Slide 1
Slide notes:

In this session we look at an example of how we can Query a Service Job. Any Service Job, Current or Prior, can Query "Opened" Jobs and "Closed" Jobs.
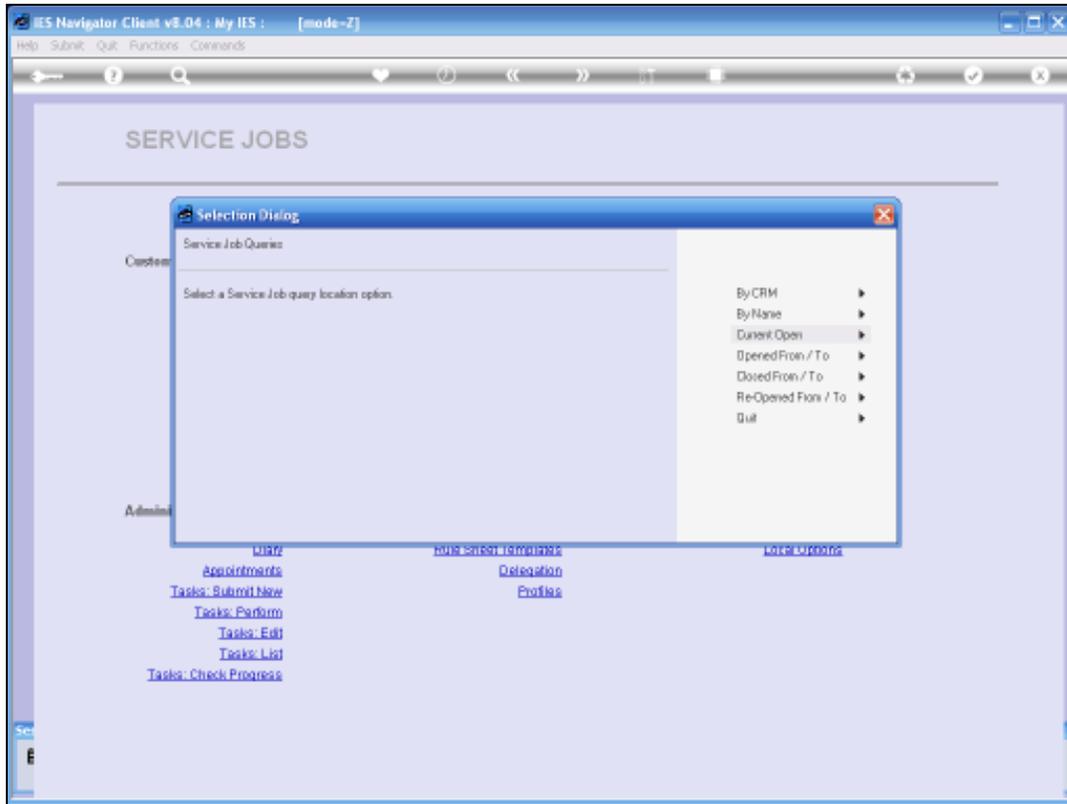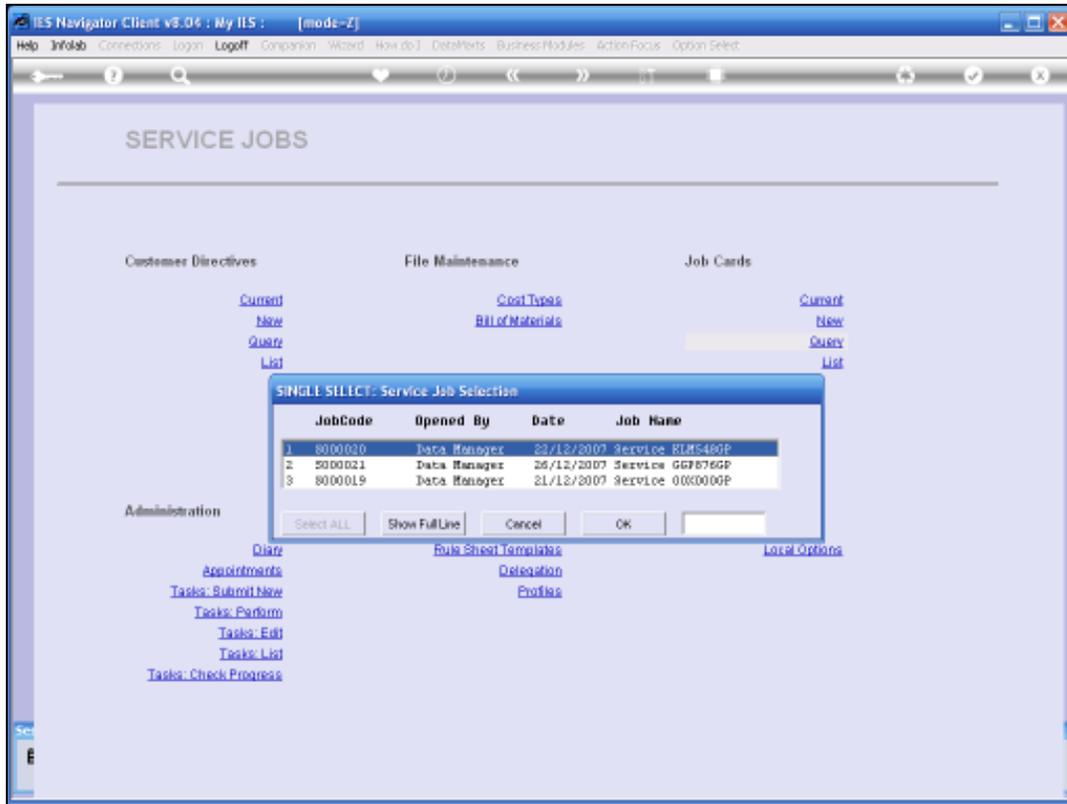
Slide 2
Slide notes:

