Open Store: 1 Maestro Store 1 Complaint Code: FACT Serial Nbr: 66843 Model Number: Brand Name: VIT VIT Description: FLUTE Estimate: Approved 140.00 Deposit: 0.00 Purchased At: Date: Tech: 000011 000007 000010 Warr: o Narda:	Emp: 17 Called In: 7/07/04 Trak: OSB Comp Date: 5/06/06 Service Type: Walk-in Recv'd By: DAVID V. Recv'd On: 7/07/04 Required: 5/04/06 Aisle: OSB Row: Tier: Notes: EMP 11 MOVING TO SERVICE BENCH	
REPAD AND BUFF		
F1-Next F2-Prev F3-Detail F4-Bal F6-Prob F7-Sched F8-Menu ENTER-New		

Figure 10- 3 Show Ticket Screen

After servicing is complete, the item should be logged back in and the new location noted. See Figure 10-4.

Transfer Srv Item	1 Maestro Music	5/04/06 4:11 pm
Ticket Number: 23.01	STEHLING BARBARA	
Serial Number: 66843	Model Number:	
Tech: 000007	EMPLOYEE 0007	Emp: 1
Date: 5/05/06	Time: 11:00 am	Trak: COMP Date: 5/06/06
Location moved from=>	Aisle: OSB	Row: Tier:
Location moved to==>	Aisle: G	Row: 3 Tier: J
Work Completed?: Yes		Date: 5/04/06
Customer Picked up?: No		
Notes: SERVICE WORK COMPLETED. RETURNED TO SHELF FOR PICK UP BY CUSTOMER.		
Input notes for this transfer		

**Figure 10- 4 Transfer Service Item Screen**

The item may be marked as having all work completed with the completion date recorded. You may also indicate whether or not a customer has picked up the item.

Viewing the ticket now shows us that the item has been returned to a storage location. See Figure 10-5.

Change Ticket	1 Maestro Music	5/04/06 4:14 pm
Customer: 508790 STEHLING BARBARA 6510 W MAIN ST ANYTOWN TX 55555-0000 Phone:(555)555-5555	Bill to: 508790 STEHLING BARBARA 6510 W MAIN ST ANYTOWN TX 55555-0000 Phone:(555)555-5555	
Ticket Number: 23.01	Status: Open	Emp: 17 Called In: 7/07/04
Store: 1	Maestro Store 1	Trak: COMP Comp Date: 5/06/06
Complaint Code: FACT	Serial Nbr: 66843	Service Type: Walk-in
Model Number:	Brand Name: VIT VIT	Recv'd By: █
Description: FLUTE	Estimate: Approved 140.00	Recv'd On: 7/07/04 Required: 5/04/06
Deposit: 0.00	Purchased At: Date:	Notes: SERVICE WORK COMPLETED. RETURN UP BY CUSTOMER.
Tech: 000007 000007 000010	Warr: N	Narda:
SERVICE PROBLEM		
Input the shipping method or a few characters of the name		

Figure 10- 5 Show Ticket Screen

## Undo a Service Ticket

In RSSS, Maestro or Maestro SBE you can access Undo a Service Ticket off the Main Service Department Menu.

At times, it becomes necessary to “undo” or reverse a billing on a ticket. This can easily be done by entering the ticket number or selecting the tickets by customer. Once the ticket is selected, you are requested to verify that the correct ticket has been selected. See Figure 11-1.

Undo a Ticket	1 Maestro Music	5/04/06 4:26 pm
Customer: 508094 SUN PRAIRIE HS ACTIVITY C/O C. WHALLEY ANYTOWN TX 55555-2900 Phone: (555)555-5555	Bill to: 508094 SUN PRAIRIE HS ACTIVITY C/O C. WHALLEY ANYTOWN TX 55555-2900 Phone: (555)555-5555	
Ticket Number: 1356.00 Status: Serviced Emp: 11 Called In: 11/17/04 Store: 1 Maestro Store 1 Trak: COMP Comp Date: 11/29/04 Complaint Code: N/A Serial Nbr: 191799 Service Type: Walk-in Model Number: MARK VI Recv'd By: OUR TRUCK Brand Name: SEL SEL Recv'd On: 11/17/04 Required: 11/29/04 Description: SAX SOPRANO Estimate: No Aisle: Row: Tier: Deposit: 0.00 Notes: BILL TO S. SVEUM Purchased At: Date: Tech: 000134 Warr: Narda:		
PC _____ SERVICE PROBLEM _____		
Is this the service ticket to be unbilled? N		

**Figure 11- 1 Undo a Service Ticket Screen**

Any money posted subsequent to closing the ticket will have to be refunded in the take payments process for the ticket to be unbilled correctly. If there are no payments for the selected ticket, the ticket will be unbilled once you have verified that it is the correct one.

This process converts the ticket from an invoice to an open ticket and returns the inventory to the location that it was shipped from when it was originally billed. See Figure 11-2.

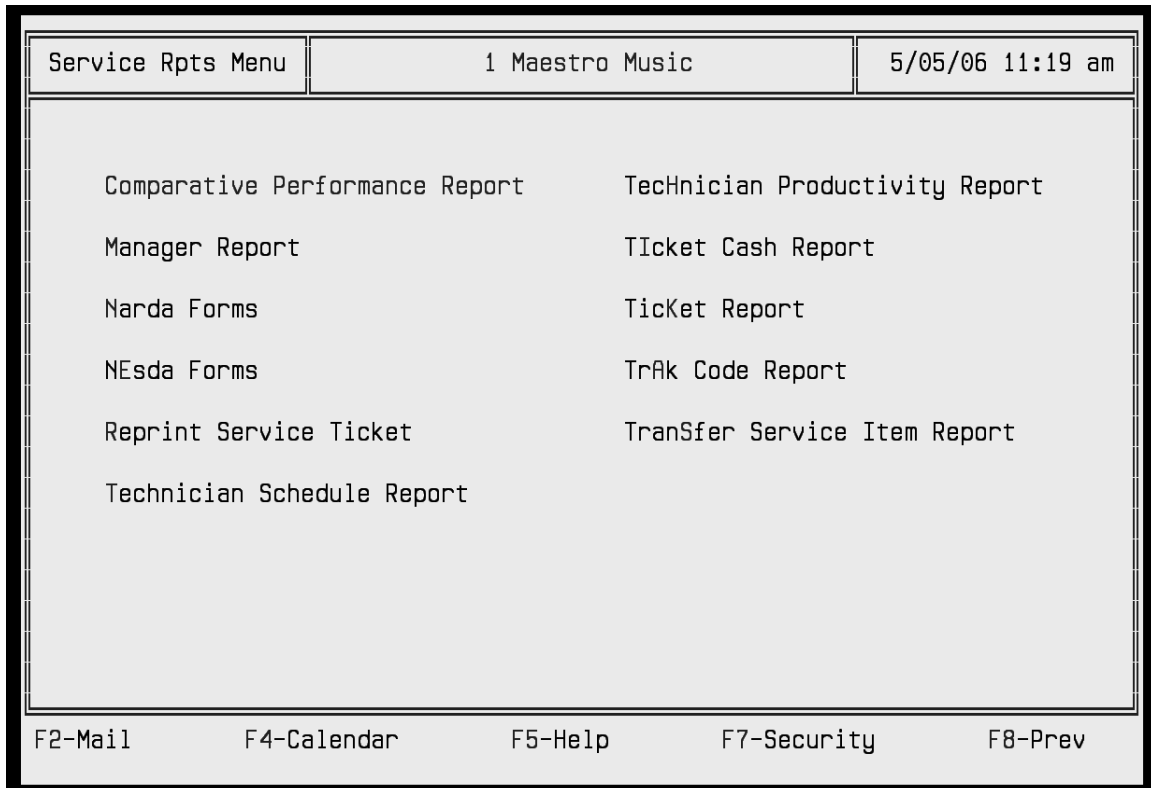
Show Ticket	1 Maestro Music	5/04/06 4:47 pm
Customer: 508094 SUN PRAIRIE HS ACTIVITY C/O C. WHALLEY ANYTOWN TX 55555-2900 Phone:(555)555-5555	Bill to: 508094 SUN PRAIRIE HS ACTIVITY C/O C. WHALLEY ANYTOWN TX 55555-2900 Phone:(555)555-5555	
Ticket Number: 1356.00 Store: 1 Complaint Code: N/A Serial Nbr: 191799 Model Number: MARK VI Brand Name: SEL SEL Description: SAX SOPRANO Estimate: No Deposit: 0.00 Purchased At:      Date: Tech: 000134	Status: Open Maestro Store 1 Service Type: Walk-in Recv'd By: OUR TRUCK Recv'd On: 11/17/04 Aisle:      Row:      Tier: Notes: BILL TO S. SVEUM Warr: o      Narda:	Emp: 11 Called In: 11/17/04 Trak: COMP Comp Date: 11/29/04 Required: 11/29/04
PC	SERVICE PROBLEM	
F1-Next F2-Prev F3-Detail F4-Bal F6-Prob F7-Sched F8-Menu ENTER-New		

**Figure 11- 2 Show a Service Ticket after being undone**

## Service Department Reports

In RSSS, Maestro or Maestro SBE you can access Reports Menus off the Main Service Department Menu. See Figure 12-1.

Several reports are available for analyzing the Service Department data. All reports are parameter driven allowing maximum flexibility in limiting needed information on the reports.



**Figure 12- 1 Service Reports Menu**

### **Comparative Performance Report**

This report gives you a method to compare technicians' performance over a period of time noting any increases or decreases. See Figure 12-2.

Service Analysis	1 Maestro Music	5/05/06 11:38 am
------------------	-----------------	------------------

```

Technicians:      0  0  0  0  0  0  0  0  0  0  0
Exclude Cash Sales? No
Beginning Date:  1/01/04
Ending Date:    12/31/04
Beginning Comp Date: 1/01/05
Ending Comp Date: 12/31/05
Beginning Model:
Ending Model:
Beginning Prod Desc:
Ending Prod Desc:
Beginning Trak Code:
Ending Trak Code:
Beginning Product:
Ending Product:
Beginning Manu Code:
Ending Manu Code:

Printer ID: LP01
Control? 

Press F9 when finished
entering all parameters

Input (Y)es to automatically control printer setting
    
```

**Figure 12- 2 Service Analysis (Comparative Performance) Report Screen**

- TECHNICIANS**      You can specify up to ten technicians for the report.
- EXCLUDE CASH SALES**      Enter Y for yes if you want to exclude cash sales from the comparison.
- BEGINNING/ENDING DATE**      The dates entered limit the report to tickets falling between the dates entered.
- BEGINNING/ENDING COMP DATE**      The dates entered limit the comparative section of the report to tickets completed between the dates entered.
- BEGINNING/ENDING MODEL**      The model numbers entered limit the report to tickets falling between the model numbers entered.
- BEGINNING/ENDING PROD DESC**      The product description entered limit the report to tickets with a product description falling between the descriptions entered.
- BEGINNING/ENDING TRAK CODE**      The trak codes entered limit the report to tickets with a trak code falling between the codes entered.
- BEGINNING/ENDING PRODUCT**      The product codes entered limit the report to tickets with a product code falling between the codes entered.

**BEGINNING/ENDING MANU CODE** The manufacturer codes entered limit the report to tickets with a manufacturer code falling between the codes entered.

**PRINTER ID** Enter the printer on which the report should be printed.

**CONTROL** Enter Y for yes to automatically set the printer to the mode required by the report.

Once all parameters are entered, press the F9 key to begin the printing process. Figure 12-3 is an example of the Comparative Performance Report.

Date: 5/05/06 Service Department Comparative Performance Report Page: 1											
Technicians: 0 0 0 0				Desc: 0 0 0 0 0 0				Trak:	Prod:	Manu:	Including Cash Sales
Beginning Model:				Desc:				Trak:	Prod:	Manu:	
Ending Model:				Desc:				Trak:	Prod:	Manu:	
TECH	COMPLETIONS			REVENUE			AVERAGE PER COMPLETION				
	1/01/04 THRU 12/31/04	1/01/05 THRU 12/31/05	DIFF	1/01/04 THRU 12/31/04	1/01/05 THRU 12/31/05	DIFF	1/01/04 THRU 12/31/04	1/01/05 THRU 12/31/05	DIFF		
10	1	2	1	0.00	51.50	51.50	0.00	25.75	25.75		
18	216	0	216-	10868.69	0.00	10868.69-	50.31	0.00	50.31-		
17	377	0	377-	19316.13	0.00	19316.13-	51.23	0.00	51.23-		
1	4	0	4-	453.00	0.00	453.00-	113.25	0.00	113.25-		
7	25	0	25-	1216.52	0.00	1216.52-	48.66	0.00	48.66-		
11	2	0	2-	25.00	0.00	25.00-	12.50	0.00	12.50-		
12	236	1	235-	16501.67	52.69	16448.98-	69.92	52.69	17.23-		
104	42	0	42-	738.53	0.00	738.53-	17.58	0.00	17.58-		
14	1	0	1-	107.00	0.00	107.00-	107.00	0.00	107.00-		
13	27	0	27-	1383.13	0.00	1383.13-	51.22	0.00	51.22-		
15	192	1	191-	9355.59	49.49	9306.10-	48.72	49.49	0.77-		
301	2	0	2-	76.00	0.00	76.00-	38.00	0.00	38.00-		
201	3	0	3-	61.50	0.00	61.50-	20.50	0.00	20.50-		
134	26	0	26-	1975.80	0.00	1975.80-	75.99	0.00	75.99-		
128	16	0	16-	832.20	0.00	832.20-	52.01	0.00	52.01-		
110	2	0	2-	95.58	0.00	95.58-	47.79	0.00	47.79-		
136	1	0	1-	42.00	0.00	42.00-	42.00	0.00	42.00-		
0	0	1	1	0.00	86.96	86.96	0.00	86.96	86.96		
<b>Total:</b>	<b>1173</b>	<b>5</b>	<b>1168-</b>	<b>63048.34</b>	<b>240.64</b>	<b>62807.70-</b>	<b>53.74</b>	<b>48.12</b>	<b>5.62-</b>		

Figure 12- 3 Service Analysis (Comparative Performance) Report Example

### Manager Report

The Manager Report provides the manager with a snapshot of what is coming and going in the Service Department. See Figure 12-4.

Manager Report	1 Maestro Music	5/05/06 12:02 pm
Beginning Repei Date: 1/01/05	Order Status: All	
Ending Repei Date: 1/31/05	Ticket Option: All	
	Sort Option: Receive Date	
Beginning Reque Date:	Include Address & Ph? No	
Ending Reque Date:	Include Problem? Yes	
Beginning Sched Date:	Printer ID: LP01	
Ending Sched Date:	Control? <input type="checkbox"/>	
Beginning Technician:		
Ending Technician:		
Beginning Aisle: Row: Tier:		
Ending Aisle: Row: Tier:		
<div style="border: 1px solid black; padding: 5px; display: inline-block;">                     Press F9 when finished entering all parameters                 </div>		
Input (Y)es to automatically control printer setting		

**Figure 12- 4 Manager Report Screen**

**BEGINNING/ENDING RECEIVE DATE** The dates entered limit the report to tickets falling between the receive dates entered.

**BEGINNING/ENDING REQUEST DATE** The dates entered limit the report to tickets falling between the request dates entered.

**BEGINNING/ENDING SCHEDULE DATE** The dates entered limit the report to tickets falling between the schedule dates entered.

**BEGINNING/ENDING TECHNICIAN** The technician numbers entered limit the report to tickets with technician numbers falling between the numbers entered.

**BEGINNING/ENDING AISLE/ROW/TIER** The location fields entered limit the report to tickets with a location falling between the location numbers entered.

**ORDER STATUS** Select from (S)cheduled, (U)nscheduled or (A)ll.

**TICKET STATUS** Select from (C)losed, (O)pen or (A)ll.

**SORT OPTION** Select from (S)cheduled, (R)eceive Date or (T)echnician or (L)ocation.

**INCLUDE ADDRESS & PH** Enter Y for yes to include address and phone number for each customer.

**INCLUDE PROBLEM** Enter Y for yes to include the service problem for each ticket.

**PRINTER ID** Enter the printer on which the report should be printed.

**CONTROL** Enter Y for yes to automatically set the printer to the mode required by the report.

Once all parameters are entered, press the F9 key to begin the printing process. Figure 12-5 is an example of the Manager Report.

Date: 5/05/06		Service Department Manager Report					Page: 1
NUMBER	NAME	SERIAL NBR	DATE RECEIVED	DATE SCHEDULED	DATE REQUIRED	TECHNICIAN	
1555.00	L. JANICE	0001	1/14/05		2/01/05	000007	
1556.00	ACEVEDO STEVEN	307114	1/14/05		2/01/05	000007	
1557.00	BAKER MARY RESTRINGED AND TUNED	4019	1/14/05	1/14/05	1/14/05	000015	

**Figure 12- 5 Manager Report Example**

**Print NARDA (North American Retail Dealers Association) Forms**

This report uses preprinted NARDA forms to summarize warranty work that is being paid for by the vendor. The form type in the service parameters has to be set to NARDA. See Figure 12-6.

Service Dept	1 Maestro Music	5/05/06 12:10 pm
--------------	-----------------	------------------

```

Normal Labor: 45.00 Tax? Y   Normal Trip Charge: 30.00 Tax? Y
Normal Freight: 45.00 Tax? Y   Normal Cleaning: 30.00 Tax? Y
Force Purch Date? N   Purch At? N   Estimate? N
AR Forms: 40 29   Type: V   Pmt Terms: COD
Don't Post To A/R: 10   11   12   13   14
Non Balancing Pmt Forms:
Form Type? A   NARDA
Miscellaneous #1: MISC CHG 1   MISC CHG 1   Y
Miscellaneous #2: MISC CHG 2   MISC CHG 2   Y
Use Calendar? N   Check Inventory? Y
Msg: Any request for free adjustments must be made within 48 hours
Msg: of original repair. Instruments repaired and not called for
Msg: in 6 months will be sold to pay charges.
Print Labor/Rate? Y
State Regulation NBR:
Strip Model Prefix? N
Print Name/Address? N
Always Reprint Nesda? N   Skip? N
Always Print Ticket? N   Check? N
    
```

Press F9 when finished entering all parameters

Input the Narda form number to use: 1) 101C or 2) 515 or 3) 360-6

**Figure 12- 6 Service Parameter Setting for NARDA Forms Screen to appear**

The software currently supports the following NARDA forms: 101C, 515 and 360-6. See Figure 12-7, 12-8 and 12-9 respectively for examples of the supported NARDA forms.

## 101C ELECTRONICS

PRESS HARD YOU ARE MAKING 6 COPIES

NRD-101 (RP) ORDER FROM NARDA, INC. / MANS. P.O. BOX 2535, DAYTON, OH 45401-2531 OR CALL TOLL FREE 1-800-242-8078 FAX 1-877-471-2097 PRINTED IN U.S.A.

NARDA, INC. / N4SD 1992

LABOR WARRANTY   
  PARTS WARRANTY   
  NO WARRANTY

BRAND \_\_\_\_\_ CLAIM NO. \_\_\_\_\_

(PLEASE PRINT)					
CUSTOMER'S NAME (LAST NAME FIRST)		FIRST NAME		SERVICE CENTER NO.	
ADDRESS					
CITY	STATE	ZIP CODE	AREA CODE	PHONE NUMBER	
CUSTOMER'S COMPLAINT			DEFECT CODE		SERIAL NO.
DEALER'S NAME			CITY		
SERVICE PERFORMED (CHECK AND DESCRIBE BELOW)			DATE PURCHASED		
<input type="checkbox"/> ADJUSTMENTS OR ALIGNMENTS <input type="checkbox"/> LOOSE CONNECTIONS <input type="checkbox"/> PART(S) REPLACED <input type="checkbox"/> OTHER			MO.    DAY    YR.		
			DATE SERVICE REQUESTED		
EXPLANATION OF SERVICE PERFORMED			MO.    DAY    YR.		
			DATE SERVICE COMPLETED		
MFG. CODE / REF.			CHECK PRODUCT WORKED ON		
TIME STARTED			TIME COMPLETED		TV    STEREO    OTHER
TIME ON JOB			COLOR		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
QTY.	PART NO. / REF. NO.	PART DESCRIPTION		B/W <input type="checkbox"/> <input type="checkbox"/>	
SERVICE WAS SATISFACTORILY COMPLETED		CUSTOMER'S SIGNATURE		TECHNICIAN'S SIGNATURE	
SERVICE CENTER		DISTRIBUTOR INFORMATION		TOTAL LABOR CHARGE	
		NAME _____		TOTAL PARTS CHARGE	
		CODE _____		OTHER _____	
				SALES TAX _____	
				GRAND TOTAL _____	

ORIGINAL - MAIL TO MANUFACTURER  
COPY 2

AMOUNT OF THE ACTUAL CASH VALUE AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM.					
ESTIMATE	\$			ESTIMATES INCLUDE ALL PARTS, LABOR AND HANDLING. IF UPON CLOSER ANALYSIS, THIS ESTIMATE MUST BE REVISED YOU WILL BE CONTACTED FOR APPROVAL TO PROCEED.	
REVISED ESTIMATE	\$			RECEIVED BY	DATE
A DIAGNOSIS/HANDLING CHARGE OF \$ _____ WILL BE MADE IF EQUIPMENT IS RETURNED AT CUSTOMER REQUEST BEFORE SERVICE IS PERFORMED			INVOICE PREPARED BY:		
PLEASE SEE REVERSE SIDE			EQUIPMENT RECEIVED BY:		
I HEREBY ACKNOWLEDGE RECEIPT OF THIS ESTIMATE			DATE: _____		
X _____	X _____				

SERVICE CENTER COPY

Figure 12- 7 NARDA Form 101C Example

U58219 PRINTED IN U.S.A.  
 FORM NRD-515 (4P) ORDER FROM: NARDA, INC. 7 NASD, P.O. BOX 2531, DAYTON, OH 45401-2531 OR CALL TOLL FREE 1-800-242-8678 FAX 1-877-471-2997

NOT VALID AS CUSTOMER RECEIPT IN CALIFORNIA

LABOR WARRANTY     PARTS WARRANTY     NO WARRANTY  
CLAIM NO.

BRAND \_\_\_\_\_

(PLEASE PRINT) SERVICE CENTER NO. \_\_\_\_\_

CUSTOMER'S NAME (LAST NAME FIRST) FIRST NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_ MODEL NO. \_\_\_\_\_

CITY STATE ZIP CODE AREA CODE PHONE NUMBER SERIAL NO. \_\_\_\_\_

CUSTOMER'S COMPLAINT DEFECT CODE \_\_\_\_\_

DEALER'S NAME CITY DATE PURCHASED MO. DAY YR. \_\_\_\_\_

SERVICE PERFORMED (CHECK AND DESCRIBE BELOW) DATE SERVICE REQUESTED MO. DAY YR. \_\_\_\_\_

ADJUSTMENTS OR ALIGNMENTS     LOOSE CONNECTIONS     PART(S) REPLACED     OTHER

EXPLANATION OF SERVICE PERFORMED MFG. CODE / REF. DATE SERVICE COMPLETED MO. DAY YR. \_\_\_\_\_

TIME STARTED TIME COMPLETED TIME ON JOB

QTY.	PART NO. / REF. NO.	PART DESCRIPTION

CHECK PRODUCT WORKED ON  
 TV COLOR  ISW   
 VCR   
 STEREO   
 OTHER  \_\_\_\_\_

CHECK REPAIR CATEGORY

	MINOR	INTER.	MAJOR
CARRY IN SERV.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ON SITE SERV.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CENTER SERVICE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CRT REPLACE.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
STOCK MERCH.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SERVICE WAS SATISFACTORILY COMPLETED

CUSTOMER'S SIGNATURE \_\_\_\_\_ TECHNICIAN'S SIGNATURE \_\_\_\_\_

SERVICE CENTER DISTRIBUTOR INFORMATION

NAME \_\_\_\_\_

CODE \_\_\_\_\_

TOTAL LABOR CHARGE \_\_\_\_\_

TOTAL PARTS CHARGE \_\_\_\_\_

OTHER \_\_\_\_\_

SALES TAX \_\_\_\_\_

GRAND TOTAL \_\_\_\_\_

CLAIM NO. \_\_\_\_\_

ORIGINAL  
 COPY 1  
 COPY 2  
 COPY 3

CUSTOMER'S CLAIM CHECK

SERVICE CENTER PICK UP DATE A.M. P.M. \_\_\_\_\_

CLAIM NO. \_\_\_\_\_

Figure 12- 8 NARDA Form 515 Example



Print Narda Forms	1 Maestro Music	5/05/06 12:14 pm
-------------------	-----------------	------------------

Beginning Ticket:  
 Ending Ticket:  
  
 Beginning Date:  
 Ending Date:  
  
 Beginning Model:  
 Ending Model:  
  
 Printer ID: LP01  
 Control? No

Press F9 when finished  
 entering all parameters

Input the beginning ticket number to be included

**Figure 12-10 Print NARDA Forms Screen**

**BEGINNING/ENDING TICKET** The ticket numbers entered limit the report to tickets falling between the ticket numbers entered.

**BEGINNING/ENDING DATE** The dates entered limit the report to tickets falling between the dates entered.

**BEGINNING/ENDING MODEL** The model numbers entered limit the report to tickets falling within the numbers entered.

**PRINTER ID** Enter the printer on which the report should be printed.

**CONTROL** Enter Y for yes to automatically set the printer to the mode required by the report.

Once all parameters are entered, press the F9 key to begin the printing process.

### ***Print NESDA (National Electronics Service Dealers Association) Forms***

This report uses preprinted NESDA forms to summarize warranty work that is being paid for by the vendor. The form type in the service parameters has to be set to NESDA. See Figure 12-11.

Service Dept	1 Maestro Music	5/05/06 12:34 pm
--------------	-----------------	------------------

Normal Labor: 45.00 Tax? Y      Normal Trip Charge: 30.00 Tax? Y  
 Normal Freight: 45.00 Tax? Y      Normal Cleaning: 30.00 Tax? Y  
 Force Purch Date? N    Purch At? N      Estimate? N  
 AR Forms: 40 29      Type: V    Pmt Terms: COD  
 Don't Post To A/R:      10      11      12      13      14  
 Non Balancing Pmt Forms:  
 Form Type? N      NESDA  
 Miscellaneous #1: MISC CHG 1      MISC CHG 1      Y  
 Miscellaneous #2: MISC CHG 2      MISC CHG 2      Y  
 Use Calendar? N    Check Inventory? Y  
 Msg: Any request for free adjustments must be made within 48 hours  
 Msg: of original repair. Instruments repaired and not called for  
 Msg: in 6 months will be sold to pay charges.  
 Print Labor/Rate? Y  
 State Regulation NBR:  
 Strip Model Prefix? N  
 Print Name/Address? N  
 Always Reprint Nesda? N    Skip? N  
 Always Print Ticket? N    Check? N

Press F9 when finished  
 entering all parameters

Input the Nesda form number to use: 1) N3CS-X or 2) N7SN or 3) N5CS

**Figure 12-11 Print NESDA Forms Screen**

The software currently supports the following NESDA forms: N3CS-X, N7SN and N5CS. See [www.nesda.com](http://www.nesda.com).

See Figure 12-12 for the NESDA report screen.

