

ORACLE®

PEOPLESOFT

PeopleSoft Integrated FieldService 9.1 Reports

May 2012

ORACLE®

Copyright © 2001, 2012, Oracle and/or its affiliates. All rights reserved.

Trademark Notice

Oracle and Java are registered trademarks of Oracle 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 is software or related documentation that 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 END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are “commercial computer software” pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

Hazardous Applications Notice

This software or hardware 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 that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate failsafe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Third Party Content, Products, and Services Disclaimer

This software or hardware 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

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

Report Samples

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 Portable Document Format (PDF) files that are published with your online 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

PeopleTools 8.52: PeopleSoft Process Scheduler PeopleBook

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



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

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

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
<i>(Avg No Of Hrs Worked / Service Order)</i>												
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
<i>(Avg No Of Hrs Worked / Service Order)</i>												
Fast Grandma's Restaurants												2.25

Total By Region 2.25



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

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