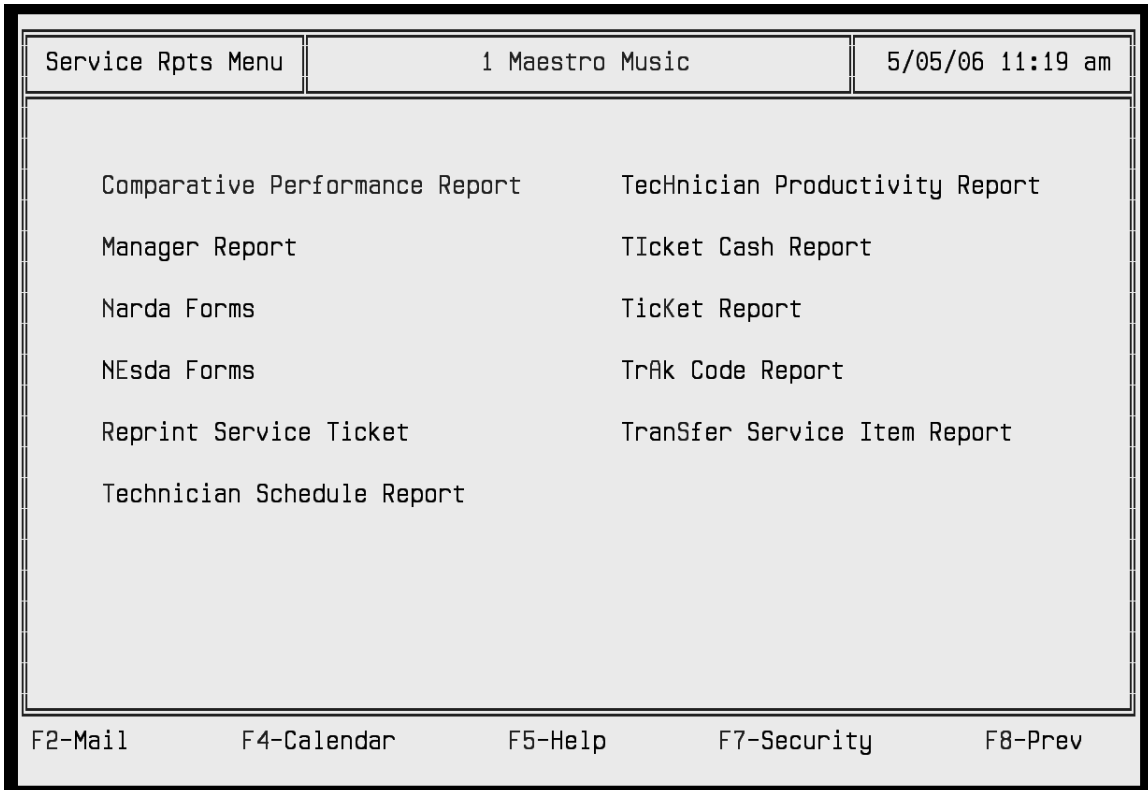


## Service Department Reports

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  
 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:

Press F9 when finished  
 entering all parameters

Printer ID: LP01  
 Control?  No

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 Recei Date: 1/01/05	Ending Recei Date: 1/31/05	Order Status: All
Beginning Reque Date:	Ending Reque Date:	Ticket Option: All
Beginning Sched Date:	Ending Sched Date:	Sort Option: Receive Date
Beginning Technician:	Ending Technician:	Include Address & Ph? No
Beginning Aisle: Row: Tier:	Ending Aisle: Row: Tier:	Include Problem? Yes
		Printer ID: LP01
		Control? <input type="checkbox"/>
<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
AR Forms: 40 29	Type: V
Don't Post To A/R: 10	Pmt Terms: COD
Non Balancing Pmt Forms:	11 12 13 14
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. \_\_\_\_\_