Print Nesda Forms	1 Maestro Music	5/05/06 12:40 pm
-------------------	-----------------	------------------

Beginning Ticket: █  
 Ending Ticket:

Beginning Date:  
 Ending Date:

Beginning Model:  
 Ending Model:

Printer ID: LP01  
 Control? No

Press F9 when finished  
 entering all parameters

Input the beginning ticket number to be included

**Figure 12-12 Print NESDA Forms Screen**

**BEGINNING/ENDING TICKET** The ticket numbers entered limit the report to tickets falling between the ticket numbers entered.

**BEGINNING/ENDING DATE** The dates entered limit the report to tickets falling between the dates entered.

**BEGINNING/ENDING MODEL** The model numbers entered limit the report to tickets falling within the numbers entered.

**PRINTER ID** Enter the printer on which the report should be printed.

**CONTROL** Enter Y for yes to automatically set the printer to the mode required by the report.

Once all parameters are entered, press the F9 key to begin the printing process.

***Reprint Service Ticket***

This option allows you to reprint a service ticket. See Figure 12-13.

Reprint Ticket	1 Maestro Music	5/05/06 3:30 pm
Customer:	Bill to:	
Phone:	00000-0000	Phone: 00000-0000
Ticket Number: █	Status: Open	Emp: 1 Called In: 5/05/06
Store: 1	Maestro Store 1	Trak: Comp Date: 5/05/06
Complaint Code: N/A	Service Type: Contract in Home	
Serial Nbr:	Recv'd By:	
Model Number:	Recv'd On: 5/05/06 Required:	
Brand Name:	Description:	
Estimate: No	Risle:	Row: Tier:
Deposit: 0.00	Notes:	
Purchased At: Date:	Warr: N	Narda:
Tech:	SERVICE PROBLEM	
Input the ticket number		

**Figure 12-13 Reprint Ticket Screen**

If you do not know the ticket number, press the ENTER key at the ticket number field and then you may find select the ticket by the customer number. By pressing the ENTER at the customer field prompt you will get a selection window. See Figure 12-14.

Reprint Ticket	1 Maestro Music	5/05/06 3:26 pm
Customer:	Bill to:	
Phone:	00000-	Name: █
<hr/>		
Ticket Number:	Sta	
Store:	1	Maestro Store
Complaint Code:	N/A	
Serial Nbr:		
Model Number:		
Brand Name:		
Description:		
Estimate:	No	
Deposit:	0.00	
Purchased At:	Date:	
Tech:		
<hr/>		
Input the last name of the customer or the company name		

**Figure 12-14 Reprint Ticket Screen Customer Look-up Window**

When selecting an individual, you will be prompted to enter the first and last name of the person. Enter all or part of the customer last name to bring up the customer lookup window. Once the name has been entered, you will be positioned at that point in the look-up window. Find and Highlight the customer you want to reprint the ticket for. See Figure 12-15.

Reprint Ticket		1 Maestro Music		5/05/06 3:33 pm	
Customer:			Bill to:		
Phone:	00000-	<b>S</b> TEHLING	BARBARA	508790	
Ticket Number:	Sta	STEIDL	CINDY	501908	
Store:	1 Maestro Store	STEIDL	MONIKA	506580	
Complaint Code:	N/A	STEIN	AMANDA	509740	
Serial Nbr:		STEIN	ANGIE	507050	
Model Number:		STEIN	BESSIE	508165	
Brand Name:		STEIN	CHERIE	500037	
Description:		STEIN	CONSTANCE	501468	
Estimate:	No	STEIN	DANA	509874	
Deposit:	0.00	STEIN	DAVID	503595	
Purchased At:	Date:	STEIN	JASON	508081	
Tech:		STEIN	KATE RADAJ	505823	
		STEIN	KIRSTIN	508262	
		STEIN	MARTIN	501905	
		STEIN	PAM	506359	

F1-Forward F2-Back F4-Change F5-Fold/Unfold F6-Add F10-Exit ENTER-Select

**Figure 12-15 Reprint Ticket Screen with customer name highlighted**

Once the customer has been selected, you will need to find the ticket you want to reprint for that customer. After selecting the ticket, you will be asked if you want to print the ticket. See Figure 12-16.

Reprint Ticket	1 Maestro Music	5/05/06 3:33 pm
Customer: 508790 STEHLING BARBARA 6510 W MAIN ST ANYTOWN TX 55555-0000 Phone:(555)555-5555	Bill to: 508790 STEHLING BARBARA 6510 W MAIN ST ANYTOWN TX 55555-0000 Phone:(555)555-5555	
Ticket Number: 23.01 Status: Open Emp: 17 Called In: 7/07/04 Store: 1 Maestro Store 1 Trak: OSB Comp Date: 5/06/06 Complaint Code: FACT Serial Nbr: 66843 Service Type: Walk-in Model Number: Recv'd By: DAVID V. Brand Name: VIT VIT Recv'd On: 7/07/04 Required: 5/04/06 Description: FLUTE Estimate: Approved 140.00 Aisle: OSB Row: Tier: Deposit: 0.00 Notes: EMP 11 MOVING TO SERVICE BENCH Purchased At: Date: Tech: 000011 000007 000010 Warr: Narda: SERVICE PROBLEM REPAD AND BUFF		
Is this the ticket to be printed(M for Move)? N		

**Figure 12-16 Reprint Ticket Screen**

At this point, you may reprint the ticket by typing a Y for yes, in which case you will be prompted for the printer id where you want this service ticket reprinted at.

Or you may select the option M to print a move ticket. See Figure 12-17.

Reprint Ticket		1 Maestro Music	5/05/06 3:53 pm																																			
Customer: 508790 STEHLING BARBARA 6510 W MAIN ST ANYTOWN Phone: (555)555-55	Bill to: 508790 STEHLING BARBARA																																					
<table border="1"> <tr> <td colspan="3">FROM ADDRESS INFORMATION</td> </tr> <tr> <td>Ticket Number:</td> <td>Name: SMITH, MARY</td> <td>7/07/04</td> </tr> <tr> <td>Store: 1</td> <td>Address: 123 ABC LANE</td> <td>5/06/06</td> </tr> <tr> <td>Complaint Code: F</td> <td>City/St/Zip: ANYTOWN, TX 55555</td> <td></td> </tr> <tr> <td>Serial Nbr: 66</td> <td>Phone: 555-555-5555</td> <td></td> </tr> <tr> <td>Model Number:</td> <td></td> <td></td> </tr> <tr> <td>Brand Name: VI</td> <td>COD Amount: 50.00</td> <td>5/04/06</td> </tr> <tr> <td>Description: FL</td> <td></td> <td></td> </tr> <tr> <td>Estimate: Ap</td> <td></td> <td></td> </tr> <tr> <td>Deposit:</td> <td></td> <td>CE BENCH</td> </tr> <tr> <td>Purchased At:</td> <td></td> <td></td> </tr> <tr> <td>Tech: 00</td> <td></td> <td></td> </tr> </table>		FROM ADDRESS INFORMATION			Ticket Number:	Name: SMITH, MARY	7/07/04	Store: 1	Address: 123 ABC LANE	5/06/06	Complaint Code: F	City/St/Zip: ANYTOWN, TX 55555		Serial Nbr: 66	Phone: 555-555-5555		Model Number:			Brand Name: VI	COD Amount: 50.00	5/04/06	Description: FL			Estimate: Ap			Deposit:		CE BENCH	Purchased At:			Tech: 00			55-0000
FROM ADDRESS INFORMATION																																						
Ticket Number:	Name: SMITH, MARY	7/07/04																																				
Store: 1	Address: 123 ABC LANE	5/06/06																																				
Complaint Code: F	City/St/Zip: ANYTOWN, TX 55555																																					
Serial Nbr: 66	Phone: 555-555-5555																																					
Model Number:																																						
Brand Name: VI	COD Amount: 50.00	5/04/06																																				
Description: FL																																						
Estimate: Ap																																						
Deposit:		CE BENCH																																				
Purchased At:																																						
Tech: 00																																						
&CROSS																																						
Is this the ticket to be printed(M for Move)? M																																						

**Figure 12-17 Option to Move instead of reprint a service ticket**

If you choose to print a move ticket, enter the name, address, city, state, zip and phone number you will be moving the item from along with the cash on delivery amount if any. Once this information is correct, press the F9 key and you will be prompted to enter the printer id where you want this move ticket to print.

### **Technician Schedule Report**

The Technician Schedule Report allows you to monitor and print out a report of when repairs are scheduled for technicians. See Figure 12-18.

Tech Schedule Rpt	1 Maestro Music	5/05/06 4:02 pm
-------------------	-----------------	-----------------

Beginning Tech: 0  
 Ending Tech: 9999  
  
 Beg Sched Date: 5/01/06  
 End Sched Date: 5/12/06  
  
 Page Break? No  
  
 Printer ID: TECH01  
 Compress? No

Press F9 when finished  
 entering all parameters

Input (Y)es to automatically control printer setting

**Figure 12-18 Technician Schedule Report Screen**

**BEGINNING/ENDING TECH** The technician numbers entered limit the report to tickets with technician numbers falling between the numbers entered.

**BEGINNING/ENDING SCHED DATE** Select the scheduled repair dates to limit the report to tickets falling between the dates entered.

**PAGE BREAK** Enter Y for yes if you want page breaks between technicians.

**PRINTER ID** Enter the printer on which the report should be printed.

**COMPRESS** Enter Y for yes if you want the program to control the setting of the printer.

Once all parameters are entered, press the F9 key to begin the printing process. See Figure 12-19 for an example of the Technician Schedule Report.

Date: 5/05/06		Service Tech Report				Page: 1	
Beg Tech: 0	Sched Date: 5/01/06						
End Tech: 9999	Sched Date: 5/12/06					Don't Page Break	
TICKET	CUSTOMER	TECH	SCHEDULED DATE	TRAK & COMP	DATE	DATE	CALLED-IN
26.00	ALLEN	DANNY	5/04/06 3: 0pm	COMP	7/14/04	7/08/04	
23.01	STEHLING	BARBARA	5/05/06 10: 0am	OSD	5/06/06	7/07/04	
1579.00	ABBOTT	CHRISTINE	5/08/06 10: 0am	COMP	5/04/06	5/04/06	
25.00	HOEFFLER	CHRISTINE	5/04/06 3: 0pm	COMP	7/12/04	7/08/04	

**Figure 12-19 Technician Schedule Report Example**

### Technician Productivity Report

The Technician Productivity Report allows you to monitor and print out a report of the amount of money generated by technicians for a period of time. See Figure 12-20.

Tech Product Rpt	1 Maestro Music	5/05/06 4:31 pm
Beginning Tech1:	11	Beg Bill To Acct Nbr: 0
Ending Tech1:	11	End Bill To Acct Nbr: 999999999
Beginning Tech2:	0	Beg Customer Acct Nbr: 0
Ending Tech2:	0	Reg Tech: Y End Customer Acct Nbr: 999999999
Beginning Tech3:	0	
Ending Tech3:	0	
Beg Sched Date:		
End Sched Date:		
Beg Completion Date:		
End Completion Date:		
Page Break? No		
Printer ID: LP01		
Compress? No		
<div style="border: 1px solid black; padding: 5px; display: inline-block;">                     Press F9 when finished entering all parameters                 </div>		
Input (Y)es to automatically control printer setting		

**Figure 12-20 Technician Productivity Report Screen**

**BEGINNING/ENDING TECH1/TECH2/TECH3** The technician numbers entered limit the report to tickets with technician numbers falling between the numbers entered in each technician field area. Select the technicians to be included in the report.

**BEGINNING/ENDING SCHED DATE** Select the scheduled repair dates to limit the report to tickets falling between the dates entered.

**PAGE BREAK** Enter Y for yes if you want page breaks between technicians.

**PRINTER ID** Enter the printer on which the report should be printed.

**COMPRESS** Enter Y for yes if you want the program to control the setting of the printer.

Once all parameters are entered, press the F9 key to begin the printing process. See Figure 12-21 for an example of the Technician Productivity Report.

Service Productivity Report										Page: 1		
Date: 5/05/06										No Page Break 0		
Beg Tech1:	11 Tech2:	0 Tech3:	0 Date Scheduled:	Date Completed:	Bill To:	0 Cust Nbr:						
End Tech1:	11 Tech2:	0 Tech3:	0 Date Scheduled:	Date Completed:	Bill To:	99999999 Cust Nbr:	99999999					
TICKET	STATUS	T	PARTS	LABOR	CLEANING	FREIGHT	DELIVERY	TRIP CHG	DISCOUNT	INV TOT	HOURS	TECH TOT
Technician: 000011												
1077.00	Serviced	1	0.00	10.00	0.00	0.00	0.00	0.00	0.00	10.00		10.00
26.00	Serviced	1	0.00	15.00	0.00	0.00	0.00	0.00	0.00	15.77		15.00
1579.00	Serviced	1	1075.00	405.00	30.00	45.00	0.00	0.00	0.00	1634.31	9.00	1510.00
Tech Total:			1075.00	430.00	30.00	45.00	0.00	0.00	0.00	1660.08	9.00	1535.00
Grand Total:			1075.00	430.00	30.00	45.00	0.00	0.00	0.00	1660.08	9.00	1535.00

Figure 12-21 Technician Productivity Report Example

Because each service ticket can have up to three (3) technicians assigned to it, please note that the following rules are applied to this report:

1. Both technician 1 and technician 3 receive credit for parts (less discount), labor and cleaning.
2. Technician 2 receives credit for the trip charge and delivery charge.
3. If a technician is on a ticket as technician 1 or technician 2, then credit will not be given for being technician 3.

These rules are reflected in the total amounts.

### Ticket Cash Report

A comprehensive report of all service ticket information may be obtained using the Print Ticket Cash Report. This report enables you to analyze the source of revenue on service tickets. See Figure 12-22.

Ticket Cash Rpt		1 Maestro Music		5/05/06 5:24 pm	
Beginning Model:		Beg Tech: 000017			
Ending Model:		End Tech: 000017			
Beginning Prod Desc:		Beg 2nd Tech:			
Ending Prod Desc:		End 2nd Tech:			
Beginning Trak Code: INS		Beg 3rd Tech:			
Ending Trak Code: INS		End 3rd Tech:			
Beginning Manu Code:		Beg Recv Date:			
Ending Manu Code:		End Recv Date:			
		Beg Comp Date:			
		End Comp Date:			
		Beg Bill Date:			
		End Bill Date:			
		Printer ID: LP01			
		Control? <input type="checkbox"/> No			
----- INCLUDE -----					
Labor? Yes	Parts? Yes	Trip? Yes			
Tax? Yes	Freight? Yes	Clean? Yes			
Disc? Yes	Del? Yes	Deposits Only? No			
Address? No	Problem? Yes	First Name? No			
Order Status: All		<div style="border: 1px solid black; padding: 5px; text-align: center;">                     Press F9 when finished                      entering all parameters                 </div>			
Ticket Option: All					
Sort Option: Receive Date					
Exclude Cash Sales? No					
Input (Y)es to automatically control printer setting					

Figure 12-22 Ticket Cash Report Screen

The scope of the report may be narrowed by supplying report parameters.

**BEGINNING/ENDING RECEIVE DATE** The dates entered limit the report to tickets falling between the receive dates entered.

**BEGINNING/ENDING MODEL** The model numbers entered limit the report to tickets falling between the model numbers entered.

**BEGINNING/ENDING PROD DESC** The product description entered limit the report to tickets with a product description falling between the descriptions entered.

**BEGINNING/ENDING TECHNICIAN** Select the tickets by technicians.

**BEGINNING/ENDING 2ND TECH** Select the tickets by the 2nd technicians.

**BEGINNING/ENDING 3RD TECH** Select the tickets by the 3rd technicians.

**BEGINNING/ENDING TRAK CODE** Select the tickets by trak codes.

**BEGINNING/ENDING PRODUCT** Select the tickets by product codes.

**BEGINNING/ENDING MANU CODE** Select the tickets by manufacturer codes.

**ORDER STATUS** Select to limit the report to (S)cheduled tickets, (U)nscheduled tickets or (A)ll tickets.

**TICKET OPTION** Select to limit the report to (C)losed tickets, (O)pen tickets or (A)ll tickets.

**SORT OPTION** The tickets can be sorted by the (R)eceive date, (S)chedule date or (T)echnician.

**LABOR** Enter Y for yes to include the labor charges.

**PARTS** Enter Y for yes to include the parts charges.

**TRIP** Enter Y for yes to include the trip charges.

**TAX** Enter Y for yes to include the tax charges.

**FREIGHT** Enter Y for yes to include the freight charges.

**CLEANING** Enter Y for yes to include the cleaning charges.

**DISCOUNT** Enter Y for yes to include the discount charges.

**DELIVERY** Enter Y for yes to include the delivery charges.

**EXCLUDE CASH SALES** Enter Y for yes to exclude the cash sales from the report.

**DEPOSITS ONLY** Enter Y for yes to include only the deposits.

**INCLUDE ADDRESS & PH** Enter Y for yes to include the address and phone number associated with the tickets.

**INCLUDE PROBLEM** Enter Y for yes to include the service problem associated with the tickets.

**INCLUDE FIRST NAME** Enter Y for yes to include the first name of the customer on the tickets.

**PRINTER ID** Enter the printer on which the report should be printed.

**CONTROL** Enter Y for yes to automatically set the printer to the mode required by the report.

Once all parameters are entered, press the F9 key to begin the printing process. See Figure 12-23 for an example of the Ticket Cash Report.

Service Ticket Cash Report															Page: 1		
Date: 5/05/06												Tech: 000017 2nd Tech:			3rd Tech:		
Beg Receive:		Model:	Desc:		Manu:		Bill Date:		Tech: 000017 2nd Tech:			3rd Tech:					
End Receive:		Model:	Desc:		Manu:		Bill Date:		Tech: 000017 2nd Tech:			3rd Tech:					
Order Status: All		Ticket Option: All		Sort Option: Receive Date		Exclude Cash Sales? N		Dep Only? N		Addr? N		Problem? Y		1st Name? N			
Include: Labor? Y	Parts? Y	Trip? Y	Tax? Y	Frt? Y	Tax? Y	Clean? Y	Disc? Y	Del? Y	Dep Only? N	Addr? N	Problem? Y	1st Name? N					
Ticket Trak	Tech1 Code	Last Comp	Name Date	Item Tech2	Nbr Tech3	Complaint	Description Codes	Problem	Cost	Labor	Freight	Parts	Trip	Deposit	Tax	Total	
76.00	000017		HOLD FOR BILLIN	YHRS67			FRENCH HORN SINGLE		0.00	2.96	0.00	0.00	0.00	0.00	0.00	2.96	
INS		1/14/05				N/A	ITEMIZE REPAIRS, CHEM FLUSH		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
90.00	000017		HARTFORD CENTRA				BARITONE		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
INS		7/15/04				N/A	1ST VALVE STICKS, GUIDE PIN REPLACE?		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
493.00	000017		NELSON	18-0			FLUTE		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
INS		9/11/04				N/A	CLEANING CALL WITH EST		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
536.00	000017		PIERRE	2SP			BENT BODY - P.C. ESTIMATED AT \$60 - \$65		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
INS		9/16/04				N/A	P.C. - PLEASE RETURN HALF OF DOLLAR - REPLACE NECK CORK		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
539.00	000017		SPANN				P.C. & REPLACE NECK SCREW		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
INS		9/16/04				N/A	SAX ALTO		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
571.00	000017		DAMAGE WAIVER	BASELAS300			F NATURAL KEY NOT WORKING		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
INS		9/17/04				N/A	CLARINET		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
985.00	000017		BRICENO	MOUTHPIECE			RECORK MOUTHPIECE		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
INS		10/18/04				N/A	CLARINET		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
1473.00	000017		FERRY				REPAD		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
INS		11/24/04				N/A	TRUMPET		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
1516.00	000017		DAMAGE WAIVER	BAHOLT602			DENT IN 2ND VALVE CASING		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
INS		11/30/04				N/A	TRUMPET		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
1529.00	000017		ANDERSEN	BAYAMYTR2335			VALVE PROBLEM GO OVER		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
INS		12/01/04				N/A	SAX ALTO		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
1550.00	000017		DELFORGE				ONCE OVER, PC, KEEP TOWARD \$50 SIDE,		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
INS		12/02/04				N/A			0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Report Total:										0.00	0.00	0.00	2.96	0.00	0.00	0.00	2.96

Figure 12-23 Ticket Cash Report Example

### Ticket Report

A comprehensive report of all service ticket information may be obtained using the Print Ticket Report. See Figure 12-24.

Print Serv Ticket	1 Maestro Music	5/05/06 5:31 pm
-------------------	-----------------	-----------------

Beginning Recei Date: 1/01/04	Order Status: All
Ending Recei Date: 6/30/04	Ticket Option: All
Beginning Reque Date: █	Sort Option: Receive Date
Ending Reque Date:	Exclude Cash Sales? No
Beginning Sched Date:	Include Address & Ph? No
Ending Sched Date:	Include Problem? Yes
Beginning Model:	
Ending Model:	Printer ID: LP01
Beginning Prod Desc:	Control? No
Ending Prod Desc:	
Beginning Technician:	
Ending Technician:	
Beginning Trak Code:	
Ending Trak Code:	
Beginning Product:	
Ending Product:	
Beginning Manu Code:	
Ending Manu Code:	

Press F9 when finished  
entering all parameters

Input the beginning request date to be included

**Figure 12-24 Ticket Report Screen**

The scope of the report may be narrowed by supplying report parameters.

- BEGINNING/ENDING RECEI DATE**     Select the tickets by the dates that you received the item to be serviced.
  
- BEGINNING/ENDING REQUE DATE**     Select the tickets by the requested dates for service.
  
- BEGINNING/ENDING SCHED DATE**     Select the tickets by the scheduled dates for servicing.
  
- BEGINNING/ENDING MODEL**     Select the tickets by model numbers.
  
- BEGINNING/ENDING PROD DESC**     Select the tickets by product descriptions.
  
- BEGINNING/ENDING TECHNICIAN**     Select the tickets by technicians.
  
- BEGINNING/ENDING TRAK CODE**     Select the tickets by trak codes.
  
- BEGINNING/ENDING PRODUCT**     Select the tickets by product codes.
  
- BEGINNING/ENDING MANU CODE**     Select the tickets by manufacturer codes.
  
- ORDER STATUS**     Select to limit the report to (S)cheduled tickets, (U)nscheduled tickets or (A)ll tickets.

**TICKET OPTION** Select to limit the report to (C)losed tickets, (O)pen tickets or (A)ll tickets.

**SORT OPTION** The tickets can be sorted by the (R)ecieve date, (S)chedule date or (T)echnician.

**EXCLUDE CASH SALES** Enter Y for yes to exclude the cash sales from the report.

**INCLUDE ADDRESS & PH** Enter Y for yes to include the address and phone number associated with the tickets.

**INCLUDE PROBLEM** Enter Y for yes to include the service problem associated with the tickets.

**PRINTER ID** Enter the printer on which the report should be printed.

**CONTROL** Enter Y for yes to automatically set the printer to the mode required by the report.

Once all parameters are entered, press the F9 key to begin the printing process. See Figure 12-25 for an example of the Ticket Cash Report.

Service Department Ticket Report										Page: 1
Date: 5/05/06		Request: Tech:		Sched: Trak:	Model: Manu:	Desc:				
End Receive: 6/30/04		Request: Tech:		Sched: Trak:	Model: Manu:	Desc:				
Status: All		Tickets: All		Sort: Receive Date		Exc: Cash Sales? No		Inc: Address? No		Problem? Yes
NUMBER	T	NAME		DESCRIPTION	CALLED IN	SCHEDULED	LOC	TECHNICIAN	TOTAL AMT	PAYMENT
444.00	I	HOLD FOR BILLING PC		SAX TENOR	11/22/04		2	000018	65.00	0.00
920.00	I	HOLD FOR BILLING PC		FLUTE	10/12/04		1	000134	52.50	0.00
921.00	I	HOLD FOR BILLING PC		FLUTE	10/12/04		1	000018	35.00	0.00
8.00	O	HOOK	MARY		6/15/04		1	000010	0.00	0.00
399.00	I	HOLD FOR BILLING PC		SOUSAPHONE	11/23/04		1	000018	130.00	0.00
163.00	I	NAVIS RE-PAD	ANGELA	CLARINET	7/27/04		1	000017	147.70	0.00
Report Total:									430.20	0.00

Figure 12-25 Ticket Report Example

### Trak Code Report

The Trak Report allows you to monitor, track and print out a report of the status of items in repair by monitoring the trak each item is in. See Figure 12-26.

Trak Report	1 Maestro Music	5/05/06 5:40 pm
-------------	-----------------	-----------------

```

Beginning Cust:      0
Ending Cust:        0
  Beg Ticket:       0.00
  End Ticket:       0.00
  Beg In Date:
  End In Date:
  Beg Sched Date:
  End Sched Date:
  Beg Trak Code: INS
  End Trak Code: INS
  Beg Trak Comp Date:
  End Trak Comp Date:
Exclude Cash Sales?: Yes
  Sort Option: Cust Number
  Include Notes? Yes
  Printer ID: LP01
  Compress? No
    
```

Press F9 when finished  
 entering all parameters

Input the ending trak to be included or spaces for all traks

**Figure 12-26 Trak Report Screen**

The scope of the report may be narrowed by supplying report parameters.

**BEGINNING/ENDING CUST**      Select the customers to be included in the report.

**BEGINNING/ENDING TICKET**      Select the ticket numbers to be included in the report.

**BEGINNING/ENDING IN DATE**      Select the date brought in to be included in the report.

**BEGINNING/ENDING SCHED DATE**      Select the scheduled dates to be included in the report.

**BEGINNING/ENDING TRAK CODE**      Select the trak codes to be included in the report.

**BEGINNING/ENDING TRAK COMP DATE**      Select the Trak completion dates to be included on the report.

**EXCLUDE CASH SALES**      Enter Y for yes to exclude any cash sales from the report.

**SORT OPTION**      Select the sort from these options: (C)ustomer number, (T)icket number, (I)n date or (S)chedule date.

**INCLUDE NOTES** Enter Y for yes if you want the report to include trak code notes.

**PRINTER ID** Enter the printer on which the report should be printed.

**COMPRESS** Enter Y for yes if you want the program to automatically set the printer to the mode required by the report.

Once all parameters are entered, press the F9 key to begin the printing process. See Figure 12-27 for an example of the Trak Report.

