

Miracle Service **Accent**[™]

Reports reference

For Miracle Service Accent

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Last revision May 2004

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This information correct as of Service Accent release 1.0.184

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Introduction

This document is intended to give a cross-reference for each report name on the MSA Reports menu, the crystal report file name relating to each, and the intended use of each report. In addition to this general information, detailed content of each report is provided for report developers.

Navigating this document

The best way to use this reference is via the Table of Contents shown on the opening few pages. To locate the relevant report details within the body of the reference, use Ctrl + Click on the report name in the table. This will jump directly to the report description table.

Standard report fields

Every MSA report contains the following fields as standard:

- Report Title
- Print Date
- 'Powered by Miracle Service Accent' trademark
- Page numbering

Key to description table contents

The following key applies to field name listings throughout:

- The first table name in the 'Links tables' section for each report is the starting point of the report
- Fields names prefixed @ are formulae within the report
Where the formula name is not self-explanatory, a brief description of its function has been included. Full details of the formula can be found in the comments of the formula itself.
- Field names prefixed # are Crystal Reports running totals
- Table names prefixed * are alias table names
The actual table name as appears in \accentdb is shown in brackets beside the alias name (Crystal reports does not allow linking to the same table twice. Where a table needs to be used for two or more purposes, an alias name is assigned to all appearances of the table name after the first use.)

Please note: The description and content contained within this document are for the standard reports as supplied with MSA. The descriptions may not match what you see in MSA if a report has been customised at your request. Contact your support provider to obtain details of your tailored reports where necessary.

Detailed report description tables

Customer

Customer Inventory Schedule

Crystal Report name	cussched.rpt
Description of report	Inventory listing with values grouped by head office sites and contracts
Links Tables	*HOCUSTOMERS (CUSTOMERS) CUSTOMERS INVENTORY STOCK CONTRACTS
Contains subreports	None
Report Grouping	Group No.1 HOCUSTOMERS.CU_ACCOUNTNO Group No.2 CUSTOMERS.CU_ACCOUNTNO Group No.3 CONTRACTS.CONTRACTNO
Fields displayed on report	@hoaddress @address CUSTOMERS.CU_TAG @custvalue @contractvalue STOCK.ST_PARTNO INVENTORY.IN_SERIALNO INVENTORY.IN_CON_PERIOD_VALUE
Summaries shown	Sum of INVENTORY.IN_CON_PERIOD_VALUE
Selection parameters available	TBA

Customer Listing

Crystal Report name	custlst.rpt
Description of report	List of all customers in MSA with address and primary contact details
Links Tables	CUSTOMERS *COUNTRIES (REGIONS) REGIONS *CUSTOMERS_1 (CUSTOMERS) CONTACTS
Contains subreports	None
Fields displayed on report	CUSTOMERS.CU_ACCOUNTNO CUSTOMERS_1.CU_EXT_ACCOUNTNO CUSTOMERS.CU_NAME CUSTOMERS.CU_ADDRESS1 CUSTOMERS.CU_ADDRESS2 CUSTOMERS.CU_ADDRESS3 CUSTOMERS.CU_TOWN CUSTOMERS.CU_COUNTY CUSTOMERS.CU_POSTCODE COUNTRIES.RE_DESC REGIONS.RE_DESC @Contact CONTACTS.CN_DEPT @webenabled (Is the customer able to log calls via the web?) CONTACTS.CN_EMAIL CONTACTS.CN_WORKPHONE CONTACTS.CN_FAX
Summaries shown	None
Selection parameters available	TBA

Customer Listing (all contacts)

Crystal Report name	custlst2.rpt
Description of report	List of all customers in MSA with address and all contact details
Links Tables	CUSTOMERS CONTACTS *COUNTRIES (REGIONS) REGIONS
Contains subreports	None

Report Grouping	Group No.1 CUSTOMERS.CU_ACCOUNTNO
Fields displayed on report	CUSTOMERS.CU_ACCOUNTNO @address COUNTRIES.RE_DESC REGIONS.RE_DESC @contact CONTACTS.CN_DEPT CONTACTS.CN_WORKPHONE CONTACTS.CN_FAX CONTACTS.CN_EMAIL
Summaries shown	None
Selection parameters available	TBA

Customer Listing by Country

Crystal Report name	custlstc.rpt
Description of report	Listing of customer names grouped by country
Links Tables	CUSTOMERS CONTACTS REGIONS
Contains subreports	None
Report Grouping	Group No.1 REGIONS.RE_DESC
Fields displayed on report	@re_desc CUSTOMERS.CU_NAME
Summaries shown	Distinct count of REGIONS.RE_DESC Distinct count of CUSTOMERS.CU_NAME
Selection parameters available	TBA

Customer Notes Listing

Crystal Report name	custnote.rpt
Description of report	Displays only customers where there are notes in the customer notes section, showing the notes page no. and details
Links Tables	CUSTOMERS MEMOS
Contains subreports	None
Report Grouping	Group No.1 CUSTOMERS.CU_ACCOUNTNO Group No.2 MEMOS.ME_PAGE
Fields displayed on report	CUSTOMER.CU_TAG CUSTOMERS.CU_EXT_ACCOUNTNO @pageno
Summaries shown	None
Selection parameters available	TBA

Customers on Stop

Crystal Report name	custstop.rpt
Description of report	Customers currently on stop within MSA
Links Tables	CUSTOMERS *COUNTRIES (REGIONS) REGIONS *HO_CUSTOMERS (CUSTOMERS) CONTACTS
Contains subreports	None
Fields displayed on report	CUSTOMERS.CU_ACCOUNTNO CUSTOMERS.CU_NAME CUSTOMERS.CU_ADDRESS1 CUSTOMERS.CU_ADDRESS2 CUSTOMERS.CU_ADDRESS3 CUSTOMERS.CU_TOWN CUSTOMERS.CU_COUNTY CUSTOMERS.CU_POSTCODE COUNTRIES.RE_DESC REGIONS.RE_DESC HO_CUSTOMERS.CU_ACCOUNTNO @contact CONTACTS.CN_DEPT CONTACTS.CN_WORKPHONE CONTACTS.CN_FAX

Summaries shown	None
Selection parameters available	TBA

Head Office Listing

Crystal Report name	primcust.rpt
Description of report	Lists the head office customers with the sites linked to them
Links Tables	CUSTOMERS REGIONS *PRIMARIES (CUSTOMERS) *REGIONSP (REGIONS)
Contains subreports	None
Report Grouping	Group No.1 PRIMARIES.CU_ACCOUNTNO
Fields displayed on report	PRIMARIES.CU_ACCOUNTNO PRIMARIES.CU_NAME PRIMARIES.CU_ADDRESS1 PRIMARIES.CU_ADDRESS2 PRIMARIES.CU_ADDRESS3 PRIMARIES.CU_TOWN PRIMARIES.CU_COUNTY PRIMARIES.CU_POSTCODE CUSTOMERS.CU_ACCOUNTNO CUSTOMERS.CU_NAME CUSTOMERS.CU_ADDRESS1 CUSTOMERS.CU_ADDRESS2 CUSTOMERS.CU_ADDRESS3 CUSTOMERS.CU_TOWN CUSTOMERS.CU_COUNTY CUSTOMERS.CU_POSTCODE REGIONS.RE_DESC
Summaries shown	None
Selection parameters available	TBA

Financial

Customer Profitability (Service Only)

Crystal Report name	cusprof.rpt
Description of report	Charges and costs for service invoicing only, i.e. invoices from jobs
Links Tables	INVOICE INVOICE LINES WORK CUSTOMERS
Contains subreports	None
Report Grouping	Group No.1 CUSTOMERS.CU_EXT_ACCOUNTNO Group No.2 WORK.WO_JOBNO
Fields displayed on report	CUSTOMERS.CU_EXT_ACCOUNTNO CUSTOMERS.CU_TAG WORK.WO_COMPLETED_DATE # Invoiced total: Sum of INVOICE LINS.IL_NETT_VALUE # Costed total: Sum of INVOICE LINS.IL_NETT_VALUE @profit @margin% # Account invoiced total: INVOICE LINS.IL_NETT_VALUE # Account costed total: INVOICE LINS.IL_NETT_VALUE @totprofit @totmargin%
Summaries shown	# Grand invoiced total: Sum of INVOICE LINS.IL_NETT_VALUE # Grand costed total: Sum of INVOICE LINS.IL_NETT_VALUE @grandprofit @grandmargin%
Selection parameters available	TBA

Labels

Customer Labels (2X4)

Crystal Report name	culab2x4.rpt
Description of report	Mailing labels, 9.9cm wide X 6.8cm high, gap between 0.3cm, enabling 2 labels across and 4 down per page
Links Tables	CUSTOMERS
Contains subreports	None

Fields displayed on report	CUSTOMERS.CU_NAME CUSTOMERS.CU_ADDRESS1 CUSTOMERS.CU_ADDRESS2 CUSTOMERS.CU_ADDRESS3 CUSTOMERS.CU_TOWN CUSTOMERS.CU_COUNTY CUSTOMERS.CU_POSTCODE
Summaries shown	None
Selection parameters available	TBA

Customer Labels (2X7)

Crystal Report name	culab2x7.rpt
Description of report	Mailing labels, 10.0cm wide X 3.82cm high, gap between 0.2cm, enabling 2 labels across and 7 down per page
Links Tables	CUSTOMERS
Contains subreports	None
Fields displayed on report	CUSTOMERS.CU_NAME CUSTOMERS.CU_ADDRESS1 CUSTOMERS.CU_ADDRESS2 CUSTOMERS.CU_ADDRESS3 CUSTOMERS.CU_TOWN CUSTOMERS.CU_COUNTY CUSTOMERS.CU_POSTCODE
Summaries shown	None
Selection parameters available	TBA

Customer Labels (3X6)

Crystal Report name	culab3x6.rpt
Description of report	Mailing labels, 6.6cm wide X 3.9cm high, gap between 0.2cm, enabling 3 labels across and 6 down per page
Links Tables	CUSTOMERS REGIONS
Contains subreports	None
Fields displayed on report	CUSTOMERS.CU_NAME CUSTOMERS.CU_ADDRESS1 CUSTOMERS.CU_ADDRESS2 CUSTOMERS.CU_ADDRESS3 CUSTOMERS.CU_TOWN CUSTOMERS.CU_COUNTY CUSTOMERS.CU_POSTCODE REGIONS.RE_DESC
Summaries shown	None
Selection parameters available	TBA

Customer Labels (3X9)

Crystal Report name	culab3x9.rpt
Description of report	Mailing labels, 6.9cm wide X 3.0cm high, no gap between, enabling 3 labels across and 9 down per page
Links Tables	CUSTOMERS
Contains subreports	None
Fields displayed on report	CUSTOMERS.CU_NAME CUSTOMERS.CU_ADDRESS1 CUSTOMERS.CU_ADDRESS2 CUSTOMERS.CU_ADDRESS3 CUSTOMERS.CU_TOWN CUSTOMERS.CU_COUNTY CUSTOMERS.CU_POSTCODE
Summaries shown	None
Selection parameters available	TBA

Contracts

Contract Agreement

Crystal Report name	conagr.rpt
Description of report	Contract agreement document for customers, providing space for signatures of both parties entering into contractual agreement
Links Tables	CONTRACTS *SITE (CUSTOMERS) SERVICE TYPES CUSTOMERS COVER CONTACTS
Contains subreports	header-memo (additional text from the contract record, header text area) detail-text (additional text from the contract record, detail text area)
Report Grouping	Group No.1 CONTRACTS.CO_CONTRACTNO
Fields displayed on report	@_companyname CONTRACTS.CO_START_DATE @_companyname @_companyaddress CUSTOMERS.CU_NAME SITE.CU_NAME SITE.CU_NAME SITE.CU_ADDRESS1 SITE.CU_ADDRESS2 SITE.CU_ADDRESS3 SITE.CU_TOWN SITE.CU_COUNTY SITE.CU_POSTCODE CONTRACTS.CO_CONTRACTNO COVER.CV_DESC @response @_companyname @_companyphone @_companyfax CONTRACTS.CO_START_DATE CUSTOMERS.CU_USER1 @duration @expiry @contact CONTACTS.CN_WORKPHONE @_companyname CONTRACTS.CO_CONTRACTNO
Summaries shown	None
Selection parameters available	TBA

Contract Agreement (Multi-site)

Crystal Report name	conagrm.rpt
Description of report	Contract agreement document for customers, providing space for signatures of both parties entering into contractual agreement - designed to work with equipment schedule report to list sites and equipment where a contract spans more than one physical location
Links Tables	CONTRACTS *SITE (CUSTOMERS) SERVICE TYPES CUSTOMERS COVER CONTACTS
Contains subreports	header-memo (additional text from the contract record, header text area) detail-text (additional text from the contract record, detail text area)
Report Grouping	Group No.1 CONTRACTS.CO_CONTRACTNO
Fields displayed on report	@_companyname CONTRACTS.CO_START_DATE @_companyname @_companyaddress CUSTOMERS.CU_NAME CONTRACTS.CO_CONTRACTNO COVER.CV_DESC @response @_companyname @_companyphone @_companyfax CONTRACTS.CO_START_DATE CUSTOMERS.CU_USER1

	@duration @expiry @contact CONTACTS.CN_WORKPHONE @_companyname CONTRACTS.CO_CONTRACTNO
Summaries shown	None
Selection parameters available	TBA

Contract Agreement (Renewal)

Crystal Report name	conagrrn.rpt
Description of report	Contract agreement for contract renewals.
Links Tables	CONTRACT_HISTORY CONTRACTS *SITE (CUSTOMERS) CONTACTS SERVICE_TYPES COVER
Contains subreports	None
Report Grouping	Group No.1 CONTRACTS.CO_CONTRACTNO
Fields displayed on report	CONTRACT_HISTORY.CY_START_DATE @_CompanyName @_CompanyAddress CUSTOMERS.CU_NAME CONTRACTS.CO_CONTRACTNO COVER.CV_DESC @Response (response target) CONTRACT_HISTORY.CY_START_DATE CUSTOMERS.CU_USER1 (Account manager, entered in user field 1, customer record) @Duration (contract cover duration) @Expiry (contract cover expiry date) @Contact CONTACTS.CN_WORKPHONE
Summaries shown	None
Selection parameters available	TBA

Contract Agreement (Renewal/Multi-site)

Crystal Report name	conagrrm.rpt
Description of report	Contract agreement for contract renewals, where the equipment is based on more than one site.
Links Tables	CONTRACT_HISTORY CONTRACTS *SITE (CUSTOMERS) CONTACTS SERVICE_TYPES COVER
Contains subreports	None
Report Grouping	Group No.1 CONTRACTS.CO_CONTRACTNO
Fields displayed on report	CONTRACT_HISTORY.CY_START_DATE @_CompanyName @_CompanyAddress CUSTOMERS.CU_NAME CONTRACTS.CO_CONTRACTNO COVER.CV_DESC @Response (response target) CONTRACT_HISTORY.CY_START_DATE CUSTOMERS.CU_USER1 (Account manager, entered in user field 1, customer record) @Duration (contract cover duration) @Expiry (contract cover expiry date) @Contact CONTACTS.CN_WORKPHONE
Summaries shown	None
Selection parameters available	TBA

Contract by Service Level and Parts

Crystal Report name	conlev1.rpt
Description of report	Inventory distribution by service level/contract for active service contracts only

Links Tables	CONTRACTS INVENTORY SERVICE TYPES STOCK
Contains subreports	None
Report Grouping	Group No.1 CONTRACTS.CO_CONTRACTNO
Fields displayed on report	Cross tab; Column #1 SERVICE TYPES.SE_DESC Row #1 STOCK.ST_PARTNO Count of CONTRACT.CO_CONTRACTNO (Service Level tally by part) Count of CONTRACT.CO_CONTRACTNO (Service Level Total by part) Count of CONTRACT.CO_CONTRACTNO (Service Level Grand Total) Count of CONTRACT.CO_CONTRACTNO (Overall Grand Total) @isactive
Summaries shown	None
Selection parameters available	TBA

Contract History

Crystal Report name	conhist.rpt
Description of report	List of contracts by contract number showing history of price uplifts and renewals
Links Tables	CONTRACTS CONTRACT HISTORY CUSTOMERS
Contains subreports	None
Report Grouping	Group No.1 CONTRACTS.CO_CONTRACTNO
Fields displayed on report	CUSTOMERS.CU_ACCOUNTNO CUSTOMERS.CU_NAME CONTRACT HISTORY.CY_DATE CONTRACT HISTORY.CY_START_DATE CONTRACT HISTORY.CY_END_DATE CONTRACT HISTORY.CY_VALUE @type (uplift or renewal) CONTRACT HISTORY.CY_NEW VALUE CONTRACTS.CO_START_DATE CONTRACTS.CO_END_DATE CONTRACTS.CO_VALUE
Summaries shown	None
Selection parameters available	TBA

Contract Price Review by Inventory

Crystal Report name	prcrevin.rpt
Description of report	List of contracts that have a price uplift set, with details of inventory
Links Tables	CONTRACTS INVENTORY CUSTOMERS SERVICE TYPES STOCK
Contains subreports	None
Report Grouping	Group No.1 CONTRACTS.CO_CONTRACTNO
Fields displayed on report	CONTRACTS.CO_CONTRACTNO CUSTOMERS.CU_NAME SERVICE TYPES.SE_DESC CONTRACTS.CO_END_DATE CONTRACTS.CO_DISCOUNTED_VALUE @status CONTRACTS.CO_PRICE_REVIEW_DATE CONTRACTS.CO_PRICE_REVIEW_INC STOCK.ST_PARTNO INVENTORY.IN_DESC INVENTORY.IN_SERIALNO
Summaries shown	Count of CONTRACTS.CO_CONTRACTNO
Selection parameters available	TBA

Contract Renewal by Inventory

Crystal Report name	conrenin.rpt
Description of report	List of contracts that fall due for renewal within a specified date range, showing inventory details

Links Tables	CONTRACTS INVENTORY CUSTOMERS SERVICE TYPES STOCK
Contains subreports	None
Report Grouping	Group No.1 CONTRACTS.CO_CONTRACTNO
Fields displayed on report	CONTRACTS.CO_CONTRACTNO CUSTOMERS.CU_NAME SERVICE TYPES.SE_DESC CONTRACTS.CO_END_DATE CONTRACTS.CO_DISCOUNTED_VALUE @status STOCK.ST_PARTNO INVENTORY.IN_DESC INVENTORY.IN_SERIALNO
Summaries shown	Count of CONTRACTS.CO_CONTRACTNO
Selection parameters available	TBA

Contract Renewal Summary

Crystal Report name	conrenew.rpt
Description of report	List of contracts that fall due for renewal within a specified date range
Links Tables	CONTRACTS CUSTOMERS SERVICE TYPES REGIONS *CUST-INV (CUSTOMERS)
Contains subreports	None
Fields displayed on report	CONTRACTS.CO_CONTRACTNO CUST-INV.CU_TAG CONTRACTS.CO_DISCOUNTED_VALUE CONTRACTS.CO_END_DATE @status SERVICE TYPES.SE_DESC
Summaries shown	Count of CONTRACTS.CO_CONTRACTNO
Selection parameters available	TBA

Contract Schedule

Crystal Report name	consched.rpt
Description of report	Equipment service contract schedule, showing all inventory on contract including value and warranty information. Designed to accompany the contract agreement document.
Links Tables	CONTRACTS INVENTORY SERVICE TYPES METERS STOCK CUSTOMERS WARRANTIES *SERVICE TYPES IN (SERVICE TYPES) *ACCOUNTS (CUSTOMERS) CONTACTS *AC-CONTACTS (CONTACTS)
Contains subreports	header-memo (additional text from the contract record, header text area) detail-text (additional text from the contract record, detail text area) price-book (special prices applied through contract price book)
Report Grouping	Group No.1 CONTRACTS.CO_CONTRACTNO
Fields displayed on report	CONTRACTS.CO_CONTRACTNO @companyaddress @companyphone @invoiceaddress @address CONTRACTS.CO_CONTRACTNO SERVICE TYPES.SE_DESC CONTRACTS.CO_START_DATE CONTRACTS.CO_END_DATE CONTRACTS.CO_DISCOUNTED_VALUE CONTRACTS.CO_EXCESS_CHARGE @totalcharge INVENTORY.IN_SERIALNO INVENTORY.IN_DESC

	STOCK.ST_PARTNO INVENTORY.IN_ASSETNO INVENTORY.IN_PLACEMENT INVENTORY.IN_CON_VALUE METERS.MT_M1_CPC1 METERS.MT_M2_CPC1 METERS.MT_M3_CPC1 METERS.MT_MINIMUM_VALUE METERS.MT_M4_CPC1 METERS.MT_M5_CPC1 METERS.MT_M6_CPC1 METERS.MT_STANDING_CHARGE METERS.MT_MINIMUM_VALUE METERS.MT_EXCESS_CPC METERS.MT_MINIMUM_COPIES METERS.MT_PACK_QTY METERS.MT_PACK_LEVEL METERS.MT_M1_CPC1 METERS.MT_PACK_ENQUIRY @companyname
Summaries shown	Count of STOCK.ST_PARTNO
Selection parameters available	TBA

Contract Schedule (Multi-site)

Crystal Report name	conschdm.rpt
Description of report	Equipment service contract schedule, showing all inventory on contract including value and warranty information. Designed to accompany the contract agreement document and be used specifically where inventory items are spread across more than one site.
Links Tables	CONTRACTS INVENTORY STOCK CUSTOMERS WARRANTIES *SERVICE_TYPES_IN (SERVICE_TYPES) SERVICE_TYPES
Contains subreports	None
Report Grouping	Group No.1 CONTRACTS.CO_CONTRACTNO
Fields displayed on report	CONTRACTS.CO_CONTRACTNO #ItemNo INVENTORY.IN_QTY INVENTORY.IN_SERIALNO CUSTOMERS.CU_TAG @CoverPeriod @Warranty Period @ServiceType @Warranty Type STOCK.ST_PARTNO INVENTORY.IN_DESC @InConVal @InWtyVal @PaymentTerms
Summaries shown	Sum of @LineValue CONTRACTS.CO_DISCOUNT @DiscValue
Selection parameters available	TBA

