Infor Distribution FACTS
Service and Repair User Guide

Release level 9.3.1

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Contents

About this guide **5**
Intended audience 5
Organization 5
Related documents 6
Contacting Infor 6

Chapter 1 Overview **7**
Interaction with the Sales Order module 7
Features 8

Chapter 2 Work flow and program concepts **10**
Service Proposals 10
Entering proposals 10
Printing proposals 10
Removing proposals 11
Service Contracts 11
Program concepts 11
Features 13
Branch processing and reporting for Service Proposals and Service Contracts 13
Importing templates 13
Assigning the same equipment to multiple contracts 13
Accruals 14
Equipment Meters 14
Determining which meters to read 14
Entering new readings 15
Preventative Maintenance 15
Service Orders 15
Program concepts 16
Scheduling technicians 16
Multiple technician rates 17

Service Invoices 17
Work flow 17
Inquiries 18
Program concepts 18
Reports 19
Contract and proposal reports program concepts 19
General Service and Repair reports program concepts 20
End of period 20
File maintenances 21
Program concepts 21
File maintenance and infrequent file maintenance programs 22

Chapter 3 Transaction procedures 25

Service and repair standard procedures 25
Recommended operating procedures 25
Daily procedures (or as needed) 25
End-of-period checklist - Service and Repair 26
End-of-period checklist explanation 27
Setting up contract to GL posting 27
Setting up SR to GL Posting instructions 28
Using the Scheduling Technicians feature 32

About this guide

This guide describes workflow, concepts and procedures for using the Infor Distribution FACTS Service and Repair module.

Intended audience

This guide is for FACTS end users, managers, in-house analysts, and trainers who require an understanding of the product and how to use it.

Organization

This table shows the chapters of the guide:

Section	Description
About this guide	Lists the intended audience as all users. Describe the purpose and the related documentation.
Overview	The overview section described the purpose of the application in terms of the business solutions that it provides, program listings, and menu trees, as applicable to the application.
Work Flows & Program Concepts	This section includes process flows for each module, program descriptions and concepts that are key to using this FACTS module.
Transaction Procedures	This section contains daily, weekly and end of year procedures as well as step-by-step processing information for SR entry, inquiry and transaction programs.

Related documents

You can find the documents in the product documentation section of the Infor Support portal, as described in "Contacting Infor" on page 6.

Refer to the contents of the FACTS Version 9.3 & Incrementals folder located at https://support.infor.com/. Click Search>Browse Documentation>FACTS> Version 9.3 & Incrementals to view a document tree like this.

- *FACTS Version 9.3 & Incrementals*
  - *Installation and Administration Guides*
    - *Installation Guide*
    - *Product Compatibility Matrix*
    - *Hardware Guide*
  - *Release Notes*
    - *9.3.0 Release Overview*
    - *Incremental Release Notes*
  - *Integrations*
    - *Infor Solutions*
      - *Infor Distribution Storefront*
      - *eCommerce*
    - *Credit Card*
      - *CenPOS*
    - *WMS*
      - *Accellos*
    - *Document Management*
      - *Unform*
  - *User Guides*
    - *Implementation Guides*
    - *Standard modules User Guides*

Contacting Infor

If you have questions about Infor products, go to Infor Concierge at https://concierge.infor.com/ and create a support incident.

The latest documentation is available from docs.infor.com or from the Infor Support Portal. To access documentation on the Infor Support Portal, select Search > Browse Documentation. We recommend that you check this portal periodically for updated documentation.

If you have comments about Infor documentation, contact documentation@infor.com.

Chapter 1 Overview

This subsystem enables you to manage a service organization. Service and Repair interfaces with existing Infor Distribution FACTS modules and features including usage, costing, pricing, replenishment, and GL posting.

Service and Repair is centered around equipment information. It provides companies with information about the current equipment being serviced, as well as, service history for each piece of equipment. It also provides historical information on the types of service items, models, and manufacturers. Equipment records can be created on-the-fly during the entry programs or through Equipment File Maintenance.

Interaction with the Sales Order module

Sales Orders quotes processing includes the ability to quote services and convert the quote to a service ticket or import the quote to a service ticket. The quote form contains a service and labor details section for quoting services.

If a service item is entered in Order Entry, the Service Order Entry (SRE210) program is displayed so you can enter service and repair information for a work ticket.

Service Tickets can be closed during Order Confirmation or Direct Invoice Entry by selecting the Close button at the top of the screen after completing item entry or confirmation for the document, rather than having a separate service ticket close program.

Also from Order Confirmation and Direct Invoice Entry, additional Options are available for quick entry of service information for the associated sales document. These features support documents that have multiple service tickets:

Time Entry—allows time entry against a service ticket or several tickets by technician.

Bulk Time Entry—allows single time entry for a technician and equally divide that time across all of the service tickets.

Close Service Lines—allows an easier way to close multiple service tickets on the same document.

Service and repair reports

Various reports are available on the Report & Prints Menu to aid in the management of processing Service Orders. On most Service Order reports, you can print reports in different orders and select specific ranges of information to print.

Service and repair end of period

End of period programs allow you to correctly close the period and remove out-of-date information.

Service and repair file maintenances

File maintenance programs allow you to enter and maintain file information for equipment, technicians and service items.

Features

These features are available in the Service and Repair module.

Contract Proposals

Use the information Contract Proposals system to create service quotes.

Contracts

Contracts can be converted into contracts, which can be tied into preventative maintenance schedules and service billing.

Equipment meters

Use the Meter system to trigger preventative maintenance and invoices for equipment that use meters.

Preventative maintenance

Preventative maintenance is a means of maintaining a customer's equipment on a proactive basis. The equipment meters trigger preventative maintenance events. The programs from the Preventative Maintenance menu are used to process and prepare those preventative maintenance events for import onto the next customer service order.

Service orders

Service orders can be entered on-the-fly (i.e., before the contract is on file) or after the contract has been approved. The service contract provides the details of which pieces of equipment can be serviced for each customer, where the service order provides the details of the actual service request. The service request may be a routine service (such as a meter reading), a preventative maintenance, or equipment repair. Up to 999 service or sale items may be entered on a Service Order.

Service orders are part of the Sales Order Entry Suite, which means the layout the same as Confirmation, Direct Invoice, Credit Memo and Counter Sales entry programs. You can switch between Service Order Entry and any of the other entry programs in the suite by selecting Go To menu in those programs. Users can also enter deposits on service orders via the Deposit/Payment Entry program.