Date: 5/05/06		Service Trak Report										Page: 1
Req Cust:	0	Ticket:	0.00	In Date:	12/01/04	Sched Date:		Trak:	INS	Trak Comp Date:		
End Cust:	0	Ticket:	0.00	In Date:	12/31/04	Sched Date:		Trak:	INS	Trak Comp Date:		
Excc: Cash	Yes	Sort:	Cust Number	Inc:	Notes?	Yes						
CUSTOMER	DATE	TIME	TRAK	TICKET	STATUS	NOTES/NOTES2	CALLLED IN	SERIAL	NUMBER	MODEL	NUMBER	DESCRIPTION
				TCC	DATE	TECH			COMPLETED			PICKED UP
10	DAMAGE WAIVER	12/01/04	9:28 am	INS	1522.00	Open	12/01/04	6039		STKAYCE34		CELLO 3/4
					12/01/04	000012	Brought in for service by customer.					
14	HOLD FOR BILLING	12/01/04	6:39 pm	INS	1536.00	Open	12/01/04	20705		171F		CELLO
					12/01/04	000012	Brought in for service by customer.					
14	HOLD FOR BILLING	12/01/04	6:51 pm	INS	1537.00	Open	12/01/04	304				CELLO
					12/01/04	000012	Brought in for service by customer.					
14	HOLD FOR BILLING	12/02/04	9:06 am	INS	1538.00	Open	12/02/04	76270		5512		CELLO 1/2
					12/02/04	000012	Brought in for service by customer.					
					12/02/04	000012	REQUISITION #98540 P.O. #23688					
14	HOLD FOR BILLING	12/02/04	9:08 am	INS	1539.00	Open	12/02/04	122				VIOLA 14"
					12/02/04	000012	Brought in for service by customer.					
					12/02/04	000012	REQUISITION #98540 P.O. #23688					
14	HOLD FOR BILLING	12/02/04	9:10 am	INS	1540.00	Open	12/02/04	403				VIOLIN 3/4
					12/02/04	000012	Brought in for service by customer.					
					12/02/04	000012	REQUISITION #98540 P.O. #23688					
14	HOLD FOR BILLING	12/02/04	9:11 am	INS	1541.00	Open	12/02/04					
					12/02/04	000012	Brought in for service by customer.					
					12/02/04	000012	REQUISITION #98540 P.O. #23688					

Figure 12-27 Service Trak Report Example

### Transfer Service Item Report

The Transfer Service Item Report allows you to monitor, track and report the complete location history of an item requiring service. See Figure 12-28.

Transfer Report	1 Maestro Music	5/05/06 5:47 pm
-----------------	-----------------	-----------------

Beginning Ticket: 24.00  
 Ending Ticket: 24.00  
 Serial Number:  
 Beginning Date:  
 Ending Date:  
 Beginning Model:  
 Ending Model:  
 Beginning Prod Desc:  
 Ending Prod Desc:  
 Beginning Trak Code:  
 Ending Trak Code:  
 Beginning Product:  
 Ending Product:  
 Beginning Manu Code:  
 Ending Manu Code:  
 Status Option: All

Printer ID: P01  
Control? No

Press F9 when finished  
entering all parameters

Input the printer id

**Figure 12-28 Transfer Report Screen**

The scope of the report may be narrowed by supplying report parameters.

**BEGINNING/ENDING TICKET** Select the tickets to be included in the report.

**SERIAL NUMBER** Select the serial number to be included on the report.

**BEGINNING/ENDING DATE** Select the dates to be included in the report.

**BEGINNING/ENDING MODEL** Select the model numbers to be included in the report.

**BEGINNING/ENDING PROD DESC** Select the product descriptions to be included in the report.

**BEGINNING/ENDING TRAK CODE** Select the trak codes to be included in the report.

**BEGINNING/ENDING PRODUCT** Select the product codes to be included in the report.

**BEGINNING/ENDING MANU CODE** Select the manufacture codes to be included in the report.

**STATUS OPTION** Select the status from the following options: (S)erviced, (O)pen, (I)nvoiced, (P)ick-up, (A)ll tickets.

**PRINTER ID** Enter the printer on which the report should be printed.

**CONTROL** Enter Y for yes to automatically set the printer to the required print mode for the report.

Once all parameters are entered, press the F9 key to begin the printing process. See Figure 12-29 for an example of the Transfer Service Item Report.

Service Department Transfer Item Report										Page: 1
Date: 5/05/06		Beg Ticket: 24.00		Date:	Model:	Desc:		Trak:	Prod:	Manu:
End Ticket: 24.00		Date:	Model:	Desc:		Trak:	Prod:	Manu:		
Serial Number:		Status: All								
Ticket	Customer	Serial	Tech	Date	Time	From loc	To loc	Completed	Picked up	
24.00	STEHLING BARBARA	66843	000017	7/07/04	3:45 pm	*** ** *				
			000017	7/07/04	3:58 pm					

**Figure 12-29 Transfer Service Item Report Example**

## File Maintenance (Service Utilities)

In RSSS, Maestro or Maestro SBE you can access File Maintenance off the Main Service Department Menu.

### Configuring the System

Certain procedures must be followed in order to configure the software for general use. Detailed explanations of each procedure are found here in the File Maintenance section and Document Maintenance section.

Suggested steps to follow during the setup procedure are:

1. [Create a base company.](#)
2. [Make the base company the current operating company.](#)
3. Setup system-wide defaults for service explained in this chapter.
4. Create all necessary master records for service explained in this chapter.
5. [Setup document printing.](#)

File Maintenance provides the means for entering most master records that are used throughout the software. The File Maintenance (Service Utilities) Menu is displayed in Figure 13-1.

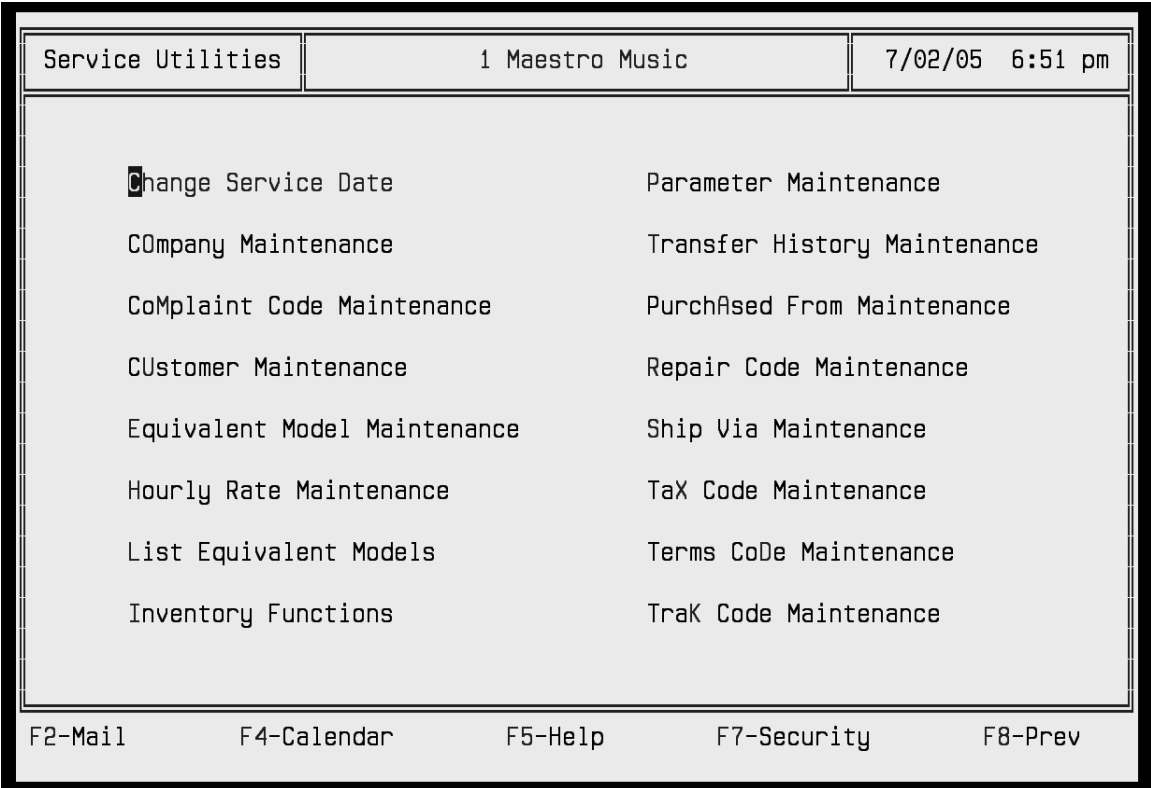


Figure 13- 1 File Maintenance – Service Utilities Menu

File Maintenance options include:

- Adding master records
- Changing existing records

- Deleting obsolete records
- Listing all records
- Printing reports of records contents
- Showing individual records
- Lookup windows with add, change and delete capabilities available to assist in maintenance of records
- System wide parameter maintenance available from any module

This following section explain the items identified on the menu displayed in Figure 13-1.

### Change Service Date

It might be necessary to change the service date on a ticket after it has been processed. Use the option "Change Service Date". This process allows you to change the service date. You select the ticket like you would any other process.

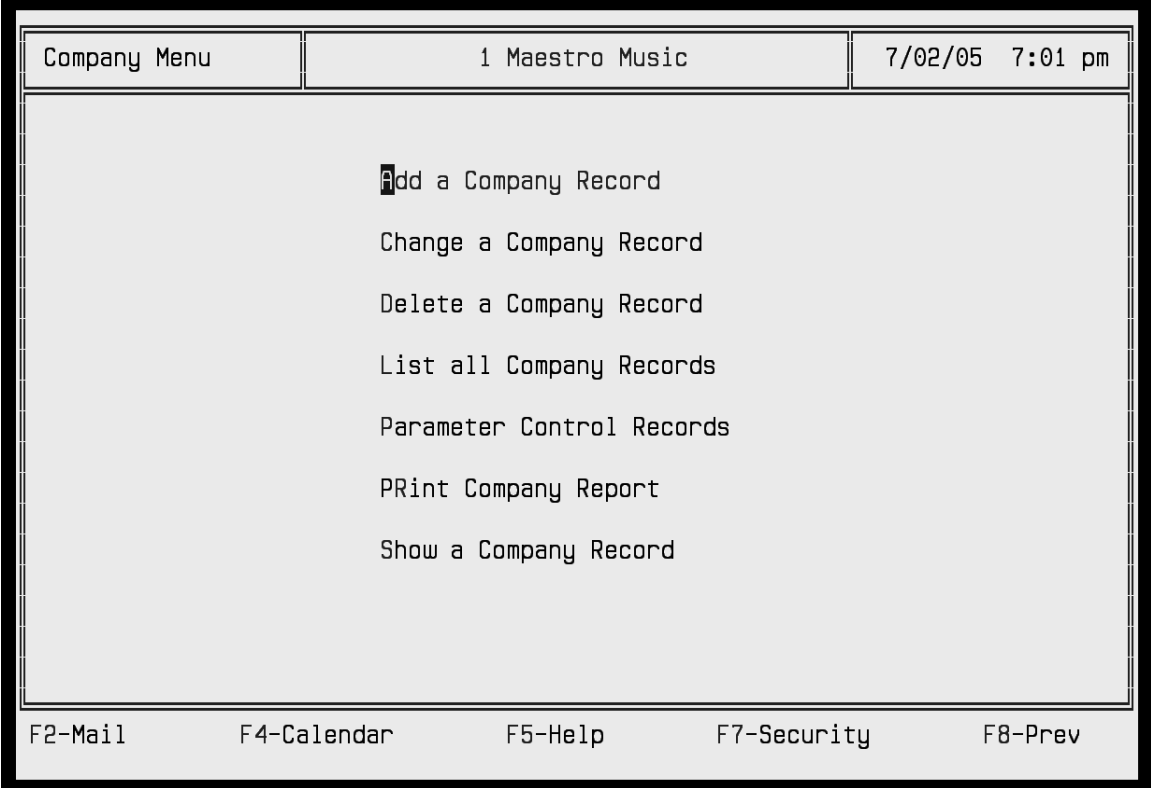
Once the ticket is selected, a window will be displayed where you can enter a new service date. See Figure 13-2.

Chg Service Date	1 Maestro Music	7/02/05 6:56 pm
Customer: 501433 ABBOTT DEIRDRE 131 WALMAR DR ANYTOWN TX 55555-0000 Phone:(555)555-5555	Bill to: 501433 ABBOTT DEIRDRE 131 WALMAR DR ANYTOWN TX 55555-0000 Phone:(555)555-5555	
Ticket Number: 1563.00 Status: Deleted Emp: 1 Called In: 6/08/05 Store: 1 Maestro Store 1 Trak: COMP Comp Date: 8/08/05 Complaint Code: N/A Serial Nbr: 00030308 Se		
Model Number: Brand Name: EPI EPI Description: GUITAR ELECTRIC Estimate: No Deposit: 0.00 Purchased At: 1 Date: 8/11/00 Tech: 000007		Notes: Warr: Narda: d: Serviced Date: 6/08/05
SERVICE PROBLEM CONTACT CUST WITH ESTIMATE FOR APPROVAL. SHE MAY NOT WANT TO REPAIR		
Input the serviced date for this ticket		

Figure 13- 2 Change Service Date Screen

### Company Maintenance

The Service Department system refers to a financial entity as a company. This entity can be segregated into multiple subordinate entities referred to as profit centers. It is necessary to have at least one company defined. This company must have at least one subordinate profit center in order to utilize the General Ledger software.



**Figure 13- 3 Company Maintenance Menu**

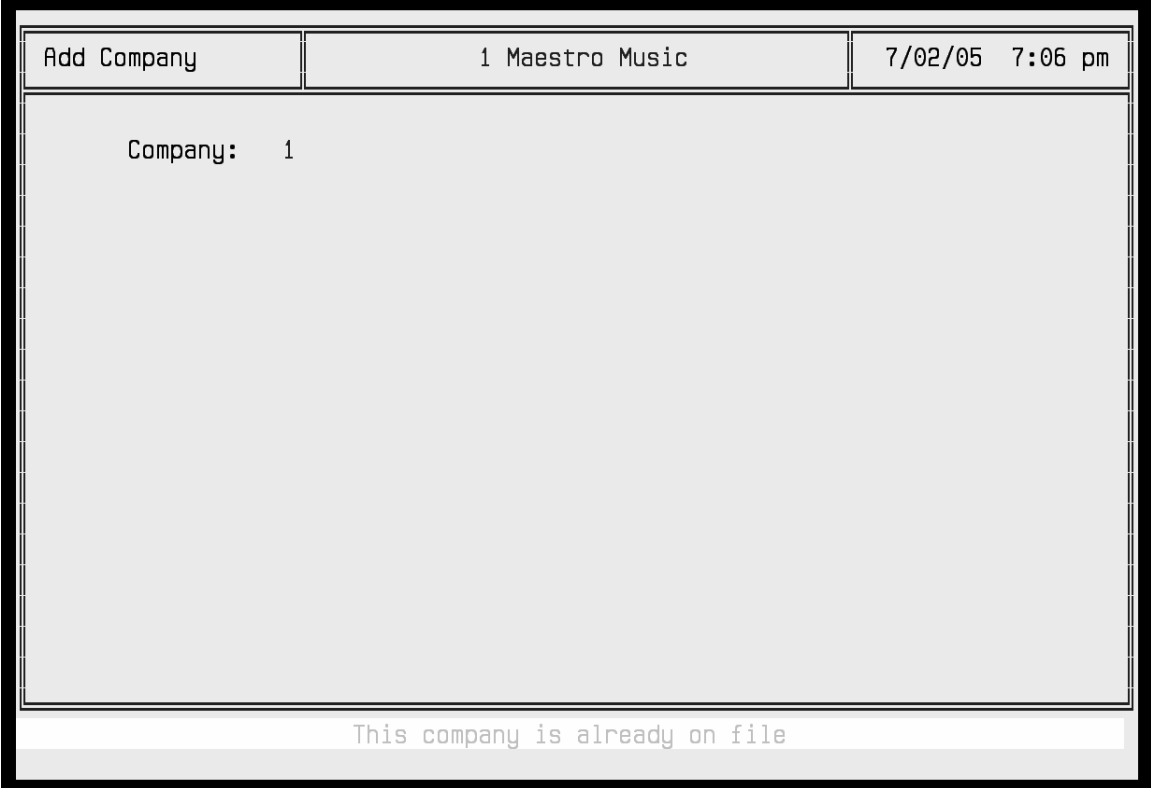
File Maintenance options are provided for adding, changing, deleting, listing and reporting company control records. Companies that are defined are usable by all modules that require a company control record. Figure 13-4 is an example of a company record.

Show Company	1 Maestro Music	7/02/05 7:03 pm
Company: █ 1	PRD	START END
Site name: Maestro Music	1	1/01/04 1/31/04
Address: 711 N. Carancahua St	2	2/01/04 2/29/04
	3	3/01/04 3/31/04
Corpus Christi TX 78475	4	4/01/04 4/30/04
	5	5/01/04 5/31/04
Phone number: (361)993-1790	6	6/01/04 6/30/04
Fax number: (361)993-1731	7	7/01/04 7/31/04
FIN:	8	8/01/04 8/31/04
	9	9/01/04 9/30/04
Current: 1/01/05 to 12/31/05	10	10/01/04 10/31/04
	11	11/01/04 11/30/04
----- MODULES -----	12	12/01/04 12/31/04
A/R -R: N A/P: Y RTO: N P/O: Y G/L: Y	13	
SUM: Y T/A: N STRIP: N Z: Y S/A: Y		
F/M: Y T/M: N A/R -S: Y PAWN: N UPS: N		
B/R: Y SERV: Y MOVIE: N SALES: Y RTO: Y		
COMMON: Y LOAN: N O/E: N H/R: N : N		
Input the number for the company		

**Figure 13- 4 Show Company Record**

To add a company record, use the option "Add a Company Record". During the process of adding a new company, several pieces of information must be supplied.

You must enter the number by which the company is to be referenced. This is a unique number. If the number is already in use, you will receive the message as seen in Figure 13-5.



**Figure 13- 5 Add Company Record error message**

Once the company number has been selected, you are ready to enter the other pieces of information. See Figure 13-6.

Add Company		1 Maestro Music	7/02/05 7:09 pm		
Company: 2		PRD	START END		
Site name: █		1	1/01/05 1/31/05		
Address:		2	2/01/05 2/28/05		
		3	3/01/05 3/31/05		
		4	4/01/05 4/30/05		
		5	5/01/05 5/31/05		
		6	6/01/05 6/30/05		
Phone number:		7	7/01/05 7/31/05		
Fax number:		8	8/01/05 8/31/05		
FIN:		9	9/01/05 9/30/05		
		10	10/01/05 10/31/05		
Current:	to	11	11/01/05 11/30/05		
	----- MODULES -----	12	12/01/05 12/31/05		
A/R -R: N	A/P: N	RTO: N	P/O: N	G/L: N	13
SUM: N	T/A: N	STRIP: N	Z: N	S/A: Y	
F/M: Y	T/M: N	A/R -S: N	PAWN: N	UPS: N	
B/R: N	SERV: N	MOVIE: N	SALES: N	RTO: N	
COMMON: N	LOAN: N	O/E: N	H/R: N	: N	

You have to enter a company name

**Figure 13- 6 Add Company Record**

**SITE NAME** Enter the company name.

**ADDRESS** The address information found on the company control record is strictly for descriptive purposes. It should be entered in situations where there will be a large number of companies available for selection. Don't worry about two companies with the same name, since all lookup windows allow the address to be optionally displayed to eliminate confusion. There are two address lines followed by city, state and zip code fields.

**PHONE NUMBER** Enter the company phone number.

**FAX NUMBER** Enter the company fax number.

**FIN** Enter the federal taxpayer identification number.

**CURRENT TO** Enter the dates. The current date range is entered for validation purposes in modules other than the General Ledger. If the General Ledger module is the only applicable module, the information entered here does not matter. Otherwise, the date range entered here will be utilized by the other modules in determining the current operating range. The current operating date range for General Ledger is determined by the General Ledger Parameter Control Record detailed later in this section.

**MODULES** The modules section displays the current modules set to be used by the company. This information is supplied elsewhere and you cannot change it in this process.

**PERIOD START END** The financial calendar for the current year should be entered as a series of beginning and ending date ranges. Make sure you do not overlap the ranges or leave any gaps within the year. This information is used in determining which “bucket” to update whenever summary data is retained. Either the calendar year can be used or a year with up to thirteen defined periods can be used.

After the company record has been created, you can start adding the additional data related to the company. The company number plays a critical role in the operation of the software and is embedded in all master records and transactions. Prior to setting up additional data, you should take time to think about the relationship between companies and their subordinate profit centers, warehouses, customers and vendors. Certain system specific information must be entered per company from the parameters selection off the company menu.

Once the company parameters have been defined, they may be modified by using the “Change a Company Record” option.

Specific system-wide parameters can be found on the company parameter control record and should be set to ensure consistent operation. To view the system parameters, use the option “Parameter Control Records”.

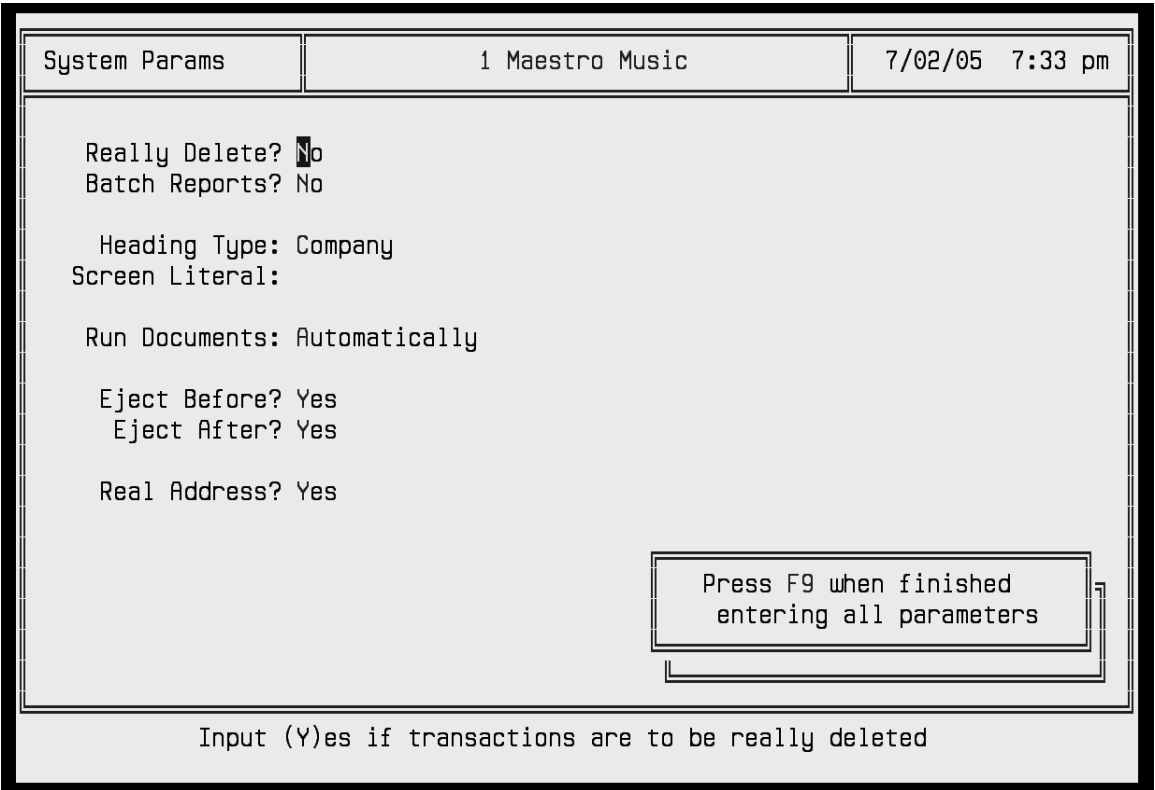


Figure 13- 7 Add Company Record

**REALLY DELETE** You have the option of really deleting transactions or just marking them as deleted. If they are marked as deleted, you usually have the option of un-deleting them in the future.

**BATCH REPORTS** The Batch Reports option gives you control whether or not all reports should be executed in the background. Background processing of reports will free up your terminal so you can continue working while the reports are being processed. Most multi-user systems offer this capability.

**HEADING TYPE** Enter (C)ompany or (L)iteral. A position at the top of the screen has been set aside for either the current operating company name or a literal of your choice, depending upon the answer to the Heading Type.

**SCREEN LITERAL** If you request that a literal be displayed, you must also enter that literal in the space provided.

**RUN DOCUMENTS** The documents can be printed (M)anually upon request or (I)mmediately by demand or (A)utomatically by the menu system. If you are not using a module that requires background processing of documents, you should select manual processing. Only elect automatic printing if you would like the menu system to start the document spooler automatically. Immediate printing provides compatibility with single-tasking operating systems like MS-DOS by suspending processing until the document is printed.

**EJECT BEFORE/EJECT AFTER** You may set the software to eject a page before and/or after reports.

**REAL ADDRESS** If you want to use the address just as you have typed it in to the computer, answer Y for yes to Real Address. If Real Address is N for no, the software translates the address to all upper case.

A company that is no longer needed may be removed from the database by selecting the "Delete a Company Record" option. See Figure 13-8.

Delete Company	1 Maestro Music	7/02/05 8:52 pm
----------------	-----------------	-----------------

Company: 2	PRD	START	END
	1	1/01/05	1/31/05
Site name: Fancy Music	2	2/01/05	2/28/05
Address: 123 Mozart Lane	3	3/01/05	3/31/05
	4	4/01/05	4/30/05
Corpus Christi TX 78411	5	5/01/05	5/31/05
	6	6/01/05	6/30/05
Phone number: (555)555-5555	7	7/01/05	7/31/05
Fax number: (555)555-5556	8	8/01/05	8/31/05
FIN: 123456789	9	9/01/05	9/30/05
	10	10/01/05	10/31/05
Current: 1/01/41 to 12/31/05	11	11/01/05	11/30/05
	12	12/01/05	12/31/05

----- MODULES -----

A/R -R: N	A/P: N	RTO: N	P/O: N	G/L: N	13
SUM: N	T/A: N	STRIP: N	Z: N	S/A: Y	
F/M: Y	T/M: N	A/R -S: N	PAWN: N	UPS: N	
B/R: N	SERV: N	MOVIE: N	SALES: N	RTO: N	
COMMON: N	LOAN: N	O/E: N	H/R: N	: N	

Is this the company to be deleted?

Figure 13- 8 Delete A Company Record

Once you have selected the company, you will be prompted to verify your selection before the company is actually deleted. Enter Y for yes to delete.

**Note: Company #1 is required by the software and cannot be deleted.**

All companies defined in the database may be listed on the screen using the list company function. The company number, name and current operating period are displayed. Should the listing span more than one screen, you can use the F1 and F2 keys to page back and forth through the listing. To return to the Company Menu, press the F8 key.

A printed copy of the defined companies within the database may be obtained by selecting the "Print Company Report" option. See Figure 13-9.

Print Company	1 Maestro Music	5/08/06 11:10 am
---------------	-----------------	------------------

Sort Option: Company Number

Printer ID: LP01  
Control? No

Press F9 when finished entering all parameters

Input the sort option: (C)ompany Number or (N)ame

**Figure 13- 9 Print Company Report Screen**

**SORT OPTION** The company report offers two sort options. You may sort the listing by selecting (C)ompany Number or (N)ame.

**PRINTER ID** The printer id defaults to the printer id on your operator record. This value may be overridden with another printer or file name.

**CONTROL** You may choose to let the software control the printer. The value also defaults to the setting found on your operator record. This value may be overridden.

Once all the parameters have been entered, press the F9 key to begin the printing process. Figure 13-10 is an example of a company report.