Contract Schedule (Renewal)

Crystal Report name	conschdr.rpt
Description of report	Equipment renewal schedule, showing billing value from renewal and increase details.
Links Tables	CONTRACT_HISTORY CONTRACTS INVENTORY STOCK CUSTOMERS WARRANTIES *SERVICE_TYPES_IN (SERVICE_TYPES) SERVICE_TYPES
Contains subreports	None

Report Grouping	Group No.1 CONTRACTS.CO_CONTRACTNO
Fields displayed on report	CONTRACTS.CO_CONTRACTNO #ItemNo INVENTORY.IN_QTY INVENTORY.IN_SERIALNO CUSTOMERS.CU_TAG @CoverPeriod @ServiceType STOCK.ST_PARTNO INVENTORY.IN_CON_RENEW_VALUE @PaymentTerms
Summaries shown	Sum of INVENTORY.IN_CON_RENEW_VALUE (total billing value) CONTRACT_HISTORY.CY_DISCOUNT (Discount) @RenewTotal (actual renewal value)
Selection parameters available	TBA

Contract Schedule (Renewal/Multi-site)

Crystal Report name	conschrm.rpt
Description of report	Equipment listing for contract renewals, where the equipment is spread across multiple sites.
Links Tables	CONTRACT_HISTORY CONTRACTS INVENTORY STOCK CUSTOMERS WARRANTIES *SERVICE_TYPES_IN (SERVICE_TYPES) SERVICE_TYPES
Contains subreports	None
Report Grouping	Group No.1 CONTRACTS.CO_CONTRACTNO
Fields displayed on report	CONTRACTS.CO_CONTRACTNO #ItemNo INVENTORY.IN_QTY INVENTORY.IN_SERIALNO CUSTOMERS.CU_TAG @CoverPeriod @ServiceType STOCK.ST_PARTNO INVENTORY.IN_CON_RENEW_VALUE @PaymentTerms
Summaries shown	Sum of INVENTORY.IN_CON_RENEW_VALUE (total billing value) CONTRACT_HISTORY.CY_DISCOUNT (Discount) @RenewTotal (actual renewal value)
Selection parameters available	TBA

Contract Summary Sheet

Crystal Report name	coninfo.rpt
Description of report	Summary of number of live contracts as at date printed
Links Tables	INVENTORY CUSTOMERS CONTRACTS REGIONS
Contains subreports	None
Report Grouping	Group No.1 CONTRACTS.CO_CONTRACTNO Group No.2 CUSTOMERS.CU_ACCOUNTNO
Fields displayed on report	No detail shown
Summaries shown	Sum of @is live (total live contracts) Distinct count of CUSTOMERS.CU_ACCOUNTNO Distinct count of INVENTORY.IN_KEY Sum of CONTRACTS.CO_DISCOUNTED_VALUE
Selection parameters available	TBA

Customer Contracts (Detailed)

Crystal Report name	consummd.rpt
Description of report	Detailed list of contracts with inventory and values

Links Tables	INVENTORY STOCK CUSTOMERS CONTRACTS REGIONS CONTACTS *CONTRACTOWNER (CUSTOMERS) SERVICE TYPES *ACCOUNTS (CUSTOMERS)
Contains subreports	None
Report Grouping	Group No.1 CONTRACTS.CO_CONTRACTNO Group No.2 CUSTOMERS.CU_ACCOUNTNO
Fields displayed on report	CONTRACTS.CO_CONTRACTNO ACCOUNTS.CU_NAME ACCOUNTS.CU_EXT_ACCOUNTNO CONTRACTOWNER.CU_NAME SERVICE TYPES.SE_DESC CONTRACTS.CO_START_DATE @expiry @constatus CONTRACTS.CO_DISCOUNTED_VALUE @billfreq @advarr REGIONES.RE_DESC REGIONS.RE_CURRENCY CUSTOMERS.CU_ACCOUNTNO CUSTOMERS.CU_TAG @contact CONTACT.CN_WORKPHONE CONTACT.CN_FAX STOCK.ST_PARTNO INVENTORY.IN_DESC INVENTORY.IN_SERIALNO INVENTORY.IN_INSTALL_DATE @warranty @invvalue
Summaries shown	Sum of @invvalue
Selection parameters available	TBA

Customer Contracts Summary by Customer Number

Crystal Report name	custcon.rpt
Description of report	List of all contracts, broken down by customer number
Links Tables	CUSTOMERS CONTRACTS REGIONS *CUSTOMERS-HO (CUSTOMERS) INVENTORY
Contains subreports	None
Report Grouping	Group No.1 CUSTOMERS.CU_ACCOUNTNO Group No.2 CONTRACTS.CO_CONTRACTNO
Fields displayed on report	CUSTOMERS.CU_ACCOUNTNO CUSTOMERS-HO.CU_ACCOUNTNO CUSTOMERS.CU_TAG @ends CONTRACTS.CO_DISCOUNTED_VALUE Distinct count of INVENTORY.IN_SERIALNO @acctotal
Summaries shown	@grand
Selection parameters available	TBA

Customer Contracts Summary with Notes

Crystal Report name	custcon2.rpt
Description of report	List of contracts with address details of contract owner and contract notes
Links Tables	CONTRACTS CUSTOMERS MEMOS SERVICE TYPES REGIONS CONTACTS *ACCOUNTS (CUSTOMERS)

Contains subreports	None
Report Grouping	Group No.1 @name+contractno
Fields displayed on report	ACCOUNTS.CU_NAME CUSTOMERS.CU_NAME CONTRACTS.CO_CONTRACTNO SERVICE TYPES.SE_DESC @siteaddress @contact CONTACT.CN_WORKPHONE MEMOS.ME_TEXT
Summaries shown	None
Selection parameters available	TBA

Service Levels Listing

Crystal Report name	slevels.rpt
Description of report	List of service levels properties
Links Tables	SERVICE TYPES COVER CHARGES ESCALATIONS *COVER W (COVER) *CHARGES W (CHARGES) *ESCALATIONS W (ESCALATIONS) *COVER B (COVER) *CHARGES B (CHARGES) *ESCALATIONS B (ESCALATIONS) *COVER H (COVER) *CHARGES H (CHARGES) *ESCALATIONS H (ESCALATIONS)
Contains subreports	None
Fields displayed on report	SERVICE TYPES.SE_DESC COVER.CV_DESC CHARGES.CH_DESC ESCALATIONS.ES_DESC SERVICE TYPES.SE_F_RESPONSE_HOURS SERVICE TYPES.SE_F_FIX_HOURS COVER W.CV_DESC CHARGES W.CH_DESC ESCALATIONS W.ES_DESC SERVICE TYPES.SE_W_TURNAROUND COVER B.CV_DESC CHARGES B.CH_DESC ESCALATIONS B.ES_DESC COVER H.CV_DESC CHARGES H.CH_DESC ESCALATIONS H.ES_DESC SERVICE TYPES.SE_H_RESPONSE_HOURS SERVICE TYPES.SE_H_FIX_HOURS
Summaries shown	None
Selection parameters available	TBA

Simple Contract Listing

Crystal Report name	conlist.rpt
Description of report	List of contracts with owner details and contract values
Links Tables	CONTRACTS CUSTOMERS SERVICE TYPES
Contains subreports	None
Report Grouping	Group No.1 CONTRACTS.CO_CONTRACTNO
Fields displayed on report	SERVICE TYPES.SE_DESC @period @billing CUSTOMERS.CU_NAME @address CONTRACTS.CO_DISCOUNTED_VALUE
Summaries shown	Sum of CONTRACTS.CO_DISCOUNTED_VALUE
Selection parameters available	TBA

Simple Contract Listing by Account

Crystal Report name	conlista.rpt
Description of report	Contract list, grouped by head office account, including contract values
Links Tables	CONTRACTS CUSTOMERS *ACCOUNTS (CUSTOMERS)
Contains subreports	None
Report Grouping	Group No.1 ACCOUNTS.CU_EXT_ACCOUNTNO Group No.2 CONTRACTS.CO_CONTRACTNO
Fields displayed on report	ACCOUNTS.CU_NAME CUSTMERS.CU_NAME @period @billing @address CONTRACTS.CO_DISCOUNTED_VALUE
Summaries shown	Sum of CONTRACTS.CO_DISCOUNTED_VALUE (by site account) Sum of CONTRACTS.CO_DISCOUNTED_VALUE (by head office account)
Selection parameters available	TBA

Voucher Contract Summary

Crystal Report name	vouchcon.rpt
Description of report	List of voucher contracts with customer and voucher details
Links Tables	CONTRACTS CUSTOMERS
Contains subreports	None
Report Grouping	Group No.1 CUSTOMERS.CU_NAME Group No.2 CONTRACTS.CO_CONTRACTNO
Fields displayed on report	@address CONTRACTS.CO_START_DATE CONTRACTS.CO_VOUCHER_QTY CONTRACTS.CO_VOUCHERS_USED @remaining (vouchers) CONTRACTS.CO_END_DATE CONTRACTS.CO_DISCOUNTED_VALUE
Summaries shown	Sum of CONTRACTS.CO_DISCOUNTED_VALUE
Selection parameters available	TBA

Financial

Contract Profitability (All Invoicing vs Costs)

Crystal Report name	conprofa.rpt
Description of report	Contract profitability based on all invoices linked directly to the contract.
Links Tables	CONTRACTS CUSTOMERS INVOICE INVOICE_LINES
Contains subreports	None
Report grouping	CONTRACTS.CO_CONTRACTNO
Fields displayed on report	CONTRACTS.CO_CONTRACTNO CUSTOMERS.CU_TAG INVOICE.IV_INVOICE_DATE INVOICE.IV_INVOICENO INVOICE_LINES.IL_DESC INVOICE_LINES.IL_NETT_VALUE (invoice charges) INVOICE_LINES.IL_NETT_VALUE (costs) # Invoiced Total (by contract) # Costs Total (by contract) @Profit (by contract)
Summaries shown	# Total Invoiced # Total Costs @TotProfit
Selection parameters available	TBA

Contract Profitability (Contract Value vs Jobs)

Crystal Report name	conprof.rpt
Description of report	Contract profitability based on contract value and service invoicing only.
Links Tables	CONTRACT INVOICE INVOICE_LINES WORK
Contains subreports	None
Report grouping	CONTRACTS.CO_CONTRACTNO WORK.WO_JOBNO
Fields displayed on report	CONTRACTS.CO_CONTRACTNO @ConVal (annual contract value) CONTRACTS.CO_DISCOUNTED_VALUE CONTRACTS.CO_START_DATE CONTRACTS.CO_END_DATE @ConProf (by contract) WORK.WO_JOBNO WORK.WO_COMPLETED_DATE INVOICE.IV_NETT_VALUE (for job) Sum of INVOICE_LINES.IL_NETT_VALUE (by job) @Profit (by job) Sum of INVOICE.IV_NETT_VALUE (by contract) Sum of INVOICE_LINES.IL_NETT_VALUE (by contract) @TotProfit (by contract)
Summaries shown	Sum of INVOICE.IV_NETT_VALUE (total) Sum of INVOICE_LINES.IL_NETT_VALUE (total) @GrandProfit (total)
Selection parameters available	TBA

Contract Revenue Analysis

Crystal Report name	conrev.rpt
Description of report	Contract revenue showing actual and future invoicing, plus daily notional figures.
Links Tables	CONTRACTS CUSTOMERS INVOICE INVOICE_LINES
Contains subreports	None
Report grouping	CONTRACTS.CO_CONTRACTNO
Fields displayed on report	CONTRACTS.CO_CONTRACTNO CUSTOMERS.CU_NAME CONTRACTS.CO_START_DATE CONTRACTS.CO_END_DATE CONTRACTS.CO_DISCOUNTED_VALUE @ShowLastInv (last invoice number) @ShowLastVal (last invoice value) @InvVal3 (actual invoiced value) @advval (actual advance value) @ValueUsed (notional consumed value) @ValueRemain (notional remaining value)
Summaries shown	@TotConVal (total contract value) @TotInvVal (total actual invoiced value) @TotAdvVal (total actual advance value) @TotTotUsage (total notional consumed value) @TotTotRemain (total notional remaining value)
Selection parameters available	TBA

Projected Contract Revenue

Crystal Report name	conproj.rpt
Description of report	Projected contract revenue dividing the contract revenue between already invoiced and still to be billed. Evergreen contract take an annual value. Sorted by contract number.
Links Tables	CONTRACTS CUSTOMERS REGIONS
Contains subreports	None
Report grouping	None
Fields displayed on report	CONTRACTS.CO_CONTRACTNO

	CUSTOMERS.CU_NAME @Status (active, renewed, expired) CONTRACTS.CO_BILLING_NEXT_DATE CONTRACTS.CO_BILLING_VALUE @Invoiced @Remain @Evergreen
Summaries shown	Sum of @Invoiced (Total) Sum of @Remain (Total)
Selection parameters available	TBA

Meter Billing

Copies Billed by Product

Crystal Report name	avgvol.rpt
Description of report	Copies billed by product group, taken from invoice information, also showing average meter 1 cost per copy.
Links Tables	INVOICE_LINES INVOICE CUSTOMERS INVENTORY METERS STOCK CONTRACTS
Contains subreports	None
Report grouping	STOCK.ST_PARTNO INVENTORY.IN_SERIALNO INVOICE_LINES.IL_INKEY
Fields displayed on report	STOCK.ST_PARTNO INVENTORY.IN_DESC INVENTORY.IN_SERIALNO Sum of INVOICE_LINES.IL_QTY (by product) METERS.MT_M1_CPC1
Summaries shown	Sum of INVOICE_LINES.IL_QTY (total) Avg of METERS.MT_M1_CPC1
Selection parameters available	TBA

CPC Analysis (Simple Copy Charge)

Crystal Report name	cpc.rpt
Description of report	Simple billing cost per copy analysis, including last reading and average volume.
Links Tables	METERS INVENTORY STOCK CUSTOMERS CONTRACTS
Contains subreports	None
Report grouping	CONTRACTS.CO_CONTRACTNO
Fields displayed on report	CONTRACTS.CO_CONTRACTNO CUSTOMERS.CU_TAG STOCK.ST_PARTNO INVENTORY.IN_SERIALNO INVENTORY.IN_INSTALL_DATE METERS.MT_M1_SCALE1 METERS.MT_M1_SCALE2 METERS.MT_M1_SCALE3 METERS.MT_M1_SCALE4 METERS.MT_M1_CPC1 METERS.MT_M1_CPC2 METERS.MT_M1_CPC3 METERS.MT_M1_CPC4 METERS.MT_MINIMUM_VALUE METERS.MT_M1_CUR METERS.MT_CUR_DATE METERS.MT_M1_AVGVOL METERS.MT_M2_SCALE1 METERS.MT_M2_SCALE2 METERS.MT_M2_SCALE3 METERS.MT_M2_SCALE4 METERS.MT_M2_CPC1

	METERS.MT_M2_CPC2 METERS.MT_M2_CPC3 METERS.MT_M2_CPC4 METERS.MT_M2_CUR METERS.MT_M2_AVGVOL METERS.MT_M3_SCALE1 METERS.MT_M3_SCALE2 METERS.MT_M3_SCALE3 METERS.MT_M3_SCALE4 METERS.MT_M3_CPC1 METERS.MT_M3_CPC2 METERS.MT_M3_CPC3 METERS.MT_M3_CPC4 METERS.MT_M3_CUR METERS.MT_M3_AVGVOL
Summaries shown	None
Selection parameters available	TBA

CPC Increase Labels

Crystal Report name	cpcinclb.rpt
Description of report	Labels for cost per copy increase letters, 2 X 7 per page.
Links Tables	INVENTORY METERS CUSTOMERS REGIONS CONTRACTS INVOICE
Contains subreports	None
Report grouping	None
Fields displayed on report	CUSTOMERS.CU_NAME CUSTOMERS.CU_ADDRESS1 CUSTOMERS.CU_ADDRESS2 CUSTOMERS.CU_ADDRESS3 CUSTOMERS.CU_TOWN CUSTOMERS.CU_COUNTY CUSTOMERS.CU_POSTCODE REGIONS.RE_DESC
Summaries shown	None
Selection parameters available	TBA

CPC Increase Letters

Crystal Report name	cpcinclf.rpt
Description of report	Letter to send to all contracts due for a cost per copy increase within a specified date range. Used in conjunction with the cost per copy increase summary and the price uplift routine.
Links Tables	CONTRACTS INVENTORY METERS STOCK CUSTOMERS
Contains subreports	None
Report grouping	CUSTOMERS.CU_KEY
Fields displayed on report	@Address @PreviousInc (Date of last increase) STOCK.ST_PARTNO INVENTORY.IN_SERIALNO METERS.MT_M1_CPC1 METERS.MT_M2_CPC1 METERS.MT_M3_CPC1 @newCPC (Price after increase) @newCPC2 (Price after increase) @newCPC3 (Price after increase) CONTRACTS.CO_PRICE_REVIEW_DATE
Summaries shown	None
Selection parameters available	TBA

CPC Increase Summary

Crystal Report name	cpcinc.rpt
Description of report	Summary of all contracts due for a cost per copy increase within a specified date

	range. Used in conjunction with the cost per copy increase letters and the price uplift routine.
Links Tables	METERS INVENTORY STOCK CUSTOMERS *ACCOUNT (CUSTOMERS) CONTRACT
Contains subreports	None
Report grouping	CUSTOMERS.CU_EXT_ACCOUNTNO CUSTOMERS.CU_TAG
Fields displayed on report	CUSTOMERS.CU_EXT_ACCOUNTNO ACCOUNT.CU_TAG CUSTOMERS.CU_TAG CONTRACTS.CO_CONTRACTNO STOCK.ST_PARTNO INVENTORY.IN_SERIALNO CONTRACTS.CO_PRICE_REVIEW_DATE CONTRACTS.CO_PRICE_REVIEW_INC METERS.MT_M1_CPC1 @newcpc (Price after increase)
Summaries shown	None
Selection parameters available	TBA

Meter Billing Summary

Crystal Report name	meter1.rpt
Description of report	Meter billing details summary, including machine and cost per copy details.
Links Tables	CONTRACTS INVENTORY METERS STOCK CUSTOMERS
Contains subreports	None
Report grouping	CONTRACTS.CO_CONTRACTNO
Fields displayed on report	CONTRACTS.CO_CONTRACTNO @BillingType (Simple, minimum or copy plan) CUSTOMERS.CU_NAME @Period (Contract period) CONTRACTS.CO_BILLING_NEXT_DATE STOCK.ST_PARTNO STOCK.ST_DESC INVENTORY.IN_SERIALNO METERS.MT_M1_CPC1 METERS.MT_M2_CPC1 METERS.MT_M3_CPC1 METERS.MT_M1_INST METERS.MT_M2_INST METERS.MT_M3_INST METERS.MT_M1_CUR METERS.MT_M2_CUR METERS.MT_M3_CUR METERS.MT_MINIMUM_COPIES @MinVal @MinInvTo METERS.MT_PACK_QTY @PackValue METERS.MT_PACK_INVOICED
Summaries shown	None
Selection parameters available	TBA

For Meter Billing at Contract Level

Meter Billing Checklist

Crystal Report name	readings.rpt
Description of report	Meter reading collections, for meter billing based at contract level. The report selects readings provided between a given date range.
Links Tables	INVENTORY METERS STOCK

	CUSTOMERS CONTACTS CONTRACTS
Contains subreports	None
Report grouping	CONTRACTS.CO_CONTRACTNO INVENTORY.IN_KEY
Fields displayed on report	CUSTOMERS.CU_ACCOUNTNO CUSTOMERS.CU_NAME CONTRACTS.CO_CONTRACTNO CUSTOMERS.CU_TAG @Contact CONTACTS.CN_WORKPHONE CONTACTS.CN_EMAIL @Meter1Name @Meter2Name @Meter3Name @Meter4Name @Meter5Name @Meter6Name INVENTORY.IN_DESC INVENTORY.IN_SERIALNO INVENTORY.IN_ASSETNO INVENTORY.IN_PLACEMENT METERS.MT_M1_INV METERS.MT_M2_INV METERS.MT_M3_INV METERS.MT_M4_INV METERS.MT_M5_INV METERS.MT_M6_INV METERS.MT_INV_DATE METERS.MT_M1_CUR METERS.MT_M2_CUR METERS.MT_M3_CUR METERS.MT_M4_CUR METERS.MT_M5_CUR METERS.MT_M6_CUR METERS.MT_CUR_DATE
Summaries shown	None
Selection parameters available	TBA

Meter Billing Checklist (Export)

Crystal Report name	rdng-exp.rpt
Description of report	Meter reading collections, for meter billing based at contract level, for export to Excel format. The report selects readings provided between a given date range.
Links Tables	INVENTORY METERS STOCK CUSTOMERS CONTACTS CONTRACTS
Contains subreports	None
Report grouping	None
Fields displayed on report	@Contact CUSTOMERS.CU_NAME CUSTOMERS.CU_ADDRESS1 CUSTOMERS.CU_ADDRESS2 CUSTOMERS.CU_ADDRESS3 CUSTOMERS.CU_TOWN CUSTOMERS.CU_COUNTY CUSTOMERS.CU_POSTCODE CONTACTS.CN_WORKPHONE CONTACTS.CN_FAX CONTRACTS.CO_CONTRACTNO INVENTORY.IN_DESC INVENTORY.IN_SERIALNO INVENTORY.IN_PLACEMENT INVENTORY.IN_ASSETNO METERS.MT_INV_DATE METERS.MT_M1_INV METERS.MT_M2_INV METERS.MT_M3_INV METERS.MT_CUR_DATE METERS.MT_M1_CUR