Service dispatch

The Service Dispatch program displays service ticket information for each ticket by line number. Choose to display all open tickets or restrict display by customer, site, technician, status, priority,

and scheduled date. Through Service Dispatch, you can assign a new status, technician, and/or schedule the ticket, simply by selecting the ticket to modify and making the change.

Contract invoices and service invoices

Contract invoices may be generated for preventative maintenance and meter readings. The invoices are captured for the current service period, modified when necessary through the file maintenance program, printed, and then updated by the Contract Invoice Register.

Service invoices may be generated for the time spent servicing the specific tickets.

Service and repair inquiries

Inquiries are available for Contracts and Contracts, Equipment, Technicians, Documents, and Status.

Chapter 2 Work flow and program concepts

Service Proposals

The Service & Repair Proposals subsystem is an optional feature of the FACTS System. The proposal programs allow you to enter, correct, print and remove Proposals in the system. You may also import a proposal into a Contract.

Proposals are entered into the system through the Proposal Entry Program. The program is similar to all the Sales Orders entry programs in that the Proposal is entered for a particular customer along with the items and prices being proposed. Proposals are entered with an effective date (the system date) and expiration date. Both dates can be modified, as necessary, through the Proposal Entry program.

Entering proposals

Proposal Entry (SRE510) enables you to enter service proposals into the Service and Repair system. Use this program to create new proposals or edit existing ones. When you create proposals, you can import information from existing proposals. They can also be converted into contracts.

The Proposal Entry screen consists of three sections: Header to enter customer number, site, effective and expiration dates, etc. are entered, Line Item to enter each piece of equipment and its corresponding price, quantity, etc. and Footer to enter memos.

Printing proposals

Print the proposal when you create it in Proposal Entry or use the Proposal Print program. Proposals may be imported from other proposals and/or corrected using this entry program.

Proposals are printed when the document is created or reprinted through the Proposal Print Program and modified through the Proposal Entry program. A Proposal may be corrected and reprinted as often as needed up until the time it is converted to a contract. If the Proposal is not converted at the time of entry, it may be converted at a later date through the same ending routine at the end of the entry program. When a Proposal is converted to a contract, it stays in the Proposal File. Expired proposals may be removed through the End of Period Proposal Removal program by the proposal number and the expiration date (cutoff date). Proposal Entry program. The printed proposals include all pertinent header and line-item information, addresses, and totals.

To set or change proposal print parameters, use the SR Contract Control F/M. This program enables you to set the form depth and the standard memo. This is also where you indicate whether you use preprinted proposal forms.

Removing proposals

Proposals remain in the system even after they are imported to another proposal or contract. To remove proposals from the system, use the Expired Proposal Removal program during the Service and Repair End of Period procedures.

Service Contracts

The programs available from the Contracts menu allow you to enter, correct, and print service contracts in the system. Proposals entered through Proposal Entry may be imported into contracts during Contract Entry.

Contracts are identical to proposals except contracts have been authorized by the customer and effect service billing and may trigger preventative maintenance events. Service contracts administer the rules for equipment service, customer, rates, preventative maintenance and meter maintenance. Equipment may be actively covered under one service contract.

Program concepts

These programs are available from the Service contracts menu.

Contract Entry. Enter contracts into the system through the Contract Entry program. The program is similar to all the Sales Orders entry programs in that the contract is entered for a particular customer along with the items and prices being proposed. Contracts are entered with an assigned effective date (the system date) and expiration date, which can both be changed. Use this program to correct or edit existing contracts. This program enables you to enter and maintain service contracts into the Service & Repair System. The Contract Entry screen consists of three sections: Header to enter the customer number, site, effective and expiration dates, etc; Line Entry to enter each piece of equipment and its corresponding price and quantity and Footer to enter a memo, tax code, tax amount, discount. You can print the contract when the document is created or using Contract Print.

Contract Print. Print or reprint existing contracts through the Contract Print program. The printed contracts include all pertinent header and line-item information, addresses, and totals. Contract print parameters are defined in the SR Contract Control F/M including the depth of the contract, whether the form is preprinted, and the standard memo.

Contract invoices may be generated for preventative maintenance and meter readings. The invoices are captured for the current service period, modified when necessary through the file maintenance program, printed, and then updated by the Contract Invoice Register.

Use the Contract Invoice Report (SRR510) to generate a list of all invoices to be captured and billed for the current period. The report may be used to verify that the invoices to be captured for this period are valid for the period.

Use Capture Contract Invoices (SRU590) to capture the service invoices for the current period. This program should be used in conjunction with the Contract Invoice Report, which can be used to verify that the invoices to be captured are for the correct accounting period. Make sure you run the Capture Contract Invoices program and the Contract Invoice Report for the same date.

Use Contract Invoice Maintenance (SRE550) to view, edit, and print a contract invoice. Line items may be edited or deleted. Use the following function keys to edit contract invoices: #-change or delete a line-item; F2-change the header; F3-access the ending routine, and D-delete the entire invoice The ending routine consists of the final fields prior to completion of the invoice and is not accessible if no line-items have been entered. Ending routine information is displayed on the lower portion of the screen. The displayed total will be adjusted by tax and freight during the ending routine.

The contract invoice may be printed immediately or printed in batch through Contract Invoice Print.

Use this program to print and reprint invoices related to contracts. The printed invoices include all pertinent header and line-item information, addresses and totals.

Use Contract Invoice Register (SRR520) to print in summary or detail format a register of all contract invoices to be posted to the current period. The Contract Invoice Register must be run in order to post the appropriate General Ledger accounts. Summary information includes register date and number, invoice number, date, terms code, department, customer number and name, contract, meter, discount, tax, and total information. Detail information includes the summary information plus line number, equipment description, and pricing information. Subtotals and averages are included. When running this program, choose whether or not to build a general ledger distribution. The GL distribution information includes GL period, GL account number and description, customer information, invoice number and the amount to be debited and credited.

Contract Accrual Register (SRR540)–This register is used to print in summary or detail format a register of all contract accruals to be posted to the current period and post the appropriate General Ledger accounts.

Contract Accrual Report (SRR590)–This report performs two tasks: when new contracts are entered (or their value has been modified), it will post the contract value to Unbilled Revenue (Debit) and Deferred Revenue (Credit), and after contract invoices have been issued to customers, it will also post the earned amount (monthly) to Deferred Revenue (Debit) and Contract Revenue (Credit).

Features

Branch processing and reporting for Service Proposals and Service Contracts

Branch processing and reporting is available for Service Proposals and Service Contracts. The customer's branch acts as a default. In Proposal Entry and Contract Entry (SRE510), you can specify a branch. A Branch filter is available these reports.