Date: 5/08/06	Company Report	Page: 1																																							
<p>1    <b>Maestro Music</b> 711 W. Carancahua St Corpus Christi    TX 78475</p>	<p>Phone: (361)993-1790 Fax: (361)993-1731</p>	<p>CURRENT PERIOD 1/01/05-12/31/05</p>																																							
<table style="width: 100%; border-collapse: collapse;"> <tr> <td>PRD 1</td><td>PRD 2</td><td>PRD 3</td><td>PRD 4</td><td>PRD 5</td><td>PRD 6</td><td>PRD 7</td><td>PRD 8</td><td>PRD 9</td><td>PRD 10</td><td>PRD 11</td><td>PRD 12</td><td>PRD 13</td> </tr> <tr> <td>1/01/05</td><td>2/01/05</td><td>3/01/05</td><td>4/01/05</td><td>5/01/05</td><td>6/01/05</td><td>7/01/05</td><td>8/01/05</td><td>9/01/05</td><td>10/01/05</td><td>11/01/05</td><td>12/01/05</td><td></td> </tr> <tr> <td>1/31/05</td><td>2/29/05</td><td>3/31/05</td><td>4/30/05</td><td>5/31/05</td><td>6/30/05</td><td>7/31/05</td><td>8/31/05</td><td>9/30/05</td><td>10/31/05</td><td>11/30/05</td><td>12/31/05</td><td></td> </tr> </table>	PRD 1	PRD 2	PRD 3	PRD 4	PRD 5	PRD 6	PRD 7	PRD 8	PRD 9	PRD 10	PRD 11	PRD 12	PRD 13	1/01/05	2/01/05	3/01/05	4/01/05	5/01/05	6/01/05	7/01/05	8/01/05	9/01/05	10/01/05	11/01/05	12/01/05		1/31/05	2/29/05	3/31/05	4/30/05	5/31/05	6/30/05	7/31/05	8/31/05	9/30/05	10/31/05	11/30/05	12/31/05			
PRD 1	PRD 2	PRD 3	PRD 4	PRD 5	PRD 6	PRD 7	PRD 8	PRD 9	PRD 10	PRD 11	PRD 12	PRD 13																													
1/01/05	2/01/05	3/01/05	4/01/05	5/01/05	6/01/05	7/01/05	8/01/05	9/01/05	10/01/05	11/01/05	12/01/05																														
1/31/05	2/29/05	3/31/05	4/30/05	5/31/05	6/30/05	7/31/05	8/31/05	9/30/05	10/31/05	11/30/05	12/31/05																														
<p>2    <b>Maestro Music #2</b> 123 Mozart Lane Corpus Christi    TX 78411</p>	<p>Phone: (555)555-5555   Fax: (555)555-5556</p>	<p>CURRENT PERIOD 1/01/05-12/31/05</p>																																							
<table style="width: 100%; border-collapse: collapse;"> <tr> <td>PRD 1</td><td>PRD 2</td><td>PRD 3</td><td>PRD 4</td><td>PRD 5</td><td>PRD 6</td><td>PRD 7</td><td>PRD 8</td><td>PRD 9</td><td>PRD 10</td><td>PRD 11</td><td>PRD 12</td><td>PRD 13</td> </tr> <tr> <td>1/01/05</td><td>2/01/05</td><td>3/01/05</td><td>4/01/05</td><td>5/01/05</td><td>6/01/05</td><td>7/01/05</td><td>8/01/05</td><td>9/01/05</td><td>10/01/05</td><td>11/01/05</td><td>12/01/05</td><td></td> </tr> <tr> <td>1/31/05</td><td>2/28/05</td><td>3/31/05</td><td>4/30/05</td><td>5/31/05</td><td>6/30/05</td><td>7/31/05</td><td>8/31/05</td><td>9/30/05</td><td>10/31/05</td><td>11/30/05</td><td>12/31/05</td><td></td> </tr> </table>	PRD 1	PRD 2	PRD 3	PRD 4	PRD 5	PRD 6	PRD 7	PRD 8	PRD 9	PRD 10	PRD 11	PRD 12	PRD 13	1/01/05	2/01/05	3/01/05	4/01/05	5/01/05	6/01/05	7/01/05	8/01/05	9/01/05	10/01/05	11/01/05	12/01/05		1/31/05	2/28/05	3/31/05	4/30/05	5/31/05	6/30/05	7/31/05	8/31/05	9/30/05	10/31/05	11/30/05	12/31/05			
PRD 1	PRD 2	PRD 3	PRD 4	PRD 5	PRD 6	PRD 7	PRD 8	PRD 9	PRD 10	PRD 11	PRD 12	PRD 13																													
1/01/05	2/01/05	3/01/05	4/01/05	5/01/05	6/01/05	7/01/05	8/01/05	9/01/05	10/01/05	11/01/05	12/01/05																														
1/31/05	2/28/05	3/31/05	4/30/05	5/31/05	6/30/05	7/31/05	8/31/05	9/30/05	10/31/05	11/30/05	12/31/05																														

**Figure 13-10 Company Report Example**

You may view the information relating to a particular company within the database by selecting the "Show a Company Record" option. All information for the selected company will be displayed as seen in Figure 13-11. When using the show option, you do not have any editing capabilities.

Show Company	1 Maestro Music	6/16/06 11:47 am
--------------	-----------------	------------------

Company: █ 1	PRD	START	END
	1	1/01/05	1/31/05
Site name: Maestro Music	2	2/01/05	2/28/05
Address: 711 N. Carancahua St	3	3/01/05	3/31/05
	4	4/01/05	4/30/05
Corpus Christi TX 78475	5	5/01/05	5/31/05
	6	6/01/05	6/30/05
Phone number: (361)993-1790	7	7/01/05	7/31/05
Fax number: (361)993-1731	8	8/01/05	8/31/05
FIN:	9	9/01/05	9/30/05
	10	10/01/05	10/31/05
Current: 1/01/05 to 12/31/05	11	11/01/05	11/30/05
----- MODULES -----	12	12/01/05	12/31/05
A/R -R: N A/P: Y RTO: N P/O: Y G/L: Y	13		
SUM: Y T/A: N STRIP: N Z: Y S/A: Y			
F/M: Y T/M: N A/R -S: Y PAWN: N UPS: N			
B/R: Y SERV: Y MOVIE: N SALES: Y RTO: Y			
COMMON: Y LOAN: N O/E: N H/R: N : N			

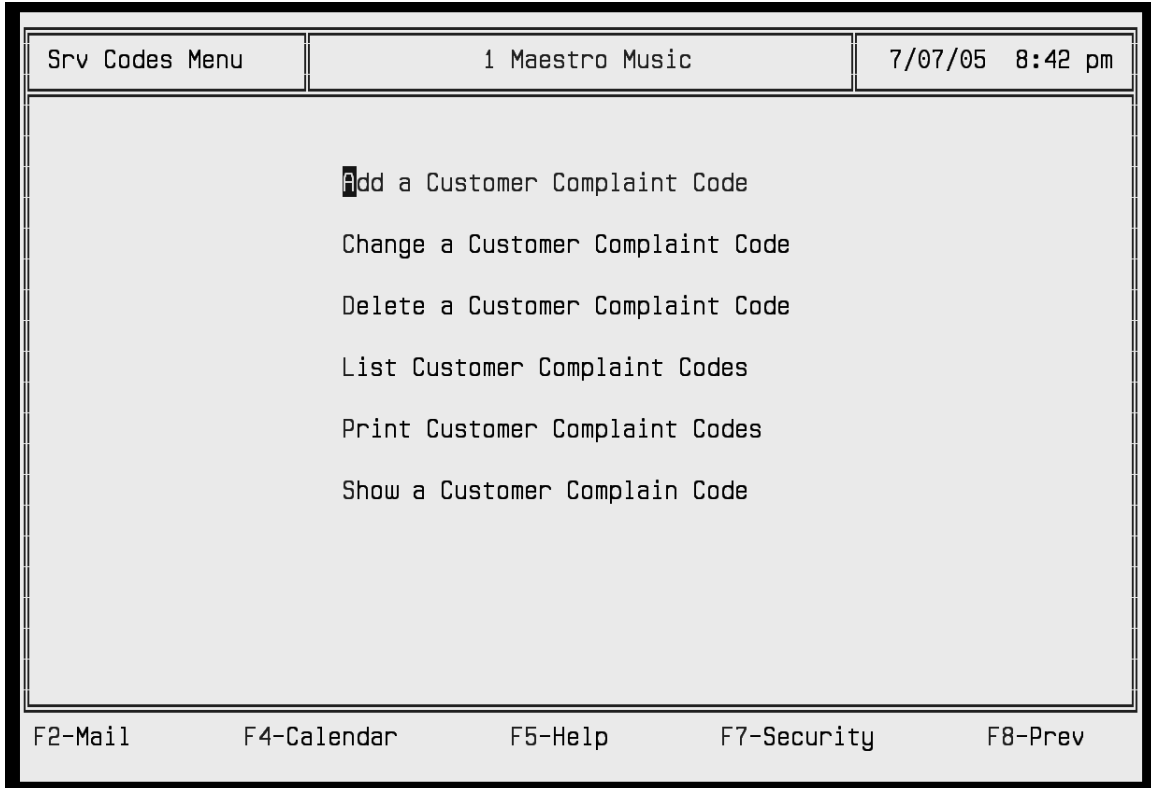
Input the number for the company

**Figure 13-11 Show Company Information Screen**

### Complaint Code Maintenance

Customer complaint codes are used to identify warrantied NARDA and NESDA service work.

File maintenance options are provided for adding, changing, deleting, listing, printing and showing customer complaint codes. See Figure 13-12.



**Figure 13-12 Complaint Code Maintenance Menu**

A database of customer complaint codes may be established by predefining each code to be used. Other customer complaint codes may be added as needed. Use the "Add a Customer Complaint Code" option. See Figure 13-13.

Add Srv Code	1 Maestro Music	7/07/05 8:51 pm
--------------	-----------------	-----------------

Customer complaint code: IAUD

Code type: EIA

Description: Sound is heard only sometimes

Input the description that identifies this customer complaint code

**Figure 13-13 Add Customer Complaint Code Screen**

**CUSTOMER COMPLAINT CODE** Enter the customer complaint code.

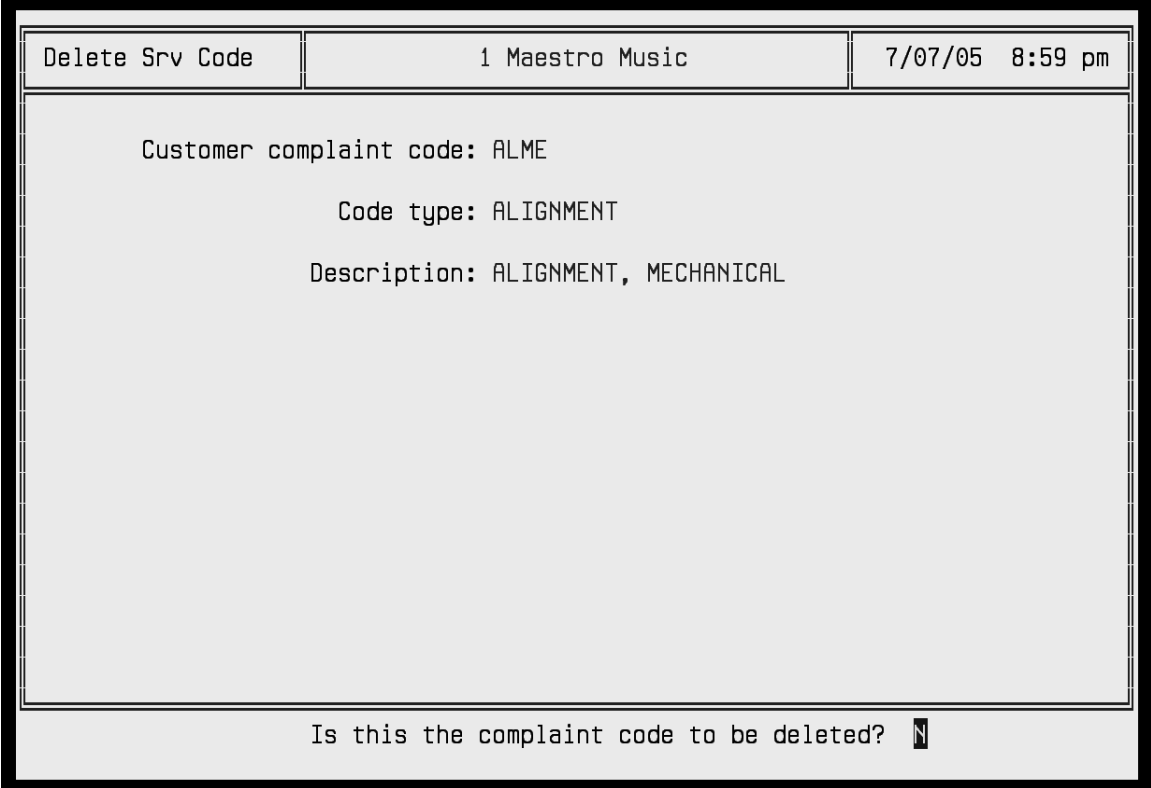
**CODE TYPE** Enter the customer complaint code.

**DESCRIPTION** Enter a description to further explain the customer complaint code.

Any customer complaint codes may be modified using the "Change a Customer Complaint Code" option. See Figure 13-14.

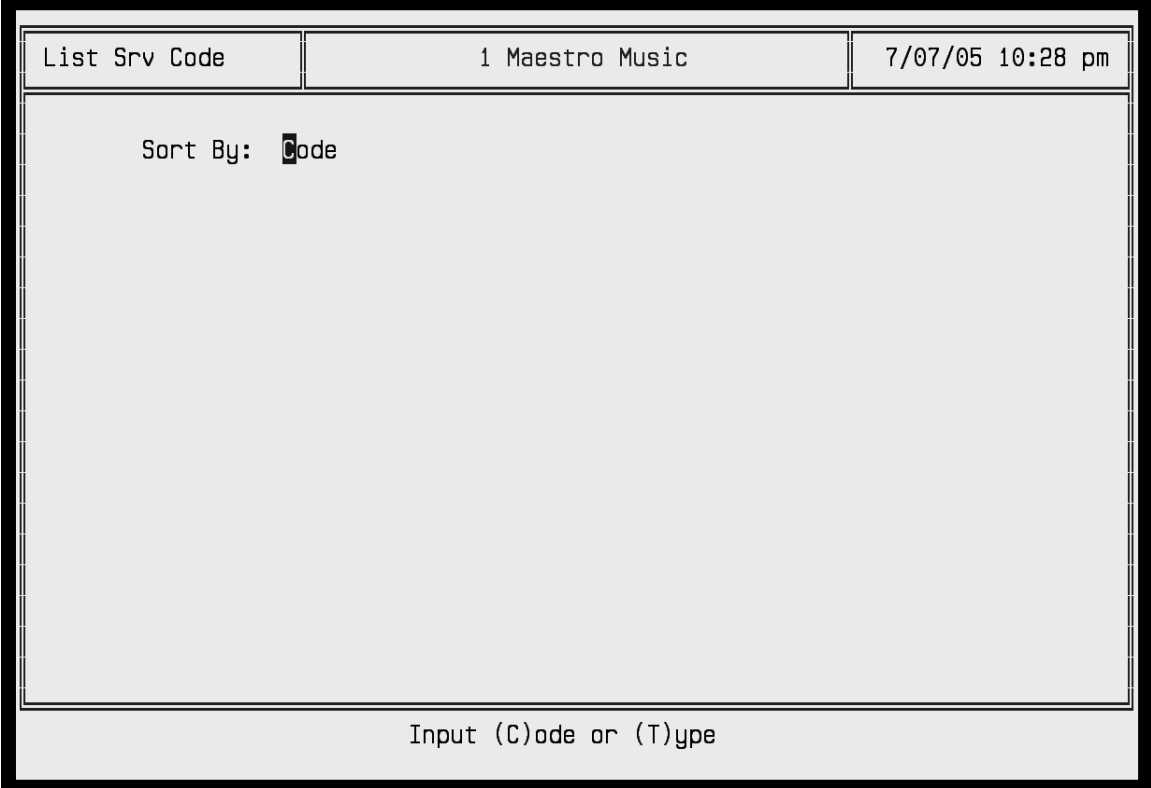






**Figure 13-16 Delete Customer Complaint Code Screen**

You may view on the screen, all the customer complaint codes that have been defined within the database using the "List Customer Complaint Codes" option. See Figure 13-17.



**Figure 13-17 List Customer Complaint Code Screen**

**SORT BY** Select to have the list sorted by either complaint (C)ode or complaint (T)ype.

After selecting the sort sequence, all codes will be displayed on the screen. See Figure 13-18. If the list spans more than one screen, you may page through it using the F1 and F2 keys. To return to the Customer Complaint Code Menu, press the F8 key.

List Srv Code	1 Maestro Music		7/07/05 10:48 pm
ID	TYPE	DESCRIPTION	
ALME	ALIGNMENT	ALIGNMENT, MECHANICAL	
APPR	APPEARANCE	COSMETIC DEFECT	
CDIS	INS	CUSTOMER DISSATISFIED	
CLEA	CLEANING	CLEAN/REMOVE OF FOREIGN MATTER	
CUST	CUST EDUC	CUSTOMER EDUCATED ON UNIT	
FACT	FACT MODIF	FACTORY UPDATE OR SERVICE	
N/A	INS	NOT APPLICABLE	
NECO	NO REPAIR	NOT ECONOMICAL FOR REPAIR	
NOIS	NOISE/VIBR	MECH NOISE OR VIBRATION	
NPRB	NO PROBLEM	NO PROBLEM FOUND	
PTAP	PART APPEA	PART REPLACED APPEARANCE	
PTEL	PART ELEC	PART REPLACED ELECTRICAL	
PTME	PART MECH	PART REPLACED MECHANICAL	
RECH	RECHARGE	RECHARGED UNIT OR COMPONENT	
RECO	RECONNECT	RECONNECT PART,PLUG,UNIT,ASSEM	
RERE	INS	REOCCURING REPAIR	
SOLD	SOLDERED	PART(S) WERE SOLDERED	

F1-Next Page

F2-Prev Page

F10-Exit

**Figure 13-18 Customer Complaint Code Listing Screen**

A report detailing each code may be obtained by selecting the “Print Customer Complaint Code” option. See Figure 13-19.

Print Srv Codes	1 Maestro Music	7/07/05 10:51 pm
Printer ID: P01 Control? No		
<div style="border: 1px solid black; padding: 5px; display: inline-block;">           Press F9 when finished            entering all parameters         </div>		
Input the printer ID on which to print the report		

**Figure 13-19 Print Customer Complaint Code Listing Screen**

**PRINTER ID** The printer id defaults to the printer id on your operator record. This value may be overridden with another printer or file name.

**CONTROL** You may choose to let the software control the printer. The value also defaults to the setting found on your operator record. This value may be overridden.

Once all the parameters have been entered, press the F9 key to begin the printing process.

You may view a specific code using the “Show Customer Complaint Code” option. The customer complaint code may be entered exactly or selected from a lookup window. Once the code is entered, all information pertaining to the code will be displayed. While viewing the code, you do not have any editing capabilities available. See Figure 13-20.

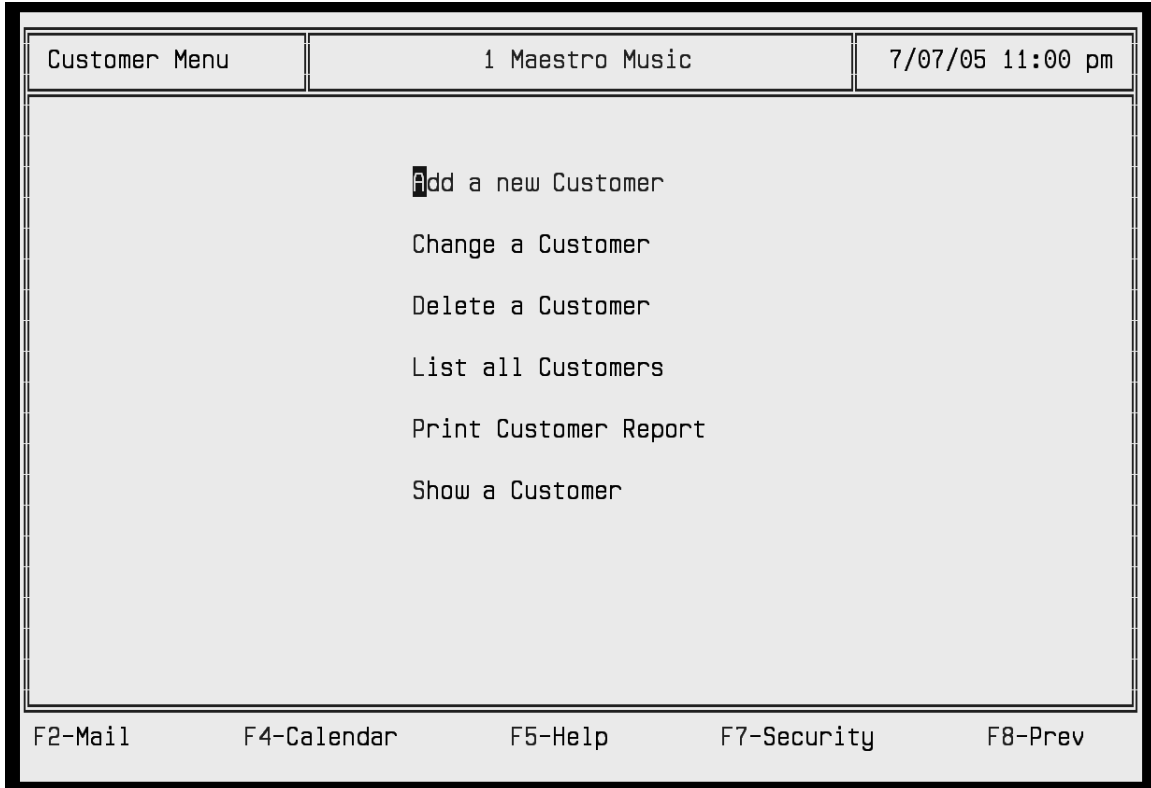
Show Srv Code	1 Maestro Music	7/07/05 10:56 pm
Customer complaint code: ALME		
Code type: ALIGNMENT		
Description: ALIGNMENT, MECHANICAL		
Input the brief description for the complaint code		

**Figure 13-20 Show Customer Complaint Code Screen**

To return to the customer complaint code menu, press the F8 key.

### **Customer Maintenance**

Customers are an essential part of the Service Department process. There are options provided for adding, changing, deleting, listing, printing and showing customer information. See Figure 13-21. Note: You will need security authorization access to be able to add, change or delete a customer record.



**Figure 13-21 Customer Maintenance Menu**

Each customer is assigned a customer number of up to eight digits in length. Most applications allow you to select the customer through a series of lookup windows, making it unnecessary to remember customer numbers. See Figure 13-22 for an example of the “Show a Customer” option.

Show Customer	1 Maestro Music	7/07/05 11:03 pm
Customer Nbr: <input type="checkbox"/> 501433		Company: No
Name: ABBOTT DEIRDRE		
Address: 131 WALMAR DR		Bill to:
		Map Code:
ANYTOWN TX 55555-0000		Bal Method: Open Item
SSN: 000-00-0001 DL# 1		
Phone number: (555)555-5555		Copies: 0
Fax number: (555)555-5555		Credit Limit: 0
Taxable: Yes		
Tax codes:		Disc Grace: 0
		Serv Charge: 0.0
		Serv Grace: 0
Terms:		
Input the customer number or a few characters of the name		

**Figure 13-22 Show a Customer Screen**

**CUSTOMER NBR** Can be to an eight digit customer number. The customer number will be generated for you if you leave the field blank.

**COMPANY** A Y for yes will cause the name field to be handled as a company name instead of as a person's name.

**NAME** The Company name or a person's name, depending on the setting of the company flag.

**ADDRESS** Address information for the company or person.

**SSN** The customer's social security number. The number will be validated to make sure that this customer is not already on file.

**DL#** The customer's driver's license number. The number will be validated to make sure that this customer is not already on file.

**PHONE NUMBER** The customer's phone number.

**FAX NUMBER** The customer's fax number.

**TAXABLE** A Y for yes indicates that taxes should be charged to this customer. If the customer is non-taxable an N will display here. If the customer is non-taxable, you will be required to enter either a sales tax number or a reason for not charging sales tax on taxable merchandise.

**TAX CODES** Up to five different tax codes can be specified per customer. The tax code or part of the jurisdiction name may be displayed here. You can enter the tax code or part of the jurisdiction name and select the tax code from those already defined in the system.

**TERMS** The payment terms can be selected from a list of predefined terms by leaving the field blank. This field lists the payment terms.

**BILL TO** Rental tickets include both a “ship to” and a “bill to” customer. The customer number that the invoices should be charged to for this customer will display here. This field should be left blank if this customer is both the “ship to” and the “bill to” account.

**MAP CODE** Map code for Canada customers or companies.

**BAL METHOD** Balance Forward – Payments are automatically applied to the outstanding invoices.

Open Item – Payments must be manually applied to each outstanding invoice.

**COPIES** Number of copies of the contract to be printed.

**CREDIT LIMIT** The credit limit for this account. If a contract's total amount would cause the customer's outstanding balance to exceed their credit limit, the contract would be put on credit hold until either the credit limit is increased, the outstanding balance decreases or the credit hold is overridden.

**DISC GRACE** Number of days that should be added to the discount date as a grace period.

**SERV CHARGE** Service charge amount for this customer.

**SERV GRACE** Number of days that should be added to the due date as a grace period.

**COMMENTS** Text area for miscellaneous comments. Up to fifty lines of text can be entered.

Any portion of the customer information may be updated at a later date using the “Change a Customer” option. Customer selection for changing may be made from a lookup window.

A customer record may be removed from the database using the “Delete a Customer” option. If you try to delete a customer that has orders or invoices associated with that customer number, you will receive a message “Orders/Invoices are on file for this customer!” and you will not be allowed to delete this customer record. Customer selection for deletion may be made from a lookup window. You may scroll through the list using the F1 and/or F2 keys. If a customer has the same name, press the F5 key to “fold/unfold” the customer information. This also allows you to verify your selection. To make a selection, place your cursor on the correct name and press the ENTER key. All customer information will be retrieved and displayed for you. See Figure 13-23.

Delete Customer	1 Maestro Music	7/08/05 1:30 am																														
Customer Nbr:																																
<table border="1"><tr><td>A-WYN-A SALES CORP</td><td>505232</td></tr><tr><td>6423 PEBBLE CREEK RD</td><td></td></tr><tr><td>ANYTOWN TX 55555</td><td></td></tr><tr><td colspan="2">-----</td></tr><tr><td>ABBOTT CHRISTINE</td><td>508496</td></tr><tr><td>2508 MANCHESTER CT</td><td></td></tr><tr><td>ANYTOWN TX 43512</td><td></td></tr><tr><td colspan="2">-----</td></tr><tr><td>ABBOTT DEIRDRE</td><td>501433</td></tr><tr><td>131 WALMAR DR</td><td></td></tr><tr><td>ANYTOWN TX 55555</td><td></td></tr><tr><td colspan="2">-----</td></tr><tr><td>ABBOTT DICK</td><td>500944</td></tr><tr><td>21303 FLAG AVE.</td><td></td></tr><tr><td>ANYTOWN TX 55555</td><td></td></tr></table>			A-WYN-A SALES CORP	505232	6423 PEBBLE CREEK RD		ANYTOWN TX 55555		-----		ABBOTT CHRISTINE	508496	2508 MANCHESTER CT		ANYTOWN TX 43512		-----		ABBOTT DEIRDRE	501433	131 WALMAR DR		ANYTOWN TX 55555		-----		ABBOTT DICK	500944	21303 FLAG AVE.		ANYTOWN TX 55555	
A-WYN-A SALES CORP	505232																															
6423 PEBBLE CREEK RD																																
ANYTOWN TX 55555																																
-----																																
ABBOTT CHRISTINE	508496																															
2508 MANCHESTER CT																																
ANYTOWN TX 43512																																
-----																																
ABBOTT DEIRDRE	501433																															
131 WALMAR DR																																
ANYTOWN TX 55555																																
-----																																
ABBOTT DICK	500944																															
21303 FLAG AVE.																																
ANYTOWN TX 55555																																
F1-Forward	F2-Back	F5-Fold/Unfold	F10-Exit	ENTER-Select																												

**Figure 13-23 Delete a Customer Screen with the customer list unfolded**

Once a customer is selected, you will be prompted to verify your selection with the message "Is this the customer to be deleted?" as seen in Figure 13-24. To delete the customer, enter Y for yes. You may return to the customer menu by pressing the F8 key.

