

---

# PeopleSoft Integrated FieldService Reports

---

**October 2009**

Copyright © 1988, 2009, Oracle and/or its affiliates. All rights reserved.

### **Trademark Notice**

Oracle is a registered trademark of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.

### **License Restrictions Warranty/Consequential Damages Disclaimer**

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

### **Warranty Disclaimer**

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

### **Restricted Rights Notice**

If this software or related documentation is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, the following notice is applicable:

#### *U.S. GOVERNMENT RIGHTS*

Programs, software, databases, and related documentation and technical data delivered to U.S. Government customers are "commercial computer software" or "commercial technical data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, duplication, disclosure, modification, and adaptation shall be subject to the restrictions and license terms set forth in the applicable Government contract, and, to the extent applicable by the terms of the Government contract, the additional rights set forth in FAR 52.227-19, Commercial Computer Software License (December 2007). Oracle USA, Inc., 500 Oracle Parkway, Redwood City, CA 94065.

### **Hazardous Applications Notice**

This software is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications which may create a risk of personal injury. If you use this software in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy and other measures to ensure the safe use of this software. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software in dangerous applications.

### **Third Party Content, Products, and Services Disclaimer**

This software and documentation may provide access to or information on content, products and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third party content, products and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third party content, products or services.

# Contents

**Chapter 1**

**PeopleSoft Integrated FieldService Reports..... 1**

PeopleSoft Integrated FieldService Reports: General Description ..... 1

  

**Report Samples.....3**



# 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

### 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>



Report ID: RFC5002

PeopleSoft

Page No. 1

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

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



Report ID: RFC5000

PeopleSoft

Page No : 1

Dispatch Performance Report

Run Date: 6/2/2004

Run Time: 1:08:02 PM

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
----------	-----------	----------	-----------	----------	----------	----------	----------	----------	----------	----------	----------	-----------

Order Complete (%)

Fast Grandma's Restaurants

100.00

MMA Property Management  
Groupl

100.00



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 Air (Light Beige	10.00	10.00
<b>Total Amount</b>		<b>10.00</b>	<b>10.00</b>