	METERS.MT_M2_CUR METERS.MT_M3_CUR METERS.MT_M4_CUR METERS.MT_M5_CUR METERS.MT_M6_CUR
Summaries shown	None
Selection parameters available	TBA

Meter Reading Summary

Crystal Report name	meter2.rpt
Description of report	Meter readings summary report, for meter billing based at contract level, to record reading information from customers before running the meter billing routine. The report selects customers with a reading due between a given date range, sorted by customer name.
Links Tables	INVENTORY METERS STOCK *SITE_CUSTOMERS (CUSTOMERS) CONTACTS CONTRACTS
Contains subreports	None
Report grouping	None
Fields displayed on report	SITE_CUSTOMERS.CU_NAME CONTACTS.CN_TITLE CONTACTS.CN_FORENAME CONTACTS.CN_SURNAME CONTACTS.CN_WORKPHONE CONTRACTS.CO_CONTRACTNO STOCK.ST_PARTNO INVENTORY.IN_SERIALNO INVENTORY.IN_PLACEMENT METERS.MT_M1_CUR METERS.MT_M2_CUR METERS.MT_M3_CUR METERS.MT_M4_CUR METERS.MT_M5_CUR METERS.MT_M6_CUR
Summaries shown	None
Selection parameters available	TBA

For Meter Billing at Inventory Level

Meter Billing Checklist

Crystal Report name	reading2.rpt
Description of report	Meter reading collections, for meter billing based at inventory level. The report selects readings provided between a given date range.
Links Tables	INVENTORY METERS STOCK CUSTOMERS CONTACTS CONTRACTS
Contains subreports	None
Report grouping	CONTRACTS.CO_CONTRACTNO INVENTORY.IN_KEY
Fields displayed on report	CUSTOMERS.CU_ACCOUNTNO CUSTOMERS.CU_NAME CONTRACTS.CO_CONTRACTNO CUSTOMERS.CU_TAG @Contact CONTACTS.CN_WORKPHONE CONTACTS.CN_EMAIL @Meter1Name @Meter2Name @Meter3Name @Meter4Name @Meter5Name @Meter6Name INVENTORY.IN_DESC

	INVENTORY.IN_SERIALNO INVENTORY.IN_ASSETNO INVENTORY.IN_PLACEMENT METERS.MT_M1_INV METERS.MT_M2_INV METERS.MT_M3_INV METERS.MT_M4_INV METERS.MT_M5_INV METERS.MT_M6_INV METERS.MT_INV_DATE METERS.MT_M1_CUR METERS.MT_M2_CUR METERS.MT_M3_CUR METERS.MT_M4_CUR METERS.MT_M5_CUR METERS.MT_M6_CUR METERS.MT_CUR_DATE
Summaries shown	None
Selection parameters available	TBA

Meter Billing Checklist (Export)

Crystal Report name	rdng-ex2.rpt
Description of report	Meter reading collections, for meter billing based at inventory level, for export to Excel format. The report selects readings provided between a given date range.
Links Tables	INVENTORY METERS STOCK CUSTOMERS CONTACTS CONTRACTS
Contains subreports	None
Report grouping	None
Fields displayed on report	@Contact CUSTOMERS.CU_NAME CUSTOMERS.CU_ADDRESS1 CUSTOMERS.CU_ADDRESS2 CUSTOMERS.CU_ADDRESS3 CUSTOMERS.CU_TOWN CUSTOMERS.CU_COUNTY CUSTOMERS.CU_POSTCODE CONTACTS.CN_WORKPHONE CONTACTS.CN_FAX CONTRACTS.CO_CONTRACTNO INVENTORY.IN_DESC INVENTORY.IN_SERIALNO INVENTORY.IN_PLACEMENT INVENTORY.IN_ASSETNO METERS.MT_INV_DATE METERS.MT_M1_INV METERS.MT_M2_INV METERS.MT_M3_INV METERS.MT_CUR_DATE METERS.MT_M1_CUR METERS.MT_M2_CUR METERS.MT_M3_CUR METERS.MT_M4_CUR METERS.MT_M5_CUR METERS.MT_M6_CUR
Summaries shown	None
Selection parameters available	TBA

Meter Reading Summary

Crystal Report name	meter2i.rpt
Description of report	Meter readings summary report, for meter billing based at inventory level, to record reading information from customers before running the meter billing routine. The report selects customers with a reading due between a given date range, sorted by customer name.
Links Tables	INVENTORY METERS STOCK *SITE_CUSTOMERS (CUSTOMERS)

	CONTACTS CONTACTS * INV_CONTACT (CONTACTS)
Contains subreports	None
Report grouping	None
Fields displayed on report	SITE_CUSTOMERS.CU_NAME @Contact CONTACTS.CN_WORKPHONE CONTRACTS.CO_CONTRACTNO STOCK.ST_PARTNO INVENTORY.IN_SERIALNO INVENTORY.IN_PLACEMENT METERS.MT_M1_CUR METERS.MT_M2_CUR METERS.MT_M3_CUR METERS.MT_M4_CUR METERS.MT_M5_CUR METERS.MT_M6_CUR
Summaries shown	None
Selection parameters available	TBA

Planned Maintenance

PM Forecast Schedule

Crystal Report name	pmsched.rpt
Description of report	Planned maintenance work forecast. Shows contract, inventory, date, duration and preferred engineer details for a given date range.
Links Tables	CONTACTS INVENTORY *PMINV (PM_SCHEDULE) *INV_ENGINEERS (ENGINEERS) STOCK CUSTOMERS REGIONS PM_SCHEDULE ENGINEERS *CONTRACT_CUSTOMERS (CUSTOMERS)
Contains subreports	None
Report grouping	CONTRACTS.CO_CONTRACTNO STOCK.ST_PARTNO INVENTORY.IN_SERIALNO @PMDate @Engineer
Fields displayed on report	CONTRACTS.CO_CONTRACTNO STOCK.ST_PARTNO INVENTORY.IN_SERIALNO @textpmdate (from either the inventory or contract pm schedule as applicable) @PMDuration @Engineer (from either the inventory or contract pm schedule as applicable)
Summaries shown	DistinctCount of CONTRACTS.CO_CONTRACTNO (Total) Sum of @PMDuration (Total)
Selection parameters available	TBA

Engineers

Engineer Details Summary

Crystal Report name	engineer.rpt
Description of report	Engineer details, including address, service area and vehicle information.
Links Tables	ENGINEERS REGIONS *REGIONS_SERVICE (REGIONS)
Contains subreports	None
Report grouping	None
Fields displayed on report	ENGINEERS.EN_ENGINEERNO ENGINEERS.EN_NAME

	ENGINEERS.EN_ADDRESS1 ENGINEERS.EN_ADDRESS2 ENGINEERS.EN_ADDRESS3 ENGINEERS.EN_TOWN ENGINEERS.EN_COUNTY ENGINEERS.7EN_POSTCODE REGIONS.RE_DESC (Area) REGIONS_SERVICE.RE_DESC ENGINEERS.EN_HOMEPHONE ENGINEERS.EN_FAX ENGINEERS.EN_MOBILE ENGINEERS.EN_EMAIL ENGINEERS.EN_COMMS @Vehicle (make and model) ENGINEERS.EN_VEHICLE_REG ENGINEERS.EN_VEHICLE_NEXTSERV
Summaries shown	None
Selection parameters available	TBA

Engineer Kit Listing

Crystal Report name	engkit.rpt
Description of report	Recommended stock listing for each engineer, showing associated costs.
Links Tables	ENGINEERS STOCK_HOLDINGS STOCK
Contains subreports	None
Report grouping	ENGINEER.EN_NAME
Fields displayed on report	ENGINEER.EN_NAME STOCK.ST_PARTNO STOCK.ST_DESC STOCK_HOLDINGS.SH_QTY STOCK.ST_COST @line_val (part cost * recommended holding)
Summaries shown	Sum of @line_val (by engineer)
Selection parameters available	TBA

Engineer Kit Replenishment Listing

Crystal Report name	engrepln.rpt
Description of report	Engineer stock replenishment listing – mirrors the list produced by Stock Replenishments routine.
Links Tables	ENGINEERS STOCK_HOLDINGS STOCK
Contains subreports	JobTopUp – Parts marked to be topped up after usage on service calls.
Report grouping	ENGINEER.EN_NAME STOCK.ST_PARTNO
Fields displayed on report	ENGINEER.EN_NAME STOCK.ST_PARTNO STOCK.ST_DESC #Holding total #Kit total @KitReq (quantity needed to top up stock to required level)
Summaries shown	None
Selection parameters available	TBA

Engineer Notes Listing

Crystal Report name	engnote.rpt
Description of report	List of notes on engineer records by engineer name.
Links Tables	ENGINEERS MEMOS
Contains subreports	None
Report grouping	ENGINEERS.EN_ENGINEERNO MEMOS.ME_PAGE
Fields displayed on report	ENGINEERS.EN_ENGINEERNO ENGINEERS.EN_NAME @PageNo MEMOS.ME_TEXT
Summaries shown	None
Selection parameters available	TBA

Engineer Stock Valuation

Crystal Report name	stkeng01.rpt
Description of report	Engineer/locational stock valuation report.
Links Tables	ENGINEERS STOCK HOLDINGS STOCK
Contains subreports	None
Report grouping	ENGINEERS.EN_NAME STOCK HOLDINGS.SH_TYPE
Fields displayed on report	ENGINEERS.EN_NAME @Type (good/faulty stock) STOCK.ST_PARTNO STOCK.ST_DESC STOCK_HOLDINGS.SH_QTY @EngiVal (value by part)
Summaries shown	@TotEngi (total stock value by engineer/location)
Selection parameters available	TBA

Parts Usage by Engineer and Job

Crystal Report name	partusg6.rpt
Description of report	Job parts usage summary by engineer and job number
Links Tables	WORK PARTS WORK CUSTOMERS ENGINEERS STOCK CATEGORIES
Contains subreports	None
Report grouping	Group No.1 ENGINEERS.EN_NAME Group No.2 WORK.WO_NAME
Fields displayed on report	@Engineer (Engineer name or "No engineer assigned to job") WORK PARTS.WP_DATE WORK.WO_JOBNO CUSTOMERS.CU_TAG STOCK.ST_PARTNO STOCK.ST_DESC STOCK.ST_LOCATION WORK PARTS.WP_QTY
Summaries shown	Sum of WORK PARTS.WP_QTY by Job Number Grand Total of WORK PARTS.WP_QTY
Selection parameters available	TBA

Parts Usage by Engineer with Costs

Crystal Report name	partusg3.rpt
Description of report	Job parts usage summary, grouped by attending engineer, showing associated quantities and costs.
Links Tables	WORK_PARTS WORK CUSTOMERS STOCK CATEGORIES ENGINEERS
Contains subreports	None
Report grouping	ENGINEERS.EN_NAME STOCK.ST_PARTNO
Fields displayed on report	ENGINEERS.EN_NAME STOCK.ST_PARTNO STOCK.ST_DESC Sum of WORK_PARTS.WP_QTY (part total) Sum of @WPCost (part total) Sum of @WPCost (by engineer)
Summaries shown	Sum of WORK_PARTS.WP_QTY (total) Sum of @WPCost (total)
Selection parameters available	TBA

Inventory

Completed Jobs Analysis by Inventory

Crystal Report name	cjobinv.rpt
Description of report	Detailed completed jobs analysis by inventory item. Shows comprehensive job, fault and parts information.
Links Tables	INVENTORY WORK WORK_FAULT *CAT_FAULT (CATEGORIES) *CAT_CAUSE (CATEGORIES) *CAT_ACTION (CATEGORIES) CATEGORIES SERVICE_TYPES CHARGES STOCK CUSTOMERS CONTRACTS REGIONS CONTACTS ENGINEERS
Contains subreports	Parts – shows parts fitted through all extensions of the job, giving details of part number, description, bin location and quantity used.
Report grouping	@PartNo+SerialNo WORK.WO_COMPLETED_DATE WORK.WO_JOBNO
Fields displayed on report	STOCK.ST_PARTNO INVENTORY.IN_SERIALNO INVENTORY.IN_DESC CUSTOMERS.CU_TAG INVENTORY.IN_ASSETNO INVENTORY.IN_PLACEMENT WORK.WO_JOBNO CATEGORIES.CA_DESC SERVICE_TYPES.SE_DESC CHARGES.CH_DESC ENGINEERS.EN_ENGINEERNO REGIONS.RE_DESC WORK.WO_LOGGEDBY WORK.WO_LOG_DATE WORK.WO_LOG_TIME WORK.WO_RESPONDED_DATE WORK.WO_RESPONDED_TIME WORK.WO_FIXED_DATE WORK.WO_FIXED_TIME WORK.WO_COMPLETED_DATE WORK.WO_COMPLETED_TIME WORK.WO_WORK_HOURS WORK.WO_TRAVEL_HOURS WORK.WO_DOWNTIME_HOURS WORK.WO_RESPONDED_HOURS @MISS-RESP WORK.WO_RESPONSE_REASON WORK.WO_FIX_HOURS @MISS-FIX WORK.WO_FIX_REASON @CUST-REQ @CON (job on contract) @WTY (job on warranty) @Recall WORK.WO_M1_READING WORK.WO_M2_READING WORK.WO_M3_READING WORK.WO_CBC CAT_FAULT.CA_DESC WORK_FAULTS.WF_FAULT_COMMENTS CAT_CAUSE.CA_DESC CAT_ACTION.CA_DESC WORK_FAULTS.WF_ACTION_COMMENTS
Summaries shown	Count of WORK.WO_JOBNO (total) @SHOW-TOTRESP (total)

	@SHOW-TOTFIX (total) @RESPTOT (missed % response total) @SHOW-RESP (missed response total) @AvgFixHrs (Average total fix hours) @FIXTOT (missed % fix total) @SHOW-FIX (missed fix total) @AvgWorkHrs (Average work time total) @AvgTravelTime (Average travel time total)
Selection parameters available	TBA

Completed Jobs by Inventory (Summary)

Crystal Report name	cjobinvs.rpt
Description of report	Completed jobs analysis report by inventory item, brief version. Contains job logged, responded and completed dates/times, plus fault, cause and action details.
Links Tables	INVENTORY WORK WORK_FAULT *CAT_FAULT (CATEGORIES) *CAT_CAUSE (CATEGORIES) *CAT_ACTION (CATEGORIES) CATEGORIES SERVICE_TYPES CHARGES STOCK CUSTOMERS CONTRACTS REGIONS CONTACTS ENGINEERS
Contains subreports	None
Report grouping	@PartNo+SerialNo WORK.WO.JOBNO
Fields displayed on report	CUSTOMERS.CU_TAG STOCK.ST_PARTNO INVENTORY.IN_SERIALNO INVENTORY.IN_PLACEMENT INVENTORY.IN_INSTALL_DATE WORK.WO_LOG_DATE WORK.WO_LOG_TIME WORK.WO_RESPONDED_DATE WORK.WO_RESPONDED_TIME WORK.WO_RESPONDED_HOURS CAT_FAULT.CA_DESC WORK_FAULTS.WF_FAULT_COMMENTS CAT_CAUSE.CA_DESC CAT_ACTION.CA_DESC WORK_FAULTS.WF_ACTION_COMMENTS WORK.WO_COMPLETED_DATE WORK.WO_COMPLETED_TIME WORK.WO_TOTAL_HOURS Avg of WORK.WO_RESPONDED_HOURS (by machine) Avg of WORK.WO_TOTAL_HOURS (by machine) @UpTime (by machine)
Summaries shown	Count of WORK.WO_JOBNO (total) @SHOW-TOTRESP (total) @SHOW-TOTFIX (total) @RESPTOT (missed % response total) @SHOW-RESP (missed response total) @AvgFixHrs (Average total fix hours) @FIXTOT (missed % fix total) @SHOW-FIX (missed fix total) @AvgWorkHrs (Average work time total) @AvgTravelTime (Average travel time total)
Selection parameters available	TBA

Customer Inventory Summary

Crystal Report name	invanal.rpt
Description of report	Customer inventory summary, listed by customer name, showing preferred field engineer.
Links Tables	INVENTORY

	STOCK CATEGORIES CUSTOMERS *COUNTRY (REGIONS) REGIONS CONTRACTS ENGINEERS
Contains subreports	None
Report grouping	CUSTOMERS.CU_TAG
Fields displayed on report	CUSTOMERS.CU_TAG CUSTOMERS.CU_ACCOUNTNO STOCK.ST_PARTNO INVENTORY.IN_DESC INVENTORY.IN_SERIALNO INVENTORY.IN_PLACEMENT INVENTORY.IN_ASSETNO INVENTORY.IN_INSTALL_DATE REGIONS.RE_DESC COUNTRY.RE_DESC ENGINEERS.EN_NAME
Summaries shown	None
Selection parameters available	TBA

Customer Inventory Summary by Account

Crystal Report name	invanal1.rpt
Description of report	Customer inventory summary, listed by head office account group, showing brief contract and response target details.
Links Tables	CUSTOMERS INVENTORY STOCK CATEGORIES CONTRACTS SERVICE_TYPES *INV_SERVICE_TYPES (SERVICE_TYPES) REGIONS *PRIMARIES (CUSTOMERS) *REGIONSP (REGIONS)
Contains subreports	None
Report grouping	PRIMARIES.CU_NAME PRIMARIES.CU_ACCOUNTNO CUSTOMERS.CU_ACCOUNTNO STOCK.ST_PARTNO
Fields displayed on report	PRIMARIES.CU_NAME PRIMARIES.CU_ACCOUNTNO CUSTOMERS.CU_ACCOUNTNO @Address REGIONS.RE_DESC STOCK.ST_PARTNO INVENTORY.IN_DESC INVENTORY.IN_SERIALNO INVENTORY.IN_PLACEMENT INVENTORY.IN_ASSETNO CONTRACTS.CO_CONTRACTNO @RespHours INVENTORY.IN_INSTALL_DATE
Summaries shown	None
Selection parameters available	TBA

Export Inventory Details

Crystal Report name	expinv.rpt
Description of report	Customer inventory listing for export to Excel readable format.
Links Tables	CUSTOMERS INVENTORY STOCK CATEGORIES CONTRACTS REGIONS CONTACTS
Contains subreports	None
Report grouping	None

Fields displayed on report	CUSTOMERS.CU_NAME CUSTOMERS.CU_ADDRESS1 CUSTOMERS.CU_ADDRESS2 CUSTOMERS.CU_ADDRESS3 CUSTOMERS.CU_TOWN CUSTOMERS.CU_COUNTY CUSTOMERS.CU_POSTCODE STOCK.ST_PARTNO INVENTORY.IN_DESC INVENTORY.IN_SERIALNO REGIONS.RE_DESC @Contact CONTACTS.CN_WORKPHONE CONTACTS.CN_FAX
Summaries shown	None
Selection parameters available	TBA

Inventory Listing by Category

Crystal Report name	invcat.rpt
Description of report	Simple inventory listing of product, serial number and customer location, grouped by product category.
Links Tables	INVENTORY STOCK CATEGORIES CUSTOMERS
Contains subreports	None
Report grouping	CATEGORIES.CA_DESC CUSTOMERS.CU_TAG INVENTORY.IN_DESC
Fields displayed on report	CATEGORIES.CA_DESC DistinctCount of INVENTORY.IN_SERIALNO (total items in stock category) CUSTOMERS.CU_TAG INVENTORY.IN_DESC INVENTORY.IN_SERIALNO
Summaries shown	None
Selection parameters available	TBA

Inventory Profitability (Categorised)

Crystal Report name	machprof.rpt
Description of report	Inventory and product category profitability, derived from invoice information
Links Tables	CONTRACTS INVENTORY INVOICE_LINES INVOICE STOCK CATEGORIES *PRODUCTS (STOCK) CUSTOMERS
Contains subreports	None
Report grouping	PRODUCTS.ST_PARTNO INVENTORY.IN_SERIALNO @LineType (Invoice line type) CATEGORIES.CS_DESC
Fields displayed on report	PRODUCTS.ST_PARTNO CONTRACTS.CO_CONTRACTNO INVENTORY.IN_SERIALNO CUSTOMERS.CU_TAG Sum of @Value (by machine) Sum of @Cost (by machine) @MachineProfit (by machine) @LineType (invoice line type) Sum of @Value (by invoice line type) Sum of @Cost (by invoice line type) @Profit (by invoice line type) CATEGORIES.CS_DESC Sum of @CatValue (by category) Sum of @CatCost (by category) @CatProfit (by category)
Summaries shown	Sum of @Value (total) Sum of @Cost (total) @GrProfit (total)

Selection parameters available	TBA
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Inventory Summary (Detailed)

Crystal Report name	invsummd.rpt
Description of report	Inventory listing, one item per page, showing customer and contract details, as well as any kit listing.
Links Tables	INVENTORY COMPONENTS *STOCK_CM (STOCK) SUPPLIERS STOCK REGIONS CUSTOMERS *CUSTOMERS_HO (CUSTOMERS) CONTACTS WARRANTIES CONTRACTS SERVICE_TYPES *SERVICE_TYPES_IN (SERVICE_TYPES) ENGINEERS
Contains subreports	None
Report grouping	INVENTORY.IN_KEY
Fields displayed on report	CUSTOMERS.CU_NAME @Address STOCK.ST_PARTNO INVENTORY.IN_SERIALNO INVENTORY.IN_ASSETNO @WarrantyType @WarrantyExpires CUSTOMERS.CU_ACCOUNTNO CUSTOMERS_HO.CU_EXT_ACCOUNTNO @Contact CONTACTS.CN_DEPT CONTACTS.CN_WORKPHONE CONTACTS.CN_FAX CONTACTS.CN_EMAIL REGIONS.RE_DESC INVENTORY.IN_DESC INVENTORY.IN_PLACEMENT INVENTORY.IN_INSTALL_DATE @ContractType @ContractStarts @ContractExpires @ContractValue STOCK_CM.ST_PARTNO STOCK_CM.ST_DESC COMPONENTS.CM_SERIALNO SUPPLIERS.SU_NAME COMPONENTS.CM_MANWTY_END_DATE ENGINEERS.EN_NAME
Summaries shown	None
Selection parameters available	TBA