Delete Customer	1 Maestro Music	7/08/05 1:30 am
Customer Nbr: 501433	Company: No	
Name: ABBOTT DEIRDRE	Bill to:	
Address: 131 WALMAR DR	Map Code:	
ANYTOWN TX 55555-0000	Bal Method: Open Item	
SSN: 000-00-0001 DL# 1	Copies: 0	
Phone number: (555)555-5555	Credit Limit: 0	
Fax number: (555)555-5555		
Taxable: Yes		
Tax codes:	Disc Grace: 0	
	Serv Charge: 0.0	
	Serv Grace: 0	
Terms:		
Is this the customer to be deleted? <input type="checkbox"/>		

Figure 13-24 Delete a Customer Screen

You may view on screen a list of customers within the database using the "List All Customers" option. See Figure 13-25. You have the option to sort by customer name or customer number. You also have the option to begin the list with a certain customer number or customer name.

List Customers		1 Maestro Music		7/08/05 2:16 am	
Sort: Name		=>			
NUMBER	NAME	ADDRESS	CITY	ST	
505232	A-WYN-A SALES CORP	6423 PEBBLE CREEK RD	ANYTOWN	TX	
508496	ABBOTT CHRISTINE	2508 MANCHESTER CT	ANYTOWN	TX	
501433	ABBOTT DEIRDRE	131 WALMAR DR	ANYTOWN	TX	
500944	ABBOTT DICK	21303 FLAG AVE.	ANYTOWN	TX	
504314	ABBOTT NORMA	1808 APRIL LN	ANYTOWN	TX	
501597	ABBOTT RICK	1808 APRIL LN	ANYTOWN	TX	
100005	ABC MUSIC INC.	1234 W. ANYROAD DRIV	ANYTOWN	TX	
100001	ABC MUSIC INC.	12345 ANY OAK DRIVE	ANYTOWN	TX	
505354	ABE DEBBY	N6W31414 ALBERTA DR	ANYTOWN	TX	
510997	ABEYSEKERA SRINIC	949 HARVENT LANE	ANYTOWN	TX	
501731	ABILD PATRICIA	4609 N 101ST STREET	ANYTOWN	TX	
400012	ABINGTON SCHOOL DISTRICT	970 HIGHLAND AVE.	ANYTOWN	TX	
503552	ABLER PAUL	36752 LOWER LAKE RD	ANYTOWN	TX	
506206	ABNEY JAMETRICE	8615 W DOUGLAS AVE	ANYTOWN	TX	
508184	ABOLT DEBBIE	711 N. CARANCAHUA	ANYTOWN	TX	
507879	ABOLT JAMES	15965 RAVEN ROCK RD.	ANYTOWN	TX	
509914	ABPLANALP ANGELA	11031 W RUBY AVE	ANYTOWN	TX	
F1-Next Page		F2-Prev Page		F10-Exit	

**Figure 13-25 List Customers Screen**

The list provides you with the customer number, customer name and address. You scroll through the list using the F1 and F2 keys. You may return to the Customer Menu by pressing the F8 key.

A printed report detailing the customer information may be obtained using the "Print Customer Report" option. See Figure 13-26.

Print Customers	1 Maestro Music	7/08/05 2:26 am
-----------------	-----------------	-----------------

Beginning Number:       0  
 Ending Number:                                      0  
  
 Beginning Name:  
 Ending Name:  
  
 Sort Option: Name  
  
 Include Notes? Yes  
  
 Report Type: All  
  
 Report Format: Full  
  
 Printer ID: LP01  
 Compress? No

Press F9 when finished  
 entering all parameters

Input the beginning customer number to be included

**Figure 13-26 Print Customer Report Screen**

The scope of the report may be limited to only the required information by supplying report parameters.

**BEGINNING/ENDING NUMBER** The customer numbers entered limit the report to tickets with customer numbers falling between the numbers entered.

**BEGINNING/ENDING NAME** The customer names entered limit the report to tickets with customer names falling between the names entered.

**SORT OPTION** Enter (C)ustomer Number, (N)ame or (S)tate to have the report sorted and displayed in the sort order you chose.

**INCLUDE NOTES** Enter Y for yes to include any notes for the selected customer or range of customers.

**REPORT TYPE** Enter (B)ill to (S)hip to or (A)ll to limit the customer selection to only bill to or ship to customers. By selecting all, you will receive all customers in the database that fall within the specified range.

**REPORT FORMAT** Enter (F)ull or (S)hort for report format.

**PRINTER ID** The printer id defaults to the printer id on your operator record. This value may be overridden with another printer or file name.

**COMPRESS** Enter Y for yes if you want the program to control the setting of the printer.

Leaving any parameter field blank will result in the use of the default value or a selection criteria default of all for that specific parameter.

Once all parameters are entered, press the F9 key to begin the printing process. You may return to the customer menu by pressing the F8 key.

### **Equivalent Model Maintenance**

Substitutions of equivalent models are sometimes necessary when an item is out of stock. You can set up the equivalent numbers through this process or through the model maintenance process. When defining equivalent numbers, enter the original model number first. See Figure 13-27.

Equivalent Models	1 Maestro Music	7/08/05 3:14 am
-------------------	-----------------	-----------------

Model: GAEPIMM50VS	MANDOLIN
--------------------	----------

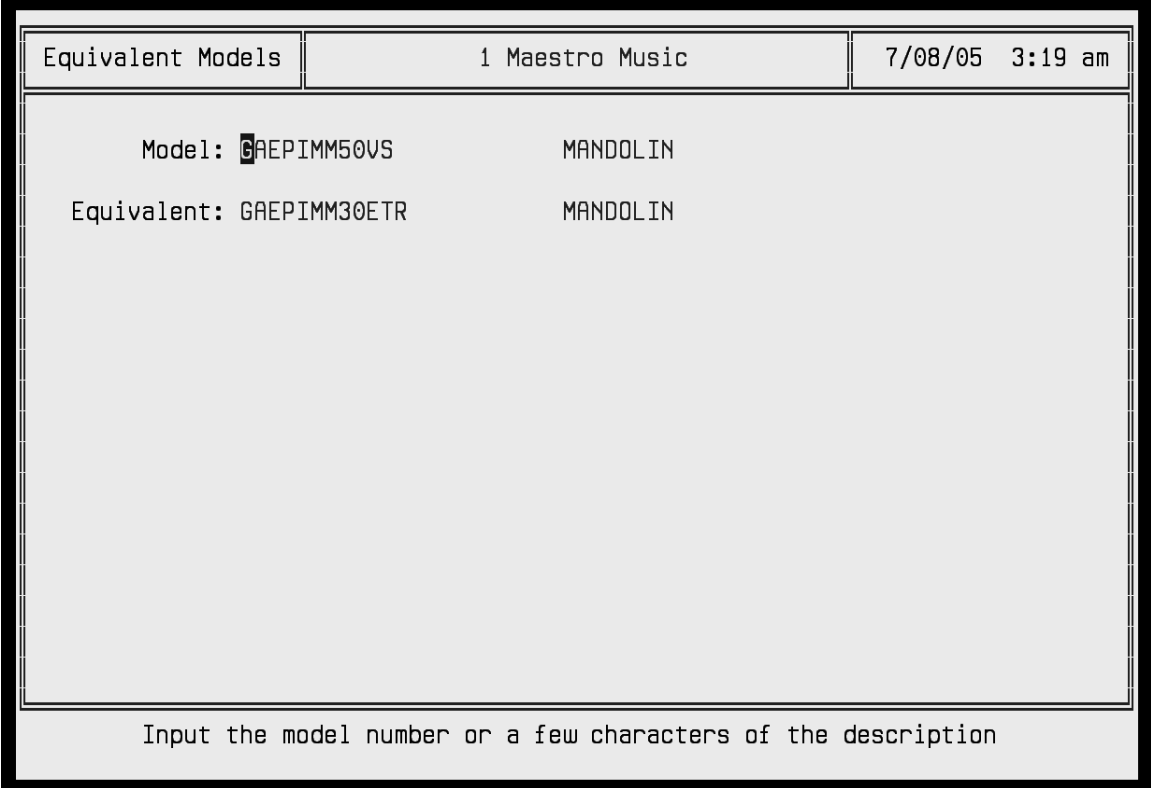
Equivalent: █

Input equivalent model number for this model

**Figure 13-27 Equivalent Model Maintenance Screen**

Next enter the equivalent model number. Several equivalent model numbers may be defined. See Figure 13-28.

When entering both model numbers, you may make a selection from a lookup window which can display your selections by either model number or description. You can also use the Item Maintenance program to set up equivalent model numbers.

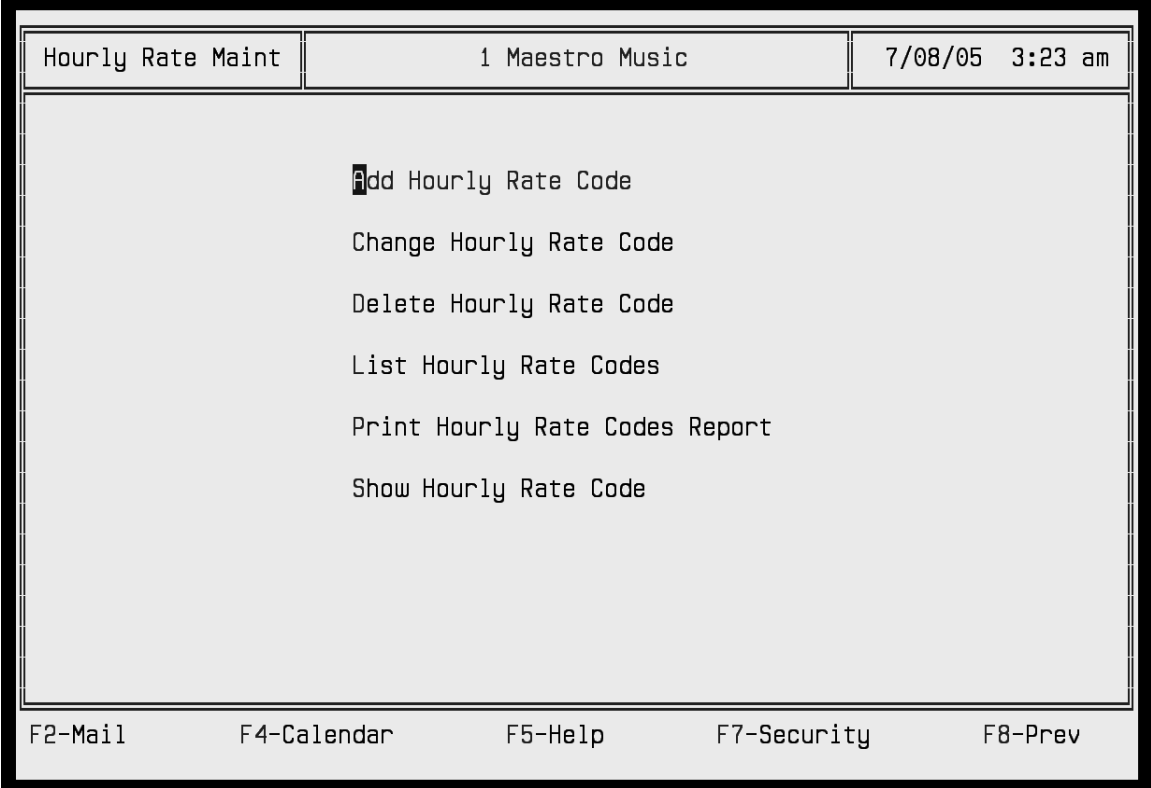


**Figure 13-28 Equivalent Model Maintenance Screen**

**Hourly Rate Maintenance**

Hourly rates are established so that you may create a predefined list of your hourly rates. Predefining the rates eliminates the need to remember all of your different rates. An unlimited number of rates may be defined.

Maintenance functions are also provided to change, delete, list, print and show Hourly Rate codes. See Figure 13-29.



**Figure 13-29 Hourly Rate Maintenance Screen**

New codes may be easily added by using the “Add Hourly Rate Code” option. See Figure 13-30.

Add Hourly Rate	1 Maestro Music	7/08/05 3:29 am
<p>Hour code: TECH</p> <p>Description: Technical Hourly Rate</p> <p>Rate: 20.00</p>		
<p>Input the hourly rate for this hour code</p>		

**Figure 13-30 Add Hourly Rate Screen**

**HOUR CODE** Enter the hourly rate code.

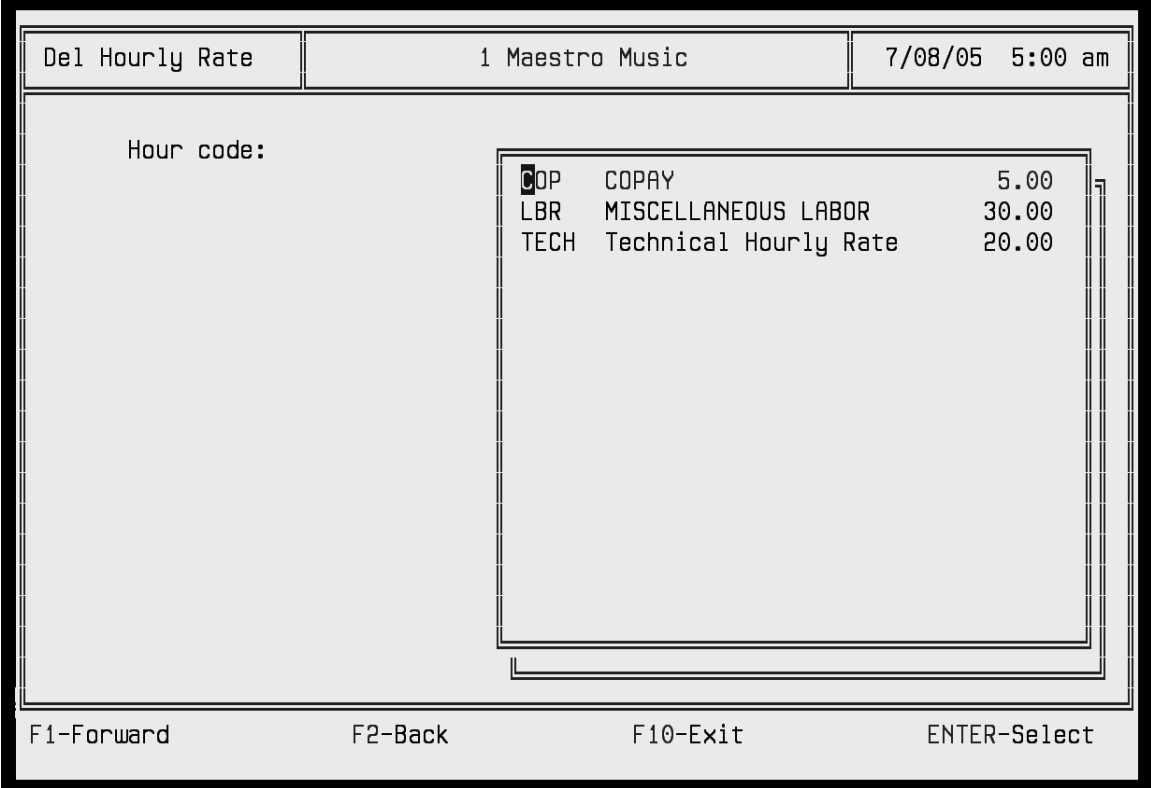
**DESCRIPTION** Enter a brief description of the code.

**RATE** Enter the hourly rate for the code.

After defining the hourly rate codes, they become available to you within the lookup windows.

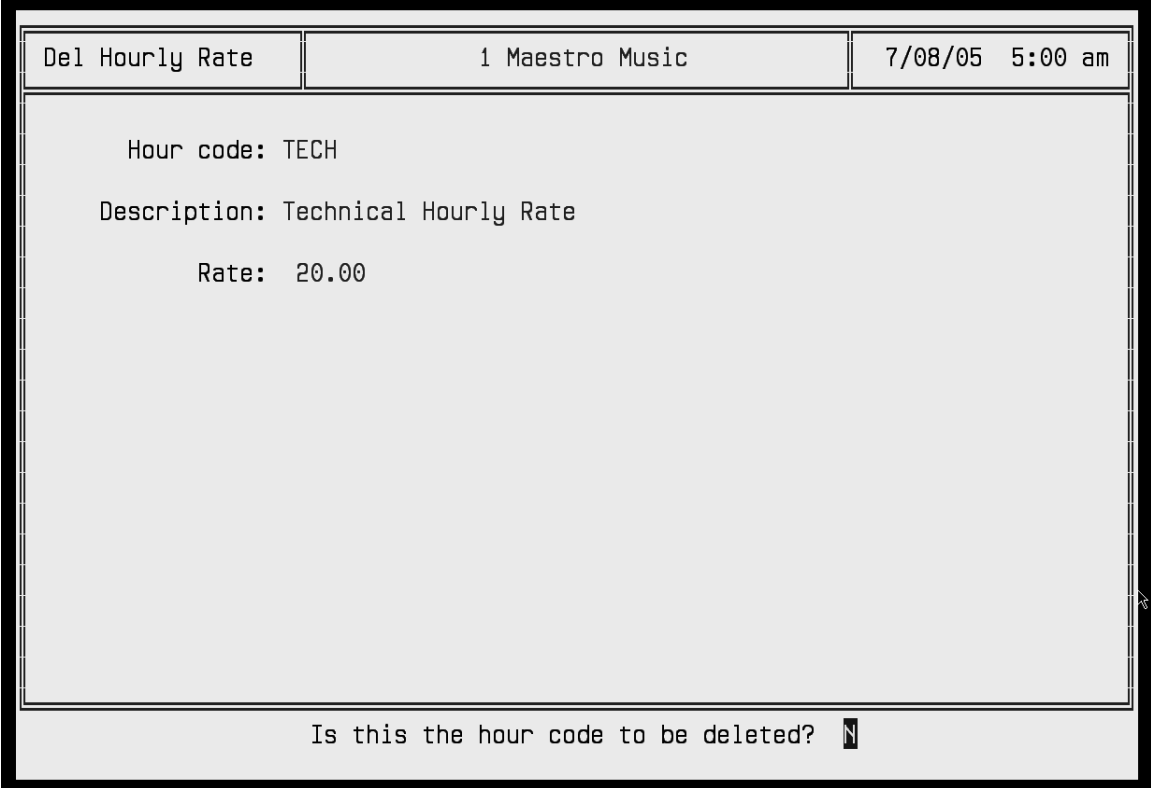
Any modifications to hourly rate codes may be made using the "Change Hourly Rate Code" option.

Also, hourly rate codes may be removed from the database when they are no longer needed with the "Delete Hourly Rate Code" option. The hourly rate codes may be entered or selected from a lookup window. See Figure 13-31. You may scroll the listing using the F1 and F2 keys.



**Figure 13-31 Delete Hourly Rate Screen with lookup window**

Once you have located the appropriate code, you may select it by placing the cursor on the code and pressing the ENTER key. See Figure 13-32.



**Figure 13-32 Delete Hourly Rate Screen with prompt**

You will be prompted with the question “Is this the hour code to be deleted?” Enter Y for yes to delete. You may return to the Hourly Rate Maintenance Menu by pressing the F8 key.

You may view the hourly rate codes within the database on the screen. See Figure 13-33.



Prt Hourly Rates	1 Maestro Music	7/08/05 5:10 am
------------------	-----------------	-----------------

Beginning Code: █  
Ending Code:

Printer ID: LP01  
Compress? No

Press F9 when finished  
entering all parameters

Input the beginning code to be included

**Figure 13-34 Print Hourly Rate Screen**

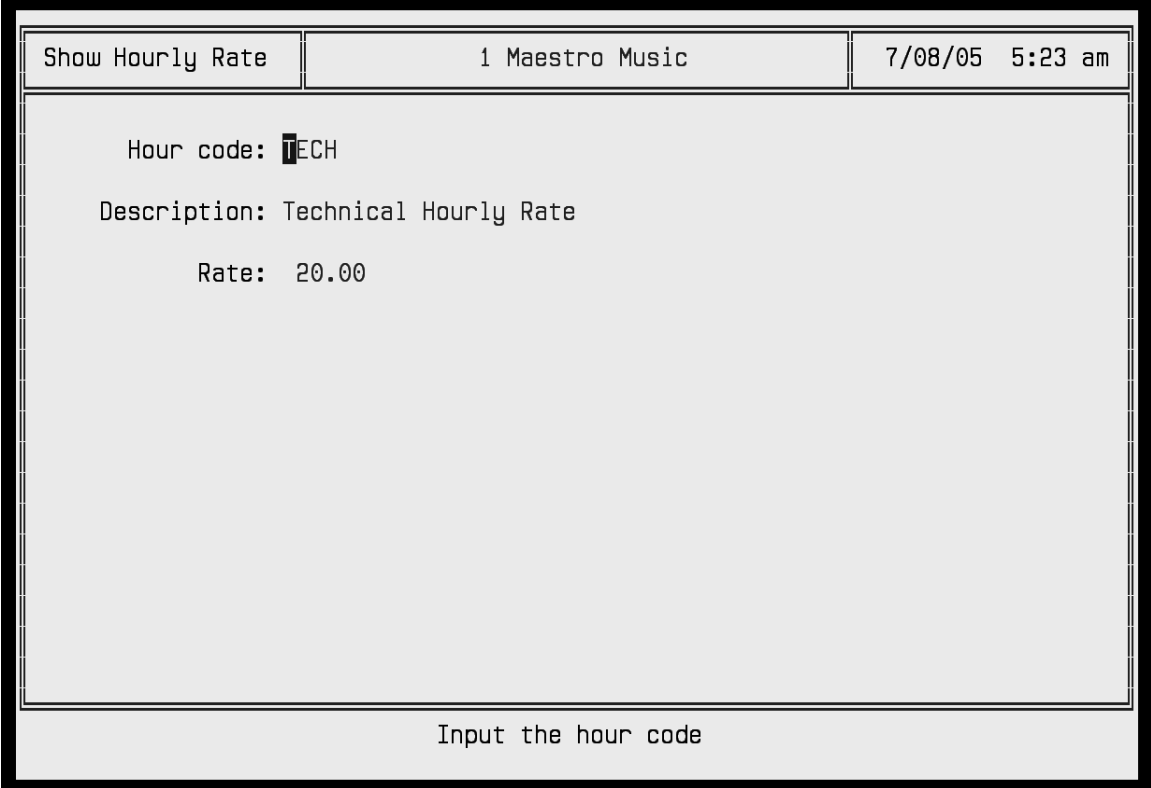
**BEGINNING/ENDING CODE** The hourly rate codes entered limit the report to hourly rate codes falling between the codes entered.

**PRINTER ID** The printer id defaults to the printer id on your operator record. This value may be overridden with another printer or file name.

**COMPRESS** Enter Y for yes if you want the program to control the setting of the printer. This value also defaults to the setting found on your operator record but may be overridden.

Once all the parameters are entered, press the F9 key to begin the printing process.

A particular hourly rate code may be viewed using the "Show Hourly Rate Code" option. See Figure 13-35.

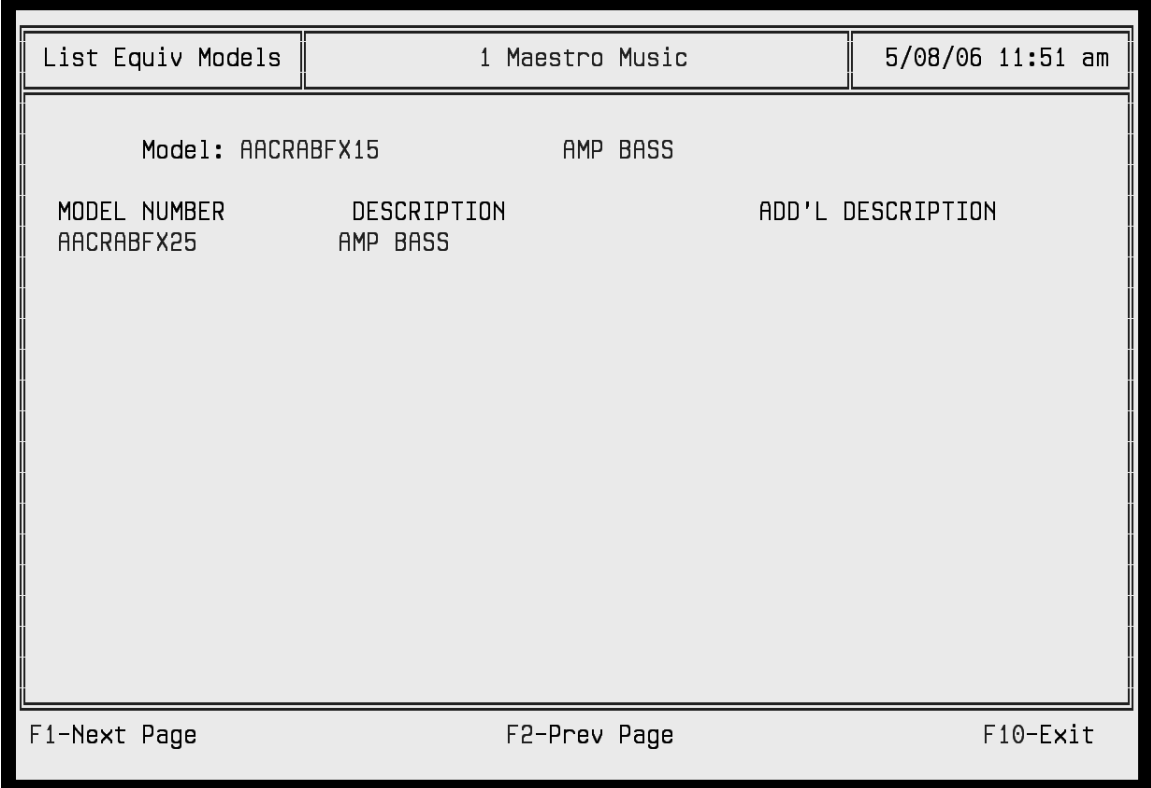


**Figure 13-35 Show Hourly Rate Screen**

The hour code may be selected from a lookup window. Once the code has been displayed, you do not have any editing capabilities. You may only view the code. To return to the Hourly Rate Code Maintenance Menu, press the F8 key.

**List Equivalent Models**

You may view the equivalent model for an item by using the list function. See Figure 13-36.



**Figure 13-36 List Equivalent Models Screen**

Once you have selected the model number, all equivalent model numbers will be listed. If the list extends past one screen page, you may scroll back and forth through the listing using the F1 and F2 keys. The F8 key will return you to the menu.

