
PeopleSoft Enterprise Integrated FieldService 9 Reports

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PeopleSoft Enterprise Integrated FieldService 9 Reports
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Contents

Reports Preface

About This PeopleBookvii

Documentation Updates and Printed Documentation..... vii

 Obtaining Documentation Updates..... vii

 Downloading and Ordering Printed Documentation..... vii

Comments and Suggestions.....viii

Chapter 1

PeopleSoft Integrated FieldService Reports..... 1

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

Chapter 2

Report Samples..... 3

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.

Documentation Updates and Printed Documentation

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- Obtain documentation updates.
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Oracle's PeopleSoft Customer Connection, http://www.oracle.com/support/support_peoplesoft.html

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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.

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

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
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

Report ID and Report Name	Description	Navigation	Run Control Page
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

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
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

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

	Report ID: RFC5000	PeopleSoft	Page No : 1
		Dispatch Performance Report	Run Date: 6/2/2004
			Run Time: 1:08:02 PM

	Report ID: RFC5000	PeopleSoft	Page No : 1
		Dispatch Performance Report	Run Date: 6/2/2004
			Run Time: 1:08:02 PM

	Report ID: RFC5000	PeopleSoft	Page No : 1
		Dispatch Performance Report	Run Date: 6/2/2004
			Run Time: 1:08:02 PM

	Report ID: RFC5000	PeopleSoft	Page No : 1
		Dispatch Performance Report	Run Date: 6/2/2004
			Run Time: 1:08:02 PM

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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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
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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

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