Contract Invoice Report (SRR510)

Contract Listing (SRR550)

Proposal Listing (SRR560)

Contract Profitability Report (SRR570)

Technician Schedule Report (SRR745)

Technician Performance Report (SRR750)

Customer Service Report (SRR755)

Warranty Expiration Report (SRR760)

Technician Time Report (SRR785)

Importing templates

During Contract and Proposal Entry, if you have multiple pieces of equipment to add with similar characteristics, click Options>Set template to select a default contract template. When a template is used, the template name and number are displayed in the lower left corner. Use Contract Template F/M (SRF964) to create default templates and when entering service proposals or contracts, the values entered here are displayed as the default.

Assigning the same equipment to multiple contracts

You can assign the same equipment to multiple contracts. If the pricing routines discover the equipment on a contract that has expired, it will continue its search until a valid contract could be found. A message is displayed indicating the contract where the equipment is already under contract and the expiration date for the old pricing. The pricing on the new contracts will not go into effect until the old one expires.

Accruals

Contract accruals spread revenue. For example, a service contract is for a year and billed to the customer quarterly. Without the accruals, the revenue would be recognized at the time of the invoice to the customer, 4 times yearly. With accruals, the revenue is spread out evenly over the life of the contract, month to month. Financial processing also recognizes the value of the contracts on the balance sheet until the contract is complete. These programs are used to implement accrual processing.

Contract Control F/M (SRF970)–check the **Use Contract Accruals** check box to implement contract accruals.

Contract to G/L Posting F/M (SRF962)–Specify these GL accounts: Unbilled Revenue and Unearned Revenue.

Contract Accrual Report (SRR590)–This report performs two tasks: when new contracts are entered (or their value has been modified), it will post the contract value to Unbilled Revenue (Debit) and Deferred Revenue (Credit), and after contract invoices have been issued to customers, it will also post the earned amount (monthly) to Deferred Revenue (Debit) and Contract Revenue (Credit).

Contract Accrual Register (SRR540)–This register is used to print in summary or detail format a register of all contract accruals to be posted to the current period and post the appropriate General Ledger accounts.

SR Nonstatic Control F/M (SRF990)–specify the Record for Last Accrual Register.

Contract Invoice Register (SRR520)–When accruals are used, the register credits Unbilled Revenue rather than Contract Revenue.

Equipment Meters

The Equipment Meters system provides a means of processing meter readings as well as a way to trigger preventative maintenance and billing. There are two steps involved in meter reading: determining which meters need to be read and then entering the counts once the meters have been read.

Determining which meters to read

Start by printing optional meter count sheets to review counts. Use the Print Meter Sheets program. Meter sheets are an optional feature of Service and Repair. Meter sheets may be printed through a specified cutoff date.

The meters selected for reading are chosen based upon the reading frequency code specified in the contracts for the equipment. Technicians can take meter sheet print outs onsite to obtain readings or call each customer to take the reading by phone.

For proposal, contract, and template entries, you can also enter specific dates for the desired service and the same service codes multiple times for each schedule date.

Entering new readings

To enter a current meter reading, first capture the meter using the Capture Meter Records program. You can capture meter records that need to be read for a specific customer or for a range of customers based upon a cutoff date. Once the captured meters have been read, enter the new readings.

Use one of two methods to enter new meter readings.

Use Meter Reading Entry (SRE410) to enter multiple readings for one customer/site combination. You can also enter optional equipment notes. You can also use this program to enter optional equipment notes. Use the following function keys to edit existing documents: #-change or delete a line-item; F2-change the header; F3-access the ending routine, and D-delete the entire invoice

OR

Use Quick Meter Entry (SRE420) to enter multiple counts for multiple customer and equipment combinations.

Preventative Maintenance

The Preventative Maintenance system allows you to set up and maintain a proactive preventative maintenance system for customer equipment. Use the programs on the Preventative Maintenance menu to process and prepare preventative maintenance events for import onto the next service order for a customer. Preventative maintenance can be captured for one customer or a range of customers.

Preventative maintenance consists of these three functions.

- Capture the suggested preventative maintenance using Capture Suggested P/M.
- Print the suggested preventative maintenance report using Suggested P/M Report. When printing the preventative maintenance report, decide whether to include suggested (not yet scheduled), scheduled (currently appears on a service order), or all preventative maintenance due. Details include the equipment number, equipment description, serial number, model, service code, last service date, last preventative maintenance date, next preventative maintenance due date and ticket number.
- Edit any of the suggested preventative maintenance events using Suggested P/M Maintenance. This program allows you to edit descriptions, prices, and due dates.

Service Orders

The Service Order system provides enables you to enter and maintain service order information in the processing cycle.

Program concepts

The system is comprised of these two programs.

Use Service Order Entry to enter service orders may on-the-fly (i.e., before the contract is on file) or after contracts have been approved and to allow changes to existing orders. The service contract outlines which pieces of equipment can be serviced for each customer, whereas the service order provides the details of an actual service request. The service request may be a routine service (such as a meter reading), a preventative maintenance or an equipment repair. The program allows up to 999 service or sale item entries. Printed service orders are referred to as work tickets.

This program is part of the Sales Order Management Suite so its layout and function similar to Order Entry, Confirmation Entry, Direct Invoice Entry, Credit Memo Entry and Counter Sale Entry.

Access this program by choosing Service & Repair>Service Orders>Service Order Entry from the menu system. You can also access this program from another order management suite program by choosing the Go To menu.

Reduce the number of keystrokes required during Service Order Entry by editing the SO Entry Options F/M (Sales Orders>File Maintenances>Infrequent File Maintenances>SO Entry Options F/M.) This program enables you to define which fields appear in the header section of the main entry screen, which appear in dialog boxes and which do not appear at all. You can also flag a field so that the program initially skips it during order entry but allows you to back into it later if necessary. SO Entry Options provides similar controls for the line item and footer sections. You can also choose up to three document totals to appear at the bottom of the entry window.

Use Work Ticket Print (SRP210) to print or reprint work tickets of orders entered through the Service Order Entry program, which is used to enter customer service orders into the processing cycle. The work ticket includes all pertinent order header and line-item information, including the problem description, repair parts, work to be performed and technician information. Tickets can be printed individually or in batches.

Some work ticket print parameters are determined in the SR Document Print Control, including depth of the pick ticket, whether the form is preprinted, and the standard memo.