**Inventory Functions**

You may perform various inventory maintenance activities by selecting “Inventory Functions” off the File Maintenance Screen. See Figure 13-37.



Figure 13-37 Inventory Menu Screen

To view inventory function information see the [Maestro SBE Countertop Guide](#), [Maestro Countertop Guide](#) or the [RSSS Countertop Guide](#).

**Parameter Maintenance**

Certain default values must be set using the Service Department Parameter Maintenance process. See Figure 13-38.

Service Dept	1 Maestro Music	5/08/06 12:37 pm
Normal Labor: 45.00	Tax? Y	Normal Trip Charge: 30.00 Tax? Y
Normal Freight: 45.00	Tax? Y	Normal Cleaning: 30.00 Tax? Y
Force Purch Date? N	Purch At? N	Estimate? N
AR Forms: 40 29	Type: V	Pmt Terms: COD
Don't Post To A/R:	10	11 12 13 14
Non Balancing Pmt Forms:		
Form Type? T	Ticket	N3CS-X
Miscellaneous #1: MISC CHG 1		MISC CHG 1 Y
Miscellaneous #2: MISC CHG 2		MISC CHG 2 Y
Use Calendar? N	Check Inventory? Y	
Msg: Any request for free adjustments must be made within 48 hours		
Msg: of original repair. Instruments repaired and not called for		
Msg: in 6 months will be sold to pay charges.		
Print Labor/Rate? Y		
State Regulation NBR:		
Strip Model Prefix? N		
Print Name/Address? N		
Always Reprint Nesda? N	Skip? N	
Always Print Ticket? N	Check? N	
<div style="border: 1px solid black; padding: 5px; display: inline-block;">           Press F9 when finished entering all parameters         </div>		
Input the normal labor charge (1 hour)		

**Figure 13-38 List Equivalent Models Screen**

**NORMAL LABOR** The default per hour charge for labor. This value will be automatically used as the labor charge unless specified differently at time of entry.

**TAX?** Enter Y for yes to make the labor charges taxable; otherwise leave as N for no.

**NORMAL TRIP CHARGE** The amount charged is a trip is made to the customer's home. If a default value is specified, this amount automatically appears on the ticket even if a trip was not made.

**TAX?** Enter Y for yes to make the normal trip charge taxable; otherwise leave as N for no.

**NORMAL FREIGHT** The amount charged for freight. This includes shipping a unit back to a customer or the freight charge for needed parts.

**TAX?** Enter Y for yes to make the normal freight charge taxable; otherwise leave as N for no.

**NORMAL CLEANING** The amount charged for cleaning a service unit.

**TAX?** Enter Y for yes to make the normal cleaning charge taxable; otherwise leave as N for no.

All default settings may be overridden when posting an actual service ticket. Again, please note that all of the above items can be flagged as taxable or not. By answering Y for yes to the **Tax?** field question, the program will automatically calculate the taxable amount that is applicable to the customer. By answering N for no, there will be no tax calculation for that item.

**FORCE PURCH DATE?** This flag indicates whether or not the purchase date for the item must be entered. Setting this flag to Y for yes, will require the purchase date to be entered. Answering with an N for no, make the purchase date entry optional.

**FORCE PURCH AT?** This flag indicates whether or not the purchase location must be entered. The purchase location is where the customer originally purchased the unit. Setting this flag to Y for yes, will require the purchase location to be entered for the item. This field should be set to Y if you do a lot of outside service for other companies. Answering with an N for no, make the purchase location entry optional.

**ESTIMATE?** The Force Estimate flag indicates whether or not an estimate is required on all service tickets. Setting this flag to Y for yes, will require the estimate to be entered. Answering with an N for no, make the estimate entry optional.

**AR FORMS** Enter up to three payment form number(s) for revolving A/R payments. These payment form number(s) will be used on all payment screens to build the default payment profile.

**TYPE** Enter the customer type for A/R service tickets.

**PMT TERMS** Enter the default payment terms for service tickets

**DON'T POST TO A/R** Input our customer number(s) to prevent postings to A/R for it. You may enter up to five of your customer numbers.

**NON BALANCE PMT FORMS** Enter up to three payment form(s) for posting a non-total billed ticket.

**FORM TYPE** Input the default form type when printing (N)esda, n(A)rda, (T)icket, or (O)ptional. The valid forms for NESDA are N3CS-X, N7SN or N5CS. The valid form types for NARDA are 101C, 515 OR 360-6.

The service module software includes two user-definable revenue sources. You can define the screen and report headings and flag as taxable or not.

**MISCELLANEOUS #1** Input the screen heading for miscellaneous field #1.  
Input the report heading for miscellaneous field #1.  
Input (Y)es if the miscellaneous field #1 is taxable.

**MISCELLANEOUS #2** Input the screen heading for miscellaneous field #2.  
Input the report heading for miscellaneous field #2.  
Input (Y)es if the miscellaneous field #2 is taxable.

**USE CALENDAR?** Input (Y)es if the calendar should be used.

**CHECK INVENTORY?** Input (Y)es if the inventory file should be checked. This checks the RSSS inventory file to verify whether or not the unit was purchased from your company. For items purchased from you, after entering the serial number, the purchased date and item description will automatically be entered for you by what is defined in the system for that item.

**MSG:** Input a brief message to appear on the service tickets. You have up to three message lines to enter your text message on. This text may be informational or used for promotions and is printed on all service tickets.

**PRINT LABOR/RATE** Input (Y)es if the labor/rate should be included on ticket. This determines if the labor rate per hour is to print on the service ticket invoice.

**STATE REGULATION NBR** Input the State Regulation Number issued to your company. This will show on all invoices.

**STRIP MODEL PREFIX?** Input (Y)es if the prefix should be stripped off model on NARDA forms. Sometimes the prefix added to model numbers is meaningless to NARDA and needs to be stripped from the beginning of all model numbers as they are printed on the NARDA forms.

**PRINT NAME/ADDRESS?** Input (Y)es to print your company name/address block on NARDA/NESDA forms to eliminate the need for custom printed forms. If you have preprinted forms with this information already included, you can turn this flag off so that it does not print on your NARDA/NESDA forms twice.

**ALWAYS REPRINT NESDA?** Input (Y)es to always reprint the entire Nesda form. Some people prefer to reprint the entire NESDA form each time there is a change to it. Others may conserve forms and only print the sections that need to be updated. You can control how the forms are printed by selecting the appropriate method.

**SKIP?** Input (Y)es to skip the binding at the top of the Nesda form. This may be necessary on some NESDA forms.

**ALWAYS PRINT TICKET?** Input (Y)es to always print the entire ticket. Some people prefer to print the entire ticket each time there is a change to

it. Others would like to conserve paperwork and only print the sections that need to be updated. You can control how the tickets are printed by selecting the appropriate method.

**CHECK?** Input (Y)es to check serialized inventory availability. The serialized inventory can be checked to ensure that adequate inventory is available for the ticket. If you set this flag to Y, serialized inventory will be reserved when a serial number is allocated for a ticket. If the inventory is not available for a particular ticket, the operator will receive an error message indicating this condition.

Once all the parameters are entered, press the F9 key to update the parameters. You will be returned to the previous menu.

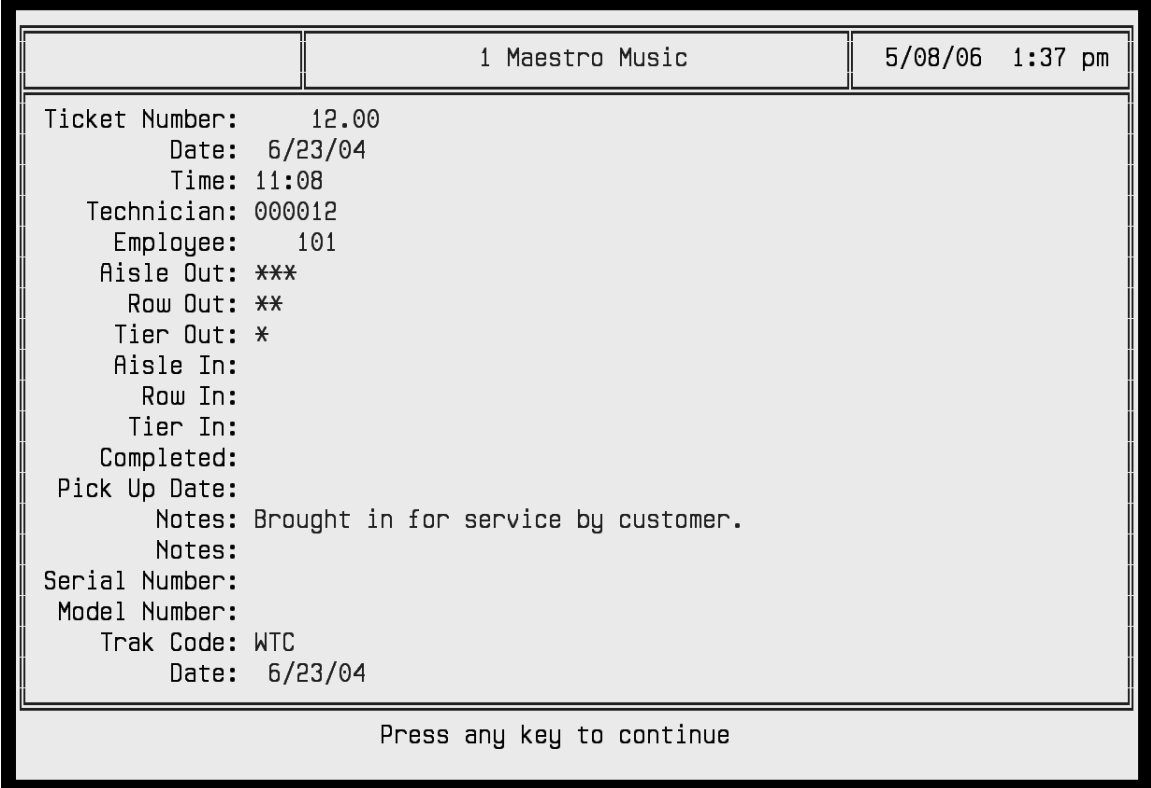
### ***Transfer History Maintenance***

It might become necessary to modify or delete the transfer history that is maintained on each ticket. See Figure 13-39.

1 Maestro Music		5/08/06 1:32 pm	
<p>Add a Transfer History Record</p> <p>Change a Transfer History Record</p> <p>Delete a Transfer History Record</p> <p>Show a Transfer History Record</p>			
F2-Mail	F4-Calendar	F5-Help	F7-Security
		F8-Prev	

**Figure 13-39 Transfer History Maintenance Screen**

You are provided with functions for adding, changing, deleting, or showing the transfer history on each service ticket. Figure 13-40 is an example of a transfer history record using the 'show'.

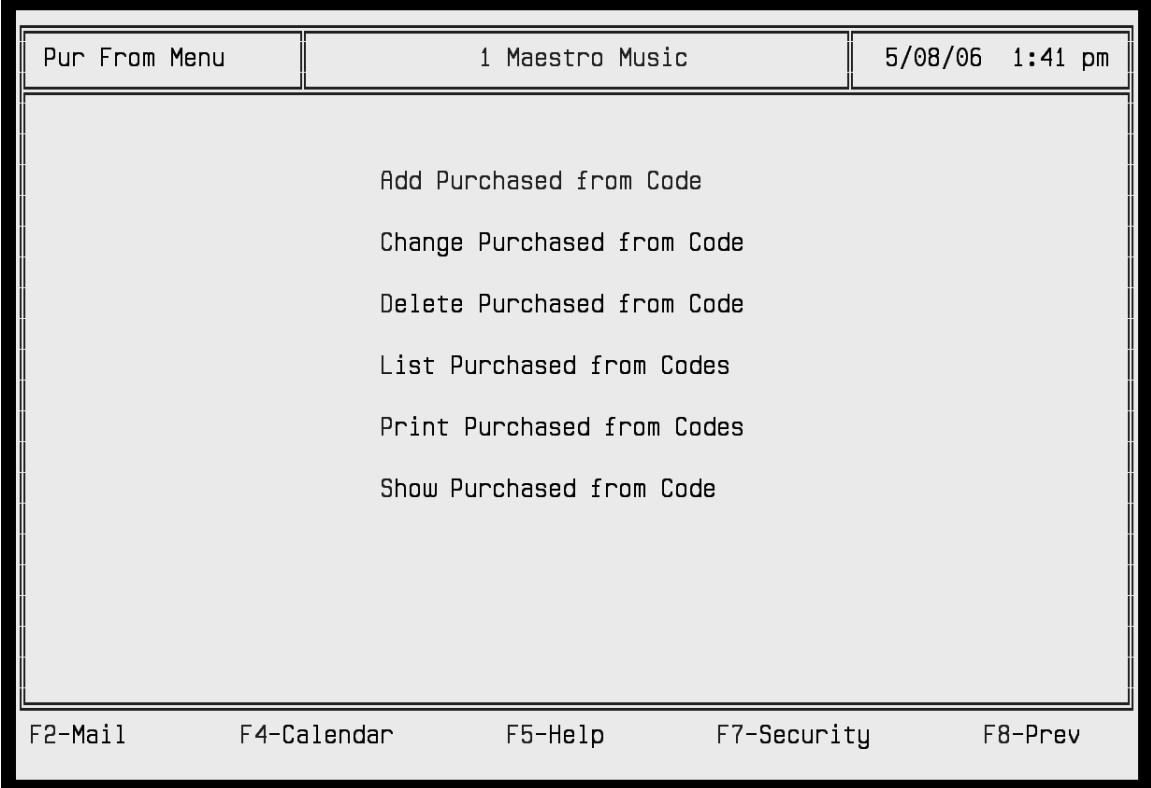


**Figure 13-40 Showing a Transfer History Example**

**Purchased From Maintenance**

Purchase codes are established so that you may identify where an item was purchased. Predefining the codes eliminates the need to remember all purchase codes. An unlimited number of codes may be defined.

Maintenance functions are provided to add, change, delete, list, print and show Purchased From codes. See Figure 13-41.



**Figure 13-41 Purchased From Menu**

New codes may be easily added by using the "Add Purchased From Code" option. See Figure 13-42.

Add Pur From	1 Maestro Music	5/08/06 3:31 pm
Purchased From: COM		
Description: Computerland		
Service Center: 333adN		
Input the service center number for this purchased from		

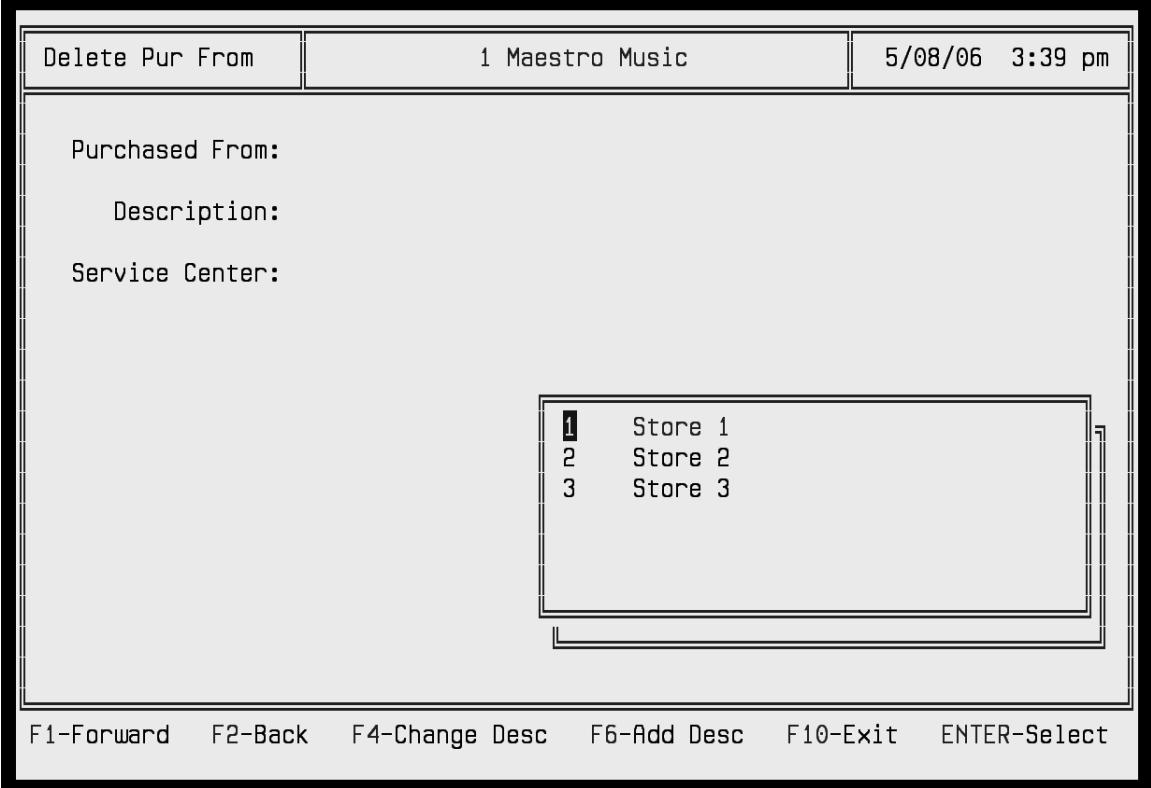
**Figure 13-42 Add Purchased From Screen**

**PURCHASED FROM** Input the company code you want to use for the company you purchased from.

**DESCRIPTION** Input the description for the company you purchased from.

**SERVICE CENTER** Input the service center number for the company you purchased from.

Any modifications to the Purchased From codes can be made using the "Change Purchased From Code". Purchased From codes may be removed from the database when they are no longer needed. See Figure 13-43 for the "Delete Purchased From Code" screen.



**Figure 13-43 Delete Purchased From Screen with code lookup window**

The Purchased From codes may be entered or selected from a lookup window. You may scroll through the list back and forth using the F1 and F2 keys. Once you have located the code you want to delete, select it by placing your cursor on the record to highlight it in the lookup window and press the ENTER key.

Once the code is selected, you will be prompted with a message to verify your selection before you delete this Purchased From code from the database. See Figure 13-44.

Delete Pur From	1 Maestro Music	5/08/06 3:39 pm
Purchased From: 1		
Description: Store 1		
Service Center: ABC123		
Is this the purchased from to be deleted? <input type="checkbox"/>		

**Figure 13-44 Delete Purchased From Screen**

Enter a Y for yes to delete it or an N for no if you do not want to delete it after all. You may return the previous menu by pressing the F8 key.

You may view the Purchased From codes that are defined in the system using the "List Purchased From Codes" option. The list details the Purchased From Codes information. See Figure 13-45.



Print Pur From	1 Maestro Music	5/08/06 3:53 pm
----------------	-----------------	-----------------

Printer ID: P01  
Control? No

Press F9 when finished entering all parameters

Input the printer ID on which to print the report

Figure 13-46 Print Purchased From Screen

**PRINTER ID** The printer id defaults to the printer set up in your operator record. This value may be overridden with another printer or filepath name.

**CONTROL** You may choose to let the software control the printer. This value also defaults to the setting found on your operator record and it too may be overridden.

Once all parameters are entered, press the F9 key to begin the print process. Figure 13-47 is an example of a printed Purchased From Report.

Date: 5/08/06	Purchased From Report	Page: 1
PURCHASED FROM	DESCRIPTION	SERVICE CENTER
1	Store 1	ABC123
2	Store 2	DEF123
3	Store 3	GHI123

Figure 13-47 Purchased From Report Example

A particular Purchased From code may be viewed using the "Show Purchased From Code" option. See Figure 13-48.

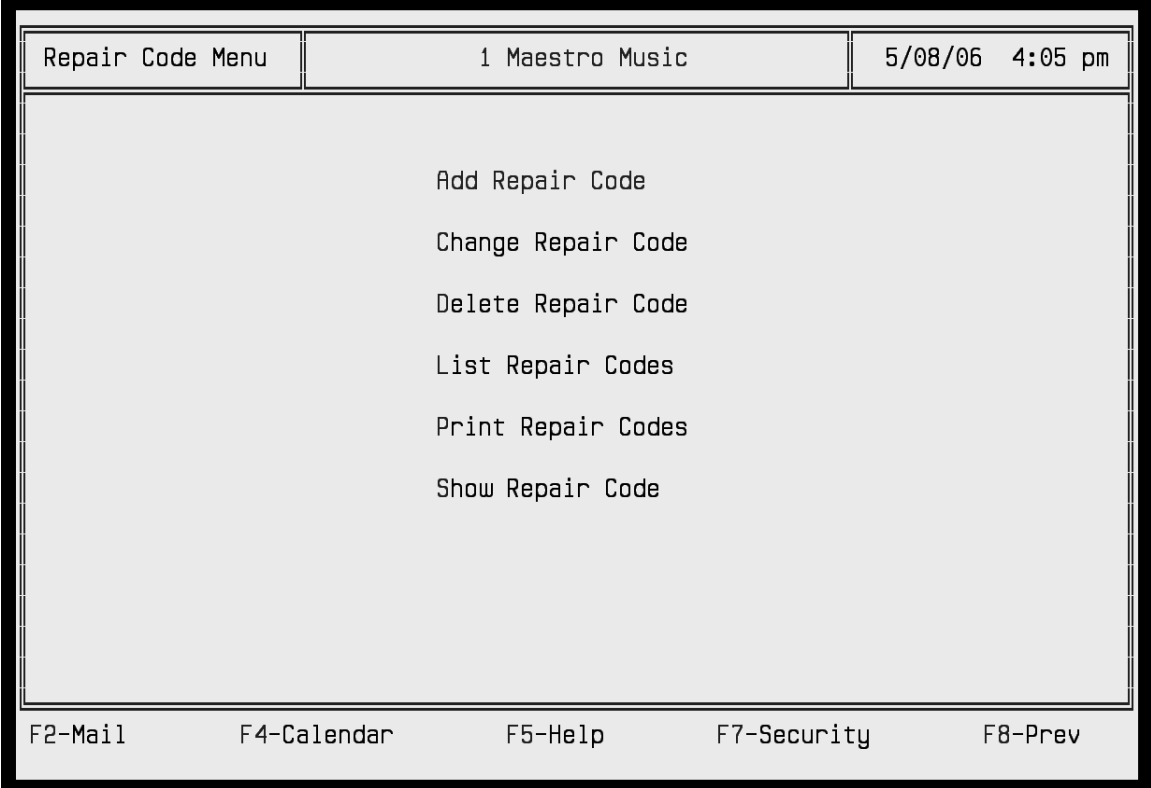
Show Pur From	1 Maestro Music	5/08/06 4:01 pm
Purchased From: COM		
Description: Computerland		
Service Center: 333adN		
Input the purchased from location		

**Figure 13-48 Show Purchased From Screen**

The Purchased From code may be selected from a lookup window. Once the code is displayed, you do have any editing capabilities within "show". You may only "view" the code here. To return to the Purchased From Code Menu, press the F8 key.

**Repair Code Maintenance**

Repair Codes are established so that you may identify the type of service required and/or performed. See Figure 13-49.



**Figure 13-49 Repair Code (Srv Codes) Menu**

Maintenance functions provided on this menu are add, change, delete, list, print and show Repair Codes. New codes may be easily added when necessary by using the "Add a Repair Code" option. See Figure 13-50.

Add Repair Code	1 Maestro Music	5/08/06 4:08 pm
Repair code: CALI Code type: EIA-REPAIR Ref. No.: EIA-101332 Description: CURCUIT CALIBRATION		
Input the description that identifies this repair code		

**Figure 13-50 Add Repair Code Screen**

**REPAIR CODE**      Input the repair code you need to add.

**CODE TYPE**    Enter the type of repair code it is.

**REF. NO.**      Enter the reference number you want associated with this repair code.

**DESCRIPTION**    Enter a description for this repair code.

Any necessary modifications to a repair code can be made using the "Change a Repair Code" selection. A repair code may be removed from the database when it is no longer needed by using the "Delete a Repair Code" option.

Once you have selected the repair code, you will be prompted to verify your selection before the code is actually deleted. See Figure 13-51.

Del Repair Code	1 Maestro Music	5/08/06 4:16 pm
Repair code: CAL1		
Code type: EIA-REPAIR		
Ref. No.: 0001333		
Description: CIRCUIT CALIBRATION HIGHER LEV		
Is this the service repair code to be deleted? <input type="checkbox"/>		

**Figure 13-51 Delete Repair Code Screen**

You may return to the Repair Code Menu by pressing the F8 key.

The repair codes within the database may be viewed using the "List Repair Codes" option. You have the option of displaying the sorted list that will appear in either the repair code or code type sort order. See Figure 13-52.



Prt Repair Code	1 Maestro Music	5/08/06 4:25 pm
-----------------	-----------------	-----------------

Printer ID:   
Control? No

Press F9 when finished  
entering all parameters

Input the printer ID on which to print the report

**Figure 13-53 Print Repair Codes Screen**

**PRINTER ID** The printer id defaults to the printer set up in your operator record. This value may be overridden with another printer or filepath name.

**CONTROL** You may choose to let the software control the printer. This value also defaults to the setting found on your operator record and it too may be overridden.

Once all parameters are entered, press the F9 key to begin the print process. Figure 13-54 is an example of a printed Service Repair Code Report.

