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# PeopleSoft Enterprise Integrated FieldService 8.9 Reports

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**June 2004**

## PeopleSoft Enterprise Integrated FieldService 8.9 Reports

SKU CRM89FLD-R 0604

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# About This PeopleBook

PeopleBooks provide you with the information that you need to implement and use PeopleSoft applications.

This preface discusses:

- Related documentation.
- Comments and suggestions.

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## Related Documentation

This section discusses how to:

- Obtain documentation updates.
- Order printed documentation.

## Obtaining Documentation Updates

You can find updates and additional documentation for this release, as well as previous releases, on the PeopleSoft Customer Connection website. Through the Documentation section of PeopleSoft Customer Connection, you can download files to add to your PeopleBook Library. You'll find a variety of useful and timely materials, including updates to the full PeopleSoft documentation that is delivered on your PeopleBooks CD-ROM.

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**Important!** Before you upgrade, you must check PeopleSoft Customer Connection for updates to the upgrade instructions. PeopleSoft continually posts updates as the upgrade process is refined.

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## See Also

PeopleSoft Customer Connection, <https://www.peoplesoft.com/corp/en/login.jsp>

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You can order printed, bound volumes of the complete PeopleSoft documentation that is delivered on your PeopleBooks CD-ROM. PeopleSoft makes printed documentation available for each major release shortly after the software is shipped. Customers and partners can order printed PeopleSoft documentation by using any of these methods:

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# **Comments and Suggestions**

Your comments are important to us. We encourage you to tell us what you like, or what you would like to see changed about PeopleBooks and other PeopleSoft reference and training materials. Please send your suggestions to:

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Or send email comments to [doc@peoplesoft.com](mailto:doc@peoplesoft.com).

While we cannot guarantee to answer every email message, we will pay careful attention to your comments and suggestions.

# CHAPTER 1

## PeopleSoft Integrated FieldService Reports

This appendix provides an overview of PeopleSoft Integrated FieldService reports and enables you to view summary tables of all reports.

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**Note.** For samples of these reports, see the PDF files published on CD-ROM with your documentation.

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### PeopleSoft Integrated FieldService Reports: General Description

This table lists the PeopleSoft Integrated FieldService reports, sorted alphanumerically by report ID. All of the reports are Crystal reports.

| Report ID and Report Name            | Description   | Navigation                                  | Run Control Page |
|--------------------------------------|---|---|------------------|
| RFC5000<br>Dispatch Performance      | Shows, by customer, the percentage of service orders completed each month. On the run control page, select the business unit, customer (optional), and date range for the report.   | FieldService, Reports, Dispatch Performance | RUN_RFC5000      |
| RFC5001<br>Expense Report by Product | Shows, by region, monthly expenses for products that were serviced. On the run control page, select the business unit, currency code, region (optional), and date range for the report.                                   | FieldService, Reports, Expenses by Product  | RUN_RFC5001      |
| RFC5001A<br>Expenses by Customer     | Shows, by region and customer, monthly expenses for products that were serviced. On the run control page, select the business unit, currency code, region (optional), customer (optional), and date range for the report. | FieldService, Reports, Expenses By Customer | RUN_RFC5001A     |

| <b>Report ID and Report Name</b>  | <b>Description</b>  | <b>Navigation</b>   | <b>Run Control Page</b> |
|-----------------------------------|---|---|-------------------------|
| RFC5002<br>Mean Time to Repair    | Shows, by region and customer, the average time spent on service orders each month. On the run control page, select the business unit, region (optional), customer (optional), and date range for the report. | FieldService, Reports, Mean Time To Repair  | RUN_RFC5002             |
| RFC5006<br>Service Order Estimate | Provides an estimate of the cost that is planned to perform the service.  | Click the Estimate Report button on the toolbar from the Service Order page or the My Service Order page. | Not Applicable          |
| RFC5005<br>Service Order Detail   | Lists the work that the technician has to perform to fulfill the requirements of the service order.   | Click the Detail Report button on the toolbar from the Service Order page or the My Service Order page.   | Not Applicable          |



## **CHAPTER 2**

# **Report Samples**

This chapter provides report samples.

For the online samples of these reports, see the PDF files that are published on CD-ROM with your online documentation.