Inventory with no Recent Calls

Crystal Report name	nojobs.rpt
Description of report	Equipment listing that have had no service call of any type logged in a given time span to show machines that have perhaps been 'overlooked' for preventative maintenance.
Links Tables	CUSTOMERS INVENTORY WORK STOCK
Contains subreports	None
Report grouping	CUSTOMERS.CU_NAME STOCK.ST_PARTNO INVENTORY.IN_KEY
Fields displayed on report	CUSTOMERS.CU_NAME CUSTOMERS.CU_TAG CUSTOMERS.CU_ACCOUNTNO CUSTOMERS.CU_POSTCODE STOCK.ST_PARTNO

	INVENTORY.IN_SERIALNO WORK.WO_JOBNO WORK.WO_LOG_DATE
Summaries shown	None
Selection parameters available	TBA

Rental Expiry Summary

Crystal Report name	rentexp.rpt
Description of report	Listing of rental agreements due to expire within a specified date range, including customer site details.
Links Tables	INVENTORY STOCK CUSTOMERS
Contains subreports	None
Report grouping	INVENTORY.IN_RENTAL_AGREEMENT
Fields displayed on report	INVENTORY.IN_RENTAL_AGREEMENT CUSTOMERS.CU_NAME @Address STOCK.ST_PARTNO INVENTORY.IN_DESC INVENTORY.IN_SERIALNO INVENTORY.IN_RENTAL_START_DATE INVENTORY.IN_RENTAL_END_DATE INVENTORY.IN_RENTAL_VALUE
Summaries shown	#AgreementCount Sum of INVENTORY.IN_RENTAL_VALUE (total)
Selection parameters available	TBA

Rental Summary

Crystal Report name	rentlst.rpt
Description of report	Rental agreement summary, showing agreement and inventory details.
Links Tables	INVENTORY STOCK CUSTOMERS
Contains subreports	None
Report grouping	INVENTORY.IN_RENTAL_AGREEMENT
Fields displayed on report	INVENTORY.IN_RENTAL_AGREEMENT CUSTOMERS.CU_NAME @Address STOCK.ST_PARTNO INVENTORY.IN_DESC INVENTORY.IN_SERIALNO INVENTORY.IN_RENTAL_START_DATE INVENTORY.IN_RENTAL_END_DATE INVENTORY.IN_RENTAL_VALUE
Summaries shown	#AgreementCount Sum of INVENTORY.IN_RENTAL_VALUE (total)
Selection parameters available	TBA

Warranty Expiry List (Detailed)

Crystal Report name	wtyexp.rpt
Description of report	List of inventory covered by warranty, with an expiry date between a specified date range.
Links Tables	INVENTORY STOCK CUSTOMERS *CUSTOMERS_HO WARRANTIES CONTRACTS
Contains subreports	None
Report grouping	CUSTOMERS.CU_TAG
Fields displayed on report	CUSTOMERS.CU_ACCOUNTNO CUSTOMERS.CU_TAG STOCK.ST_PARTNO STOCK.ST_DESC INVENTORY.IN_SERIALNO INVENTORY.IN_ASSETNO INVENTORY.IN_PLACEMENT CUSTOMERS_HO.CU_EXT_ACCOUNTNO

	INVENTORY.IN_WTY_END_DATE WARRANTIES.WA_DESC CONTRACTS.CO_CONTRACTNO @Status (Contract – active, renewed, expired)
Summaries shown	Count of INVENTORY.IN_SERIALNO (total)
Selection parameters available	TBA

Stock

Average Copy Volume by Product (Graph)

Crystal Report name	avvolg.rpt
Description of report	Average copy volume for meter 1 including maximum volume, grouped by product and serial number. Includes graphs of average volume by product and product population.
Links Tables	CUSTOMERS INVENTORY METERS STOCK CATEGORIES
Contains subreports	None
Report grouping	STOCK.ST_PARTNO INVENTORY.IN_KEY
Fields displayed on report	STOCK.ST_PARTNO INVENTORY.IN_DESC Count of INVENTORY.IN_SERIALNO (by product) Avg of METERS.MT_M1_AVGVOL STOCK.ST_MAX_MONTHLY (recommended max monthly volume) INVENTORY.IN_SERIALNO CUSTOMERS.CU_TAG INVENTORY.IN_INSTALL_DATE METERS.MT_M1_CUR METERS.MT_M1_AVGVOL @HighLow (High if average exceeds maximum recommended volume)
Summaries shown	Graph #1 – Average copy volume by product X Axis - STOCK.ST_PARTNO Y Axis - Avg of METERS.MT_M1_AVGVOL STOCK.ST_MAX_MONTHLY Graph #2 – Population by Product X Axis - STOCK.ST_PARTNO Y Axis – Count of STOCK.ST_DESC
Selection parameters available	TBA

Cost per 1000 copies by Product

Crystal Report name	cpcinv.rpt
Description of report	Analysis of the costs accumulated on invoicing for an inventory item, averaged per 1000 copies, against the revenue generated averaged by 1000 copies. Includes graph of cost per 1000 copies by inventory serial number.
Links Tables	INVOICE LINES INVOICE INVENTORY METERS STOCK CATEGORIES CUSTOMERS
Contains subreports	None
Report grouping	STOCK.ST_PARTNO INVENTORY.IN_KEY
Fields displayed on report	STOCK.ST_PARTNO STOCK.ST_DESC CUSTOMERS.CU_TAG INVENTORY.IN_SERIALNO @CopiesbyInv @CostPer1000 @RevPer1000

	@HighLow (High if costs are greater than revenue) @PartCopies2 (copies by part number) @CostPer1000Stock (total costs by part number)
Summaries shown	Graph – Costs per 1000 copies by inventory X Axis - INVENTORY.IN_SERIALNO Y Axis - @CostPer1000
Selection parameters available	TBA

Customers by Product Summary

Crystal Report name	stkcus01.rpt
Description of report	Cross reference of products installed, grouped by customer name, including brief contract details.
Links Tables	STOCK INVENTORY CUSTOMERS CONTRACTS
Contains subreports	None
Report grouping	STOCK.ST_PARTNO CUSTOMERS.CU_NAME
Fields displayed on report	STOCK.ST_PARTNO STOCK.ST_DESC Count of INVENTORY.IN_SERIALNO (by product) CUSTOMERS.CU_NAME CUSTOMERS.CU_TOWN Count of INVENTORY.IN_SERIALNO (by customer) INVENTORY.IN_SERIALNO CONTRACTS.CO_CONTRACTNO CONTRACTS.CO_START_DATE CONTRACTS.CO_END_DATE
Summaries shown	None
Selection parameters available	TBA

Inventory Population

Crystal Report name	invpop1.rpt
Description of report	Summary of inventory with customers (not scrapped or unallocated), including graph and cross reference of installation jobs by month.
Links Tables	STOCK INVENTORY CUSTOMERS CONTRACTS CATEGORIES
Contains subreports	None
Report grouping	STOCK.ST_PARTNO
Fields displayed on report	STOCK.ST_PARTNO STOCK.ST_DESC Count of INVENTORY.IN_SERIALNO (by part)
Summaries shown	DistinctCount of STOCK.ST_DESC (Total products) Count of INVENTORY.IN_SERIALNO (Total inventory) Graph – Inventory population by product X Axis - STOCK.ST_PARTNO Y Axis - Count of INVENTORY.IN_SERIALNO Cross tab – Installations by month Rows - STOCK.ST_PARTNO Columns – INVENTORY.IN_INSTALL_DATE
Selection parameters available	TBA

Part Usage by Inventory Item

Crystal Report name	invparts.rpt
Description of report	Parts usage by inventory item, including quantities
Links Tables	WORK PARTS WORK STOCK INVENTORY *PRODUCTS (STOCK)
Contains subreports	None

Report grouping	STOCK.ST_PARTNO PRODUCT.ST_PARTNO INVENTORY.IN_SERIALNO
Fields displayed on report	STOCK.ST_PARTNO STOCK.ST_DESC Sum of WORK_PARTS.WP_QTY (total by part) PRODUCTS.ST_PARTNO INVENTORY.IN_SERIALNO Sum of WORK_PARTS.WP_QTY (total by inventory item)
Summaries shown	None
Selection parameters available	TBA

Parts Yield by Customer & Inventory

Crystal Report name	yieldcu.rpt
Description of report	Parts yield grouped by customer and inventory, showing the averaged copies yield of parts fitted through service calls.
Links Tables	WORK PARTS WORK STOCK INVENTORY METERS *PRODUCT(STOCK) CUSTOMERS
Contains subreports	None
Report grouping	STOCK.ST_PARTNO INVENTORY.IN_KEY
Fields displayed on report	STOCK.ST_PARTNO STOCK.ST_DESC PRODUCT.ST_PARTNO INVENTORY.IN_SERIALNO INVENTORY.IN_PLACEMENT CUSTOMERS.CU_TAG METERS.MT_M1_INST METERS.MT_M1_CUR Sum of WORK_PARTS.WP_QTY @InventoryLifeCopies (Copies divided by part quantity)
Summaries shown	Sum of WORK_PARTS.WP_QTY (total of part fitted) @AvgPartLifeCopies (total)
Selection parameters available	TBA

Product/Part Kits Listing

Crystal Report name	prodkit.rpt
Description of report	List of stock records where a kit component list has been set up.
Links Tables	*PRODUCT (STOCK) COMPONENTS STOCK
Contains subreports	None
Report grouping	COMPONENTS.CM_ST_KEY
Fields displayed on report	PRODUCT.ST_PARTNO (Owner part number) PRODUCT.ST_DESC (Owner part description) STOCK.ST_PARTNO (kit part number) STOCK.ST_DESC (kit part description) COMPONENTS.CM_QTY STOCK.ST_PRICE STOCK.ST_COST STOCK.ST_WEIGHTED_COST
Summaries shown	None
Selection parameters available	TBA

Product Summary (Copiers)

Crystal Report name	copier.rpt
Description of report	Copier product listing, grouped by stock category.
Links Tables	STOCK CATEGORIES
Contains subreports	None
Report grouping	STOCK.ST_CAKEY
Fields displayed on report	CATEGORIES.CA_DESC STOCK.ST_PARTNO

	STOCK.ST_DESC @MeterType (B/W or Colour) STOCK.ST_METERS (no of meters) STOCK.ST_M1_AVGVOL (Recommended) STOCK.ST_MAX_MONTHLY (Recommended) STOCK.ST_CBC (Recommended) STOCK.ST_COPIES_TO_PM (Recommended)
Summaries shown	Count of CATEGORIES.CA_DESC (products by stock category) Count of CATEGORIES.CA_DESC (total product records)
Selection parameters available	TBA

Product Summary (Non-copiers)

Crystal Report name	product.rpt
Description of report	Product listing, grouped by stock category.
Links Tables	STOCK CATEGORIES
Contains subreports	None
Report grouping	STOCK.ST_CAKEY
Fields displayed on report	CATEGORIES.CA_DESC STOCK.ST_PARTNO STOCK.ST_DESC STOCK.ST_MANUFACTURER @PM? (marked for Planned Maintenance on the stock record)
Summaries shown	Count of CATEGORIES.CA_DESC (products by stock category) Count of CATEGORIES.CA_DESC (total product records)
Selection parameters available	TBA

Spare Parts Pricing Summary

Crystal Report name	spares.rpt
Description of report	Spare parts pricing listing, showing cost, selling and discounted prices, grouped by Stock Category.
Links Tables	STOCK CATEGORIES
Contains subreports	None
Report grouping	CATEGORIES.CA_DESC
Fields displayed on report	CATEGORIES.CA_DESC STOCK.ST_PARTNO STOCK.ST_DESC STOCK.ST_MANUFACTURER STOCK.ST_MAN_PARTNO STOCK.ST_LOCATION STOCK.ST_NOMINAL @Chargeable (Is always chargeable from stock record) STOCK.ST_PRICE STOCK.ST_COST STOCK.ST_VATCODE STOCK.ST_DISCOUNT1 STOCK.ST_DISCOUNT2 STOCK.ST_DISCOUNT3
Summaries shown	Count of STOCK.ST_PARTNO (by stock category) Count of STOCK.ST_PARTNO (total part records)
Selection parameters available	TBA

Stock Notes Listing

Crystal Report name	stknote.rpt
Description of report	Stock notes listing, showing all notes made against the stock record.
Links Tables	STOCK MEMOS
Contains subreports	None
Report grouping	STOCK.ST_PARTNO MEMOS.ME_PAGE
Fields displayed on report	STOCK.ST_PARTNO STOCK.ST_DESC @PageNo (Notes page number) MEMOS.ME_TEXT
Summaries shown	None
Selection parameters available	TBA

Warranty Expiry by Part Number

Crystal Report name	wty1.rpt
Description of report	Table of warranties applied to inventory items, grouped by product number.
Links Tables	STOCK INVENTORY WARRANTIES
Contains subreports	None
Report grouping	WARRANTIES.WA_DESC STOCK.ST_PARTNO
Fields displayed on report	WARRANTIES.WA_DESC Count of INVENTORY.IN_SERIALNO (by warranty) STOCK.ST_PARTNO Count of INVENTORY.IN_SERIALNO (by product)
Summaries shown	Count of INVENTORY.IN_SERIALNO (total items covered by inventory)
Selection parameters available	TBA

Loans

Products on Loan

Crystal Report name	loanprod.rpt
Description of report	Listing of Inventory items currently on loan through service calls, grouped by product number, showing brief details of related job.
Links Tables	LOANS WORK STOCK INVENTORY
Contains subreports	None
Report grouping	STOCK.ST_PARTNO WORK.WO_JOBNO
Fields displayed on report	STOCK.ST_PARTNO WORK.WO_JOBNO WORK.WO_LOG_DATE WORK.WO_NAME INVENTORY.IN_SERIALNO @Status (current loan status) LOANS.LO_EDIT_DATE
Summaries shown	None
Selection parameters available	TBA

Purchase Orders

Purchase Order Listing

Crystal Report name	pordlst.rpt
Description of report	Purchase order listing, showing details of supplier, goods order and those received to date.
Links Tables	PORDER PORDER_LINES STOCK SUPPLIERS
Contains subreports	None
Report grouping	PORDER.PO_ORDERNO
Fields displayed on report	@Live (current p/o status, O/S where items are still be come) PORDER.PO_ORDERNO SUPPLIERS.SU_NAME PORDER.PO_ORDER_DATE PORDER.PO_REQUIRED_DATE PORDER.PO_VALUE STOCK.ST_PARTNO STOCK.ST_DESC PORDER_LINES.PL_UNIT_COST PORDER_LINES.PL_QTY_ORDERED PORDER_LINES.PL_QTY_OUTSTANDING PORDER_LINES.PL_RECEIVED_DATE
Summaries shown	Sum of PORDER.PO_VALUE Sum of @totalreceived

Selection parameters available	TBA
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Purchase Order Print

Crystal Report name	porder.rpt
Description of report	Purchase order template.
Links Tables	PORDER PORDER LINES STOCK WORK ENGINEERS SUPPLIERS REGIONS CATEGORIES *CATEGORIES2 (CATEGORIES)
Contains subreports	None
Report grouping	PORDER.PO_ORDERNO
Fields displayed on report	PORDER.PO_ORDERNO SUPPLIERS.SU_NAME SUPPLIERS.SU_ADDRESS1 SUPPLIERS.SU_ADDRESS2 SUPPLIERS.SU_ADDRESS3 SUPPLIERS.SU_TOWN SUPPLIERS.SU_COUNTY SUPPLIERS.SU_POSTCODE SUPPLIERS.SU_PHONE SUPPLIERS.SU_FAX PORDER.PO_NAME PORDER.PO_ADDRESS1 PORDER.PO_ADDRESS2 PORDER.PO_ADDRESS3 PORDER.PO_TOWN PORDER.PO_COUNTY PORDER.PO_POSTCODE PORDER.PO_ORDER_DATE PORDER.PO_REQUIRED_DATE PORDER.PO_REQUIREDBY CATEGORIES.CA_DESC @PrintLine STOCK.ST_PARTNO STOCK.ST_DESC PORDER_LINES.PL_QTY_ORDERED @UnitCost @ItemVat PORDER_LINES.PL_COMMENTS WORK.WO_JOBNO WORK.WO_NAME ENGINEERS.EN_NAME PORDER.PO_COMMENTS @Delivery @TotalValue @Total VAT @GrandTotal
Summaries shown	None
Selection parameters available	TBA

Purchase Orders by Part

Crystal Report name	pordstk.rpt
Description of report	Listing of purchase ordered items, part by part, including receipt date where applicable.
Links Tables	PORDER PORDER LINES STOCK SUPPLIERS
Contains subreports	None
Report grouping	STOCK.ST_PARTNO
Fields displayed on report	STOCK.ST_PARTNO STOCK.ST_DESC PORDER.PO_ORDERNO SUPPLIERS.SU_NAME PORDER.PO_ORDER_DATE PORDER_LINES.PL_UNIT_COST

	PORDER_LINES.PL_QTY_ORDERED PORDER_LINES.PL_QTY_OUTSTANDING PORDER_LINES.PL_RECEIVED_DATE
Summaries shown	Sum of @totalreceived (value of goods received)
Selection parameters available	TBA

Supplier Invoices

Crystal Report name	pordinv.rpt
Description of report	Purchase order receipts listed by supplier, and supplier invoice number, in a given date range.
Links Tables	PORDER LINES STOCK MOVEMENTS PORDER SUPPLIER CATEGORIES STOCK
Contains subreports	None
Report grouping	SUPPLIERS.SU_NAME STOCK MOVEMENTS.SM_REF2 PORDER.PO_ORDERNO
Fields displayed on report	SUPPLIERS.SU_NAME STOCK MOVEMENTS.SM_REF2 (suppliers invoice number) PORDER.PO_ORDERNO STOCK.ST_PARTNO STOCK.ST_DESC @Qty (items received) @InvVal (value of items received) Sum of @InvVal (total value by suppliers invoice reference)
Summaries shown	Sum of @InvVal (overall value of items received)
Selection parameters available	TBA

Stock Control

Customer Stock Valuation

Crystal Report name	custstk.rpt
Description of report	Customer stock valuation report.
Links Tables	STOCK HOLDINGS STOCK CATEGORIES CUSTOMERS
Contains subreports	None
Report grouping	CUSTOMERS.CU_NAME
Fields displayed on report	CUSTOMERS.CU_NAME STOCK.ST_PARTNO STOCK_HOLDINGS.SH_QTY @CustVal (value of by part)
Summaries shown	@TotCust (total value by customer)
Selection parameters available	TBA

Engineer Stock Valuation

Crystal Report name	stkeng01.rpt
Description of report	Engineer/locational stock valuation report.
Links Tables	ENGINEERS STOCK HOLDINGS STOCK
Contains subreports	None
Report grouping	ENGINEERS.EN_NAME STOCK_HOLDINGS.SH_TYPE
Fields displayed on report	ENGINEERS.EN_NAME @Type (good/faulty stock) STOCK.ST_PARTNO STOCK.ST_DESC STOCK_HOLDINGS.SH_QTY @EngiVal (value by part)
Summaries shown	@TotEngi (total stock value by engineer/location)
Selection parameters available	TBA

Non-stock Items Listing

Crystal Report name	nonstock.rpt
Description of report	Simple listing of all stock records marked as 'non-stock' by the option on tab 7 of the stock record.
Links Tables	STOCK
Contains subreports	None
Report grouping	None
Fields displayed on report	STOCK.ST_PARTNO STOCK.ST_DESC
Summaries shown	DistinctCount of STOCK.ST_PARTNO (total items)
Selection parameters available	TBA

Parts List with Stock Levels

Crystal Report name	partlist.rpt
Description of report	Summary listing of parts, showing current cost and selling price, and current allocations to jobs and sales orders.
Links Tables	STOCK STOCK HOLDINGS
Contains subreports	None
Report grouping	STOCK.ST_PARTNO
Fields displayed on report	STOCK.ST_PARTNO STOCK.ST_DESC STOCK.ST_COST STOCK.ST_PRICE Sum of @InStock (main stock holding) Sum of @JobReserved (reserved for jobs) Sum of @SalesReserved (reserved for sales)
Summaries shown	None
Selection parameters available	TBA

Parts Order Levels and Values

Crystal Report name	stklevel.rpt
Description of report	The maximum, minimum and current main stock level, part by part, and valuation of each.
Links Tables	STOCK STOCK HOLDINGS
Contains subreports	None
Report grouping	STOCK.ST_PARTNO
Fields displayed on report	STOCK.ST_PARTNO STOCK.ST_DESC STOCK.ST_REORDER_TO @ReorderVal (value of maximum recommended stock holding) STOCK.ST_REORDER_LEVEL @MinVal (value of minimum recommended stock holding) @ShowQty (current main stock holding) @CurVal (value of current stock holding)
Summaries shown	None
Selection parameters available	TBA

Parts to Order

Crystal Report name	reorder.rpt
Description of report	Parts listing where current stock level has reached or fallen below the re-order to level set on the stock record. Replicates the Stock replenishments, Reorder option.
Links Tables	STOCK STOCK HOLDINGS
Contains subreports	None
Report grouping	STOCK.ST_PARTNO
Fields displayed on report	STOCK.ST_PARTNO STOCK.ST_DESC STOCK.ST_REORDER_TO @ShowQty (current main stock holding) @Reorder (difference between main and desired holding)
Summaries shown	None
Selection parameters available	TBA