REPAIR CODE	TYPE	REF NO	DESCRIPTION
ABB	STRING		ADJUST BASS BRIDGE
ABK	BAND		ALIGN BENT KEYS
ADI	STRING		ADJUSTERS INSTALLED
ADJ	BAND		ADJUSTMENTS
AEB	STRING		ADJUST EXISTING BRIDGE
BBI	STRING		BASS BAR INSTALLED
BFF	BAND		BUFFING
BRF	BAND		BAND REPAIR
BRF	STRING		BRIDGE FITTING
BRH	BOW		BOW REHAIR
BSA	BOW		BOW SCREW ASSEMBLY
BSC	BOW		BOW STRAIGHTEN OR CAMBER
BSH	BOW		BOW SHORTEN HAIR
BTF	BOW		BUTTON FASTENED
BTI	BOW		BONE TIP INSTALLED
CAL1	EIA-REPAIR	0001333	CIRCUIT CALIBRATION HIGHER LEV
CALI	EIA-REPAIR	EIA-101332	CIRCUIT CALIBRATION
CEP	STRING		CORNERS & EDGES (PURFLING)
CGC	STRING		CRACKS GLUED & CLEATED
CGO	STRING		CRACKS GLUED/OUT, NO GAURANTEE
CLN	BAND		CLEANING
CLP	STRING		CLEANED & POLISHED
CMF	BAND		CHEMICAL FLUSH
COS	STRING		CLOSE OPEN SEAMS
CSE	BAND/STRNG		CASE WORK
DNT	BAND		DENT REMOVAL
DRU	BAND		DRUM HEAD INSTALLATION
EDB	STRING		END BLOCK
EPF	STRING		END PIN FITTING
ERP	ELECTRONIC		ELECTRONIC REPAIR
EYE	BOW		EYELET INSTALLED
FIF	BOW		FROG INSTALLED FULL LINED
FIH	BOW		FROG INSTALLED HALF LINED
FIP	BOW		FROG INSTALLED PLASTIC
FNI	STRING		FINGER BOARD NEW INSTALLED
FRE	STRING		FINGER BOARD RESURFACE EXISTING
FRL	STRING		FINGER BOARD REGLOE LOOSE
FTJ	BAND		FIT JOINTS
GGP	BOW		GLUE GRIPS IN PLACE
GLS	BOW		GLUE LOOSE SLIDE
GRL	BOW		GRIP LEATHER
GRP	BOW		GRIP PLASTIC
GRS	GUITAR		GUITAR RESTRING
GTA	STRING		GUITAR ADJUSTMENT
GW	BOW		GLUE WEIGHT IN FROG
KBR	ELECTRONIC		KEYBOARD REPAIR
LAC	BAND		LAQUERING
LUB	BAND		LUBRICATED
NKB	STRING		NECK BLOCK
NNI	STRING		NEW NECK INSTALLED
OIL	BAND		OILED

Figure 13-54 Service Repair Code Report Example

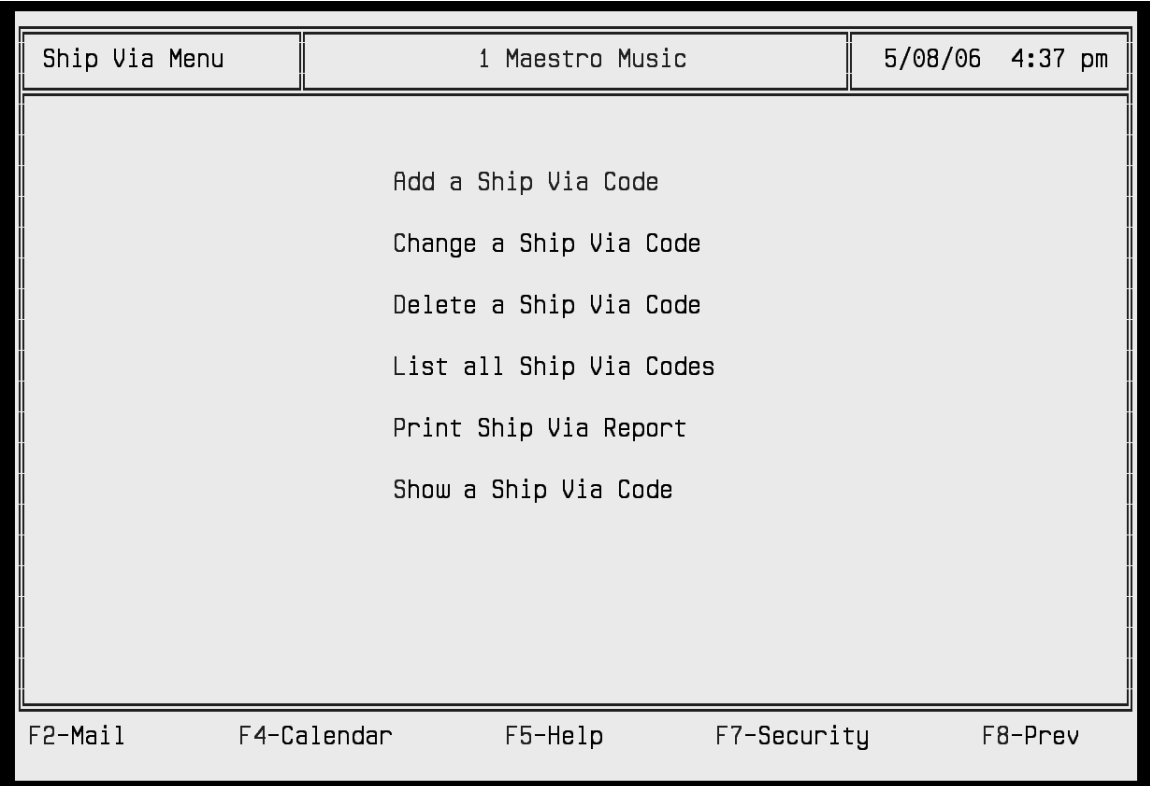
A particular repair code may be viewed using the "Show a Repair Code" option. See Figure 13-55. Press the F8 key to go back to the previous menu.

Show Repair Code	1 Maestro Music	5/08/06 4:30 pm
Repair code: CALI Code type: EIA-REPAIR Ref. No.: EIA-101332 Description: CURCUIT CALIBRATION		
Input the brief description for the service repair code		

Figure 13-55 Show Repair Code Screen

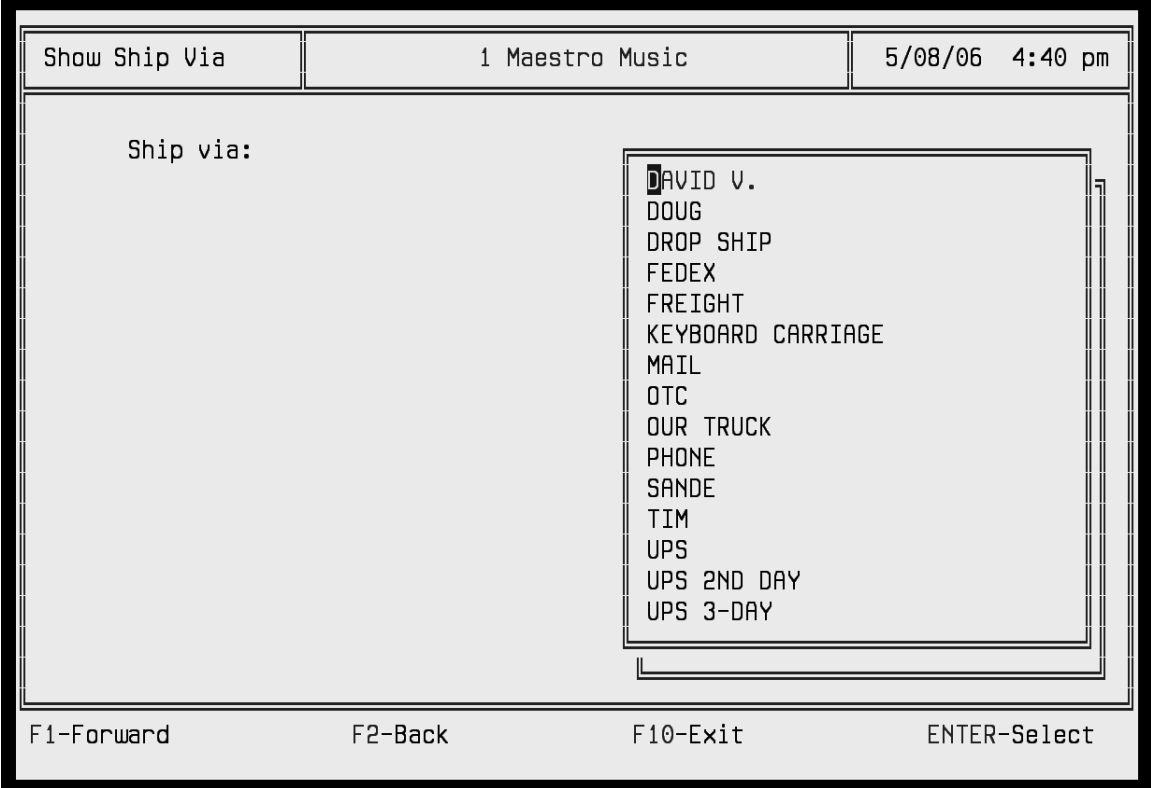
**Ship Via Maintenance**

Shipment methods are predefined in order to provide a means of analyzing the different shipment methods by which merchandise arrives for repair. As many SHIP VIA codes can be assigned as required. The Ship Via Menu gives the options of adding, changing, deleting, listing, printing or showing a Ship Via code. See Figure 13-56.



**Figure 13-56 Ship Via Menu**

The shipment codes are defined once. Each time you need to enter a code in an application, you are provided a lookup window. If you enter the code exactly as it is defined, the lookup window will be bypassed. The window only appears if the entry is not on file. See Figure 13-57 for an example of a lookup window.



**Figure 13-57 Show Ship Via Screen with lookup window**

You can scroll backward or forward using the F1 and F2 keys until the desired shipment method is located. You have the option of including a text description for the shipment method to help you remember why you set up the code. This description does not appear elsewhere in the package. Therefore, you should make the 30 character description as explicative as possible. See Figure 13-58.

Show Ship Via	1 Maestro Music	5/08/06 4:45 pm
---------------	-----------------	-----------------

Ship via: DAVID V.

---

DAVID V. IS DROPPING OFF IS DROPPING OFF THE SERVICED ITEM TO THE CUSTOMER ON HIS WAY HOME. HE IS HAVING THEM SIGN NECESSARY PAPERWORK AND WILL BRING THE PAPERWORK BACK INTO THE OFFICE ON HIS NEXT DAY OF WORK.

Input the brief description for the ship via code

**Figure 13-58 Show Ship Via method with explicative description**

Modifications to the defined ship via code may be made using the "Change a Ship Via Code" option. A ship via code may be removed from the database using the "Delete a Ship Via Code" option.

You may enter the Ship Via Code or select it from a lookup window. Once the code has been selected, you will be prompted to verify your selection before the code is actually deleted. Enter a Y if this is the code you want to delete. See Figure 13-59.

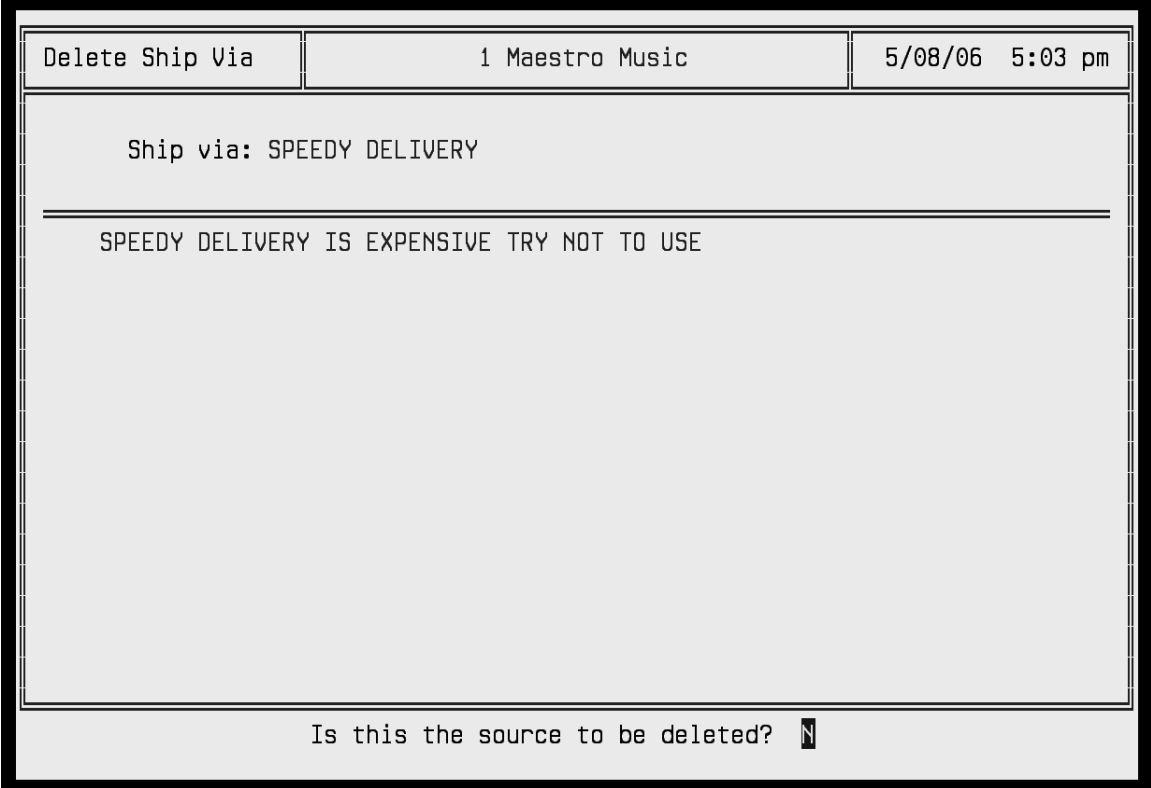
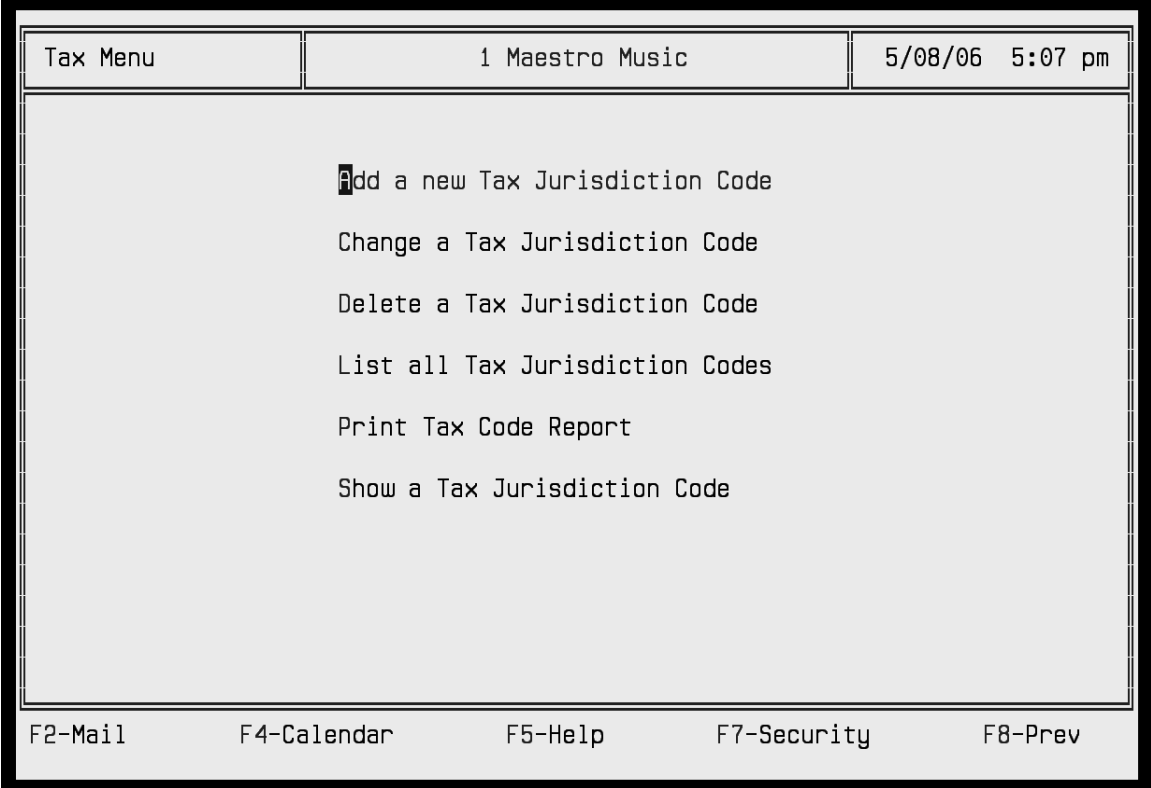


Figure 13-59 Delete a Ship Via Code Screen

**Tax Code Maintenance**

Tax codes are used extensively in the Accounts Receivable, Order Entry and Service modules. Each customer can participate in up to five unique tax jurisdictions.

You have the options on the Tax Code Menu to add, change, delete, list, print and show a tax codes. See Figure 13-60.



**Figure 13-60 Tax Code Menu**

Each tax jurisdiction is assigned a four digit number code. You can either, enter this code number or a few characters of the jurisdiction name and select it from a lookup window whenever you have to choose a tax code. See Figure 13-61 for an example of a tax code already defined.

Change Tax Code	1 Maestro Music	5/08/06 5:12 pm
Tax code:	1	
Rate:	8.1250	
Maximum:	9999.00	
Jurisdiction:	CORPUS CHRISTI	
G/L Account:	2400	
Profit Center:	1	
Input the tax rate for this jurisdiction		

**Figure 13-61 Show a Tax Code**

**TAX CODE** The tax code number for the record.

**RATE** The tax rate is the percent of tax that should be assessed for this particular jurisdiction.

**MAXIMUM** Many tax jurisdictions have a tax ceiling for purchases above a certain dollar amount. This amount is entered as the maximum tax amount to be charged for this tax code.

**JURISDICTION** A jurisdiction name of up to 30 characters helps to identify the tax codes if a large number of them are required. This name determines the sequence in which the tax codes appear in all lookup windows. Therefore, some care should be taken in developing a consistent pattern.

**G/L ACCOUNT** The general ledger account number associated with this tax code.

**PROFIT CENTER** The profit center number associated with this tax code.

Modifications to the defined tax code may be made using the "Change a Tax Jurisdiction Code " option. A tax code may be removed from the database using the "Delete a Tax Jurisdiction Code" option.

You may enter the tax code or select it from a lookup window. Once the selection is made, you will be prompted to verify your selection before the code is deleted. If

this is the code you want to delete, enter Y for yes to delete the code. See Figure 13-62.

Delete Tax Code	1 Maestro Music	5/08/06 5:23 pm
Tax code:	1	
Rate:	8.1250	
Maximum:	9999.00	
Jurisdiction:	CORPUS CHRISTI	
G/L Account:	2400	
Profit Center:	1	
Is this the tax code to be deleted? <input type="checkbox"/>		

**Figure 13-62 Show a Tax Code**

You may list the tax codes already defined using the “List all Tax Jurisdiction Codes” option. See Figure 13-63.



Tax Code Report	1 Maestro Music	5/08/06 6:04 pm
-----------------	-----------------	-----------------

Beginning Code: █ 0  
 Ending Code: 0

Beginning Name:  
 Ending Name:

Sort Option: Name

Printer ID: LP01  
 Compress? No

Press F9 when finished  
 entering all parameters

Input the beginning code to be included

**Figure 13-64 Print Tax Code Report**

**BEGINNING CODE**      **ENDING CODE**      Enter the beginning tax code and ending tax code (they will be included on the report) you want to appear on the report. You may leave these two fields blank to include all entries.

**BEGINNING NAME**      **ENDING NAME**      Enter the beginning jurisdiction name and ending jurisdiction name you want to appear on the report. You may leave these two fields blank to include all entries.

**SORT OPTION**      The report has two sort options available. Sort by either (C)ode or (N)ame to sort the report by.

**PRINTER ID**      The printer id defaults to the printer set up in your operator record. This value may be overridden with another printer or filepath name.

**CONTROL**      You may choose to let the software control the printer. This value also defaults to the setting found on your operator record and it too may be overridden.

Once all the parameters are entered, press the F9 key to begin the printing process. Figure 13-65 is an example of a Tax Code Report.

Date: 5/08/06	Tax Code Report	Page: 1	
CODE	JURISDICTION	RATE	TAX LIMIT
3	BROWN COUNTY	8.1750	9999.00
1	CORPUS CHRISTI	8.1250	9999.00
500	NON TAX	0.0000	0.00
2	NUECES COUNTY	8.1250	9999.00

Figure 13-65 Tax Code Report Example

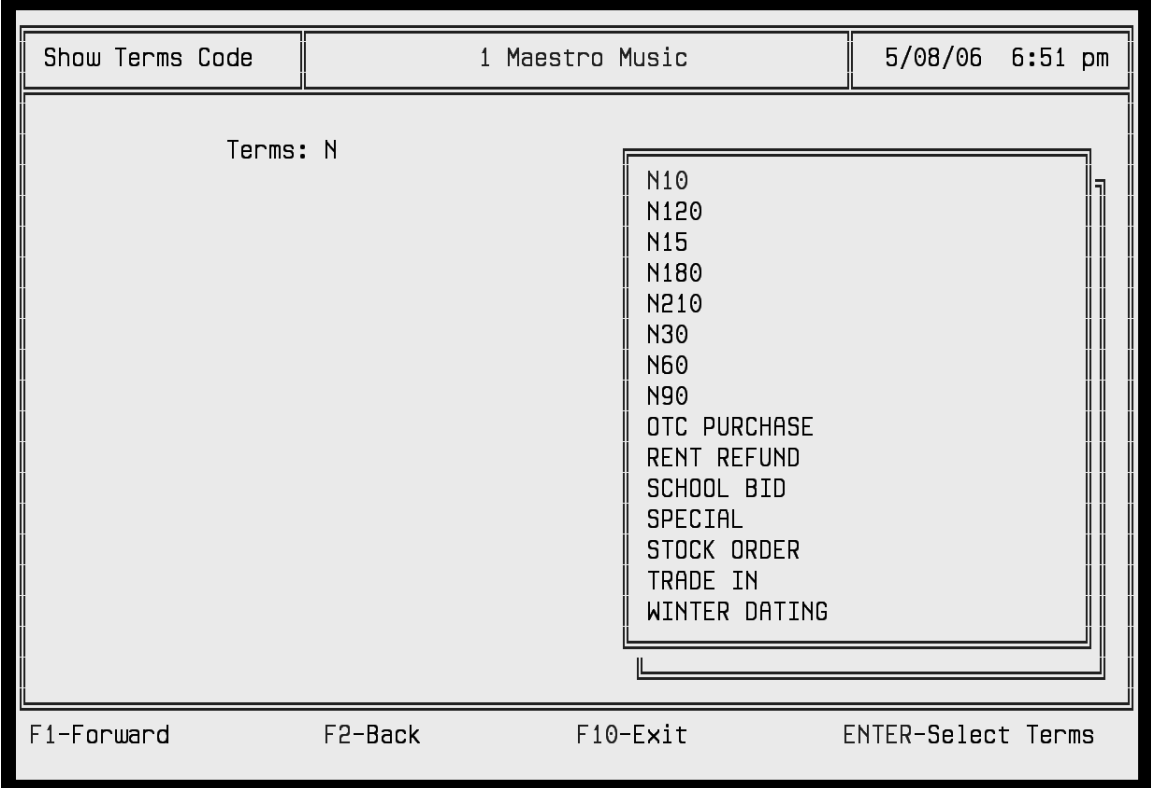
**Terms Code Maintenance**

Payment terms codes eliminate the need to continuously enter archaic numbers in order to determine when payment is due and are used in most of the modules. They allow you to establish your basic terms one time and eliminate confusion at data entry time. With the Terms Code Menu, you can add, change, delete, list, print and show the terms codes. See Figure 13-66.

Terms Code Menu	1 Maestro Music	5/08/06 6:46 pm		
Add a Terms Code Change a Terms Code Delete a Terms Code List all Terms Codes Print Terms Report Show a Terms Code				
F2-Mail	F4-Calendar	F5-Help	F7-Security	F8-Prev

Figure 13-66 Terms Code Menu

The terms code is a 30 character alphanumeric field. You should enter something that is very explicative of the nature of the payment terms. Remember that a lookup window can be provided with the sequence being the terms code itself. See Figure 13-67.



**Figure 13-67 Show Terms Code Screen with lookup window**

There are two areas of importance within each term code that you must define. The first area deals with when payment is considered due (e.g. "Net 30 days"). The second area offers a discount for payment received within a certain time frame. See Figure 13-68.

Show Terms Code	1 Maestro Music	5/08/06 6:52 pm
-----------------	-----------------	-----------------

Terms: N30

Due Month: 0  
Due Day: 30

Discount Percent: 0.00  
Discount Month: 0  
Discount Day: 0

Input the brief description for the terms code that you want

**Figure 13-68 Show Terms Code Screen**

**TERMS** The terms code is a 30 character alphanumeric field. You should enter something that is very explicative of the nature of the payment terms.

**DUE MONTH** The number of months from the invoice date that payment is considered due. Nothing should be entered if the payment terms revolve solely around a number of days. Whatever is entered in this field will be added to the invoice month when calculating due date.

**DUE DAY** The number of days from the invoice date that payment is considered due. If this field is zero and the months field is zero the terms are effectively "COD". Figure 13-69 shows the setting for a "Net 30 Day" situation. may choose to let the software control the printer. This value also defaults to the setting found on your operator record and it too may be overridden.

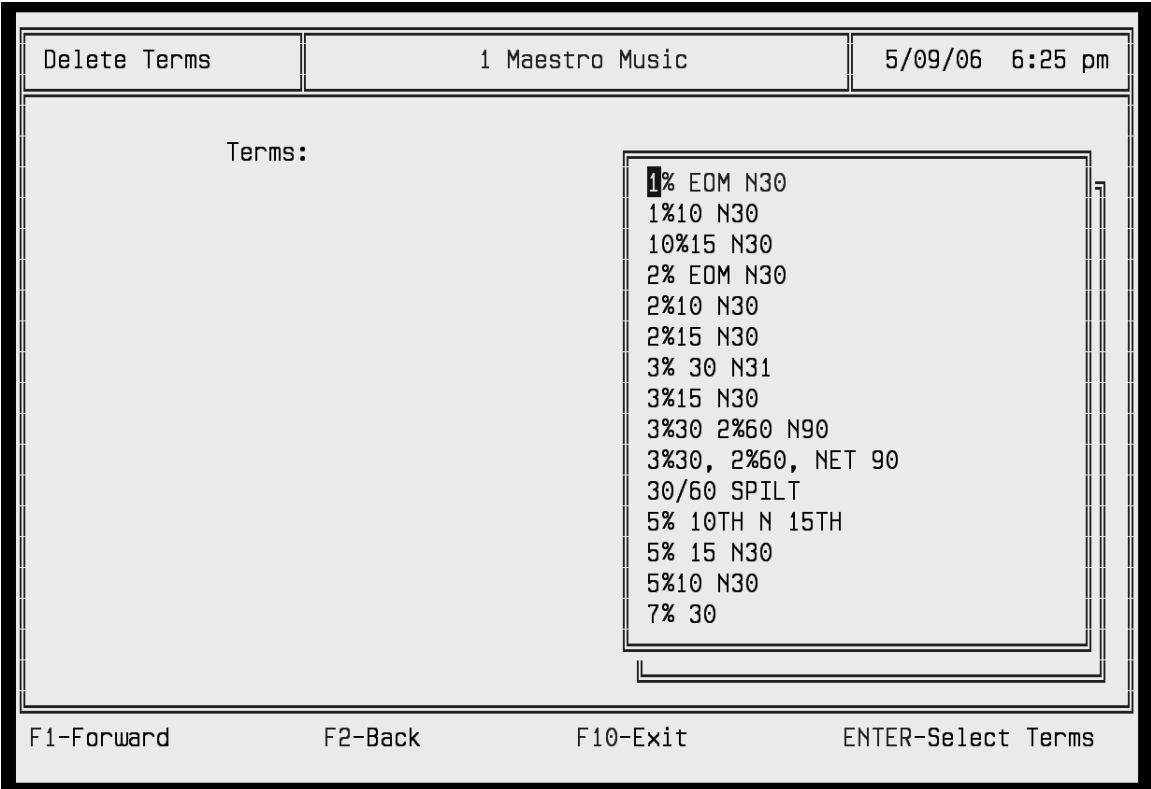
**DISCOUNT PERCENT** The percent discount that will be allowed if payment is received within the time frame described by the discount months and days.

**DISCOUNT MONTH** The number of months from the invoice date that the discount will be allowed. Nothing should be entered if the discount terms revolve solely around a number of days. Whatever is entered in this field will be added to the invoice month when calculating the discount date.

**DISCOUNT DAY** The number of days from the invoice date that the discount will be allowed. If a discount percent is not entered, the discount months and days are irrelevant.

