

## Using the Service and Repair Order Viewer

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When you offer your customers Service and Repair options, you need to have an easy way to track the status of each project.

Using the available viewer and its ability to add, modify or even delete data can be a big help.

Let's look at the Service and Repair grid. It's a useful tool to display, sort and change Point of Sale details.

### Display Service Orders

Display the POS window.

With your cursor In the Customer box, click the Menu button.

Under the Viewers heading, click Documents.

Eagle opens the All Types Viewer.

Click the Service Orders hyperlink.

Eagle launches the Open Services Orders viewer with full grid functionality.

You can limit the data based on the Service Order status, or identify a customer, job account, or specific Serial Number.

Display information by Store, based on a Part number or a specific Technician.

Use the Change Lookup link to search by Phone Number.

You can also access the viewer when you Start a Transaction from the ribbon menu and choose Service order.

Click Recall Existing Order and press the Viewer button.

### Modify or Delete Service Orders

To change the Status, enter a Status Note, change the Technician, or alter the Location, highlight the Service Order and press Change.

Make your adjustments and entries.

Note that New Status Notes only apply when the Status is changed.

Press OK when you're done.

To delete a Service Order, you must have security bit number 69 enabled for your Role.

Right-click on a column heading, select checkboxes, and place a checkmark next to the Service Orders you want to delete.

Press the Delete button and confirm the action.

To add items or invoice the Service Order, press the Select button with the document highlighted.

Modify or complete the sale as you normally would.

The Service and Repair function has been greatly expanded with recent Eagle software releases.

The ability to monitor activity in your service department helps keep track of inventory movement, repair status, and technician efficiency.

Use the viewer to display and modify this important data.

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