

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.

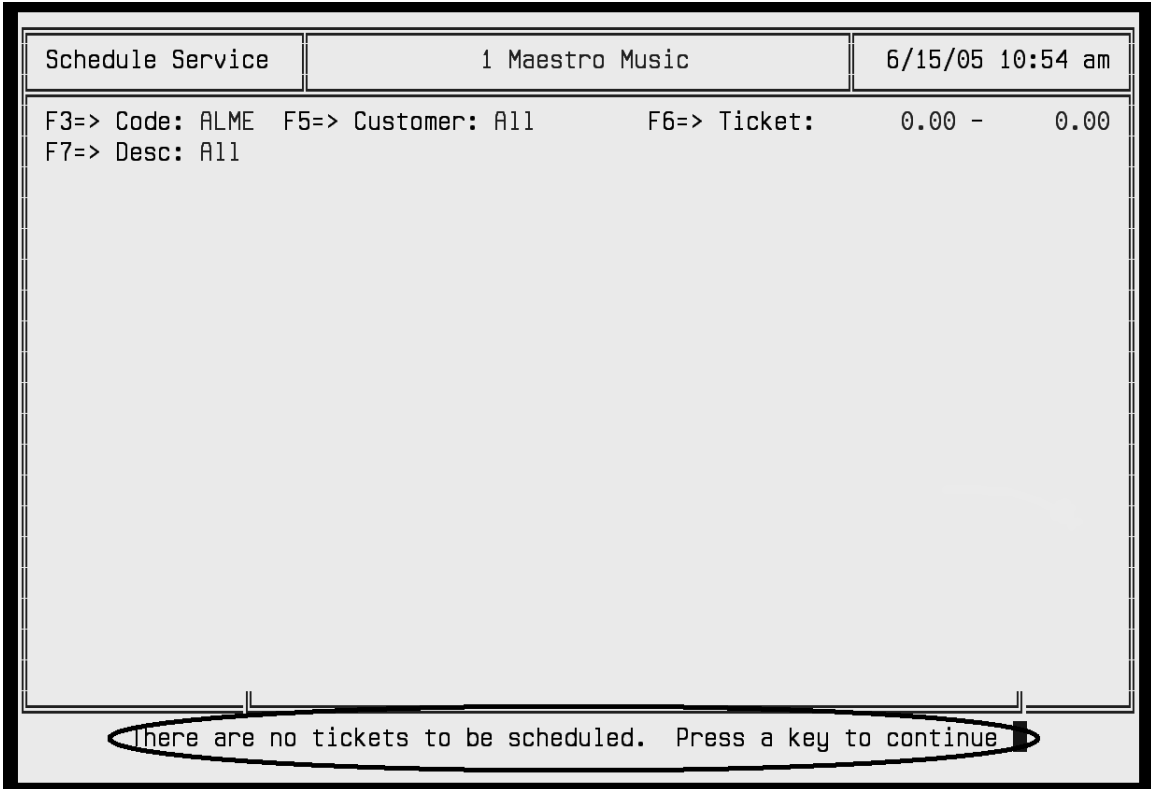


Figure 8- 6 Schedule Service Screen F3 No ticket scheduled prompt example

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		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
20.00	GRORICH	JULIE	ANYTOWN	TX	55555
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-Fwrd	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
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Work Schedule for EMPLOYEE	0017	17	May 4, 2006
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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		

This technician is already scheduled for this period of time!

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