Use Service Ticket Dispatch (SRE610) to update the service ticket status, technician, priority, and/or scheduled date/time. Choose whether to display all open tickets or restrict the display by customer, site, technician, status, priority, and scheduled date. The Service Ticket Dispatch program displays service ticket information for each ticket by line number. For example, if sales ticket number V00256 includes the details for servicing two pieces of equipment, each line from the ticket (V00256-001 and V00256-002) would display as a separate line item from the Service Ticket Dispatch screen. Service tickets may also be dispatched through SR Status Inquiry.

Scheduling technicians

During Service Ticket Entry, you can determine and display any technician schedule conflicts. Complete these tasks to manage technician schedule conflicts.

- Define a default working day
- Define individual technician schedules

- Define corporate-wide holiday (federal holidays, plant closings, etc)
- Define technician holidays (Schedule vacation, PTO, etc).

This provides the ability to assign multiple technicians to a service ticket.

During Service Ticket Entry, after entering the estimated hours to schedule, the system will check the assigned technician's schedule to make sure that time is available and alert you when there's a conflict with another ticket or a corporate/technician holiday. You will be able to force override any schedule. Inquiries are available throughout.

During the service ticket entry process there is a warning when a scheduled date and time entered for a technician is in conflict with an existing entry, where that same technician already scheduled on another ticket.

Scheduling can be done in 15 minute increments. The corporate schedule is set in SR Static Control F/M. This affects all programs that feed into scheduling (i.e.: Estimated Hours during service ticket entry). Current processing is limited to full day's scheduled off for employees or corporate holidays; partial days are not supported at this time.

Multiple technician rates

You can create multiple technician rates using Default Rate Entry (SRE997) In Technician F/M (SRF920), use the Rates tab to specify rates for the technician.

These programs use multiple rates.

Work to be Performed Entry (SRC565)

Time Entry (SRC567)

Bulk Time Entry (SRC568)

SR Document Inquiry (SRI632)

Technician Listing (SRR740)

Service Invoices

Use the Service and Repair Invoices menu to record the service time spent on each service ticket. Once the ticket has been updated with the necessary details, the service ticket can be closed and a service invoice can be printed.

Work flow

1 Use one of the following programs to enter service time against a specific service ticket:

Service Time Entry is useful in situations where several technicians worked on a ticket. Use this program to enter service time against a specific service ticket. This entry program should be used when multiple technicians have worked on a single ticket. The upper portion of the screen is called

the header portion where the customer number, entry date, etc are entered. The middle portion is called the line-item portion where each item and its corresponding price, quantity, etc.is entered. The lower portion, which shows up after line-items are entered, is called the ending routine and consists of the final fields prior to completion of the order. The screen was designed to look like a printed order.

During entry of an order, the user has the option of changing, adding to, removing line-items from, or deleting the order at any time. Deleted orders are not simply removed from the file. Deleted order's line-item records are removed and the header record status is changed to deleted. The order then appears at the beginning of the next Daily Sales Register as a deleted order and is removed in the subsequent update. This procedure provides a complete audit trail of all order numbers used.

Technician Time Entry allows technicians to enter time against multiple tickets in a quick and efficient manner.

2 Once time is entered against tickets, run the Service Time Register to post the time entered against each ticket. Report information includes the following: order number, order type and status, requested date, warehouse code, customer number and name, item number and description, and the amount committed and its corresponding unit of measure.

3 Run the Service Ticket Close program to ensure that the service ticket has been updated with the repair parts that were used. The service ticket can be printed through this program.

4 Print service tickets individually or in batches using Service Invoice Print. Service invoices can be printed/reprinted as often as necessary up until the SO Daily Sales Register is updated.

Inquiries

The Service and Repair System provides these inquiries.

- Contract/Proposal Inquiry
- Equipment Inquiry
- Technician Inquiry
- Document Inquiry
- Status Inquiry
- Schedule Inquiry

Program concepts

The Contract/Proposal Inquiry program enables you to view contract and proposal information for the selected customer. The inquiry allows the user to view proposal and contract information in detail.

The Equipment Inquiry program provides information about the equipment entered into Service and Repair module. Use this program to view general information, equipment activity, open orders, past invoices, equipment notes.

The Technician Inquiry provides information about the technician entered into Service and Repair module. Use this inquiry to view information on the following topics: general information, technician activity, open orders, open time, past time, and technician notes.

The Document Inquiry program enables you to view information on quotes and service order documents in detail by the selected type and status. Type options are open work orders, backorders, invoices, credit memos, and counter service. Various status codes include work orders entered, but not printed, pick ticket printed, confirmed invoice, invoice printed, invoice released, deleted service order, voided invoice. Inquiry information includes an overview of the document's current status, the actual document as it appeared at time of entry (with updated amounts and units) and as service orders are line-item salable, each sale per line may also be displayed.

The Status Inquiry program displays information on quotes and service order documents in detail by the type and status selected. Type options are open work orders, backorders, invoices, credit memos, and counter service. Status codes displayed are work orders entered, but not printed, pick ticket printed, confirmed invoice, invoice printed, invoice released, deleted service order, voided invoice. Once the tickets have been displayed, you can change the status, assign a technician to the order, display detailed ticket information, view the related equipment or inquire upon the status of the order.

The Customer Inquiry program includes an additional option that enables you to view all equipment on file for a selected customer. Each line represents one piece of equipment including description, site location, and primary serial number.

Schedule Inquiry (SRI650) is used to view the schedule for a given day for a single technician or all technicians (a complete day view).

Reports

Most Service and Repair reports enable you to print in different orders, depending on the information on the report. In addition, they allow you to print a range of records.

Contract and proposal reports program concepts

Print the Proposal Listing and the Contract Listing to obtain a detailed report of the data included on each proposal or contract. The information includes the proposal/contract number, customer, effective date, expiration date, last billed date, reference, department, salesperson, terms, post date, and billing total. Detailed information, including preventative maintenance and meters, is printed for each piece of equipment.

Print the Contract Profitability Report to obtain a list of all current contracts including year to date and total contract revenues, service revenues, and gross margin percentages. Contract revenues include recurring contract revenue and meter revenue.

General Service and Repair reports program concepts

Technician Performance Report prints the hours worked and billing information for each technician. Service order number, invoice number, invoice date and customer information is provided.

Customer Service Report prints a list of the serviceable equipment per customer location. Model, serial number, installation date, and last service date is provided, as well as, the total number of service calls, sales and cost for each piece of equipment.

Warranty Expiration Report produces a list of all serviceable equipment per customer location. Model, serial number, installation date, and last service date is provided, as well as, parts warranty expiration date and labor warranty expiration date.