Reprint Despatch Note

Crystal Report name	engdesp.rpt
Description of report	Despatch note for parts sent directly to an engineer/customer/supplier via the stock replenishments routine.
Links Tables	STOCK MOVEMENTS STOCK ENGINEERS CUSTOMERS SUPPLIERS
Contains subreports	None
Report grouping	@Name (Engineer/customer/supplier) STOCK_MOVEMENTS.SM_TRANSACTION_REF
Fields displayed on report	@Name @Address STOCK_MOVEMENTS.SM_TRANSACTION_REF STOCK.ST_PARTNO STOCK.ST_DESC STOCK.ST_LOCATION STOCK_MOVEMENTS.SM_QTY
Summaries shown	None
Selection parameters available	TBA

Slow Moving Stock

Crystal Report name	slow.rpt
Description of report	Slow moving stock report. Shows part numbers that have not moved from a user defined cut-off date.
Links Tables	STOCK STOCK MOVEMENTS
Contains subreports	None
Report grouping	STOCK.ST_PARTNO
Fields displayed on report	@Cut-off date STOCK.ST_PARTNO STOCK.ST_DESC #Most recent date (in comparison to the cut off date)
Summaries shown	None
Selection parameters available	TBA

Stock Movements Audit by Date

Crystal Report name	movaud02.rpt
Description of report	Detailed listing of all stock movements within MSA, grouped by movement date.
Links Tables	STOCK MOVEMENTS STOCK ENGINEERS SORDER *CUSTOMERS_1 (CUSTOMERS) SORDER LINES *DESP_SORDER (SORDER) *DESP_CUSTOMERS (CUSTOMERS) WORK CUSTOMERS
Contains subreports	None
Report grouping	STOCK MOVEMENTS.SM_DATE STOCK.ST_PARTNO
Fields displayed on report	STOCK MOVEMENTS.SM_DATE STOCK.ST_PARTNO STOCK.ST_DESC @Type (movement type) @ShowQty STOCK_MOVEMENTS.SM_TRANSACTION_REF ENGINEERS.EN_NAME WORK.WO_JOBNO WORK.WO_NAME CUSTOMERS.CU_TAG @Despatch @Despatch customer
Summaries shown	@TotalMainQty (Change to main stock level by part) @TotalEngiQty (Change to locational stock level by part)
Selection parameters available	TBA

Stock Movements Audit by Part

Crystal Report name	movaud01.rpt
Description of report	Detailed listing of all stock movements within MSA, grouped by part number.
Links Tables	STOCK MOVEMENTS STOCK ENGINEERS SORDER *CUSTOMERS_1 (CUSTOMERS) SORDER LINES *DESP_SORDER (SORDER) *DESP_CUSTOMERS (CUSTOMERS) WORK CUSTOMERS
Contains subreports	None
Report grouping	STOCK.ST_PARTNO STOCK MOVEMENTS.SM_DATE
Fields displayed on report	STOCK.ST_PARTNO STOCK.ST_DESC STOCK MOVEMENTS.SM_DATE @Type (movement type) @ShowQty STOCK_MOVEMENTS.SM_TRANSACTION_REF ENGINEERS.EN_NAME WORK.WO_JOBNO WORK.WO_NAME CUSTOMERS.CU_TAG @Despatch @Despatch customer
Summaries shown	@TotalMainQty (Change to main stock level by part) @TotalEngiQty (Change to locational stock level by part)
Selection parameters available	TBA

Stock Movements Audit by Transaction

Crystal Report name	movaud03.rpt
Description of report	Detailed listing of all stock movements within MSA, grouped by movement transaction reference.
Links Tables	STOCK MOVEMENTS STOCK ENGINEERS SORDER *CUSTOMERS_1 (CUSTOMERS) SORDER LINES *DESP_SORDER (SORDER) *DESP_CUSTOMERS (CUSTOMERS) WORK CUSTOMERS
Contains subreports	None
Report grouping	STOCK MOVEMENTS.SM_TRANSACTION_REF STOCK.ST_PARTNO
Fields displayed on report	STOCK MOVEMENTS.SM_TRANSACTION_REF STOCK.ST_PARTNO STOCK.ST_DESC @Type (movement type) @ShowQty STOCK_MOVEMENTS.SM_DATE ENGINEERS.EN_NAME WORK.WO_JOBNO WORK.WO_NAME CUSTOMERS.CU_TAG @Despatch @Despatch customer
Summaries shown	@TotalMainQty (Change to main stock level by part) @TotalEngiQty (Change to locational stock level by part)
Selection parameters available	TBA

Stock Valuation by Category

Crystal Report name	stkval03.rpt
Description of report	Stock valuation report, grouped by stock category, using current cost price on

	the stock record multiplied by quantity in stock. This report takes a snap shot at a point in time and must be run in accordance with accounting procedures (for example last or first working day of month).
Links Tables	STOCK HOLDINGS STOCK CATEGORIES
Contains subreports	None
Report grouping	CATEGORIES.CA_DESC STOCK.ST_PARTNO
Fields displayed on report	@Category STOCK.ST_PARTNO STOCK.ST_LOCATION @Main (main stock by part) @MainVal (main stock value by part) @Engi (locational stock by part) @EngiVal (locational stock value by part)
Summaries shown	@TotMain (main stock total value) @TotEngi (locational stock value)
Selection parameters available	TBA

Stock Valuation by Part

Crystal Report name	stkval01.rpt
Description of report	Stock valuation report, using current cost price on the stock record multiplied by quantity in stock. This report takes a snap shot at a point in time and must be run in accordance with accounting procedures (for example last or first working day of month).
Links Tables	STOCK HOLDINGS STOCK
Contains subreports	None
Report grouping	STOCK.ST_PARTNO
Fields displayed on report	STOCK.ST_PARTNO STOCK.ST_LOCATION @Main (main stock by part) @MainVal (main stock value by part) @Engi (locational stock by part) @EngiVal (locational stock value by part) @Jobs (reserved for jobs by part) @JobsVal (reserved for jobs value by part) @Sales (reserved for sales by part) @SalesVal (reserved for sales value by part)
Summaries shown	@TotMain (main stock total value) @TotEngi (locational stock value) @TotJobs (reserved for jobs total value) @TotSales (reserved for sales total value)
Selection parameters available	TBA

Invoicing

Costing Analyses

Manufacturer Warranty Claims

Crystal Report name	wtyclaim.rpt
Description of report	Listing of parts fitted through service jobs before the manufacturer's warranty has expired, indicating possible warranty claims.
Links Tables	WORK WORK PARTS STOCK INVENTORY *PRODUCTS (STOCK)
Contains subreports	None
Report grouping	PRODUCTS.ST_MANUFACTURER WORK.WO_JOBNO
Fields displayed on report	PRODUCTS.ST_MANUFACTURER WORK.WO_JOBNO WORK.WO_COMPLETED_DATE PRODUCTS.ST_PARTNO INVENTORY.IN_SERIALNO

	INVENTORY.IN_MANWTY_END_DATE @Expiry STOCK.ST_PARTNO STOCK.ST_DESC @ManPartNo WORK_PARTS.WP_QTY WORK_PARTS.WP_COST @Cost Sum of @Cost (by job)
Summaries shown	Sum of @Cost (total)
Selection parameters available	TBA

Invoice Prints

Invoice Labels

Crystal Report name	invlabel.rpt
Description of report	Invoice address labels
Links Tables	INVOICE CUSTOMERS REGIONS
Contains subreports	None
Report grouping	None
Fields displayed on report	CUSTOMERS.CU_NAME CUSTOMERS.CU_ADDRESS1 CUSTOMERS.CU_ADDRESS2 CUSTOMERS.CU_ADDRESS3 CUSTOMERS.CU_TOWN CUSTOMERS.CU_COUNTY CUSTOMERS.CU_POSTCODE REGIONS.RE_DESC
Summaries shown	None
Selection parameters available	TBA

Print Contract Invoice

Crystal Report name	cinvprn.rpt
Description of report	Contract billing invoice template
Links Tables	INVOICE INVOICE LINES INVENTORY STOCK *CUSTOMERS_LOC (CUSTOMERS) CONTRACTS SERVICE TYPES CUSTOMERS REGIONS SORDER *ORIG INVOICE (INVOICE)
Contains subreports	Taxes – Showing taxation description and value following the authorisation of provisional invoice
Report grouping	INVOICE.IV_INVOICENO CUSTOMERS_LOC.CU_KEY
Fields displayed on report	@_CompanyName @_CompanyAddress @_CompanyPhone @InvorCrd CUSTOMERS.CU_NAME CUSTOMERS.CU_ADDRESS1 CUSTOMERS.CU_ADDRESS2 CUSTOMERS.CU_ADDRESS3 CUSTOMERS.CU_TOWN CUSTOMERS.CU_COUNTY CUSTOMERS.CU_POSTCODE INVOICE.IV_INVOICENO INVOICE.IV_INVOICE_DATE INVOICE.IV_ORDERNO CUSTOMERS.CU_EXT_ACCOUNTNO @PageNo CUSTOMERS_LOC.CU_NAME CUSTOMERS_LOC.CU_ADDRESS1

	CUSTOMERS.LOC.CU_ADDRESS2 CUSTOMERS.LOC.CU_ADDRESS3 CUSTOMERS.LOC.CU_TOWN CUSTOMERS.LOC.CU_COUNTY CUSTOMERS.LOC.CU_POSTCODE STOCK.ST_PARTNO INVENTORY.IN_SERIALNO CONTRACTS.CO_CONTRACTNO @Period SERVICE_TYPES.SE_DESC @Invoiced as INVOICE.IV_CURRENCY INVOICE LINES.IL_VAT_VALUE @PMCredit @InvoiceTotal @VATTotal @GrandTotal @Payment @_CompanyVatNo
Summaries shown	None
Selection parameters available	TBA

Print Meter Invoice

Crystal Report name	minvprn.rpt
Description of report	Meter billing invoice template
Links Tables	INVOICE INVOICE LINES INVENTORY STOCK *CUSTOMERS.LOC (CUSTOMERS) CUSTOMERS REGIONS SORDER *ORIG INVOICE (INVOICE)
Contains subreports	Taxes – Showing taxation description and value following the authorisation of provisional invoice
Report grouping	INVOICE.IV_INVOICENO @Consolidated INVOICE LINES.IL_INKEY
Fields displayed on report	@_CompanyName @_CompanyAddress @_CompanyPhone @InvorCrd CUSTOMERS.CU_NAME CUSTOMERS.CU_ADDRESS1 CUSTOMERS.CU_ADDRESS2 CUSTOMERS.CU_ADDRESS3 CUSTOMERS.CU_TOWN CUSTOMERS.CU_COUNTY CUSTOMERS.CU_POSTCODE INVOICE.IV_INVOICENO INVOICE.IV_INVOICE_DATE INVOICE.IV_ORDERNO CUSTOMERS.CU_EXT_ACCOUNTNO @PageNo @Machine @SerialNo CUSTOMERS.LOC.CU_TAG INVENTORY.IN_PLACEMENT INVOICE_LINES.IL_DESC INVOICE LINES.IL_NETT_VALUE INVOICE LINES.IL_VAT_VALUE INVOICE.IV_NETT_VALUE INVOICE.IV_VAT_VALUE INVOICE.IV_TOTAL_VALUE @Payment @_CompanyVatNo
Summaries shown	None
Selection parameters available	TBA

Print Rental Invoice

Crystal Report name	rinvprn.rpt
Description of report	Rental agreement invoice template
Links Tables	INVOICE INVOICE LINES INVENTORY STOCK CONTRACTS *CUSTOMERS_LOC (CUSTOMERS) CUSTOMERS REGIONS SORDER *ORIG INVOICE (INVOICE) *ORIG INVOICE LINES (INVOICE LINES)
Contains subreports	Taxes – Showing taxation description and value following the authorisation of provisional invoice
Report grouping	INVOICE.IV_INVOICENO
Fields displayed on report	@_CompanyName @_CompanyAddress @_CompanyPhone @InvorCrd ORIG INVOICE.IV_INVOICENO CUSTOMERS.CU_NAME CUSTOMERS.CU_ADDRESS1 CUSTOMERS.CU_ADDRESS2 CUSTOMERS.CU_ADDRESS3 CUSTOMERS.CU_TOWN CUSTOMERS.CU_COUNTY CUSTOMERS.CU_POSTCODE @VATRegNo INVOICE.IV_INVOICENO INVOICE.IV_INVOICE_DATE INVOICE.IV_ORDERNO CUSTOMERS.CU_EXT_ACCOUNTNO STOCK.ST_PARTNO INVENTORY.IN_SERIALNO INVENTORY.IN_RENTAL_AGREEMENT @Period INVOICE LINES.IL_NETT_VALUE INVOICE LINES.IL_VAT_VALUE CUSTOMERS_LOC.CU_NAME CUSTOMERS_LOC.CU_ADDRESS1 CUSTOMERS_LOC.CU_ADDRESS2 CUSTOMERS_LOC.CU_ADDRESS3 CUSTOMERS_LOC.CU_TOWN CUSTOMERS_LOC.CU_COUNTY CUSTOMERS_LOC.CU_POSTCODE @InvoiceTotal @VATTotal @GrandTotal @Payment @_CompanyVatNo
Summaries shown	None
Selection parameters available	TBA

Print Service Invoice

Crystal Report name	sinvprn.rpt
Description of report	Service job invoice template
Links Tables	INVOICE INVOICE LINES *CUSTOMERS_LOC (CUSTOMERS) *STOCK-IL (STOCK) REGIONS WORK WORK FAULTS CHARGES INVENTORY STOCK CONTRACTS
Contains subreports	Taxes – Showing taxation description and value following the authorisation of provisional invoice
Report grouping	INVOICE.IV_INVOICENO
Fields displayed on report	@_CompanyName

	@_CompanyAddress @_CompanyPhone @InvorCrd CUSTOMERS.CU_NAME CUSTOMERS.CU_ADDRESS1 CUSTOMERS.CU_ADDRESS2 CUSTOMERS.CU_ADDRESS3 CUSTOMERS.CU_TOWN CUSTOMERS.CU_COUNTY CUSTOMERS.CU_POSTCODE @VATRegNo INVOICE.IV_INVOICENO INVOICE.IV_INVOICE_DATE INVOICE.IV_ORDERNO CUSTOMERS.CU_EXT_ACCOUNTNO WORK.WO_JOBNO CONTRACTS.CO_CONTRACTNO @InDesc INVENTORY.IN_SERIALNO WORK_FAULTS.WF_FAULT_COMMENTS WORK_FAULTS.WF_ACTION_COMMENTS STOCK-IL.ST_PARTNO INVOICE LINES.IL_DESC INVOICE LINES.IL_QTY INVOICE LINES.IL_UNIT_VALUE INVOICE LINES.IL_NETT_VALUE INVOICE LINES.IL_VAT_VALUE CUSTOMERS.LOC.CU_NAME CUSTOMERS.LOC.CU_ADDRESS1 CUSTOMERS.LOC.CU_ADDRESS2 CUSTOMERS.LOC.CU_ADDRESS3 CUSTOMERS.LOC.CU_TOWN CUSTOMERS.LOC.CU_COUNTY CUSTOMERS.LOC.CU_POSTCODE @InvoiceTotal @VATTotal @GrandTotal @Payment @_CompanyVatNo
Summaries shown	None
Selection parameters available	TBA

Print SOP Invoice

Crystal Report name	dinvprn.rpt
Description of report	Sales order processing invoice template
Links Tables	INVOICE INVOICE LINES INVENTORY STOCK *CUSTOMERS_LOC (CUSTOMERS) *STOCK-IL (STOCK) SORDER LINES CUSTOMERS REGIONS SORDER
Contains subreports	Taxes – Showing taxation description and value following the authorisation of provisional invoice
Report grouping	INVOICE.IV_INVOICENO
Fields displayed on report	@_CompanyName @_CompanyAddress @_CompanyPhone @HEADING CUSTOMERS.CU_NAME CUSTOMERS.CU_ADDRESS1 CUSTOMERS.CU_ADDRESS2 CUSTOMERS.CU_ADDRESS3 CUSTOMERS.CU_TOWN CUSTOMERS.CU_COUNTY CUSTOMERS.CU_POSTCODE @VATRegNo INVOICE.IV_INVOICENO INVOICE.IV_INVOICE_DATE INVOICE.IV_ORDERNO

	CUSTOMERS.CU_EXT_ACCOUNTNO @PageNo INVOICE_LINES.IL_QTY INVOICE_LINES.IL_DESC SORDER_LINES.SL_UNIT_PRICE SORDER_LINES.SL_DISCOUNT @Invoiced as INVOICE.IL_VAT_VALUE INVENTORY.IN_SERIALNO @Installed @LineComments SORDER.SO_NAME SORDER.SO_ADDRESS1 SORDER.SO_ADDRESS2 SORDER.SO_ADDRESS3 SORDER.SO_TOWN SORDER.SO_COUNTY SORDER.SO_POSTCODE @InvoiceTotal @VATTotal @GrandTotal @Payment @_CompanyVatNo
Summaries shown	None
Selection parameters available	TBA

Invoice Summaries

Contract Invoice List

Crystal Report name	cbillinv.rpt
Description of report	Summary of contract price invoicing in a given date range.
Links Tables	INVOICE INVOICE_LINES INVENTORY STOCK CUSTOMERS CONTRACTS
Contains subreports	None
Report grouping	CUSTOMERS.CU_ACCOUNTNO INVOICE.IV_INVOICENO INVOICE_LINES.IL_INKEY
Fields displayed on report	@Customer Sum of INVOICE_LINES.IL_NETT_VALUE (by customer) INVOICE.IV_INVOICENO INVOICE.IV_INVOICE_DATE INVOICE.IV_DUE_DATE CONTRACTS.CO_CONTRACTNO INVOICE.IV_NETT_VALUE STOCK.ST_DESC INVENTORY.IN_SERIALNO @Period INVOICE_LINES.IL_NETT_VALUE
Summaries shown	Sum of INVOICE_LINES.IL_NETT_VALUE (total)
Selection parameters available	TBA

Invoicing Summary

Crystal Report name	invsum.rpt
Description of report	Invoicing summary, by billing type and month.
Links Tables	INVOICE CUSTOMERS WORK WORK_FAULTS CATEGORIES
Contains subreports	None
Report grouping	INVOICE.IV_INVOICE_DATE @InvType
Fields displayed on report	INVOICE.IV_INVOICE_DATE @InvType INVOICE.IV_INVOICENO

	CUSTOMERS.CU_EXT_ACCOUNTNO CUSTOMERS.CU_NAME INVOICE.IV_INVOICE_DATE INVOICE.IV_DUE_DATE INVOICE.IV_NETT_VALUE
Summaries shown	Sum of INVOICE.IV_NETT_VALUE (by invoice type) Sum of INVOICE.IV_NETT_VALUE (total)
Selection parameters available	TBA

Invoicing Summary with Line Details

Crystal Report name	invsumd.rpt
Description of report	Invoicing summary, by billing type and month, showing full invoice line details.
Links Tables	INVOICE INVOICE_LINES INVENTORY STOCK CUSTOMERS WORK WORK_FAULTS CATEGORIES
Contains subreports	None
Report grouping	INVOICE.IV_INVOICE_DATE @InvType INVOICE.IV_INVOICENO
Fields displayed on report	INVOICE.IV_INVOICE_DATE @InvType INVOICE.IV_INVOICENO CUSTOMERS.CU_EXT_ACCOUNTNO CUSTOMERS.CU_NAME INVOICE.IV_DUE_DATE INVOICE.IV_NETT_VALUE INVOICE_LINES.IL_DESC STOCK.ST_PARTNO INVENTORY.IN_SERIALNO INVENTORY.IN_PLACEMENT INVOICE_LINES.IL_QTY INVOICE_LINES.IL_UNIT_VALUE INVOICE_LINES.IL_NETT_VALUE
Summaries shown	#Invoice Type Total #Overall Total
Selection parameters available	TBA

Meter Billing Invoice List

Crystal Report name	mbillin.rpt
Description of report	Summary of meter click invoicing in a given date range.
Links Tables	INVOICE INVOICE_LINES INVENTORY STOCK CUSTOMERS CONTRACTS
Contains subreports	None
Report grouping	INVOICE.IV_INVOICENO INVOICE_LINES.IL_INKEY
Fields displayed on report	CUSTOMERS.CU_EXT_ACCOUNTNO CUSTOMERS.CU_NAME INVOICE.IV_INVOICENO INVOICE.IV_INVOICE_DATE CONTRACTS.CO_CONTRACTNO INVOICE.IV_NETT_VALUE INVENTORY.IN_DESC INVENTORY.IN_SERIALNO INVOICE_LINES.IL_DESC INVOICE_LINES.IL_NETT_VALUE
Summaries shown	Sum of INVOICE_LINES.IL_NETT_VALUE (total)
Selection parameters available	TBA

Rental Billing Invoice List

Crystal Report name	rbillin.rpt
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Description of report	Summary of rental invoicing in a given date range.
Links Tables	INVOICE INVOICE_LINES INVENTORY STOCK CUSTOMERS CONTRACTS
Contains subreports	None
Report grouping	CUSTOMERS.CU_ACCOUNTNO INVOICE.IV_INVOICENO INVOICE_LINES.IL_INKEY
Fields displayed on report	@Customer Sum of INVOICE_LINES.IL_NETT_VALUE (by customer) INVOICE.IV_INVOICENO INVOICE.IV_INVOICE_DATE INVOICE.IV_DUE_DATE INVOICE.IV_NETT_VALUE STOCK.ST_DESC INVENTORY.IN_SERIALNO @Period INVENTORY.IN_RENTAL_AGREEMENT INVOICE_LINES.IL_NETT_VALUE
Summaries shown	Sum of INVOICE_LINES.IL_NETT_VALUE (total)
Selection parameters available	TBA