CUSTOMER'S NAME (LAST NAME FIRST) _____ (PLEASE PRINT) _____ FIRST NAME _____				SERVICE CENTER NO. _____
ADDRESS _____				MODEL NO. _____
CITY _____	STATE _____	ZIP CODE _____	AREA CODE _____	PHONE NUMBER _____
CUSTOMER'S COMPLAINT _____			DEFECT CODE _____	SERIAL NO. _____
DEALER'S NAME _____		CITY _____		DATE PURCHASED MO. _____ DAY _____ YR. _____
SERVICE PERFORMED (CHECK AND DESCRIBE BELOW)				DATE SERVICE REQUESTED MO. _____ DAY _____ YR. _____
<input type="checkbox"/> ADJUSTMENTS OR ALIGNMENTS <input type="checkbox"/> LOOSE CONNECTIONS <input type="checkbox"/> PART(S) REPLACED <input type="checkbox"/> OTHER _____				DATE SERVICE COMPLETED MO. _____ DAY _____ YR. _____
EXPLANATION OF SERVICE PERFORMED _____				MFG. CODE / REF. _____
TIME STARTED _____ TIME COMPLETED _____ TIME ON JOB _____				CHECK PRODUCT WORKED ON TV _____ STEREO _____ OTHER _____
QTY. _____	PART NO. / REF. NO. _____	PART DESCRIPTION _____		COLOR _____ B / W _____
				CHECK REPAIR CATEGORY
				MINOR <input type="checkbox"/> INTER. <input type="checkbox"/> MAJOR <input type="checkbox"/>
				CARRY IN SER. <input type="checkbox"/> ON SITE SER. <input type="checkbox"/> CENTER SERVICE <input type="checkbox"/>
				CRT REPLACE. <input type="checkbox"/> STOCK MERCH. <input type="checkbox"/>
SERVICE WAS SATISFACTORILY COMPLETED _____				TOTAL LABOR CHARGE _____
CUSTOMER'S SIGNATURE _____		TECHNICIAN'S SIGNATURE _____		TOTAL PARTS CHARGE _____
SERVICE CENTER _____		DISTRIBUTOR INFORMATION		OTHER _____
		NAME _____		SALES TAX _____
		CODE _____		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.	RECEIVED BY _____	DATE / / _____	TIME _____	AM _____	PM _____
REVISED ESTIMATE	\$ _____	INVOICE PREPARED BY: _____	EQUIPMENT RECEIVED BY _____				
A DIAGNOSIS/HANDLING CHARGE OF \$ _____ WILL BE MADE IF EQUIPMENT IS RETURNED AT CUSTOMER REQUEST BEFORE SERVICE IS PERFORMED		HEREBY ACKNOWLEDGE RECEIPT OF THIS ESTIMATE					
PLEASE SEE REVERSE SIDE		X _____ X _____ DATE: _____					

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)

ADJUSTMENTS OR ALIGNMENTS     LOOSE CONNECTIONS     PART(S) REPLACED     OTHER

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

DATE SERVICE COMPLETED MO. \_\_\_\_\_ DAY \_\_\_\_\_ YR. \_\_\_\_\_

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"/>

TIME STARTED	TIME COMPLETED	TIME ON JOB
QTY.	PART NO. / REF. NO.	PART DESCRIPTION

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

FORM NRD 388W (REV 08-08) ORDER FROM NARDA, INC. / NARDA, P.O. BOX 2537, DAYTON, OH 45401-2537 OR CALL TOLL FREE 1-800-242-8878 FAX 1-877-471-2021 ©NARDA, INC. / NARDA 1002 PRINTED IN U.S.A.

WARRANTY     PART WARRANTY     SPECIAL AUTHORIZATION # \_\_\_\_\_     OTHER

BRAND \_\_\_\_\_ PRODUCT TYPE \_\_\_\_\_ **SERVICE INVOICE NO.** \_\_\_\_\_

MODEL NO. \_\_\_\_\_ SERIAL NO. \_\_\_\_\_

CUSTOMER'S NAME AND ADDRESS

FIRST INITIAL	MIDDLE INITIAL	LAST NAME			
STREET ADDRESS					
CITY		STATE	ZIP CODE		
HOME PHONE NUMBER					

DATE PURCHASED \_\_\_\_\_  
DATE CALL RECEIVED \_\_\_\_\_  
DATE REPAIRED \_\_\_\_\_

CUSTOMER'S REQUEST \_\_\_\_\_ DEFECT CODE \_\_\_\_\_ NOT HOME  LACK PART  CALL BACK

SERVICE PERFORMED:  ILLUSTRATE DETAIL OF PROBLEM ON REVERSE SIDE MFG CODE / REF \_\_\_\_\_

TIME STARTED	TIME STARTED
TIME COMPLETED	TIME COMPLETED
TOTAL TIME	TOTAL TIME

SELLING DEALER/DISTRIBUTOR \_\_\_\_\_ CITY \_\_\_\_\_ STATE \_\_\_\_\_ MICRO LEAK READING BEFORE \_\_\_\_\_ AFTER \_\_\_\_\_

QUANTITY	FAULT / JOB CODE	PART NUMBER	DESCRIPTION	INVOICE NUMBER	PART COST	EXTENSION

MAFL / MOTOR / SEALED UNIT NO. OLD	SERVICE AGREEMENT NUMBER	I Authorize A Charge To My Credit Card. CARD NAME _____ CARD NUMBER _____ EXP. DATE _____ AUTH. NO. _____	SUB TOTAL	
MAFL / MOTOR / SEALED UNIT NO. NEW	SERVICE AGREEMENT EXP. DATE		HANDLING	
SERVICER NUMBER	SERVICER STATE NUMBER		<b>TOTAL PARTS</b>	

The Repairs Have Been Performed In A Manner Satisfactory To Me. CUSTOMER'S SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_ I Have Been Advised of The Auto Tap Device For My Range. SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

I Herby Certify The Above Service Has Been Performed & Parts Listed. TECHNICIAN'S / OTHER SIGNATURE / NUMBER \_\_\_\_\_ DATE \_\_\_\_\_

SERVICE CENTER STATE NO. \_\_\_\_\_  
SERVICER NAME AND ADDRESS: \_\_\_\_\_

ESTIMATE OF REPAIR		STATE TAX
PARTS		
LABOR		
SALES TAX		
<b>EST. TOTAL</b>		<b>TOTAL</b>
REVISED EST. OF REPAIR		METHOD OF PAYMENT
PARTS		CHARGE <input type="checkbox"/> CASH
LABOR		CHECK # _____
SALES TAX		
<b>REV. EST. TOTAL</b>		

ACCOUNT NUMBER	TRANSMITTAL NUMBER	INTERNAL CONTROL NO.	ALERTED BY	OTHER
----------------	--------------------	----------------------	------------	-------

\* PLEASE SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

Figure 12- 9 NARDA Form 360-6 Example

See Figure 12-10 for the NARDA report screen.

