

# Individual Item

Individual item refers to one specific item. What makes an individual item unique is that it has a serial number or the like which differentiates it from all other similar units. Each individual item can have history saved for it. This contains information such as service assignments performed on it, error symptoms, error codes, service performed, and parts replaced.

Individual items are entered and maintained in program 'Individual Item. Open' (SOS419).

## Use

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Individual items are used when entering service orders and included service assignments. A service agreement can be entered for an individual item. During service order entry, the individual item is always first checked as to whether there is an applicable service agreement connected to it. If this is so, then payer, technician, service manager and response time will all be proposed for the service order.

There can be two types of individual item.

0 = Normal individual item.

9 = Temporary individual item.

In the latter case, customer number, location, serial number, item number, etc. need not be specified for the individual item file. For further processing, this information can be entered when entering the service order or later when the order is reported.

Temporary individual items are used, for example, when performing in-house repairs or when the correct individual item cannot be identified when entering a service order.

## Example

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Item CAR is not specific; there can be thousands of item CAR inventoried. By giving one of item CAR a registration number, then that one is unique and is identified as an individual item.