

Transfer Service Item Location

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

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

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

Figure 10- 1 Transfer Service Item Screen

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

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

Figure 10- 2 Transfer Service Item Screen with changes

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

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

Figure 10- 3 Show Ticket Screen

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

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

Figure 10- 4 Transfer Service Item Screen

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

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

Change Ticket	1 Maestro Music	5/04/06 4:14 pm
Customer: 508790 STEHLING BARBARA 6510 W MAIN ST ANYTOWN TX 55555-0000 Phone:(555)555-5555	Bill to: 508790 STEHLING BARBARA 6510 W MAIN ST ANYTOWN TX 55555-0000 Phone:(555)555-5555	
<hr/> Ticket Number: 23.01 Status: Open Emp: 17 Called In: 7/07/04 Store: 1 Maestro Store 1 Trak: COMP Comp Date: 5/06/06 Complaint Code: FACT Serial Nbr: 66843 Service Type: Walk-in Model Number: Recv'd By: <input type="checkbox"/> Brand Name: VIT VIT Recv'd On: 7/07/04 Required: 5/04/06 Description: FLUTE Estimate: Approved 140.00 Aisle: G Row: 3 Tier: J Deposit: 0.00 Notes: SERVICE WORK COMPLETED. RETURN Purchased At: Date: UP BY CUSTOMER. Tech: 000007 000007 000010 Warr: N Narda: <hr/> SERVICE PROBLEM		
<hr/> Input the shipping method or a few characters of the name		

Figure 10- 5 Show Ticket Screen