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	Aisle:	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: <input type="text"/>
<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 look-up 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	
	FROM ADDRESS INFORMATION	55-0000
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 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	OSB	5/06/06 7/07/04
1579.00	ABBOTT	CHRISTINE	5/03/06 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			

Press F9 when finished  
entering all parameters

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:	99999999	
End Tech1:	11	End Tech2:	0	End 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:		Trak: INS		Comp:		Desc:		Manu:		Tech: 000017 2nd Tech:		3rd Tech:											
Order Status: All		Ticket Option: All		Sort Option: Receive Date		Exclude Cash Sales? 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	Code	Comp	Date	Last Name	Tech2	Item Nbr	Tech3	Complaint	Codes	Description	Problem	Cost	Labor	Freight	Parts	Cleaning	Trip	Delivery	Deposit	Discount	Tax	Total	
76.00	000017			HOLD FOR BILLIN		YHRS67				FRENCH HORN SINGLE		0.00	0.00	2.96	0.00	0.00	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	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	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	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	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	0.00	0.00	0.00	
536.00	000017			PIERRE		2SP						0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
INS			9/16/04					N/A		BENT BODY - P.C. ESTIMATED AT \$60 - \$65		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
539.00	000017			SPANN								0.00	0.00	0.00	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	0.00	0.00	0.00	
552.00	000017			PURCELL								0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
INS			9/16/04					N/A		P.C. & REPLACE NECK SCREW		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
571.00	000017			DAMAGE WAIVER		BASELAS300				SAX ALTO		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
INS			9/17/04					N/A		F NATURAL KEY NOT WORKING		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
985.00	000017			BRICENO		MOUTHPIECE				CLARINET		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
INS			10/18/04					N/A		RECORK MOUTHPIECE		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
1473.00	000017			FERRY						CLARINET		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
INS			11/24/04					N/A		REPAD		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
1516.00	000017			DAMAGE WAIVER		BAHOLT602				TRUMPET		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
INS			11/30/04					N/A		DENT IN 2ND VALVE CASING		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
1529.00	000017			ANDERSEN		BAYAMYTR2335				TRUMPET		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
INS			12/01/04					N/A		VALVE PROBLEM GO OVER		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
1550.00	000017			DELFORGE						SAX ALTO		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
INS			12/02/04					N/A		ONCE OVER, PC, KEEP TOWARD \$50 SIDE,		0.00	0.00	0.00	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	0.00	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 ANGELA RE-PAD	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
Beg 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	TECH	NOTES/NOTES2	CALL IN	SERIAL	NUMBER	MODEL	DESCRIPTION
				TCC						COMPLETED	NUMBER <td>PICKED UP</td>	PICKED UP
10	DAMAGE WAIVER	12/01/04	9:28 am	INS	1522.00	Open	12/01/04 000012	12/01/04	6039		STKAYCE34	CELLO 3/4
							Brought in for service by customer.					
14	HOLD FOR BILLING	12/01/04	6:39 pm	INS	1536.00	Open	12/01/04 000012	12/01/04	20705		171F	CELLO
							Brought in for service by customer.					
14	HOLD FOR BILLING	12/01/04	6:51 pm	INS	1537.00	Open	12/01/04 000012	12/01/04	304			CELLO
							Brought in for service by customer.					
14	HOLD FOR BILLING	12/02/04	9:06 am	INS	1538.00	Open	12/02/04 000012	12/02/04	76270		5512	CELLO 1/2
							Brought in for service by customer.					
							REQUISITION #98540					
							P.O. #23688					
14	HOLD FOR BILLING	12/02/04	9:08 am	INS	1539.00	Open	12/02/04 000012	12/02/04	122			VIOLA 14"
							Brought in for service by customer.					
							REQUISITION #98540					
							P.O. #23688					
14	HOLD FOR BILLING	12/02/04	9:10 am	INS	1540.00	Open	12/02/04 000012	12/02/04	403			VIOLIN 3/4
							Brought in for service by customer.					
							REQUISITION #98540					
							P.O. #23688					
14	HOLD FOR BILLING	12/02/04	9:11 am	INS	1541.00	Open	12/02/04 000012	12/02/04				
							Brought in for service by customer.					
							REQUISITION #98540					
							P.O. #23688					
							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.

Date: 5/05/06		Service Department Transfer Item Report						Page: 1		
Trak:	Prod:	Manu:								
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**