Manufacturer Service Report provides a list of the serviceable equipment per manufacturer. Model, serial number, customer, installation date, and last service date is provided, as well as, the total number of service calls, sales and cost for each piece of equipment.

Work In Progress Report prints a list of service tickets currently in the service cycle. Details include service ticket number, customer, customer site, equipment, status, priority, technician, ordered date, scheduled date, scheduled time, and estimated work hours.

Service Status Report prints a list of service tickets per technician. Details include service ticket, customer, customer site, equipment, model, equipment description, status, assigned date, and assigned time.

The Technician Schedule Report (SRR745) is used to view information about technicians' schedules.

Equipment Listing generates a report of all serviceable equipment by customer and customer site. Detailed equipment, warranty, and meter information is included, as well as, historical calls, sales and cost data.

Service Code Listing provides a list of all service codes used in the Service and Repair system. Code descriptions and corresponding service prices are included.

Technician Listing provides a list of all service technicians. Work phone, home phone, and the technician's branch are included.

SR Code List generates a list of all Service and Repair codes on file in the system. Listings for work status, symptom, memo, response, meter, coverage, and frequency are available.

End of period

The End-of-period menu contains programs that should be run at the end of each service order period in order to close it correctly.

The Expired Proposal and Expired Contract Removal programs are designed to remove data that is no longer needed to process current service orders. The End-of-Period Update increments the current service order period by one.

File maintenances

File maintenance programs allow the user to enter and maintain file information. For example, equipment, technicians and service items are all entered and corrected through file maintenance programs. On these programs, fields that are entered and can be changed are numbered. Any fields marked with an asterisk (*) usually cannot be changed because it is the key of the record - the part of the file that makes the record unique.

Infrequent file maintenance programs are available from the File Maintenance menu. These programs are used less frequently than other file maintenance programs. An example would be the SR Nonstatic Control F/M that keeps track of the current SR period, document and register numbers. Many infrequent file maintenance programs are used once during the initial set up of the FACTS module (for example, Service Type Code F/M).

Program concepts

These Contract File Maintenance programs are available.

Use Frequency Code F/M (SRF966) to create and maintain the service frequency codes to be used in the Service and Repair module. The frequency codes are used to define how often the service is to be performed. The codes are used during proposal, contract, and service order entry. For proposal, contract, and template entries, you can also enter specific dates for the desired service and the same service codes multiple times for each schedule date.

Use Response Code F/M (SRF967) to create and maintain the codes to be used in the Service and Repair module. Response codes are used within contracts to signify how quickly the service technician should respond to the service request. The code that is entered on the service contract becomes the default priority during service order entry for the equipment.

Use Coverage Code F/M (SRF968) to create and maintain the codes to be used in the Service and Repair module. Coverage codes are used to define the applicable times of service and the rates that are associated with those times.

Use Meter Code F/M (SRF969) to create and maintain the codes to be used in the Service and Repair module. The meter code is used to associate the different levels of meter readings with the respective charges. A minimum and maximum charge may be defined.

Use Contract Control F/M (SRF970) to create and maintain the controls for document printing in the Service and Repair module. This control record is referenced when entering and printing proposals, contracts, work tickets, and invoices. This record must be set up before normal Service & Repair processing begins.

Use Contract To GL Posting F/M (SRF962) to define information such as journal and account numbers that the system references when it posts SO Daily Sales Register data to the General Ledger. The system makes standard entries to General Ledger when it posting sales. For example, when an item is sold, the Accounts Receivable is debited and Cost Of Goods Sold accounts are credited the Sales and Inventory accounts. You define which standard GL account numbers to use, what they are and how they are to be used. Make sure the General Ledger numbers you define in this program are already set up in GL Account F/M.

For each account number that you define, the system allows you to specify whether to insert the branch and/or department numbers into the GL account numbers. If you choose these options, the system looks at the department and/or branch assigned to each invoice and embeds that information into the GL account number. For example, if the GL number to post is 415-00-00 (department is fourth and fifth digits, branch is sixth and seventh digits), the department is 01 and the branch is 02, then the system posts to 415-01-02. The system inserts the department and/or branch in the proper place within the GL account number.

File maintenance and infrequent file maintenance programs

These programs are available from the file maintenance and infrequent file maintenance menus.

Use Service Item F/M (SRF905) Use this program to maintain service item records. You can associate service items to one specific sale item (or piece of equipment), or with many sale items (almost a classification). The level of relationship (one to one, or one to many) depends upon the level of reporting detail you wish to have. Service Items also allow for assigning default values to speed service entry.

This program consists of three screens: Main, UM Entry and Cost/Price Entry.

Use Equipment F/M (SRF910) Use this program to create and maintain the equipment records to be used in the Service and Repair module. The equipment record contains the specific details for each piece of equipment that is being serviced based on customer and customer site. The program consists of three screens: Main, Sales History and Meter.

Use Technician F/M (SRF920) Use this program to create and maintain the technician records to be used in the Service and Repair module. The technician must also have a corresponding record in Office Automation. This program consists of two screens: Main and Work History.

Use Service Code F/M (SRF930) to create and maintain the codes to be used in the Service and Repair module. Service codes are used to define a service labor event with default information. These codes may be entered on a service ticket. The service code can be associated with actual labor or a flat price for labor.

Use Work Status F/M (SRF940) to create and maintain the codes to be used in the Service and Repair module. Work Status codes are used to track service by process. These codes are also used in the Work In Progress reports, and may be most useful for depot shops where service is a process defined by such status codes. These codes are useful for dispatching work, and provide an audit trail through status inquiries.

Use Symptom Code F/M (SRF945) to create and maintain the codes to be used in the Service and Repair module. Symptom codes work as a type of shorthand in contract and service order entry. Entry personnel simply need to enter a two-character code to indicate what symptoms the customer reported.

Use Manufacturer F/M (SRF950) to create and maintain manufacturer codes to be used in the Service and Repair module. Manufacturer codes are useful in the Service Order system to help

indicate which company makes the equipment being repaired. You can also run reports according the manufacturer codes.

Use Memo Code F/M (SRF955) to create and maintain the codes to be used in the Service and Repair module. Memo codes provide a quick, consistent method of entering text descriptions of commonly used statements. Memo codes can be used during problem entry, as well as, work completed description entry.

Use Model F/M (SRF960) to create and maintain information about different equipment modes for various manufacturers.

Use SR Document Print Control F/M (SRF980) to define and maintain the controls for Service and Repair document printing. The system references this program when you entering and printing proposals, contracts, work tickets and invoices. This record must be set up before live Service and Repair processing begins.