Service Invoice List

Crystal Report name	sbillinv.rpt
Description of report	Summary of service invoicing in a given date range.
Links Tables	INVOICE INVOICE_LINES INVENTORY STOCK CUSTOMERS CONTRACTS WORK
Contains subreports	None
Report grouping	INVOICE.IV_INVOICENO INVOICE_LINES.IL_INKEY
Fields displayed on report	CUSTOMERS.CU_EXT_ACCOUNTNO CUSTOMERS.CU_NAME INVOICE.IV_INVOICENO INVOICE.IV_INVOICE_DATE CONTRACTS.CO_CONTRACTNO WORK.WO_RESPONDED_DATE WORK.WO_RESPONDED_TIME WORK.WO_JOBNO WORK.WO_CLOSED_DATE INVOICE.IV_NETT_VALUE INVOICE_LINES.IL_DESC INVOICE_LINES.IL_UNIT_VALUE INVOICE_LINES.IL_QTY INVOICE_LINES.IL_NETT_VALUE
Summaries shown	Sum of INVOICE_LINES.IL_NETT_VALUE (total)
Selection parameters available	TBA

SOP Invoice List

Crystal Report name	dbillinv.rpt
Description of report	Summary of Sales order processing invoicing in a given date range.
Links Tables	INVOICE INVOICE_LINES INVENTORY STOCK CATEGORIES CUSTOMERS CONTRACTS SORDER
Contains subreports	None
Report grouping	CUSTOMERS.CU_ACCOUNTNO INVOICE.IV_INVOICENO INVOICE_LINES.IL_INKEY

Fields displayed on report	@Customer Sum of INVOICE_LINES.IL_NETT_VALUE (by customer) INVOICE.IV_INVOICENO INVOICE.IV_INVOICE_DATE INVOICE.IV_DUE_DATE INVOICE.IV_NETT_VALUE STOCK.ST_PARTNO STOCK.ST_DESC INVOICE_LINES.IL_NETT_VALUE INVOICE_LINES.IL_DESC
Summaries shown	Sum of INVOICE_LINES.IL_NETT_VALUE (total)
Selection parameters available	TBA

Sales order Processing

Document Listing by Customer

Crystal Report name	soplist.rpt
Description of report	Summary of sales order processing activity by customer, broken down by SOP document type (quotation, sales order, non-stock order or credit note).
Links Tables	SORDER SORDER_LINES CUSTOMERS REGIONS
Contains subreports	None
Report grouping	CUSTOMERS.CU_TAG SORDER.SO_TYPE
Fields displayed on report	CUSTOMERS.CU_TAG @SopType SORDER.SO_DOCNO SORDER.SO_DATE SORDER.SO_NETT_VALUE Sum of SORDER.SO_NETT_VALUE (total by type)
Summaries shown	Sum of @InvValue (total invoices and credit notes) Sum of @OrdValue (total orders) Sum of @QuoValue (total quotations)
Selection parameters available	TBA

Picking List

Crystal Report name	soppick.rpt
Description of report	Picking list of sales order items reserved from stock using the Sales Order Manager routine.
Links Tables	SORDER_LINES SORDER STOCK
Contains subreports	None
Report grouping	SORDER.SO_DOCNO
Fields displayed on report	@Title SORDER.SO_DATE SORDER.SO_NAME SORDER.SO_ADDRESS1 SORDER.SO_ADDRESS2 SORDER.SO_ADDRESS3 SORDER.SO_TOWN SORDER.SO_COUNTY SORDER.SO_POSTCODE STOCK.ST_PARTNO SORDER_LINES.SL_DESC STOCK.ST_LOCATION SORDER_LINES.SL_QTY_OUTSTANDING SORDER_LINES.SL_COMMENTS
Summaries shown	Sum of SORDER_LINES.SL_QTY_OUTSTANDING
Selection parameters available	TBA

Print Document

Crystal Report name	sopdoc.rpt
Description of report	Multiple purpose template used in conjunction with documents raised in the Sales order processing function, namely quotations, sales orders, non-stock

	orders and credit notes.
Links Tables	SORDER SORDER_LINES STOCK INVENTORY CUSTOMERS REGIONS
Contains subreports	None
Report grouping	SORDER.SO_DOCNO
Fields displayed on report	@Type (document type) CUSTOMERS.CU_NAME CUSTOMERS.CU_ADDRESS1 CUSTOMERS.CU_ADDRESS2 CUSTOMERS.CU_ADDRESS3 CUSTOMERS.CU_TOWN CUSTOMERS.CU_COUNTY CUSTOMERS.CU_POSTCODE SORDER.SO_NAME SORDER.SO_ADDRESS1 SORDER.SO_ADDRESS2 SORDER.SO_ADDRESS3 SORDER.SO_TOWN SORDER.SO_COUNTY SORDER.SO_POSTCODE SORDER.SO_DOCNO SORDER.SO_DATE SORDER.SO_ORDERNO CUSTOMERS.CU_EXT_ACCOUNTNO STOCK.ST_PARTNO SORDER_LINES.SL_DESC SORDER_LINES.SL_UNIT_PRICE SORDER_LINES.SL_QTY_ORDERED SORDER_LINES.SL_VATRATE SORDER_LINES.SL_NETT_VALUE INVENTORY.IN_SERIALNO @LineDiscountPercent SORDER_LINES.SL_COMMENTS @PaymentBy (date) @Payment (terms)
Summaries shown	SORDER.SO_ORDER_VALUE @Discount SORDER.SO_DELIVERY_VALUE SORDER.SO_VAT_VALUE SORDER.SO_TOTAL_VALUE
Selection parameters available	TBA

Re-print SOP Delivery Note

Crystal Report name	sopdesp.rpt
Description of report	Sales order delivery note, grouping items despatched at the same time, enabling several despatches from the same order. Re-prints by despatch number reference.
Links Tables	STOCK MOVEMENTS SORDER_LINES SORDER CUSTOMERS REGIONS STOCK INVENTORY
Contains subreports	None
Report grouping	STOCK_MOVEMENTS.SM_TRANSACTION_REF
Fields displayed on report	STOCK_MOVEMENTS.SM_TRANSACTION_REF @customer @delivery SORDER.SO_DOCNO STOCK_MOVEMENTS.SM_DATE SORDER.SO_ORDERNO CUSTOMERS.CU_EXT_ACCOUNTNO STOCK.ST_PARTNO SORDER_LINES.SL_DESC SORDER_LINES.SL_QTY_ORDERED STOCK_MOVEMENTS.SM_QTY

	@ToFollow (items remaining to be despatched) @LineValue (items value) INVENTORY.IN_SERIALNO SORDER_LINES.SL_COMMENTS
Summaries shown	Sum of @LineValue (total value of goods despatched)
Selection parameters available	TBA

Work Control

Consumables Delivery Note

Crystal Report name	tonerdel.rpt
Description of report	Consumables delivery note from service calls.
Links Tables	WORK WORK PARTS *PARTS (STOCK) INVENTORY STOCK CONTRACTS REGIONS CONTACTS ENGINEERS
Contains subreports	None
Report grouping	WORK.WO_JOBNO WORK_PARTS,WP_WEKEY
Fields displayed on report	WORK.WO_JOBNO CONTRACTS.CO_CONTRACTNO @Address ENGINEERS.EN_NAME WORK.WO_LOG_DATE WORK.WO_LOG_TIME @Contact CONTACTS.CN_WORKPHONE STOCK.ST_PARTNO STOCK.ST_DESC INVENTORY.IN_SERIALNO INVENTORY.IN_PLACEMENT INVENTORY.IN_ASSETNO PARTS.ST_PARTNO PARTS.ST_DESC WORK_PARTS.WP_QTY
Summaries shown	None
Selection parameters available	TBA

Fault, Cause & Action Codes

Crystal Report name	codes.rpt
Description of report	Simple listing of fault, cause and action codes set up on MSA, along with the job types to which they relate.
Links Tables	CATEGORIES
Contains subreports	None
Report grouping	@CodeType (fault, cause or action)
Fields displayed on report	@CodeType CATEGORIES.CA_CODE CATEGORIES.CA_DESC @JobType (job types relating to)
Summaries shown	None
Selection parameters available	TBA

Job Audit Listing

Crystal Report name	jobaudit.rpt
Description of report	Listing of job audit entries, by job number, showing date and time of status.
Links Tables	WORK AUDIT
Contains subreports	None
Report grouping	WORK.WO_JOBNO AUDIT.AU_EDIT_DATE
Fields displayed on report	WORK.WO_JOBNO

	AUDIT.AU_EDIT_DATE AUDIT.AU_TIME AUDIT.AU_EDIT_LOGON AUDIT.AU_DESC
Summaries shown	None
Selection parameters available	TBA

Job Details Listing

Crystal Report name	jobdet1.rpt
Description of report	Job information summary, extension by extension, including all part and note details.
Links Tables	WORK WORK FAULTS *CATEGORIES1 (CATEGORIES, fault code) *CATEGORIES2 (CATEGORIES, cause code) *CATEGORIES3 (CATEGORIES, action code) CATEGORIES WORK EXTENSIONS ENGINEERS INVENTORY STOCK MEMOS CUSTOMERS CONTACTS
Contains subreports	Extended – Extended date and time, attending engineer and extension category Parts – part number, description, quantity and part request status Progress notes – Detailed job notes
Report grouping	WORK.WO_JOBNO WORK_EXTENSIONS.WE_KEY WORK_FAULTS.WF_KEY MEMO.ME_PAGE
Fields displayed on report	WORK.WO_JOBNO @OpenOrClosed @JobType CATEGORIES.CA_DESC WORK.WO_ORDERNO WORK_EXTENSIONS.WE_LOG_DATE WORK_EXTENSIONS.WE_RESPONDED_DATE WORK_EXTENSIONS.WE_FIXED_DATE WORK_EXTENSIONS.WE_COMPLETED_DATE @Address WORK.WO_LOGGEDBY ENGINEERS.EN_NAME STOCK.ST_DESC INVENTORY.IN_SERIALNO CONTACTS.CN_WORKPHONE CONTACTS.CN_FORENAME CONTACTS.CN_SURNAME CATEGORIES.CA_DESC (fault code) WORK_FAULTS.WF_FAULT_COMMENTS CATEGORIES2.CA_DESC (cause code) CATEGORIES3.CA_DESC (action code) WORK_FAULTS.WF_ACTION_COMMENTS
Summaries shown	None
Selection parameters available	TBA

Outstanding Jobs Summary

Crystal Report name	outjobs.rpt
Description of report	Simple listing of all open service calls on MSA, including brief details of customer, inventory and fault reported.
Links Tables	WORK CATEGORIES WORK FAULTS *FAULTS (CATEGORIES) INVENTORY STOCK CUSTOMERS *SERVICE_REGIONS (REGIONS) *HO (CUSTOMERS) REGIONS ENGINEERS

Contains subreports	None
Report grouping	WORK.WO_JOBNO
Fields displayed on report	WORK.WO_JOBNO WORK.WO_LOG_DATE WORK.WO_RESPOND_DATE ENGINEERS.EN_ENGINEERNO WORK.WO_LOGGED_TIME WORK.WO_RESPOND_TIME WORK.WO_NAME REGIONS.RE_DESC CATEGORIES.CA_DESC STOCK.ST_PARTNO INVENTORY.IN_DESC INVENTORY.IN_SERIALNO WORK.WO_HOLD_DATE WORK.WO_LAST_STATUS WORK.WO_ORIGINAL_LOG_DATE WORK.WO_ORIGINAL_LOG_TIME FAULTS.CA_DESC WORK_FAULTS.WF_FAULT_COMMENTS
Summaries shown	DistinctCount of WORK.WO_JOBNO (total)
Selection parameters available	TBA

Outstanding PM Jobs

Crystal Report name	pmgenlst.rpt
Description of report	Listing of all planned maintenance type job currently open on MSA.
Links Tables	WORK SCHEDULE INVENTORY STOCK CONTACTS ENGINEERS
Contains subreports	None
Report grouping	WORK.WO_LOG_DATE
Fields displayed on report	WORK.WO_LOG_DATE Count of WORK.WO_JOBNO (by logged date) WORK.WO_JOBNO WORK.WO_LOG_TIME WORK.WO_NAME WORK.WO_ADDRESS1 WORK.WO_ADDRESS2 WORK.WO_ADDRESS3 WORK.WO_TOWN WORK.WO_COUNTY CONTACTS.CN_WORKPHONE ENGINEERS.EN_NAME STOCK.ST_DESC INVENTORY.IN_PLACEMENT INVENTORY.IN_SERIALNO SCHEDULE.SC_DATE SCHEDULE.SC_TIME
Summaries shown	Count of WORK.WO_JOBNO (total)
Selection parameters available	TBA

Parts Delivery Note

Crystal Report name	jobdel.rpt
Description of report	Delivery note produced from service calls as documentation of parts supplied.
Links Tables	WORK WORK PARTS *PARTS (STOCK) INVENTORY STOCK CONTRACTS REGIONS CONTACTS ENGINEER
Contains subreports	None
Report grouping	WORK.WO_JOBNO WORK PARTS.WP_WEKEY
Fields displayed on report	WORK.WO_JOBNO

	CONTRACTS.CO_CONTRACTNO WORK.WO_ORDERNO WORK.WO_NAME WORK.WO_ADDRESS1 WORK.WO_ADDRESS2 WORK.WO_ADDRESS3 WORK.WO_TOWN WORK.WO_COUNTY WORK.WO_POSTCODE REGIONS.RE_DESC STOCK.ST_PARTNO INVENTORY.IN_SERIALNO STOCK.ST_DESC WORK.WO_LOG_DATE WORK.WO_LOG_TIME ENGINEERS.EN_NAME @Contact CONTACTS.CN_WORKPHONE INVENTORY.IN_PLACEMENT INVENTORY.IN_ASSETNO PARTS.ST_PARTNO PARTS.ST_DESC WORK_PARTS.WP_QTY
Summaries shown	None
Selection parameters available	TBA

Parts Quotation

Crystal Report name	jobquote.rpt
Description of report	Quotation for parts marked as either estimate or requested on service calls. Used for obtaining agreement to pay from customer prior to ordering and arranging completion of necessary works.
Links Tables	WORK WORK PARTS *PARTS (STOCK) INVENTORY STOCK CONTRACTS REGIONS CONTACTS ENGINEER
Contains subreports	None
Report grouping	WORK.WO_JOBNO WORK_PARTS.WP_WEKEY
Fields displayed on report	WORK.WO_JOBNO CONTRACTS.CO_CONTRACTNO WORK.WO_ORDERNO WORK.WO_NAME WORK.WO_ADDRESS1 WORK.WO_ADDRESS2 WORK.WO_ADDRESS3 WORK.WO_TOWN WORK.WO_COUNTY WORK.WO_POSTCODE REGIONS.RE_DESC STOCK.ST_PARTNO INVENTORY.IN_SERIALNO STOCK.ST_DESC WORK.WO_LOG_DATE WORK.WO_LOG_TIME ENGINEERS.EN_NAME @Contact CONTACTS.CN_WORKPHONE INVENTORY.IN_PLACEMENT INVENTORY.IN_ASSETNO PARTS.ST_PARTNO PARTS.ST_DESC WORK_PARTS.WP_PRICE WORK_PARTS.WP_QTY @LineValue (charge for parts exc tax)
Summaries shown	Sum of @LineValue (total charge excluding tax)
Selection parameters available	TBA

Service Jobsheet

Crystal Report name	jobsheet.rpt
Description of report	Service jobsheet, suitable for engineer to take to site, or for printing as a record of work completed. Full customer, machine and fault details are displayed, parts with current status and a history of the previous three jobs for the inventory item.
Links Tables	WORK CATEGORIES SERVICE TYPES INVENTORY STOCK CONTRACTS CONTACTS ENGINEERS *RECALLREASONS (CATEGORIES) *EXTENDREASONS (CATEGORIES)
Contains subreports	Faults – full details of fault, cause and actions codes, including fault and action comments Parts – part number, description, stock location, quantity, status (required, ordered, etc) and main stock holding Last3Jobs – completed date, engineer number, job number, job type, category, fault and action comments
Report grouping	WORK.WO_JOBNO
Fields displayed on report	WORK.WO_JOBNO @JobType CATEGORIES.CA_DESC @LastStatus STOCK.ST_PARTNO @Description INVENTORY.IN_SERIALNO INVENTORY.IN_ASSETNO INVENTORY.IN_PLACEMENT ENGINEERS.EN_NAME WORK.WO_LOG_DATE WORK.WO_LOG_TIME WORK.WO_RESPOND_DATE WORK.WO_RESPOND_TIME WORK.WO_FIX_DATE WORK.WO_FIX_TIME @Contact CONTACTS.CN_WORKPHONE WORK.WO_CONTRACT (on contract flag) CONTRACTS.CO_CONTRACTNO SERVICE_TYPES.SE_DESC WORK.WO_WARRANTY (on warranty flag) WORK.WO_ORDERNO @Address
Summaries shown	None
Selection parameters available	TBA

Service Jobsheet (with 7 Day PM Schedule)

Crystal Report name	jsheetpm.rpt
Description of report	Service jobsheet, as detailed above, including any planned maintenance jobs booked in the coming 7 day period for the same customer.
Links Tables	WORK CATEGORIES SERVICE TYPES INVENTORY STOCK CONTRACTS CONTACTS ENGINEERS *RECALLREASONS (CATEGORIES) *EXTENDREASONS (CATEGORIES)
Contains subreports	Faults – full details of fault, cause and actions codes, including fault and action comments Parts – part number, description, stock location, quantity, status (required, ordered, etc) and main stock holding Last3Jobs – completed date, engineer number, job number, job type, category, fault and action comments PMlist – Planned date, job number, inventory description, serial number

Report grouping	WORK.WO_JOBNO
Fields displayed on report	WORK.WO_JOBNO @JobType CATEGORIES.CA_DESC @LastStatus STOCK.ST_PARTNO @Description INVENTORY.IN_SERIALNO INVENTORY.IN_ASSETNO INVENTORY.IN_PLACEMENT ENGINEERS.EN_NAME WORK.WO_LOG_DATE WORK.WO_LOG_TIME WORK.WO_RESPOND_DATE WORK.WO_RESPOND_TIME WORK.WO_FIX_DATE WORK.WO_FIX_TIME @Contact CONTACTS.CN_WORKPHONE WORK.WO_CONTRACT (on contract flag) CONTRACTS.CO_CONTRACTNO SERVICE_TYPES.SE_DESC WORK.WO_WARRANTY (on warranty flag) WORK.WO_ORDERNO @Address
Summaries shown	None
Selection parameters available	TBA

Analyses

Average Response Times by Job Type & Category

Crystal Report name	avgresp1.rpt
Description of report	Average response time by both type and category, including a table of total jobs by both type and category
Links Tables	WORK CATEGORIES
Contains subreports	None
Report grouping	@JobType CATEGORIES.CA_DESC
Fields displayed on report	@JobType DistinctCount of WORK.WO_JOBNO (by job type) CATEGORIES.CA_DESC DistinctCount of WORK.WO_JOBNO (by category)
Summaries shown	DistinctCount of WORK.WO_JOBNO (total) Crosstab #1 - Average turnaround times by job type Rows - @JobType Columns - @Cover (contract, warranty, neither) Values - Avg of WORK.WO_RESPONDED_HOURS Crosstab #2 - Average turnaround times by category Rows - CATEGORIES.CA_DESC Columns - @Cover (contract, warranty, neither) Values - Avg of WORK.WO_RESPONDED_HOURS
Selection parameters available	TBA

Average Turnaround Time by Job Type & Category

Crystal Report name	avgturn1.rpt
Description of report	Average of work time by both type and category, including a table of total jobs by both type and category
Links Tables	WORK CATEGORIES
Contains subreports	None
Report grouping	@JobType CATEGORIES.CA_DESC
Fields displayed on report	@JobType DistinctCount of WORK.WO_JOBNO (by job type) CATEGORIES.CA_DESC DistinctCount of WORK.WO_JOBNO (by category)
Summaries shown	DistinctCount of WORK.WO_JOBNO (total) Crosstab #1 - Average turnaround times by job type Rows - @JobType

	Columns - @Cover (contract, warranty, neither) Values – Avg of WORK.WO_TOTAL_HOURS Crosstab #2 - Average turnaround times by category Rows – CATEGORIES.CA_DESC Columns - @Cover (contract, warranty, neither) Values – Avg of WORK.WO_TOTAL_HOURS
Selection parameters available	TBA

Closed Jobs List

Crystal Report name	closed.rpt
Description of report	Completed job times and dates listing, with brief customer and inventory details.
Links Tables	WORK INVENTORY STOCK CUSTOMERS REGIONS CONTACTS
Contains subreports	None visible (Work fault and action comments are available by un-suppressing the Work Faults subreport)
Report grouping	None, but sorted by WORK.WO_KEY, ascending
Fields displayed on report	WORK.WO_JOBNO REGIONS.RE_DESC (Service Region) WORK.WO_NAME WORK.WO_TOWN CONTACTS.CN_FORENAME CONTACTS.CN_SURNAME WORK.WO_USER_REFERENCE STOCK.ST_PARTNO INVENTORY.IN_SERIALNO WORK.WO_ORIGINAL_LOG_DATE WORK.WO_LOGGED_TIME WORK.WO_RESPONDED_DATE WORK.WO_RESPOND_TIME WORK.WO_FIXED_DATE WORK.WO_FIXED_TIME WORK.WO_COMPLETED_DATE WORK.WO_COMPLETED_TIME WORK.WO_CLOSED_DATE WORK.WO_CLOSED_TIME @FixMet
Summaries shown	DistinctCount of WORK.WO_JOBNO (total jobs closed)
Selection parameters available	TBA

