
PeopleSoft Integrated FieldService Reports

October 2009

PeopleSoft Integrated FieldService Reports
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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.

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

See Also

cfld, Management Tools, PeopleSoft Integrated FieldService Interactive Reports, Setting Up PeopleSoft Integrated FieldService Interactive Reports

cfld, Management Tools, PeopleSoft Integrated FieldService Interactive Reports, Running PeopleSoft Integrated FieldService Interactive Reports

Enterprise PeopleTools 8.50 PeopleBook: PeopleSoft Process Scheduler

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 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 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

Report ID and Report Name	Description	Navigation	Run Control Page
RFC5001A 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
RFC5002 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 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 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

Report Samples



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

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	Extended Price
Preventive Maintenance Service	0.00	0.00
		Service Adjustment: 44.00
		Total: 44.00

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

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 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
Total Amount	38.99	38.99

Region PACIFIC

Transaction Amount in USD For the Month

Customer Name	June	Total
Fast Grandma's Restaurants	215.21	215.21
Total Amount	215.21	215.21

Region SOUTH AMERICA

Transaction Amount in USD For the Month

Customer Name	May	Total
Sparkle Clean Laundromats	10.00	10.00
Total Amount	10.00	10.00



Report ID: RFC5002

PeopleSoft

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Run Date: 06/02/2004

Run Time: 1:26:21 PM

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

MMA Property Management Group

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

(Avg No Of Hrs Worked / Service Order)
Fast Grandma's Restaurants

Total By Region

2.25



Report ID: RFC5000

PeopleSoft

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Run Date: 6/2/2004

Run Time: 1:08:02 PM

Dispatch Performance Report

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

Business Unit : US200

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
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Order Complete (%)

Fast Grandma's Restaurants

100.00

MMA Property Management Group

100.00



Report ID: RFC5001

PeopleSoft
Expense Report by Product

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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

Product ID / Descr		May	Total
SR1001	6600 BTU Room Air (Light Beige)	10.00	10.00
Total Amount		10.00	10.00