Use Priority F/M (SRF985) to create and maintain priority codes used in the Service and Repair module. Priority codes can be entered in Service Order Entry to help staff schedule service tickets.

Use SR to GL Posting F/M (SRF975) to determine how Service and Repair data updates through the registers – including the SO Daily Sales Register – and posts to General Ledger.

The system makes standard entries to General Ledger when it posts sales. For example, when an item is sold, the Accounts Receivable is debited and Cost of Goods Sold accounts are credited the Sales and Inventory accounts. You define in this program which standard GL account numbers to use, what they are and how they are to be used. Make sure the GL numbers are set up in GL Account F/M.

Also, for each account number that you define, the system allows you to specify whether to insert the branch and/or department numbers into the GL account numbers. If you choose these options, the system looks at the department and/or branch assigned to each invoice and embeds that information into the GL account number. For example, if the GL number to post is 415-00-00 (department is fourth and fifth digits, branch is sixth and seventh digits), the department is 01 and the branch is 02, then the system posts to 415-01-02. The system inserts the department and/or branch in the proper place within the GL account number.

Corporate Holiday Entry (SRE995) is used to create and maintain dates that are not schedulable for all technicians, such as federal holidays, scheduled plant closings, and so on.

Technician Holiday Entry (SRE910) is used to create and maintain dates that are not schedulable for individual technicians, such as scheduled vacation days or unscheduled sick days.

The Default Rate Entry (SRE997) program is available for creating rates.

The Non-Static Control F/M (SRF990) program contains information that the SR System references during live processing. Once these parameters are during initial setup, no further user entry is required. The system automatically updates these fields during live processing.

Use Static Control F/M (SRF995) to set up and maintain the company SR Static Control parameters. The SR Static Control record is critical to the proper functioning of the SR system. The Schedule screen is used to create a default company work schedule that serves as the default weekly schedule to apply to all technicians, if they are to be scheduled. Completing this screen acts as the ‘master’ switch within the system to activate the scheduling features of Service and Repair. The record contains information that the Service and Repair System references during live processing.

Caution: We strongly recommend that System Administrators password-protect these two programs. Changes should be made only with extreme caution and under the supervision of a local FACTS Affiliate.

Chapter 3 Transaction procedures

Service and repair standard procedures

This section covers standard procedures to be followed for Service and Repair. These procedures may vary depending on how the company's business is conducted. The following three sections of standard procedures are provided as a guideline:

1 Recommended operating procedures

An outline is provided of routine procedures on a daily, weekly, period (month, if 12 periods are used) and yearly basis.

2 End-of-period checklist

The end-of-period procedures are critical to the proper functioning of the system. Certain programs must be run in a specific order to close the Service and Repair Module accurately.

It is suggested that copies of the checklist be made and used for each period close-out to be filed for future reference.

3 End-of-period checklist explanation

A detailed account is provided of the purpose of each program on the checklist.

Recommended operating procedures

Daily procedures (or as needed)

Service contracts

1 Create the contract for new equipment.

2 Print the contract for customer approval.

3 Import the contract into a service Contract.

Service invoices

1 Create service contracts.

2 Print the Contract Invoice Report.

3 Capture the contract invoices.

4 Print/update the Contract Invoice Register.

Service orders

1 Create the service order.

2 Create the service tickets, include the Technicians, Work to Be Performed and Repair Parts.

3 Print the Technician Schedule Report for unscheduled and scheduled service tickets.

4 Print the service ticket and/or pick ticket.

5 Dispatch the service tickets.

6 Record the technician's service time include the description of the Work Performed and Issue Parts as necessary.

7 Print/update the Service Time Register.

8 Close the service ticket.

9 Print the service invoice.

10 Print/update Daily Sales Register and Service Recap.

Meters

1 Print meter sheets.

2 Capture meter readings.

3 Update meters with current readings.

Preventative maintenance

1. Capture the Suggested Preventative Maintenance

2. Print the Suggested Preventative Maintenance Report

3. Import the Suggested Preventative Maintenance into the Service Order

End-of-period checklist - Service and Repair

Period ___ Year ___

User	Date	Menu	Description
_____	_____	Invoices	**1** Print/update last Daily Sales Register.
_____	_____	EOP	**2** Run End-of-Period Update.

End-of-period checklist explanation

1 Complete all invoicing, and print/update last Daily Sales Register.

All invoices for the period should be entered and printed and the last Daily Sales Register printed and updated. If these procedures are not complete, the sales figures will not be an accurate accounting of the period in AR, IC, SO, SA and GL.

2 Run the SR End-of-Period Update.

This is the last step to closing the sales orders current period and should only be run after all of the above procedures have been completed. The program clears month-to-date Daily Sales Register recap figures and closes the current period. If it is the last period of the year, year-to-date figures are also cleared. When this program is complete, you can start daily procedures in Sales Orders in the new (current) period.

Setting up contract to GL posting

1 Click **Sales Analysis>Maintenances>Contract To GL Posting F/M (SRF962)**.

2 Define how you want contract-related transaction to post to the General Ledger using the GL Distribution control.
When you run the Daily Sales Register, the Service & Repair system can post to General Ledger automatically, depending on how you set this control. The Daily Sales Register may print a General Ledger distribution and make a journal posting to GL during the update.

Select **0**, **1**, **2** or **3**. 0 indicates the system does not print or post to General Ledger.
1 indicates the system prints the GL distribution in detail format but does not post to General Ledger.
2 indicates the system prints the GL distribution in detail format and posts to General Ledger in summary format (summary posting means that only the totals post to each account number).
3 indicates the system prints the GL distribution in detail format and posts to General Ledger in detail format (detail posting means the system posts the total each item contributed to the amount to each account number).

3 Next, enter the Posting Journal, which is the General Ledger journal number that you want the system to post sales to when the Daily Sales Register is updated.

If you selected 0 or 1 in the GL distribution field, the program skips this field.

4 Set up the Unbilled Revenue, Unearned Revenue and Accounts Receivable posting instructions.

Accounts Receivable cannot post by department. This program skips this field.

Indicate whether to insert the Branch Number into the GL number when posting. Press **Enter** to initially default to **N**. If the Branch Position flag in the SM Company Control F/M is 0, the program skips this field. The Accounts Receivable branch flags in AR and JC Posting F/M programs must be set to the same value that you set here.

Specify a default General Ledger account number set up in SM Account F/M.

