

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	Service Type: Contract in Home	
Serial Nbr:	Recv'd By:	
Model Number:	Recv'd On: 6/08/05 Required:	
Brand Name:	Aisle: Row: Tier:	
Description:	Notes:	
Estimate: No	Warr: N Narda:	
Deposit: 0.00	Tech:	
Purchased At: Date:	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-	A-WYN-A SALES CORP		505232	
Ticket Number: 1564.00 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- 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 6423 PEBBLE CREEK RD ANYTOWN TX 55555		505232	
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	
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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																									
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HAW	AT BOW SPECIALIST DESK																									
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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 Called In: 6/01/06 Trak: CLN 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> } 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.

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 Status: Open Store: 1 Maestro Store 1 Complaint Code: Serial Nbr: Model Number: Brand Name: Description: Estimate: No Deposit: 0.00 Purchased At: Date: Tech:	Emp: 1 Called In: 6/08/05 Trak: EST 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																																																											
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Ticket Number: 1564.00 Stat																																																											
Store: 1 Maestro Store																																																											
Complaint Code: N/A																																																											
Serial Nbr:																																																											
Model Number:																																																											
Brand Name:																																																											
Description:																																																											
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Deposit: 0.00																																																											
Purchased At: Date:																																																											
Tech:																																																											
		SE																																																									
		<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																																																								
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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 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: Contract in Home	
Model Number: GEEPIENJR	Recv'd By:	
Brand Name: EPI EPI	Recv'd On: 6/08/05 Required:	
Description: GUITAR ELECTRIC		
Estimate: No	Aisle:	Row: Tier:
Deposit: 0.00	Notes:	
Purchased At:	Date: 8/11/00	
Tech:	Warr: N	Narda:
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	
<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: █ Brand Name: EPI EPI Recv'd On: 6/08/05 Required: Description: GUITAR ELECTRIC Estimate: No Aisle: Row: Tier: Deposit: 0.00 Notes: Purchased At: 1 Date: 8/11/00 Tech: 000007 Warr: N Narda: <hr/> SERVICE PROBLEM		
<hr/> 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	
<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: 000007 Warr: N Narda:		
<hr/> SERVICE PROBLEM		
Are you ready to schedule? <input 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	
Ticket Number: 1656.00 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 Row: 3 Tier: 1 Notes: CONTACT CUSTOMER WITH ESTIMATE ASAP. Warr: N Narda:	Emp: 1 Called In: 6/08/05 Trak: EST Comp Date: 6/08/05 Required: 8/08/05
===== SERVICE PROBLEM ===== CONTACT CUSTOMER WITH ESTIMATE INFORMATION FOR APPROVAL.		
Printer: LP18		

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	
Ticket Number: 1 Store: 1 Complaint Code: F Serial Nbr: 66 Model Number: Brand Name: VI Description: FL Estimate: Ap Deposit: Purchased At: Tech: 00	FROM ADDRESS INFORMATION Name: SMITH, MARY Address: 123 ABC LANE City/St/Zip: ANYTOWN, TX 55555 Phone: 555-555-5555 COD Amount: 50.00	55-0000 7/07/04 5/06/06 5/04/06 CE BENCH
&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. [BACKTOPAGE19](#)

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-	Name: █
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:	

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	
<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		
<hr/> 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 11-15](#) 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		
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 sorted by Bill To 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
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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.

Show Ticket	1 Maestro Mus	entered R for sort by received date and then entered 070704 and press the END key	5/04/06 8:40 am
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Sort

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	

highlighting this record to 'show' it

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	
<hr/> 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: Recv'd By: Brand Name: VIT VIT Recv'd On: 7/07/04 Required: 5/04/06 Description: FLUTE Estimate: Approved 140.00 Aisle: 10 Row: 3 Tier: 2 Deposit: 0.00 Notes: Purchased At: Date: Tech: 000007 000007 000010 Warr: o Narda: <hr/> REPAD AND BUFF		
<hr/> 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					
QTY	LOC	MODEL NUMBER	DESCRIPTION	SERIAL NBR	PRICE	C
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.