## Service Order Estimate

Service Order ID: SVC0300001  
Case ID:  
Date: 9/11/2002  
Purchase Order: 242342343

### Customer

Sparkle Clean Laundromats  
Becky Lee Campton  
7623 Clearwater Rd  
Little Rock, AR-98745  
USA  
508/714-7894

### Service ID:APP0000001

Basic Expense Coverage  
Basic Material Coverage  
Basic Time Coverage  
Five hour guaranteed response  
One day guaranteed restore  
Standard Service Level

### Site

Sparkle Clean Laundromats  
Becky Lee Campton  
7623 Clearwater Rd  
Little Rock, AR-98745  
USA  
508/714-7894

### Bill To

Sparkle Clean Laundromats  
Becky Lee Campton  
7623 Clearwater Rd  
Little Rock, AR-98745  
USA  
508/714-7894

### Service Information

**Creation Date:** 9/11/2002      **Completion Date:**      **Status:** Open  
**Service:** Preventive Maintenance Service for Air Conditioners  
**Product:** 6600 BTU Room Air (Light Beige)      **Serial Number:** SR1001-1015

### Activities

| Activity                     | Start Date | Start Time | End Date | End Time | Duration | Status   |
|------------------------------|------------|------------|----------|----------|----------|----------|
| Check Compressor             |            |            |          |          |          | Assigned |
| Check Heat Exchanger         |            |            |          |          |          | Assigned |
| Clean Outside Hot and Inside |            |            |          |          |          | Assigned |
| Clean Ducts and Pipes        |            |            |          |          |          | Assigned |
| Check Fan                    |            |            |          |          |          | Assigned |
| Preventive Maintenance of o  |            |            |          |          |          | Assigned |

### Service Fee

| <u>Service</u>                 | Fee                 | Extended Price |
|--------------------------------|---------------------|----------------|
| Preventive Maintenance Service | 0.00                | 0.00           |
|                                | Service Adjustment: | 44.00          |
|                                | Total:              | 44.00          |

### Expenses

| Expense Type | Description | Amount | Entitlement(        | 0.00%) | Extended Price |
|--------------|-------------|--------|---------------------|--------|----------------|
| Gas          |             | 35.00  | 0.00                |        | 35.00          |
| Mileage      |             | 4.50   | 0.00                |        | 4.50           |
|              |             |        | SubTotal:           |        | 39.50          |
|              |             |        | Expense Adjustment: |        | 0.00           |
|              |             |        | Total:              |        | 39.50          |

### Labor

| Time Category | Person | Time(Hours) | Rate | Entitlement( | 0.00 %)    | Extended Price |
|---------------|--------|-------------|------|--------------|------------|----------------|
|               |        |             |      |              |            |                |
|               |        |             |      |              | Sub Total: | 0.00           |
|               |        |             |      |              | Total:     |                |



Service Order Estimate

Service Order ID: SVC0300001  
Case ID:  
Date: 9/11/2002  
Purchase Order: 242342343

| Materials  |             |               |            |                     |                |
|------------|-------------|---------------|------------|---------------------|----------------|
| Item       | Description | Quantity Used | Unit Price | Entitlement( 0.00%) | Extended Price |
| Sub Total: |             |               |            |                     | 0.00           |
| Total:     |             |               |            |                     |                |

| Materials - Service Exchange Credit |             |             |               |                 |
|-------------------------------------|-------------|-------------|---------------|-----------------|
| Item                                | Description | Qty Removed | Exchange Rate | Exchange Amount |
| Total:                              |             |             |               | 0.00            |

| Total                           |       |
|---------------------------------|-------|
| SubTotal:                       | 83.50 |
| Additional Adjustment:          | 0.00  |
| Service Exchange Credit Amount: | 0.00  |
| Estimated Total( USD ):         | 83.50 |

| Notes  |         |
|--------|---------|
| Number | Details |
|        |         |



## Service Order Detail

**Service Order ID** SVC0300001  
**Case ID**  
**Date** 9/11/2002  
**Purchase Order** 242342343

**Customer:**

Sparkle Clean Laundromats  
Becky Lee Campton  
7623 Clearwater Rd  
Little Rock, AR - 98745  
USA  
508/714-7894

**Site:**

Sparkle Clean Laundromats  
Becky Lee Campton  
7623 Clearwater Rd  
Little Rock, AR-98745  
USA  
508/714-7894

Service ID:APP0000001

**Service Information****Problem Description:**

**Product:** 6600 BTU Room Air (Light Beige)  
**Service:** Preventive Maintenance Service for Air Conditioners  
**Serial Number:** SR1001-1015  
**Priority:** Normal **Status:** Open  
**Committed Start Date:** 9/12/2002 **Committed End Date:** 9/16/2002  
**Customer Preferred Start Date:** 6/1/2004 **Customer Preferred End Date:** 6/1/2004

**Activities**

| Activity Name                              | Activity Code | Start Date | Start Time | End Date | End Time | Status   |
|--|---------------|------------|------------|----------|----------|----------|
| Check Compressor                           | AIR-1001      |            |            |          |          | Assigned |
| Check Heat Exchanger                       | AIR-1002      |            |            |          |          | Assigned |
| Clean Outside Hot and Inside Chilled Coils | AIR-1003      |            |            |          |          | Assigned |
| Clean Ducts and Pipes                      | AIR-1004      |            |            |          |          | Assigned |
| Check Fan                                  | AIR-1005      |            |            |          |          | Assigned |
| Preventive Maintenance of other A/C parts  | AIR-1006      |            |            |          |          | Assigned |