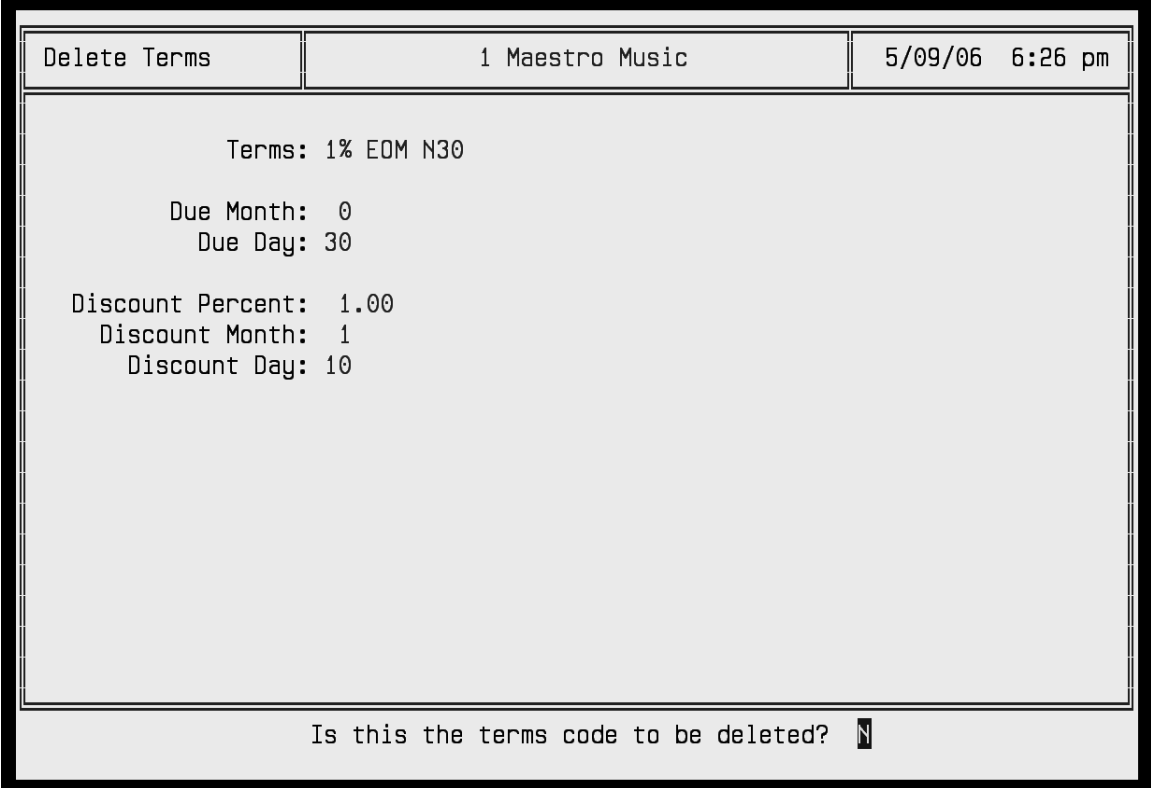
Modifications may be made to a terms code by using the “Change a Terms Code” option.

A terms code may be removed from the database by selecting “Delete a Terms Code” option off the Terms Code Menu. The terms code may be entered or selected from a lookup window. When the window is displayed, you may scroll through back and forth through the listing using the F1 and F2 keys. Place your cursor on the code you want to select (highlight the code you want) and press the ENTER key. The code will be retrieved and will display. See Figure 13-69.



**Figure 13-69 Delete Terms Code Screen**

Once the code has been selected, you will be prompted to verify your selection before the code is deleted. See Figure 13-70.



**Figure 13-70 Delete Terms Code Screen with prompt**

When you are done, you may return to the tax code menu by pressing the F8 key.

You may list all of the terms codes in the database by selecting the "List All Terms Codes" option.

An option is also provided for printing a Terms Code Report. See Figure 13-71.

Terms Report	1 Maestro Music	5/09/06 6:40 pm
--------------	-----------------	-----------------

Printer ID:   
Control? No

Press F9 when finished  
entering all parameters

Input the printer ID on which to print the report

**Figure 13-71 Print Terms Report Screen**

**PRINTER ID** The printer id defaults to the printer set up in your operator record. This value may be overridden with another printer or filepath name.

**CONTROL** You may choose to let the software control the printer. This value also defaults to the setting found on your operator record and it too may be overridden.

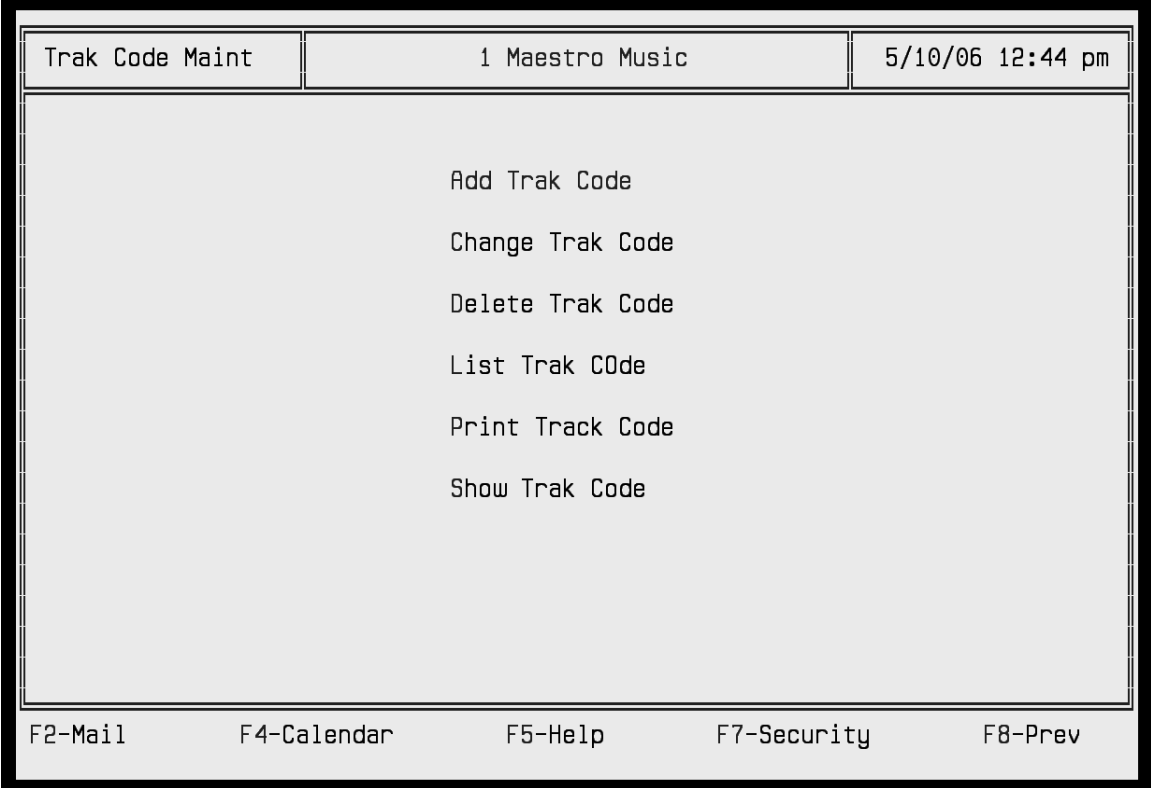
Once all the parameters are entered, press the F9 key to begin the printing process. See Figure 13-72 for an example of a Terms Code Report.

Date: 5/09/06		Payment Terms Report		Page: 1	
TERMS	DESCRIPTION	MON	DAY	DISC	MON DAY
1%	EOM N30	0	30	1.00	1 10
1%	10 N30	0	30	1.00	0 10
10%	15 N30	0	30	10.00	0 15
2%	EOM N30	0	30	2.00	1 10
2%	10 N30	0	0	2.00	0 0
2%	15 N30	0	30	2.00	0 15
3%	30 N31	0	31	3.00	0 30
3%	15 N30	0	30	3.00	0 15
3%	30 2%60 N90	0	90	3.00	0 30
3%	30, 2%60, NET 90	0	90	3.00	0 30
30/60	SPLIT	0	30	0.00	0 0
5%	10TH N 15TH	1	15	5.00	1 10
5%	15 N30	0	30	5.00	0 15
5%	10 N30	0	30	5.00	1 10
7%	30	0	30	7.00	0 30
8%	30 N31	0	31	8.00	0 30
	APPROVAL	0	0	0.00	0 0
	BUYBACK	0	0	0.00	0 0
	COD	0	0	0.00	0 0
	CONSIGNMENT SALE	0	0	0.00	0 0
	CREDIT CARD	0	0	0.00	0 0
	FALL DATING	0	0	0.00	0 0
	IN HOUSE	0	0	0.00	0 0
	MASTER ORDER	0	0	0.00	0 0
	N10	0	0	0.00	0 0
	N120	9	15	55.00	0 0
	N15	0	15	0.00	0 0
	N180	0	0	0.00	0 0
	N210	7	0	0.00	0 0
	N30	0	30	0.00	0 0
	N60	0	0	0.00	0 0
	N90	0	0	0.00	0 0
	OTC PURCHASE	0	0	0.00	0 0
	RENT REFUND	0	0	0.00	0 0
	SCHOOL BID	0	31	7.00	0 30
	SPECIAL	0	0	0.00	0 0
	STOCK ORDER	0	0	0.00	0 0
	TRADE IN	0	0	0.00	0 0
	WINTER DATING	0	0	0.00	0 0

Figure 13-72 Terms Code Report Example

### Trak Code Maintenance

Trak codes are used so that you may track a unit through it's repair cycle by using a predefined list of track codes. Predefining trak codes eliminates the need to remember all of your different tracking codes. An unlimited number of codes may be defined. Maintenance function provided on the Track Code Menu are add, change, delete, list, print and show Track Codes. See Figure 13-73.



**Figure 13-73 Trak Code Menu**

New codes may be easily added by using the “Add Track Code” selection. See Figure 13-74.

Add Trak Code	1 Maestro Music	5/10/06 12:45 pm
Trak code: CLN Description: Clean Unit		
Input the description for this trak code		

**Figure 13-74 Add a Trak Code Screen**

**TRAK CODE** Enter the trak code you want to define.

**DESCRIPTION** Enter a brief description for the trak code you are defining.

After defining the trak codes, they become available in the lookup windows associated with this field.

Any modifications to the trak codes may be made using the "Change Trak Code" option.

Trak codes may be removed from the database when they are no longer needed using the "Delete Trak Code" option. The trak codes may be entered or selected from a lookup window. You may scroll back and forth through the listing using the F1 and F2 keys. Once you have located the code you want to delete, select it by placing the cursor on the code (highlights the line) and press the ENTER key. See Figure 13-75.

Del Trak Code	1 Maestro Music	5/10/06 12:45 pm
---------------	-----------------	------------------

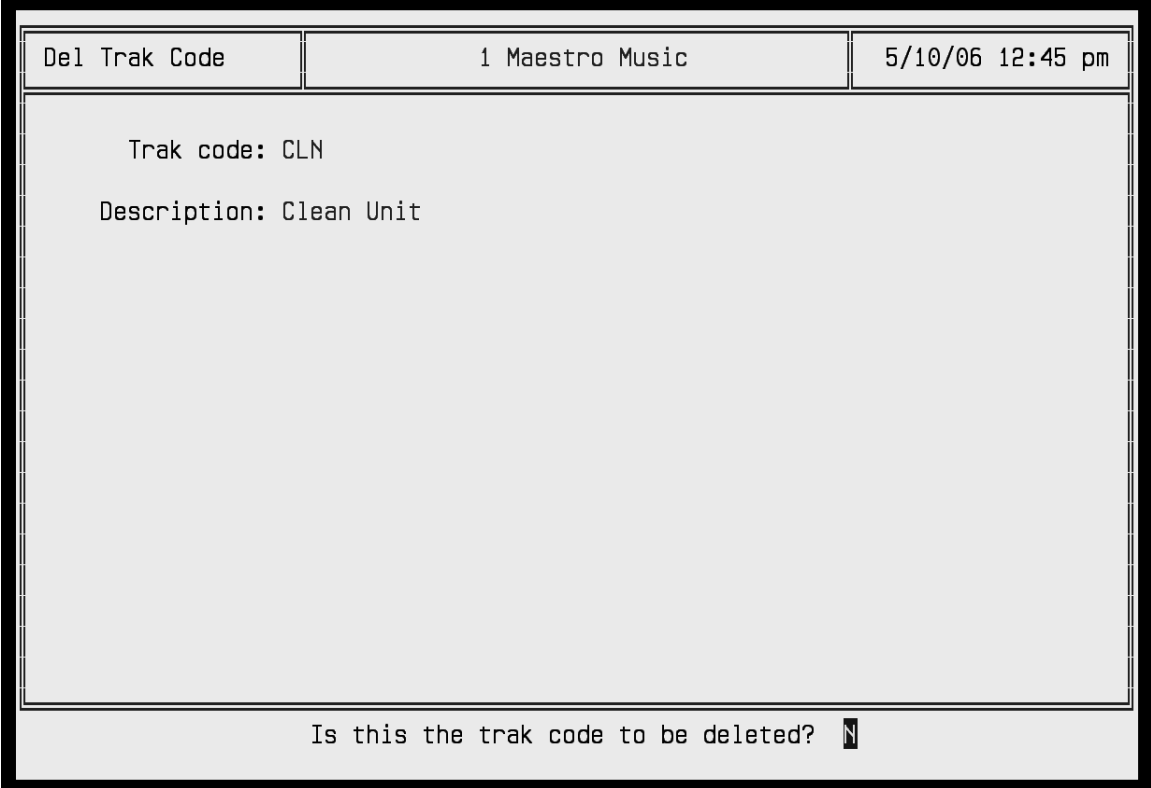
Trak code:

BLI	AT JOHN BLICK'S (ELECT.)
<input checked="" type="checkbox"/> LN	Clean Unit
COMP	COMPLETED
EST	WAITING FOR ESTIMATE
HAW	AT JOHN HAWKIN'S (BOWS)
HLD	ON HOLD
INS	IN SERVICE DEPARTMENT
JOE	AT JOE MILLER'S (BAND)
OSB	ON SERVICE BENCH
PRT	WAITING FOR PARTS
ROG	AT ROGER'S (STRINGS)
RUR	RETURNED UNREPAIRED

F1-Forward                      F2-Back                      F10-Exit                      ENTER-Select

**Figure 13-75 Delete a Trak Code Screen with lookup window**

Once the code is selected, you will be prompted with a message to verify your selection before the code is deleted. See Figure 13-76.



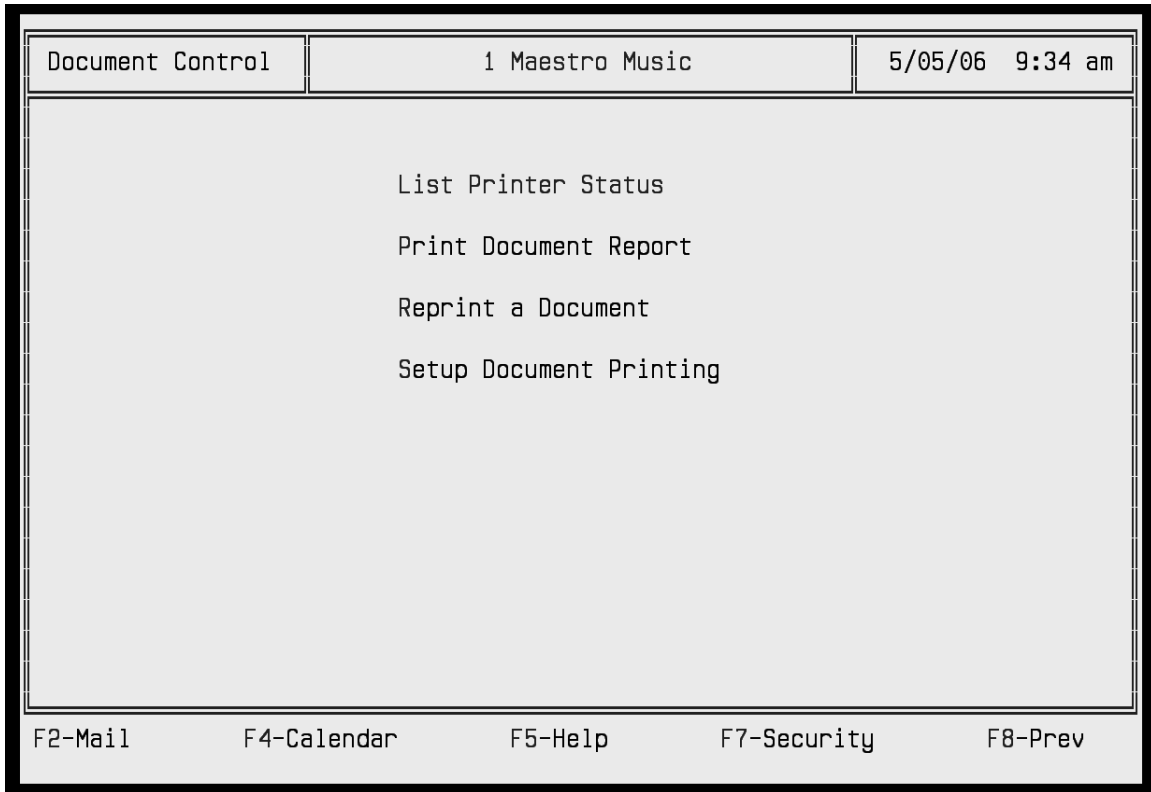
**Figure 13-76 Delete a Trak Code Screen with message prompt**

You may return to the Trak Code Menu by pressing the F8 key.

## Document Maintenance

In RSSS, Maestro or Maestro SBE you can access Document Maintenance off the Main Service Department Menu.

Document printing is a predefined process where you define the printers where certain types of documents are to be printed and let the software take over from there. Document requests are handled by an embedded document printing system. See Figure 14-1.



**Figure 14-1 Document Control Menu**

### List Printer Status

Each printer is assigned a status, telling the software whether the printer is available for printing. See Figure 14-2. These printers are defined in the printer program (PRINTER).

PRINTER	PATHNAME	LOCATION	TYPE	DEF	ERR	ST
LP01	/dev/lp0	Station 1	laserjet C		0000	A
LP02	/dev/lp2	Station 2	laserjet C		0000	A

F1-Next Page                      F2-Prev Page                      F10-Exit

Figure 14-2 List Printers Screen

### **Print Document Report**

The Document Report details the current settings that you have configured using the Setup Document Printing process. See Figure 14-3.

Document Report	1 Maestro Music	5/05/06 9:54 am
-----------------	-----------------	-----------------

Printer ID: LP01  
Control? No

Press F9 when finished  
entering all parameters

Input the printer on which to print the report

**Figure 14-3 Document Report Screen**

You should run this report if there are any questions about why a certain document is printing on a certain printer. See Figure 14-4 for an example of this report.

Document Assignemnts					
COM	TYPE	BEG/END	STORE	PRINTER	LOCATION
1	Credit Request	0	9999	LP01	Station 1
1	Profit Exception	0	9999	LP01	Station 1
1	Pricing Exception	0	9999	LP01	Station 1
1	Reservation	0	9999	LP02	Station 2
1	Quotation	0	9999	LP02	Station 2
1	Contract	0	9999	LP02	Station 2
1	Credit Memo	0	9999	LP01	Station 1
1	Close Contract	0	9999	LP02	Station 2
1	Invoice	0	9999	LP02	Station 2
1	Purchase Order	0	9999	LP02	Station 2
1	Requisition	0	9999	LP01	Station 1
1	P/O Cancellation	0	9999	LP02	Station 2
1	P/O Worksheet	0	9999	LP02	Station 2
1	Schedule of Property	0	9999	LP02	Station 2
1	Buyout Receipt	0	9999	LP02	Station 2
1	Payment Receipt	0	9999	LP02	Station 2
1	Order Quote	0	9999	LP01	Station 1
1	Order Invoice	0	9999	LP01	Station 1
1	Service Ticket	0	9999	LP01	Station 1
1	Service Invoice	0	9999	LP01	Station 1
1	Pawn Ticket	0	9999	LP01	Station 1
1	Pawn Receipt	0	9999	LP01	Station 1

**Figure 14-4 Document Assignments Report Example**

The COM heading in the Document Assignments Report Example is the abbreviation for COMPANY NUMBER.

### Reprint a Document

At times it becomes necessary to reprint a document that you have previously printed. This is easy to accomplish through the Document Maintenance system embedded within this software. See Figure 14-5.

Reprint Document	1 Maestro Music	5/05/06 9:57 am
------------------	-----------------	-----------------

Type:

Document: 0.00

Copies: 1

---

1...Credit Request	11...Requisition	21...Payment Receipt
2...Profit Exception	12...P/O Cancellation	30...Order Quote
3...Pricing Exception	13...P/O Worksheet	31...Order Invoice
4...RTR Reservation	16...Schedule of Property	51...Service Ticket
5...RTR Quotation	17...Buyout Receipt	52...Service Invoice
6...RTR Contract Addendum		61...Pawn Ticket
7...Credit Memo		62...Pawn Receipt
8...RTR Close Addendum		
9...Invoice		
10...Purchase Order		

Input the number for the type of document to be reprinted

**Figure 14-5 Reprinting a document Screen**

**TYPE** Select the number of the document type to be reprinted. The selection list is listed at the bottom of the screen.

**DOCUMENT** The document to be reprinted.

**COPIES** The number of copies to be reprinted.

## Setup Document Printing

You are required to define which documents will be printed on which printers. A large degree of flexibility has been extended to provide you with a system that will meet all of your document processing requirements. You will need to set up each document that you plan to print within the service department module.

See Figure 14-6.

Reprint Document	1 Maestro Music	5/05/06 9:57 am
------------------	-----------------	-----------------

Type: 0

Document: 0.00

Copies: 1

---

1...Credit Request	11...Requisition	21...Payment Receipt
2...Profit Exception	12...P/O Cancellation	30...Order Quote
3...Pricing Exception	13...P/O Worksheet	31...Order Invoice
4...RTR Reservation	16...Schedule of Property	51...Service Ticket
5...RTR Quotation	17...Buyout Receipt	52...Service Invoice
6...RTR Contract Addendum		61...Pawn Ticket
7...Credit Memo		62...Pawn Receipt
8...RTR Close Addendum		
9...Invoice		
10...Purchase Order		

Input the number for the type of document to be reprinted

**Figure 14-6 Setup Printing Screen**

**TYPE** Select the document type from the list provided at the bottom of the screen.

**STORES** The beginning and ending store number(s) should be entered.

**PRINTER** The printer on which this document should be printed. The printer definitions need to be set up in the printer program (PRINTER).

**Note:** You can delete an existing entry by entering the document type and store range as they are printed on the Document Report. **If you leave the printer field blank, any existing entries for the select type and store range will be deleted.**

See Figure 14-7 for an example of a service ticket sample document.

\*\*\* SERVICE TICKET \*\*\*

Ship to: 508790 STEHLING BARBARA 6510 W MAIN ST ANYTOWN TX 55555 Phone: (555)555-5555 / (555)555-5555	Bill to: 508790 STEHLING BARBARA 6510 W MAIN ST ANYTOWN TX 55555 Phone: (555)555-5555 / (555)555-5555
---	---

State Regulation Number:

Any request for free adjustments must be made within 48 hours of original repair. Instruments repaired and not called for in 6 months will be sold to pay charges.

Service Ticket #: 23.01	Set Up By: 17	Date Called In: 7/07/04
Technician Scheduled Date & Time	Notes	
000011 5/05/06 10:00	EMP 11 MOVING TO SERVICE BENCH	

Complaint Code: FACT  
 Model: Serial: 66843 Description: FLUTE Brand: VIT

Service Problem:  
 REPAD AND BUFF

Service Required:  
 REPLACED PADS, REBUFFED, FIXED INSTRUMENT

---

Repair Code	Repair Description
BFF	BUFFING
ADJ	ADJUSTMENTS

---

Quantity	Parts Required	Description	Price
1	PARTS	PARTS	3.50
1	PARTS	PARTS	15.00
1	PARTS	PARTS	18.00
1			

Labor: 1.00 hrs x 45.00	Total Parts = 36.50 Total Labor = 45.00 MISC CHG 1 = 70.00 MISC CHG 2 = Total Trip = Total Delivery = Total Freight = Cleaning & Maint = 35.00 Less Discount = Total Tax = 10.44 Amount Paid = TOTAL = 196.94
-------------------------	--

Remit to: 1 Maestro Music 711 N. Carancahua St Corpus Christi TX 78475	Customer Signature: _____ Pmt Terms: COD
---	---

**Figure 14-7 Service Ticket Sample Document**

See Figure 14-8 for an example of a service invoice sample document.

```

** SERVICE INVOICE **

Ship to: 508790
STEHLING BARBARA
6510 W MAIN ST
ANYTOWN TX 55555
Phone:(555)555-5555/(555)555-5555

Bill to: 508790
STEHLING BARBARA
6510 W MAIN ST
ANYTOWN TX 55555
Phone:(555)555-5555/(555)555-5555

State Regulation Number:

Any request for free adjustments must be made within 48 hours
of original repair. Instruments repaired and not called for
in 6 months will be sold to pay charges.

Service Ticket #: 23.01 Set Up By: 17 Date Called In: 7/07/04
Technician Scheduled Date & Time Notes
000011 5/05/06 10:00 EMP 11 MOVING TO SERVICE BENCH

Complaint Code: FACT Model: Serial: 66843 Description: FLUTE Brand: VIT
Service Problem:
REPAD AND BUFF
Service Required:
REPLACED PADS, REBUFFED, FIXED INSTRUMENT

-----
Repair Code Repair Description
-----
BFF BUFFING
ADJ ADJUSTMENTS

-----
Quantity Parts Required Description Price
-----
1 PARTS PARTS 3.50
1 PARTS PARTS 15.00
1 PARTS PARTS 18.00

Labor: 1.00 hrs x 45.00

Total Parts = 36.50
Total Labor = 45.00
MISC CHG 1 = 70.00
MISC CHG 2 =
Total Trip =
Total Delivery =
Total Freight =
Cleaning & Maint = 35.00
Less Discount =
Total Tax = 10.44
Amount Paid =
TOTAL = 196.94

Remit to: 1
Maestro Music
711 N. Carancahua St
Corpus Christi TX 78475

Customer Signature: Pmt Terms: COD
    
```

Figure 14-8 Service Invoice Sample Document

## **E.I.A. (Electronic Industries Association) Codes**

You are encouraged to utilize the EIA coding system when completing NARDA and NESDA forms to be submitted for warranty labor claims for payment.

By utilizing the EIA coding system, it will speed up the claims processing for you as a service center. It will also familiarize you as a service center with the codes.

The EIA codes can be accessed at

[http://www.ce.org/services\\_support/resources/repair\\_codes.asp?AudienceType=Manufacturers](http://www.ce.org/services_support/resources/repair_codes.asp?AudienceType=Manufacturers)

For a full list of complaint codes see

[http://www.ce.org/shared\\_files/services\\_support/2003%20Repair%20Codes%20-%20Complaint\\_Codes\\_Full\\_List\\_Ver-B.pdf](http://www.ce.org/shared_files/services_support/2003%20Repair%20Codes%20-%20Complaint_Codes_Full_List_Ver-B.pdf).

For a full list of repair codes see

[http://www.ce.org/shared\\_files/services\\_support/2003%20Repair%20Codes%20-%20Repair\\_Codes\\_Full\\_List.pdf](http://www.ce.org/shared_files/services_support/2003%20Repair%20Codes%20-%20Repair_Codes_Full_List.pdf).

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