5 Set up the Contract Revenue posting instructions.

Indicate whether to insert the department number into the GL number when posting. Press **Enter** to initially default to **N**. If the Department Position flag in the Company Control F/M is 0, the program skips this field.

Indicate whether to insert the branch number into the GL number when posting. Press **Enter** to initially default to **N**. If the Branch Position flag in the Company Control F/M is 0, the program skips this field.

Specify the default General Ledger account number.

6 Set up the Meter Revenue posting instructions.

Indicate whether to insert the department number into the GL number when posting. Press **Enter** to initially default to **N**. If the Department Position flag in the Company Control F/M is 0, the program skips this field.

Indicate whether to insert the branch number into the GL number when posting. Press **Enter** to initially default to **N**. If the Branch Position flag in the Company Control F/M is 0, the program skips this field.

Specify the default General Ledger account number. F2 allows a search.

7 Set up posting instructions for Tax.

Indicate whether to insert the department number into the GL number when posting. Press **Enter** to initially default to **N**. If the Department Position flag in the Company Control F/M is 0, the program skips this field.

Indicate whether to insert the branch number into the GL number when posting. If the Branch Position flag in the Company Control F/M is 0, the program skips this field.

Specify the default General Ledger account number. F2 allows a search.

8 Save your work and exit the program.

Setting up SR to GL Posting instructions

1 Click **Sales Analysis>Maintenances>SR to GL Posting F/M (SRF975)**.

2 Set up the Accounts Receivable entry.
Choose as the Basis either C-Customer GL table or D-Default GL. Choosing Customer GL table tells the system to use the GL number defined in the AR GL Posting table assigned to the customer entered on the SR document. Choosing Default GL tells the system to use the number defined in this program.
Posting to the Customer GL table enables you to potentially post to more than one GL account number if you set up different account numbers for different types of customers in AR GL Posting Table F/M. For instance you could set up an AR Posting table for retail customers using GL number 150-00-00 and another for wholesale customers using GL number 151-00-00. In contrast, posting to the default GL number set in this program means that all SR Accounts Receivable transactions post to one account.
Indicate whether the system should insert the branch entered on SR documents in the Accounts

Receivable GL number when it posts. Department numbers cannot be inserted into AR GL numbers.

Enter the default GL number for Accounts Receivable. Press F2 to search. Even if you choose to post by customer, you must select a default GL number. Also, this number always refers to the default GL number; it does not change as you change the basis.

3 Set up the Service Sales entry.

Choose as the Basis either C-Customer GL table, I-Item GL table, S-Separate Parts/Labor GL number or D-Default GL number.

The Customer GL table uses the account number defined in the GL table assigned to the customer.

The Item GL table uses the account number defined in the GL tables.

The Separate Parts/Labor GL number uses the account numbers associated with the separate labor items and repair part items listed on each of the service tickets for associated with the parent service items. This allows for even more detailed accounting than posting by the Item basis alone. It enables you to track the sales of each repair part and each labor type service item.

The Default GL tells the system to use the number defined in this program.

Posting to the Customer or Item GL tables enables you to potentially post to more than one GL account number if you set up different account numbers for different types of customers or items in the respective GL Posting Table F/Ms.

For instance you could set up an AR Posting table for retail customers using GL number 150-00-00 and another for wholesale customers using GL number 151-00-00.

In contrast, posting to the default GL number set in this program means that all SR Service Sales transactions post to one account.

Indicate whether the system should insert the department entered on SR documents in the Service Sales GL number.

Indicate whether the system should insert the branch entered on SR documents in the Service Sales GL number when it posts.

Specify the default GL number for Service Sales. Press F2 to search. Even if you choose to post by customer or item, you must select a default GL number. Also, this number always refers to the default GL number; it does not change as you change the basis.

4 Set up the Miscellaneous Sales entry.

Choose as the Basis either C-Customer GL table, I-Item GL table, S-Separate Parts/Labor GL number or D-Default GL number.

The Customer GL table uses the account number defined in the GL table assigned to the customer.

The Item GL table uses the account number defined in the GL tables.

The Separate Parts/Labor GL number uses the account numbers associated with the separate labor items and repair part items listed on each of the service tickets for associated with the

parent service items. This allows for even more detailed accounting than posting by the Item basis alone. It enables you to track the sales of each repair part and each labor type service item.

The Default GL tells the system to use the number defined in this program.

Posting to the Customer or Item GL tables enables you to potentially post to more than one GL account number if you set up different account numbers for different types of customers or items in the respective GL Posting Table F/Ms.

For instance you could set up an AR Posting table for retail customers using GL number 150-00-00 and another for wholesale customers using GL number 151-00-00.

In contrast, posting to the default GL number set in this program means that all SR Service Miscellaneous Sales transactions post to one account.

Indicate whether the system should insert the department entered on SR documents in the Service Miscellaneous Sales GL number.

Indicate whether the system should insert the branch entered on SR documents in the Service Miscellaneous Sales GL number when it posts.

Specify the default GL number for Service Miscellaneous Sales. Press F2 to search. Even if you choose to post by customer or item, you must select a default GL number. Also, this number always refers to the default GL number; it does not change as you change the basis.

5 Set up the Repair Parts Cost entry.

Choose as the Basis I-Item GL Table or D-Default GL. Choosing the Item GL table tells the system to use the account number defined in the GL tables assigned to the items on the document. Choosing Default GL tells the system to use the number defined in this program.

Indicate whether the system should insert the department entered on SR documents in the Repair Parts Cost GL number.

Indicate whether the system should insert the branch entered on SR documents in the Repair Parts Cost GL number when it posts.

Specify the default GL number for Repair Parts Cost. Press F2 to search. Even if you choose to post by item, you must select a default GL number. Also, this number always refers to the default GL number; it does not change as you change the basis.

6 Set up the Repair Parts Inventory entry.

Choose as the Basis I-Item GL Table or D-Default GL. Choosing the Item GL table tells the system to use the account number defined in the GL tables assigned to the items on the document. Choosing Default GL tells the system to use the number defined in this program.

Indicate whether the system should insert the department entered on SR documents in the Repair Parts Inventory GL number.

Indicate whether the system should insert the branch entered on SR documents in the Repair Parts Inventory GL number when it posts.

Specify the default GL number for Repair Parts Inventory. Press F2 to search. Even if you choose to post by item, you must select a default GL number. Also, this number always refers to the default GL number; it does not change as you change the basis.

7 Set up the Repair Parts Nonstock account.

Choose as the Basis I-Item GL Table or D-Default GL. Choosing the Item GL table tells the system to use the account number defined in the GL tables assigned to the items on the document. Choosing Default GL tells the system to use the number defined in this program.