Codes Analysis

Crystal Report name	codeanal.rpt
Description of report	Table of fault code occurrences, including graph
Links Tables	CATEGORIES WORK FAULTS WORK EXTENSIONS WORK *ACTION (WORK FAULTS) *CAUSE (WORK FAULTS)
Contains subreports	None
Report grouping	CATEGORIES.CA_DESC
Fields displayed on report	CATEGORIES.CA_DESC Count of CATEGORIES.CA_DESC (occurrences)
Summaries shown	Graph – Fault occurrences X Axis – CATEGORIES.CA_DESC (fault description) Y Axis - Count of CATEGORIES.CA_DESC (occurrences)
Selection parameters available	TBA

Completed Jobs Analysis

Crystal Report name	cjobanal.rpt
Description of report	Comprehensive analysis of completed jobs within a specified date range, including all dates and times records, fault, cause and action details, and parts fitted.
Links Tables	WORK

	<p>WORK FAULTS *CAT-FAULT (CATEGORIES) *CAT-CAUSE (CATEGORIES) *CAT-ACTION (CATEGORIES) CATEGORIES SERVICE TYPES CHARGES INVENTORY STOCK CUSTOMERS *REGIONS_SE (REGIONS) *HO (CUSTOMERS) REGIONS CONTACTS ENGINEERS</p>
Contains subreports	Parts – parts marked as fitted against the call, showing part number, description, stock location, quantity used and selling price.
Report grouping	<p>WORK.WO_COMPLETED_DATE WORK.WO_JOBNO</p>
Fields displayed on report	<p>WORK.WO_JOBNO CATEGORIES.CA_DESC CUSTOMERS.CU_TAG @CONTACT STOCK.ST_PARTNO INVENTORY.IN_SERIALNO INVENTORY.IN_ASSETNO INVENTORY.IN_PLACEMENT SERVICE_TYPES.SE_DESC CHARGES.CH_DESC ENGINEERS.EN_ENGINEERNO REGIONS.RE_DESC WORK.WO_LOGGEDBY WORK.WO_LOG_DATE WORK.WO_LOG_TIME WORK.WO_RESPONDED_DATE WORK.WO_RESPONDED_TIME WORK.WO_FIXED_DATE WORK.WO_FIXED_TIME WORK.WO_COMPLETED_DATE WORK.WO_COMPLETED_TIME WORK.WO_CLOSED_DATE WORK.WO_CLOSED_TIME @FormatWork @FormatTravel @MISS-RESP WORK.WO_RESPONSE_REASON @FormatDowntime @FormatResp @MISS-FIX WORK.WO_FIX_REASON @FormatFix @CUST-REQ @CON (on contract flag) @WTY (warranty job flag) @Recall (recall job flag) WORK.WO_M1_READING WORK.WO_M2_READING WORK.WO_M3_READING CAT_FAULT.CA_DESC WORK_FAULTS.WF_FAULT_COMMENTS CAT_CAUSE.CA_DESC CAT_ACTION.CA_DESC WORK_FAULTS.WF_ACTION_COMMENTS</p>
Summaries shown	<p>Count of WORK.WO_JOBNO (total jobs) @SHOW-TOTRESP (total response hours) @AvgResp @AvgFixHrs @AvgDowntime @AvgWorkHrs @AvgTravelTime @RESPTOT (% missed response calls) @FIXTOT (% missed fix calls) @SHOW-RESP (total missed response calls) @SHOW-FIX (total missed fix calls)</p>
Selection parameters available	TBA

Completed Jobs Analysis (CSV Export)

Crystal Report name	expcjob.rpt
Description of report	Completed jobs analysis summary, formatted to export to Excel, containing date, time, inventory and fault details. A slightly trimmed down version of the above report.
Links Tables	WORK WORK FAULTS *CAT-FAULT (CATEGORIES) *CAT-CAUSE (CATEGORIES) *CAT-ACTION (CATEGORIES) CATEGORIES SERVICE TYPES CHARGES INVENTORY STOCK CUSTOMERS REGIONS CONTACTS ENGINEERS
Contains subreports	None
Report grouping	WORK.WO_JOBNO
Fields displayed on report	WORK.WO_JOBNO CATEGORIES.CA_DESC INVENTORY.IN_SERIALNO WORK.WO_M1_READING ENGINEERS.EN_ENGINEERNO @CONTACT WORK.WO_LOG_DATE @ShowLogTime WORK.WO_RESPONDED_DATE @ShowRespTime WORK.WO_COMPLETED_DATE @ShowCompTime @FormatResp @FormatTotalHrs CAT-FAULT.CA_DESC WORK FAULTS.WF_FAULT_COMMENTS CAT-CAUSE.CA_DESC CAT-ACTION.CA_DESC WORK FAULTS.WF_ACTION_COMMENTS
Summaries shown	None
Selection parameters available	TBA

Contract Uptime Analysis

Crystal Report name	uptime.rpt
Description of report	Operational hours analysis by contract. Downtime is calculated on work records as the difference between job logged and job fixed times. Uptime is shown as an expression of downtime in relation to possible operational hours. This report determines the total possible operational hours as the difference between given dates, multiplied by 24 hours.
Links Tables	CONTRACTS INVENTORY WORK
Contains subreports	None
Report grouping	CONTRACTS.CO_NUMBER
Fields displayed on report	@TotalOpTime (Maximum possible operational time) CONTRACTS.CO_NUMBER DistinctCount of INVENTORY.IN_SERIALNO (MIF) Sum of WORK.WO_DOWNTIME_HOURS @ContractTotalTime (Uptime)
Summaries shown	None
Selection parameters available	TBA

Copies Between Calls by Engineer

Crystal Report name	cbceng.rpt
Description of report	Copies between calls grouped by engineer and product, including graphs of jobs

	by engineer and average cbc by engineer.
Links Tables	WORK INVENTORY STOCK CATEGORIES *LAST_JOB (WORK) ENGINEERS
Contains subreports	None
Report grouping	ENGINEERS.EN_NAME STOCK.ST_PARTNO
Fields displayed on report	ENGINEERS.EN_NAME STOCK.ST_PARTNO STOCK.ST_DESC Count of WORK.WO_JOBNO (by product) Avg of LASTJOB.WO_CBC (by product)
Summaries shown	Count of WORK.WO_JOBNO (engineer job total) Avg of LASTJOB.WO_CBC (engineer average CBC) Graph #1 – Jobs by Engineer X Axis - ENGINEERS.EN_NAME Y Axis - Count of WORK.WO_JOBNO Graph #2 – CBC by Engineer X Axis - ENGINEERS.EN_NAME Y Axis - Avg of LASTJOB.WO_CBC
Selection parameters available	TBA

Copies Between Calls by Product

Crystal Report name	cbcprod.rpt
Description of report	Copies between calls by product and inventory, including graphs of jobs by product and average cbc by product.
Links Tables	WORK *CATEGORIES_JOB (CATEGORIES) INVENTORY STOCK CATEGORIES *LAST_JOB (WORK)
Contains subreports	None
Report grouping	STOCK.ST_PARTNO INVENTORY.IN_SERIALNO
Fields displayed on report	STOCK.ST_PARTNO STOCK.ST_DESC INVENTORY.IN_SERIALNO WORK.WO_LOG_DATE WORK.WO_JOBNO @JobType LASTJOB.WO_CBC (CBC for inventory serial number)
Summaries shown	Count of WORK.WO_JOBNO (Total jobs by product) Sum of LASTJOB.WO_CBC (Total CBC by product) Avg of LASTJOB.WO_CBC (Average CBC by product) Graph #1 – Jobs by product X Axis – STOCK.ST_PARTNO Y Axis - Sum of LASTJOB.WO_CBC Graph #2 – CBC by Product X Axis – STOCK.ST_PARTNO Y Axis – Average CBC by product
Selection parameters available	TBA

Days Between Calls Analysis

Crystal Report name	calldays.rpt
Description of report	Days between service calls in comparison to recommended days between calls figure entered on stock records, grouped by product and individual inventory item.
Links Tables	INVENTORY WORK *WORK2 (WORK) STOCK
Contains subreports	None
Report grouping	STOCK.ST_PARTNO INVENTORY.IN_SERIALNO
Fields displayed on report	STOCK.ST_PARTNO STOCK.ST_DBC

	@Missed INVENTORY.IN_SERIALNO WORK.WO_JOBNO WORK.WO_LOG_DATE WORK2.WO_JOBNO (Previous job number) WORK2.WO_LOG_DATE (Previous job log date) @DBC (Days between calls) Avg of @DBC (by serial number)
Summaries shown	Avg of @DBC (by Product group)
Selection parameters available	TBA

Engineer Productivity

Crystal Report name	engprod.rpt
Description of report	Daily job analysis, visit by visit for each engineer for completed visits. First time fix rate is analysed (a first time fix being established as jobs marked with a fix date on the first visit of any job logged), along with travel time and actual work time. Summaries are shown for the number of working days in the date range specified, analysing the work distribution and effort by engineer, and in total.
Links Tables	WORK_EXTENSIONS WORK CATEGORIES ENGINEERS * TEAM (CATEGORIES)
Contains subreports	None
Report grouping	ENGINEERS.EN_NAME WORK_EXTENSIONS.WE_COMPLETED_DATE
Fields displayed on report	ENGINEERS.EN_NAME TEAM.CA_DESC WORK_EXTENSIONS.WE_COMPLETED_DATE WORK.WO_JOBNO @jobtype CATEGORIES.CA_DESC WORK.WO_NAME @FTF @TravelHours WORK_EXTENSIONS.WE_STARTED_TIME WORK_EXTENSIONS.WE_COMPLETED_TIME @worktime @daily prod time (work time per engineer, per day) Count of WORK.WO_JOBNO (by Engineer) DistinctCount of WORK_EXTENSIONS.WE_COMPLETED_DATE (Working Days in period by engineer) @avgjobsperday (per engineer) #First Calls (Total first visits in jobs reported per engineer) #Field (Total field type jobs per engineer) @field% (% field type jobs per engineer) #PM (Total PM type jobs per engineer) @PM% (% PM type jobs per engineer) #RTF (Total RTF jobs per engineer, RTF being jobs with a category of RTF or RETURN TO FIT) @RTF% (% RTF type jobs per engineer) @Other (Total jobs not field, PM or RTF per engineer) @Other% (% of jobs not field, PM or RTF per engineer) #FTF (Total First Time Fix jobs per engineer) @FTF% (% First Time Fix jobs per engineer) @eng prod time @avg eng prod time @eng travel hours @avg eng travel time
Summaries shown	#Total Jobs #Working days @avg job per day (overall) @avg per eng (overall) @Total field% (overall) @Total PM % (overall) @Total Other % (overall)
Selection parameters available	TBA

Engineer Profit analysis

Crystal Report name	engprof.rpt
Description of report	Profitability of jobs, grouped by the attending engineer. All associated charges

	and costs are assessed, including labour, parts and consumables
Links Tables	ENGINEERS WORK INVOICE INVOICE LINES
Contains subreports	None
Report grouping	Group No.1 ENGINEERS.EN_NAME Group No.2 WORK.WO_JOBNO
Fields displayed on report	ENGINEERS.EN_NAME WORK.WO_JOBNO WORK.WO_COMPLETED_DATE WORK.WO_WORK_HOURS WORK.WO_TRAVEL_HOURS Sum of @TotPrice (Charges per job) Sum of @TotCost (Costs per job) @Profit (Profit per job)
Summaries shown	Sum of @TotPrice (Charges grouped by attending engineer) Sum of @TotCost (Costs grouped by attending engineer) @TotProfit (Profit grouped by attending engineer) Sum of @TotPrice (Total charges) Sum of @TotCost (Total costs) @GrandProfit (Total profit)
Selection parameters available	TBA

Fault Analysis by Cause Code

Crystal Report name	fltcause.rpt
Description of report	Cross reference of fault and analysis codes, showing the number of instances of a particular resolution to a problem (analysis code) in relation to a specific reported fault (fault code).
Links Tables	WORK EXTENSIONS WORK FAULTS *WORK CAUSES (WORK FAULTS) *CAUSES (CATEGORIES) CATEGORIES *WORK ACTIONS (WORK FAULTS) *ACTIONS (CATEGORIES)
Contains subreports	None
Report grouping	Group No.1 CATEGORIES.CA_DESC Group No.2 CAUSE.CA_DESC
Fields displayed on report	@FaultCode CATEGORIES.CA_DESC Count of WORK_FAULTS.WF_KEY (Fault code occurrences) @CauseCode CAUSES.CA_DESC Count of WORK_CAUSES.WF_KEY (Action code occurrences within Fault code)
Summaries shown	None
Selection parameters available	TBA

First Time fix by Engineer

Crystal Report name	fff.rpt
Description of report	First time fix analysis by Engineer, comparing calls attended against first time fixes achieved, along with average fix time. (A first time fix is defined as a job where the fix date has not been recorded on the work extension record for the first visit.)
Links Tables	WORK EXTENSIONS WORK CUSTOMERS STOCK CATEGORIES ENGINEERS
Contains subreports	None
Report grouping	ENGINEERS.EN_NAME
Fields displayed on report	ENGINEERS.EN_NAME Count of WORK_EXTENSIONS.WE_WOKEY @AvgFix #PossFTF Sum of @FTF @Eng FTF %
Summaries shown	#Total jobs @AvgFixTot (overall)

	#PossFTFTotal (overall) Sum of @FTF (overall) @Total FTF % (overall)
Selection parameters available	TBA

Fix Time Analysis

Crystal Report name	fixanal.rpt
Description of report	Analysis of calls logged with a contractual fix target. Shows whether the fix target was met or missed, as well as response target, along with full details of dates and times.
Links Tables	WORK WORK FAULTS *CAT_FAULT (CATEGORIES) CATEGORIES SERVICE TYPES INVENTORY STOCK CUSTOMERS ENGINEERS
Contains subreports	None
Report grouping	Group No.1 WORK.WO_JOBNO
Fields displayed on report	WORK.WO_JOBNO CATEGORIES.CA_DESC CUSTOMERS.CU_TAG WORK.WO_NAME STOCK.ST_PARTNO INVENTORY.IN_DESC INVENTORY.IN_SERIALNO ENGINEERS.EN_NAME WORK.WO_LOG_DATE WORK.WO_LOG_TIME WORK.WO_RESPONDED_DATE WORK.WO_RESPONDED_TIME WORK.WO_FIXED_DATE WORK.WO_FIXED_TIME WORK.WO_COMPLETED_DATE WORK.WO_COMPLETED_TIME @FormatWork @CUST-REQ @FormatOnHold @FormatDowntime @FormatResp @MISS-RESP WORK.WO_RESPONSE_REASON @FormatFix @MISS-FIX WORK.WO_FIX_REASON CAT_FAULT.CA_DESC WORK_FAULTS.WF_FAULT_COMMENTS
Summaries shown	@SHOW-TOTFIX (total jobs) @AvgFixHrs (average fix hours) @SHOW-FIX (total missed) @FIXTOT (total missed %)
Selection parameters available	TBA

Hours Elapsed by Job Audit Type (Graph)

Crystal Report name	audithrs.rpt
Description of report	Analysis of job statuses, reported to the audit trail. Table shows the job status, the total occurrence and the total time spent at the status. Averages are show in figures and as a graph.
Links Tables	AUDIT WORK
Contains subreports	None
Report grouping	Group No.1 AUDIT.AU_DESC
Fields displayed on report	AUDIT.AU_DESC Count of AUDIT.AU_KEY @Tot Hours @Avg Hours
Summaries shown	Graph X Axis – Job status (AUDIT.AU_DESC) Y Axis – Average time spent at each status

Selection parameters available	TBA
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Job Extension Analysis (Graph)

Crystal Report name	extanal.rpt
Description of report	Analysis of job extension reasons, showing a table and graph of occurrences.
Links Tables	WORK EXTENSIONS WORK CATEGORIES
Contains subreports	None
Report grouping	Group No.1 CATEGORIES.CA_DESC
Fields displayed on report	CATEGORIES.CA_DESC Count of WORK_EXTENSIONS.WE_EXTENDKEY (by reason)
Summaries shown	Count of WORK_EXTENSIONS.WE_EXTENDKEY (total extensions) Graph X Axis – Job extension reason Y Axis - Occurrences
Selection parameters available	TBA

Job Profit Analysis

Crystal Report name	jobprof.rpt
Description of report	Job profit analysis, showing charges, costs and profit per invoice/job, plus charges, costs and profit summary totals for specified date range.
Links Tables	INVOICE LINES INVOICE CUSTOMERS WORK INVENTORY STOCK
Contains subreports	None
Report grouping	Group No.1 INVOICE LINES.IV_KEY Group No.2 INVOICE LINES.IL_DESC
Fields displayed on report	INVOICE.IV_INVOICENO INVOICE.IV_INVOICE_DATE WORK.WO_JOBNO INVOICE_LINES.IL_DESC (costing lines red, charges black) INVOICE_LINES.IL_QTY (costing lines red, charges black) INVOICE_LINES.IL_UNIT_VALUE (costing lines red, charges black) @ILTOTALVAL (costing lines red, charges black) @TotalCharge (by invoice) @TotalCost (by invoice) @PROFITNEW (by invoice)
Summaries shown	#GRANDTOTALCHARGE #GRANDTOTALCOST @GRANDTOTALPROFIT
Selection parameters available	TBA

Job Summary by Engineer

Crystal Report name	jobeng1.rpt
Description of report	Summary of jobs logged by engineer linked to the call, showing job type totals (field, workshop, etc).
Links Tables	WORK EXTENSIONS ENGINEERS
Contains subreports	None
Report grouping	Group No.1 ENGINEERS.EN_NAME
Fields displayed on report	ENGINEERS.EN_NAME Sum of @FieldTotal (by engineer) Sum of @WshopTotal (by engineer) Sum of @BookingTotal (by engineer) Sum of @PMTTotal (by engineer) Sum of @HelpdeskTotal (by engineer)
Summaries shown	DistinctCount of ENGINEERS.EN_NAME Count of WORK_EXTENSIONS.WE_KEY (total jobs) Sum of @FieldTotal (total) Sum of @WshopTotal (total) Sum of @BookingTotal (total) Sum of @PMTTotal (total) Sum of @HelpdeskTotal (total)
Selection parameters available	TBA

Job Summary by Product

Crystal Report name	jobpart1.rpt
Description of report	Summary of jobs logged by product linked to the call, showing job type totals (field, workshop, etc).
Links Tables	WORK STOCK
Contains subreports	None
Report grouping	Group No.1 STOCK.ST_PARTNO
Fields displayed on report	STOCK.ST_PARTNO Sum of @FieldTotal (by product) Sum of @WshopTotal (by product) Sum of @BookingTotal (by product) Sum of @PMTotal (by product) @HelpdeskTotal (by product)
Summaries shown	DistinctCount of STOCK.ST_PARTNO (total products) Count of WORK.WO_JOBNO (total jobs) Sum of @FieldTotal (total) Sum of @WshopTotal (total) Sum of @BookingTotal (total) Sum of @PMTotal (total) @HelpdeskTotal (total)
Selection parameters available	TBA

Jobs by Service Level

Crystal Report name	jobssvr1.rpt
Description of report	Total of jobs logged within each specific Service level, further totalled by job type and category within type.
Links Tables	WORK CATEGORIES SERVICE TYPES
Contains subreports	None
Report grouping	Group No.1 SERVICE TYPES.SE_DESC Group No.2 @JobType Group No.3 @Category
Fields displayed on report	SERVICE TYPES.SE_DESC @JobType @Category
Summaries shown	Count of WORK.WO_JOBNO (by @Category) Count of WORK.WO_JOBNO (by @JobType) Count of WORK.WO_JOBNO (by SERVICE TYPES.SE_DESC) Count of WORK.WO_JOBNO (total) @TotalField @TotalWshop @TotalBooking @TotalPm @TotalHelpdesk
Selection parameters available	TBA

Jobs Fixed by Day Analysis

Crystal Report name	compday.rpt
Description of report	Table of total jobs logged by day, showing if fixed within 24 or 48 hours, or if fix time exceeded 48 hours
Links Tables	WORK INVENTORY
Contains subreports	None
Report grouping	Group No.1 WORK.WO_LOG_DATE
Fields displayed on report	WORK.WO_LOG_DATE Count of WORK.WO_JOBNO (by day) Sum of @Inside24 (by day) Sum of @Inside48 (by day) Sum of @Over48 (by day)
Summaries shown	Count of WORK.WO_JOBNO (total) Sum of @Inside24 (total) Sum of @Inside48 (total) Sum of @Over48 (total) @Inside24% (total %) @Inside48% (total %)

	@Over48% (total %)
Selection parameters available	TBA

Jobs Logged in Period by Head Office

Crystal Report name	jobslog.rpt
Description of report	Summary job information of all calls placed, grouped by head office account, then site within head office group
Links Tables	WORK CUSTOMERS *HEADOFFICE (CUSTOMERS) CONTRACTS REGIONS
Contains subreports	None
Report grouping	Group No.1 HEADOFFICE.CU_TAG Group No.2 CUSTOMERS.CU_TAG Group No.3 WORK.WO_LOG_DATE
Fields displayed on report	HEADOFFICE.CU_TAG CUSTOMERS.CU_TAG WORK.WO_LOG_DATE WORK.WO_JOBNO @JobType WORK.WO_COMPLETED_DATE CONTRACTS.CO_CONTRACTNO
Summaries shown	DistinctCount of WORK.WO_JOBNO (by site) DistinctCount of WORK.WO_JOBNO (by head office account) DistinctCount of WORK.WO_JOBNO (total)
Selection parameters available	TBA

Jobs Responded by Day 24/48 hr

Crystal Report name	respdlay.rpt
Description of report	Table of total jobs logged by day, showing if responded to within 24 or 48 hours, or exceeding 48 hours
Links Tables	WORK INVENTORY
Contains subreports	None
Report grouping	Group No.1 WORK.WO_LOG_DATE
Fields displayed on report	WORK.WO_LOG_DATE Count of WORK.WO_JOBNO (by day) Sum of @Inside24 (by day) Sum of @Inside48 (by day) Sum of @Over48 (by day)
Summaries shown	Count of WORK.WO_JOBNO (total) Sum of @Inside24 (total) Sum of @Inside48 (total) Sum of @Over48 (total) @Inside24% (total percentage) @Inside48% (total percentage) @Over48% (total percentage)
Selection parameters available	TBA