**Assignments**

| Activity Name                              | Provider Group     | Member Name    | Lead Technician |
|--|--------------------|----------------|-----------------|
| Check Compressor                           | Appliances Western | Marion Zigardo | X               |
| Check Heat Exchanger                       | Appliances Western | Marion Zigardo | X               |
| Clean Outside Hot and Inside Chilled Coils | Appliances Western | Marion Zigardo | X               |
| Clean Ducts and Pipes                      | Appliances Western | Marion Zigardo | X               |
| Check Fan                                  | Appliances Western | Marion Zigardo | X               |
| Preventive Maintenance of other A/C parts  | Appliances Western | Marion Zigardo | X               |

From Date: 7/1/2003 Through Date: 6/2/2004

Business Unit US200

Region MIDWEST

Transaction Amount in USD For the Month

| Customer Name                 | June         | Total        |
|-------------------------------|--------------|--------------|
| MMA Property Management Group | 38.99        | 38.99        |
| <b>Total Amount</b>           | <b>38.99</b> | <b>38.99</b> |

Region PACIFIC

Transaction Amount in USD For the Month

| Customer Name              | June          | Total         |
|----------------------------|---------------|---------------|
| Fast Grandma's Restaurants | 215.21        | 215.21        |
| <b>Total Amount</b>        | <b>215.21</b> | <b>215.21</b> |

Region SOUTH AMERICA

Transaction Amount in USD For the Month

| Customer Name             | May          | Total        |
|---------------------------|--------------|--------------|
| Sparkle Clean Laundromats | 10.00        | 10.00        |
| <b>Total Amount</b>       | <b>10.00</b> | <b>10.00</b> |



Mean Time To Repair

From Date : 7/1/2003 Through Date : 6/2/2004

Business Unit : US200  
Region ID : MIDWEST

| Customer | July,2003 | Aug,2003 | Sept,2003 | Oct,2003 | Nov,2003 | Dec,2003 | Jan,2004 | Feb,2004 | Mar,2004 | Apr,2004 | May,2004 | June,2004 |
|----------|-----------|----------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
|----------|-----------|----------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|

(Avg No Of Hrs Worked / Service Order)

|                               |  |  |  |  |  |  |  |  |  |  |  |      |
|-------------------------------|--|--|--|--|--|--|--|--|--|--|--|------|
| MMA Property Management Group |  |  |  |  |  |  |  |  |  |  |  | 1.25 |
|-------------------------------|--|--|--|--|--|--|--|--|--|--|--|------|

|                 |  |  |  |  |  |  |  |  |  |  |  |      |
|-----------------|--|--|--|--|--|--|--|--|--|--|--|------|
| Total By Region |  |  |  |  |  |  |  |  |  |  |  | 1.25 |
|-----------------|--|--|--|--|--|--|--|--|--|--|--|------|

Region ID : PACIFIC

| Customer | July,2003 | Aug,2003 | Sept,2003 | Oct,2003 | Nov,2003 | Dec,2003 | Jan,2004 | Feb,2004 | Mar,2004 | Apr,2004 | May,2004 | June,2004 |
|----------|-----------|----------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
|----------|-----------|----------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|

(Avg No Of Hrs Worked / Service Order)

|                            |  |  |  |  |  |  |  |  |  |  |  |      |
|----------------------------|--|--|--|--|--|--|--|--|--|--|--|------|
| Fast Grandma's Restaurants |  |  |  |  |  |  |  |  |  |  |  | 2.25 |
|----------------------------|--|--|--|--|--|--|--|--|--|--|--|------|

|                 |  |  |  |  |  |  |  |  |  |  |  |      |
|-----------------|--|--|--|--|--|--|--|--|--|--|--|------|
| Total By Region |  |  |  |  |  |  |  |  |  |  |  | 2.25 |
|-----------------|--|--|--|--|--|--|--|--|--|--|--|------|

|                         |        |
|-------------------------|--------|
| MMA Property Management | 100.00 |
| Group1                  |        |



Report ID: RFC5001

**PeopleSoft**  
**Expense Report by Product****Page No.** 1  
**Run Date:** 06/02/2004  
**Run Time:** 1:08:33 PM**From Date:** 7/1/2003**Through Date:** 6/2/2004**Business Unit** US200**Region ID** SOUTH AMERICA**Transaction Amount in USD For The Month**

| <b>Product ID / Descr</b> |                                   | <b>May</b>   | <b>Total</b> |
|---------------------------|-----------------------------------|--------------|--------------|
| SR1001                    | 6600 BTU Room<br>Air (Light Beige | 10.00        | 10.00        |
| <b>Total Amount</b>       |                                   | <b>10.00</b> | <b>10.00</b> |