Indicate whether the system should insert the department entered on SR documents in the Repair Parts Nonstock GL number.

Indicate whether the system should insert the branch entered on SR documents in the Repair Parts Nonstock GL number when it posts.

Specify the default GL number for Repair Parts Nonstock. Press F2 to search. Even if you choose to post by customer or item, you must select a default GL number. Also, this number always refers to the default GL number; it does not change as you change the basis.

8 Set up the Labor Expense account.

Choose as the Basis I-Item GL Table or D-Default GL. Choosing the Item GL table tells the system to use the account number defined in the GL tables assigned to the items on the document. Choosing Default GL tells the system to use the number defined in this program.

Indicate whether the system should insert the department entered on SR documents in the Labor Expense GL number.

Indicate whether the system should insert the branch entered on SR documents in the Labor Expense GL number when it posts.

Specify the default GL number for Labor Expense. Press F2 to search. Even if you choose to post by customer or item, you must select a default GL number. Also, this number always refers to the default GL number; it does not change as you change the basis.

9 Set up the Labor Expense Contra account.

Choose as the Basis I-Item GL Table or D-Default GL. Choosing the Item GL table tells the system to use the account number defined in the GL tables assigned to the items on the document. Choosing Default GL tells the system to use the number defined in this program.

Indicate whether the system should insert the department entered on SR documents in the Labor Expense Contra GL number.

Indicate whether the system should insert the branch entered on SR documents in the Labor Expense Contra GL number when it posts.

Specify the default GL number for Labor Expense Contra. Press F2 to search. Even if you choose to post by customer or item, you must select a default GL number. Also, this number always refers to the default GL number; it does not change as you change the basis.

10 Save your work and exit the program.

Using the Scheduling Technicians feature

Use this work flow to activate and use the Technician Scheduling feature.

1. Create a default company work schedule. This will serve as the default weekly schedule to apply to all technicians, if they are to be scheduled. This also acts as the ‘master’ switch within the system to activate the scheduling features. All times must be in 15 minute increments.
2. Click Service and Repair>File Maintenances>Static Control F/M (SRF995)>Schedule view.
3. For **Sunday-Monday**, check the check boxes for each day of the week to create the default weekly schedule to apply to all technicians, if they are to be scheduled. Completing this screen acts as the ‘master’ switch within the system to activate the scheduling features. All times must be in 15 minute increments.
4. In the first two fields, specify the times for the first portion of the company work shift, up to the beginning of the meal break. In the last two fields, specify the times for the last portion of the company work shift, from to the end of the meal break to the end of the shift.
5. Click **Save**.
6. Create the individual work schedules for each technician. Like default company work schedule, technicians marked to schedule will activate the scheduling routines. Having technicians NOT schedule allows you to have a default or to-be scheduled technician, allowing entering of estimated time without concern for double booking.
   - Click **Service and Repair>File Maintenances>Technician F/M (SRF920)>Schedule**.
   - For **Monday** through **Sunday**, check the daily check boxes for when the technician is available.
   - In the four time fields, specify the beginning and ending hours for the technician (first and last fields). In the middle fields, specify the technician's beginning and ending time for a meal break.
   - Click **Save**.
7. Create a corporate holiday entry screen. The entries in this table represent dates that are not schedulable for all technicians. These would be federal holidays, scheduled plant closings, and the like. The entry screen should display the dates in descending order;
   - Click Service and Repair>File Maintenances> Corporate Holiday Entry (SRE995).
   - For each corporate holiday, specify the **date** and **description**.
   - Click **Save**.
8. Create a technician holiday entry screen. The entries in this table represent dates that are not schedulable for individual technicians. These would be scheduled vacation days or unscheduled sick days. If entries are made here AFTER service tickets have been scheduled, a window notifying of scheduled conflict is displayed.
   - Click **Service and Repair>File Maintenances> Technician Holiday Entry (SRE910)**.
   - For each entry the technician is unavailable, specify the **date** and **description**.

- (Optional) If entries are made here after service tickets have been scheduled for a technician, a window notifying of scheduled conflict and the scheduling screen to allow optional rescheduling is displayed.
- Click **Save**.

10 From the Service Ticket Entry (SRC550) or Service Ticket Dispatch (SRI610)screens,

- Specify the **Technician**. You can search for a schedule (for a single technician or all technicians). Click **Calendar** to display the available time for the selected technician. Specify the schedule **Date**, estimated **Hours**. The program validates the available of the technician's time and displays a Scheduling Conflict message with any issues. You can click Schedule to access Schedule Entry to rearrange the scheduling of this service ticket or Cancel to exit without completing the schedule.
  -or-
  Click **Schedule** from Service Ticket Entry (SRC550) or Service Ticket Dispatch (SRI610) to access Schedule Entry to add techncians to a service ticket.
- Using Schedule Entry (SCR570) you can rearrange the scheduling of this service ticket any way needed; splitting days, adding additional technicians, etc. This screen also displays any scheduling conflicts. You can view and manage the schedule for a given technician or all technicians.
  Access Schedule Entry from either method.
- Click **Add**.
- Specify the **technician**, the schedule **Date**, estimated **Hours**.
- (Optional) Specify additional technicians as needed.
- Click **Save**; then click **Cancel** to end line entry.
- The program validates the available of the technician's time and displays a Scheduling Conflict message with any issues.
- (Optional) Click **Refresh View** to clear any schedule conflicts or any additional schedules made while in this screen.
- Click **Done**.

11 Access Schedule Inquiry (SRI650) from the Service Ticket Entry, Service Schedule screens or the Inquiry menu as needed to view the schedule for a given day for a single technician or all technicians (a complete day view).

- Click **Service and Repair>Inquiries>Schedule Inquiry**.
- Specify a **technician** or all technicians available to schedule are displayed.
- Specify the **Date**.
- (Optional) Click **Forward** and **Backward** to scroll through dates. The technician, service data, and beginning time to be assigned to the service ticket are displayed. Schedule conflicts are also displayed.
- Click **Done**.

12 Use the Technician Schedule Report to view information about technicians' schedules. Run this report for currently scheduled service tickets as well as tickets that have no schedule created for them. Scheduled tickets indicate any schedule conflicts that are present.

- Click **Service and Repair>Reports>Technician Schedule Report (SRR745)**.
- Specify the beginning and ending technician for the report.
- Specify the **beginning** and **ending** invoice dates.
- Indicate the **Scope** for the report: S-Scheduled Tickets or U-Unscheduled Tickets.
- Click **OK**.