Jobs Responded by Day 4/8 hr

Crystal Report name	Respdlay2.rpt
Description of report	Table of total jobs logged by day, showing if responded to within 1, 2, 3, 4, 6 or 8 hours, or exceeding 8 hours
Links Tables	WORK INVENTORY
Contains subreports	None
Report grouping	Group No.1 WORK.WO_LOG_DATE
Fields displayed on report	WORK.WO_LOG_DATE Count of WORK.WO_JOBNO (by day) Sum of @Inside1 (by day) Sum of @Inside2 (by day) Sum of @Inside3 (by day) Sum of @Inside4 (by day) Sum of @Inside6 (by day) Sum of @Inside8 (by day) Sum of @Over8 (by day)

Summaries shown	Count of WORK.WO_JOBNO (total) Sum of @Inside1 (total) Sum of @Inside2 (total) Sum of @Inside3 (total) Sum of @Inside4 (total) Sum of @Inside6 (total) Sum of @Inside8 (total) Sum of @Over8 (total) @Inside1% (total percentage) @Inside2% (total percentage) @Inside3% (total percentage) @Inside4% (total percentage) @Inside6% (total percentage) @Inside8% (total percentage) @Over8% (total percentage)
Selection parameters available	TBA

Jobs Total Summary by Job Type (Graph)

Crystal Report name	jobtot1.rpt
Description of report	Total jobs by job type and category, including graph of category totals
Links Tables	WORK EXTENSIONS WORK CATEGORIES
Contains subreports	None
Report grouping	Group No.1 @JobType Group No.2 @Category
Fields displayed on report	@JobType Count of WORK_EXTENSIONS.WE_KEY (total jobs in type) @Category Count of @Category (total jobs in category)
Summaries shown	Graph Job Volume by Category X Axis @Category Y Axis Count of @Category
Selection parameters available	TBA

Performance Analysis

Crystal Report name	callstat.rpt
Description of report	Analysis of target and actual response, target and actual fix, showing work time and downtime
Links Tables	WORK SERVICE TYPES CUSTOMERS CONTRACTS ENGINEERS
Contains subreports	None
Report grouping	None
Fields displayed on report	WORK.WO_JOBNO CUSTOMERS.CU_NAME WORK.WO_RESPONSE_HOURS WORK.WO_RESPONDED_HOURS WORK.WO_FIX_HOURS WORK.WO_FIXED_HOURS WORK.WO_DOWNTIME_HOURS WORK.WO_WORK_HOURS
Summaries shown	@TotResp (total response hours) @AvgResp (overall percentage response achieved) @TotFix (total fix hours) @AvgFix (overall percentage fix achieved)
Selection parameters available	TBA

PM Performance Analysis

Crystal Report name	pmperf.rpt
Description of report	Performance analysis of planned maintenance jobs, comparing target date against actual completion date by attending engineer
Links Tables	WORK INVENTORY

	CONTRACTS ENGINEERS
Contains subreports	None
Report grouping	Group No.1 ENGINEER.EN_NAME Group No.2 WORK.WO_LOG_DATE
Fields displayed on report	WORK.WO_LOG_DATE WORK.WO_JOBNO CONTRACTS.CO_CONTRACTNO INVENTORY.IN_SERIALNO WORK.WO_FIX_DATE WORK.WO_COMPLETED_DATE @Missed
Summaries shown	Count of WORK.WO_JOBNO (by engineer) @PrintTotalMissed (by engineer)
Selection parameters available	TBA

Product Uptime Analysis

Crystal Report name	uptime2.rpt
Description of report	Percentage uptime by inventory product group also showing machines in field, average response and machine downtime in a given period. Total possible operational hours is shown (days in range given multiplied by 24).
Links Tables	CONTRACTS INVENTORY WORK METERS STOCK
Contains subreports	None
Report grouping	Group No. 1 STOCK.ST_PARTNO
Fields displayed on report	@TotalOpTime (calculation of possible operational hours to which uptime can be compared in percentage form) DistinctCount of INVENTORY.IN_SERIALNO (by product) DistinctCount of WORK.WO_JOBNO (by product) @AvgCalls (by product) @AvgResp (by product) Sum of @DownTime (by product) @ContractTotalTime (by product)
Summaries shown	DistinctCount of INVENTORY.IN_SERIALNO (total) DistinctCount of WORK.WO_JOBNO (total) @AvgCalls (total) @AvgResp (total) Sum of @DownTime (total) @ContractTotalTime (total)
Selection parameters available	TBA

Recall Analysis by Customer

Crystal Report name	custrl.rpt
Description of report	Recall analysis by customer, showing total recall jobs, and the percentage of recalls, by customer and product groups, in a given date period.
Links Tables	WORK CATEGORIES INVENTORY STOCK CUSTOMERS
Contains subreports	None
Report grouping	Group No.1 CUSTOMERS.CU_KEY Group No.2 STOCK.ST_PARTNO
Fields displayed on report	CUSTOMERS.CU_NAME CUSTOMERS.CU_ACCOUNTNO STOCK.ST_PARTNO STOCK.ST_DESC WORK.WO_JOBNO WORK.WO_LOG_DATE INVENTORY.IN_SERIALNO INVENTORY.IN_ASSETNO DistinctCount of WORK.WO_JOBNO (by product) Sum of @IsRecall (total recall jobs by product) @Recall% (% recall jobs by product)
Summaries shown	DistinctCount of WORK.WO_JOBNO (by customer) Sum of @IsRecall (total recall jobs by customer)

	@CustRecall% (% recall jobs by customer)
Selection parameters available	TBA

Recall Analysis by Product

Crystal Report name	rclanal.rpt
Description of report	Recall analysis by product, show both total of recall jobs and the percentage of recalls jobs logged in a given date period. Includes graph.
Links Tables	WORK CATEGORIES STOCK
Contains subreports	None
Report grouping	STOCK.ST_PARTNO
Fields displayed on report	STOCK.ST_PARTNO STOCK.ST_DESC DistinctCount of WORK.WO_JOBNO (by product) Sum of @IsRecall (by product) @Recall% (by product)
Summaries shown	DistinctCount of WORK.WO_JOBNO Sum of @IsRecall (recall total) @GPerc (overall recall %) Graph X Axis STOCK.ST_PARTNO Y Axis @GPerc
Selection parameters available	TBA

Recall Listing by Engineer

Crystal Report name	recalls.rpt
Description of report	Recall listing by engineer. Each recall is attributed to the engineer visiting the call previous to the one currently flagged as a recall.
Links Tables	WORK ENGINEERS *PREV_WORK (WORK) *REC_ENGINEERS (ENGINEERS)
Contains subreports	None
Report grouping	Group No.1 REC_ENGINEERS.EN_NAME
Fields displayed on report	WORK.WO_JOBNO WORK.WO_ORIGINAL_LOG_DATE PREV_WORK.WO_JOBNO PREV_WORK.WO_ORIGINAL_LOG_DATE REC_ENGINEERS.EN_NAME
Summaries shown	Count of REC_ENGINEERS.EN_NAME
Selection parameters available	TBA

Response Hours Analysis by Engineer

Crystal Report name	respengi.rpt
Description of report	Average response times by attending engineer, based on total jobs logged carrying a response target. Includes graph.
Links Tables	WORK EXTENSIONS WORK STOCK CUSTOMERS CATEGORIES ENGINEERS
Contains subreports	None
Report grouping	Group No.1 ENGINEERS.EN_NAME
Fields displayed on report	ENGINEERS.EN_NAME DistinctCount of WORK.WO_JOBNO (by engineer) @AvResp (by engineer) @Met% (response target met by engineer)
Summaries shown	DistinctCount of WORK.WO_JOBNO @AvRespTot @GPerc Graph X Axis – ENGINEERS.EN_NAME Y Axis – Avg of @Response
Selection parameters available	TBA

Response Hours Analysis by Product

Crystal Report name	respprod.rpt
Description of report	Average response times by inventory product group, based on total jobs logged carrying a response target. Includes graph.
Links Tables	WORK EXTENSIONS WORK STOCK CUSTOMERS CATEGORIES
Contains subreports	None
Report grouping	Group No.1 STOCK.ST_PARTNO
Fields displayed on report	STOCK.ST_PARTNO STOCK.ST_DESC DistinctCount of WORK.WO_JOBNO (by product) @AvResp (by product) @Met% (response target met by product)
Summaries shown	Graph X Axis – STOCK.ST_PARTNO Y Axis – Avg of @Response
Selection parameters available	TBA

Return to Fit Analysis

Crystal Report name	rtfanal.rpt
Description of report	Return to fit parts analysis by product (A return to fit is denoted by either "return to fit" or "rtf" appearing in the job category description, in upper, lower or mixed case.)
Links Tables	WORK EXTENSIONS WORK STOCK CUSTOMERS CATEGORIES
Contains subreports	None
Report grouping	STOCK.ST_PARTNO
Fields displayed on report	STOCK.ST_PARTNO STOCK.ST_DESC DistinctCount of WORK.WO_JOBNO Sum of @IsRTF @RTF%
Summaries shown	DistinctCount of WORK.WO_JOBNO Sum of @IsRTF @GPerc
Selection parameters available	TBA

Work Hours Analysis by Product

Crystal Report name	workprod.rpt
Description of report	Work hours analysis by job category and inventory product, including average work hours by job category graph
Links Tables	WORK EXTENSIONS WORK STOCK CUSTOMERS CATEGORIES
Contains subreports	None
Report grouping	Group No.1 CATEGORIES.CA_DESC Group No.2 STOCK.ST_PARTNO
Fields displayed on report	CATEGORIES.CA_DESC STOCK.ST_PARTNO STOCK.ST_DESC DistinctCount of WORK.WO_JOBNO (by product) @TotWork @AVWork @TotTrav @TotTot DistinctCount of WORK.WO_JOBNO (by job category) @CTotWork @CAVWork @CTotTrav @CTotTot
Summaries shown	DistinctCount of WORK.WO_JOBNO (grand total)

	@GTotWork @AvWorkTot @GTotTrav @GTotTot
Selection parameters available	TBA

Loans

Jobs with Loans

Crystal Report name	loanjobs.rpt
Description of report	Listing of jobs with loan items outstanding showing current loan status
Links Tables	LOANS WORK STOCK INVENTORY
Contains subreports	None
Report grouping	Group No.1 WORK.WO_JOBNO Group No.2 STOCK.ST_PARTNO
Fields displayed on report	WORK.WO_JOBNO WORK.WO_LOG_DATE WORK.WO_NAME STOCK.ST_PARTNO INVENTORY.IN_SERIALNO @Status (Current loan status) LOANS.LO_EDIT_DATE
Summaries shown	None
Selection parameters available	TBA

Products on Loan

Crystal Report name	loanprod.rpt
Description of report	Loan equipment currently on customer sites, listed by product
Links Tables	LOANS WORK STOCK INVENTORY
Contains subreports	None
Report grouping	Group No.1 STOCK.ST_PARTNO Group No.2 WORK.WO_JOBNO
Fields displayed on report	STOCK.ST_PARTNO WORK.WO_JOBNO WORK.WO_LOG_DATE WORK.WO_NAME INVENTORY.IN_SERIALNO @Status (Current loan status) LOANS.LO_EDIT_DATE
Summaries shown	None
Selection parameters available	TBA

Parts

Job Parts Usage by Engineer

Crystal Report name	partusg6.rpt
Description of report	Job parts usage summary by engineer and job number
Links Tables	WORK PARTS WORK CUSTOMERS ENGINEERS STOCK CATEGORIES
Contains subreports	None
Report grouping	Group No.1 ENGINEERS.EN_NAME Group No.2 WORK.WO_NAME
Fields displayed on report	@Engineer (Engineer name or "No engineer assigned to job") WORK PARTS.WP_DATE WORK.WO_JOBNO

	CUSTOMERS.CU_TAG STOCK.ST_PARTNO STOCK.ST_DESC STOCK.ST_LOCATION WORK PARTS.WP_QTY
Summaries shown	Sum of WORK PARTS.WP_QTY by Job Number Grand Total of WORK PARTS.WP_QTY
Selection parameters available	TBA

Job Parts Usage by Job Number

Crystal Report name	partusg4.rpt
Description of report	Job parts usage summary by job number
Links Tables	WORK PARTS WORK CUSTOMERS STOCK CATEGORIES
Contains subreports	None
Report grouping	Group No.1 WORK.WO_JOBNO
Fields displayed on report	WORK PARTS.WP_DATE WORK.WO_JOBNO CUSTOMERS.CU_TAG STOCK.ST_PARTNO STOCK.ST_DESC WORK PARTS.WP_QTY @Cost (Qty X Cost Price) @Value (Qty X Price)
Summaries shown	Sum of WORK PARTS.WP_QTY by Job Number Sum of @Cost by Job Number Sum of @Value by Job Number Grand Total of WORK PARTS.WP_QTY Grand Total of @Cost Grand Total of @Value
Selection parameters available	TBA

Job Parts Usage by Month

Crystal Report name	partusg.rpt
Description of report	Job parts usage summary, cross referenced by date of use
Links Tables	WORK PARTS WORK CUSTOMERS STOCK
Contains subreports	None
Report grouping	Group No.1 STOCK.ST_PARTNO Group No.2 WORK PARTS.WP_DATE
Fields displayed on report	STOCK.ST_PARTNO STOCK.ST_DESC Sum of WORK PARTS.WP_QTY
Summaries shown	Cross tab: Column 1: WORK PARTS.WP_DATE Row 1: STOCK.ST_PARTNO
Selection parameters available	TBA

Job Parts Usage with Costs

Crystal Report name	partusg2.rpt
Description of report	Summary of parts used on jobs, grouped by stock category, showing associated costs
Links Tables	WORK PARTS WORK CUSTOMERS STOCK CATEGORIES
Contains subreports	None
Report grouping	Group No.1 CATEGORIES.CA_DESC Group No.2 STOCK.ST_PARTNO
Fields displayed on report	@Category (CATEGORIES.CA_DESC or "No Category" if blank) STOCK.ST_PARTNO STOCK.ST_DESC

	Sum of WORK PARTS.WP_QTY Sum of @Cost (cost of total parts used)
Summaries shown	Sum of WORK PARTS.WP_QTY by CATEGORIES.CA_DESC Sum of @Cost by CATEGORIES.CA_DESC Grand Total WORK PARTS.WP_QTY Grand Total @Cost
Selection parameters available	TBA

Job Parts Usage with Values

Crystal Report name	partusg5.rpt
Description of report	Summary of parts used on jobs, grouped by customer and stock category, showing associated costs
Links Tables	WORK PARTS WORK CUSTOMERS STOCK CATEGORIES
Contains subreports	None
Report grouping	Group No.1 CUSTOMERS.CU_TAG Group No.2 CATEGORIES.CA_DESC Group No.3 STOCK.ST_PARTNO
Fields displayed on report	CUSTOMERS.CU_TAG @Category (CATEGORIES.CA_DESC or "No Category" if blank) STOCK.ST_PARTNO STOCK.ST_DESC Sum of WORK PARTS.WP_QTY Sum of @Cost (cost of total parts used)
Summaries shown	Sum of WORK PARTS.WP_QTY by CATEGORIES.CA_DESC Sum of @Cost by CATEGORIES.CA_DESC Sum of WORK PARTS.WP_QTY by CU_TAG Sum of @Cost by CU_TAG Grand Total WORK PARTS.WP_QTY Grand Total @Cost
Selection parameters available	TBA

Parts Availability

Crystal Report name	partreq.rpt
Description of report	Status of parts requested directly for jobs (estimated, requested, ordered, available, despatched)
Links Tables	WORK WORK PARTS STOCK ENGINEERS
Contains subreports	None
Report grouping	Group No.1 @Status (part request status) Group No.2 WORK.WO_JOBNO
Fields displayed on report	@Status (part request status) WORK.WO_JOBNO WORK.WO_NAME WORK.WO_ADDRESS1 WORK.WO_TOWN WORK.WO_POSTCODE WORK.WO_LOG_DATE STOCK.ST_PARTNO STOCK.ST_DESC WORK PARTS.WP_QTY
Summaries shown	None
Selection parameters available	TBA

Requested Parts

Crystal Report name	reqpart1.rpt
Description of report	Listing of parts requested for jobs (paper version of what is shown in Routines, Stock control, Stock Replenishments, Parts Requests)
Links Tables	WORK WORK PARTS STOCK CATEGORIES INVENTORY PRODUCT

	*STOCK-PR (STOCK) *CATEGORIES-PR (CATEGORIES) ENGINEERS
Contains subreports	None
Report grouping	Group No.1 ENGINEERS.EN_ENGINEERNO Group No.2 WORK.WO_JOBNO
Fields displayed on report	ENGINEERS.EN_ENGINEERNO WORK.WO_JOBNO CATEGORIES.CS_DESC WORK.WO_NAME WORK.WO_LOG_DATE PRODUCT.ST_PARTNO INVENTORY.IN_SERIALNO STOCK.ST_PARTNO WORK PARTS.WP_DATE WORK PARTS.WP_QTY
Summaries shown	None
Selection parameters available	TBA

Scheduling

Engineer Schedule

Crystal Report name	sched1.rpt
Description of report	Listing showing engineer activity from the visual scheduler by date and engineer
Links Tables	SCHEDULE ENGINEERS WORK INVENTORY STOCK REGIONS
Contains subreports	None
Report grouping	Group No.1 ENGINEERS.EN_NAME Group No.2 SCHEDULE.SC_DATE
Fields displayed on report	ENGINEERS.EN_NAME SCHEDULE.SC_DATE @ShowScTime (Scheduled Start Time) @Scheduled (Scheduled End Time) WORK.WO_JOBNO WORK.WO_NAME INVENTORY.IN_DESC INVENTORY.IN_PLACEMENT INVENTORY.IN_SERIALNO SCHEDULE.SC_DESC
Summaries shown	None
Selection parameters available	TBA

Our Reports

The contents of the Our Reports folder will vary from customer to customer. This is the specific area for custom written reports. There may be subfolders (established at the customer's request).

This area is controlled and added to by creating and amending the file rptusr.ini, located in \accentdb. The parameters in this file are merged at MSA run time with Reports.ini and the four rep-X2X.ini files to produce a custom menu.

In-built Reports

The following reports are automatically generated from within the code of MSA:

Goods Received Note

Crystal Report name	received.rpt
Description of report	Purchase order goods received note, automatically offered for running upon receipt of line item(s)
Links Tables	STOCK MOVEMENTS STOCK ENGINEERS WORK CUSTOMERS
Contains subreports	None
Report grouping	Group No.1 STOCK MOVEMENTS.SM_TYPE Group No.2 STOCK.ST_PARTNO
Fields displayed on report	@type (Stock Movement type) STOCK.ST_PARTNO STOCK.ST_LOCATION STOCK MOVEMENTS.SM_QTY ENGINEERS.EN_NAME WORK.WO_JOBNO CUSTOMERS.CU_TAG
Summaries shown	None
Selection parameters available	None

Contract Billing Summary

Crystal Report name	cbillsum.rpt
Description of report	Summary of contract bills to be raised for the given period when running the contract billing routine. Used for checking prior to clicking 'Keep these invoices'.
Links Tables	INVOICE LINES INVOICE CONTRACTS CUSTOMERS CATEGORIES INVENTORY STOCK
Contains subreports	None
Report grouping	CUSTOMERS.CU_ACCOUNTNO INVOICE.IV_INVOICENO INVOICE LINES.IL_KEY
Fields displayed on report	CUSTOMERS.CU_ACCOUNTNO CUSTOMERS.CU_NAME Sum of INVOICE_LINES.IL_NETT_VALUE (by customer) INVOICE.IV_INVOICENO INVOICE.IV_INVOICE_DATE CONTRACTS.CO_CONTRACTNO CATEGORIES.CA_DESC INVOICE.IV_NETT_VALUE INVENTORY.IN_DESC INVENTORY.IN_SERIALNO INVOICE_LINES.IL_PERIOD_FROM INVOICE_LINES.IL_PERIOD_TO INVOICE_LINES.IL_NETT_VALUE Sum of INVOICE_LINES.IL_NETT_VALUE (by invoice)
Summaries shown	Sum of INVOICE_LINES.IL_NETT_VALUE (total)
Selection parameters available	None

Rental Billing Summary

Crystal Report name	rbillsum.rpt
Description of report	Summary of rental bills to be raised for the given period when running the rental billing routine. Used for checking prior to clicking 'Keep these invoices'.
Links Tables	INVOICE LINES INVOICE CONTRACTS CUSTOMERS INVENTORY STOCK
Contains subreports	None
Report grouping	CUSTOMERS.CU_ACCOUNTNO INVOICE.IV_INVOICENO INVOICE LINES.IL_KEY
Fields displayed on report	CUSTOMERS.CU_ACCOUNTNO CUSTOMERS.CU_NAME Sum of INVOICE_LINES.IL_NETT_VALUE (by customer) INVOICE.IV_INVOICENO INVOICE.IV_INVOICE_DATE INVOICE.IV_NETT_VALUE INVENTORY.IN_DESC INVENTORY.IN_SERIALNO INVENTORY.IN_RENTAL_AGREEMENT INVOICE_LINES.IL_PERIOD_FROM INVOICE_LINES.IL_PERIOD_TO INVOICE_LINES.IL_NETT_VALUE Sum of INVOICE_LINES.IL_NETT_VALUE (by invoice)
Summaries shown	Sum of INVOICE_LINES.IL_NETT_VALUE (total)
Selection parameters available	None