Service Ticket List

The Service Ticket List Report is designed to print a listing of Service Tickets and/or Inspection Tickets for specific ticket statuses that were created within the selected date range.

Once the desired options have been selected on the report options form, click the OK button to display the report in Print Preview mode.

Report Selections

Service Ticket Creation Date - This option will default to the Current Accounting Period. If a different Accounting Period range or specific date range is desired, select either the *Accounting Period* option or *Dates* option. The User must select an Accounting Period range or Date range.

Warehouse - The default is to display data for all Warehouses. If the data for only certain warehouses is desired, you may highlight the first warehouse, then depress the CTRL key and highlight additional warehouses within the list.

·   *Hide Inactive Warehouses* - This option is not selected by default. If inactive warehouses are not to be included in the report, select this option.

Ticket Status - The default is to display data for all tickets with an Open (OP) status. This includes unscheduled tickets and tickets where appointments have been completed where a resolution code was not selected when completing the dispatch form. you may un-check the Show All Open and select one or multiple Ticket Status options. The other Ticket Statuses available are:

·   *Show Scheduled* - An appointment has been scheduled with a Technician.

·   *Show Resolved* - A Resolution Code has been selected on the Ticket or Dispatch form.

·   *Show Un-Scheduled* - Has not been scheduled with a Technician.

·   *Show In-Process* - The Technician has been dispatched or arrived on site.

·   *Show Closed* - Tickets that have been closed.

Options - The Show Service and Inspection Tickets option is selected by default; you may select one of the available options.

·   *Show Service and Inspection Tickets* - Selecting this option will include both Service and Inspection Tickets.

·   *Show only Service Tickets* - Selecting this option will include Service Tickets only.

·   *Show only Inspection Tickets* - Selecting this option will include Inspection Tickets only.

Technician - The report default is all Technicians. you may select a single Technician from the drop-down list if desired.

Service Company - The report default is all Service Companies.   you may select a single Service Company from the drop-down list if desired.

Sort By - The report default is to sort by Ticket Number.   Other Sorting options available are Creation Date, Customer Name and Customer Number.