Slide 3
Slide notes:

I am going to choose from "Current Open" Service Jobs, a Service Job to query.

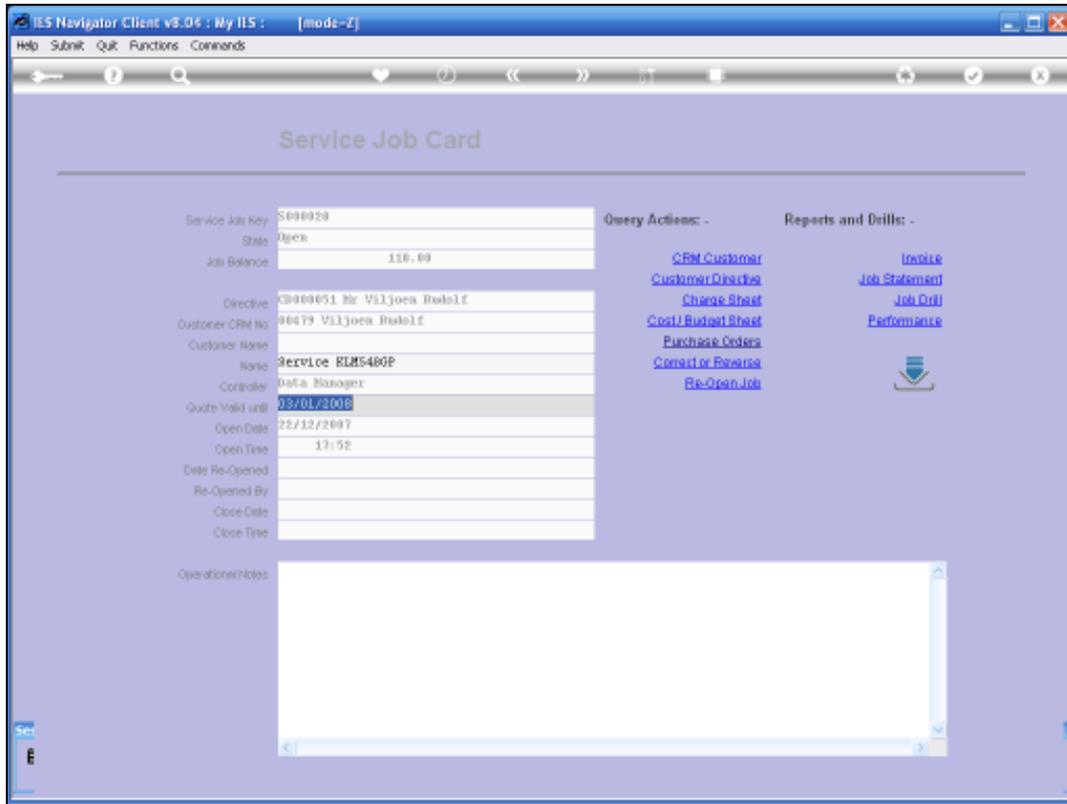Slide 4
Slide notes:

Select the Job that I want to Query.

Slide 5
Slide notes:

When we look at the Query Actions here, we can go to the CRM Master Record if there is a CRM Master Record on this Service Job. We can go to the Customer Directive and we can look at the Charge Sheet or the Cost/Budget Sheet, the Purchase Orders, Correct or Reverse, or tell us how to Re-Open the Job and then Perform Corrections or Reversals. Then on the Reports and Drill side we can Produce or Re-Produce the Invoice or Job Statement. We can Drill into the Job and we can also look at the Performance Indicators.
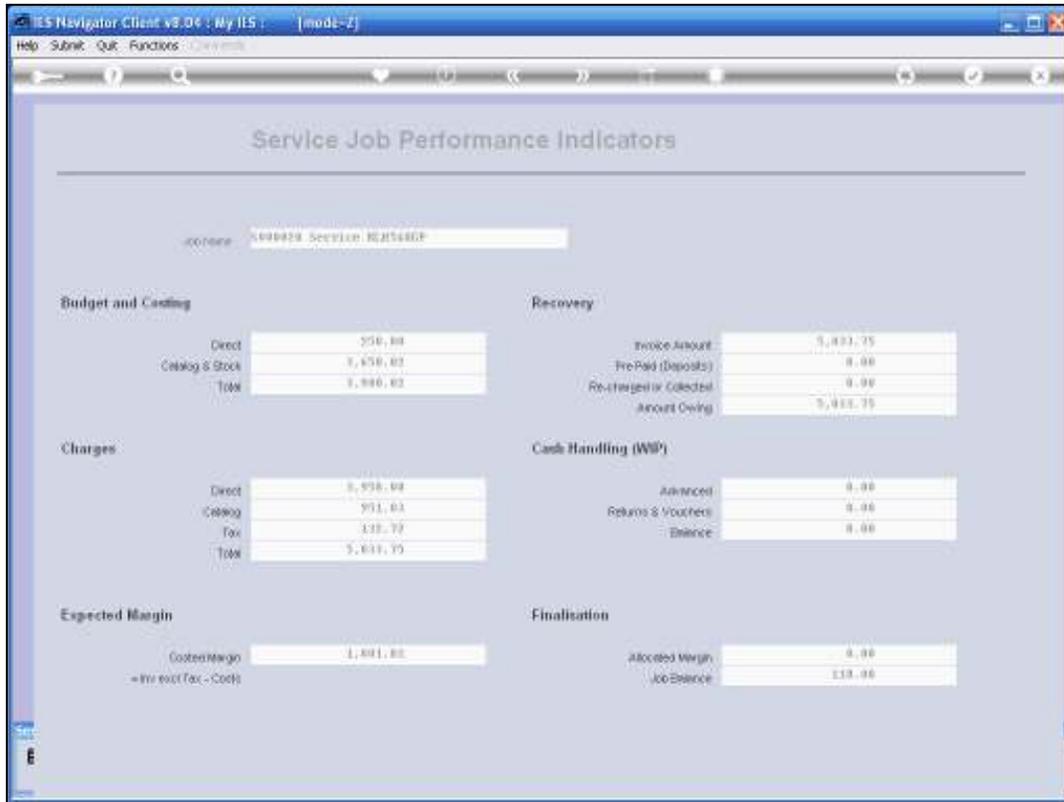
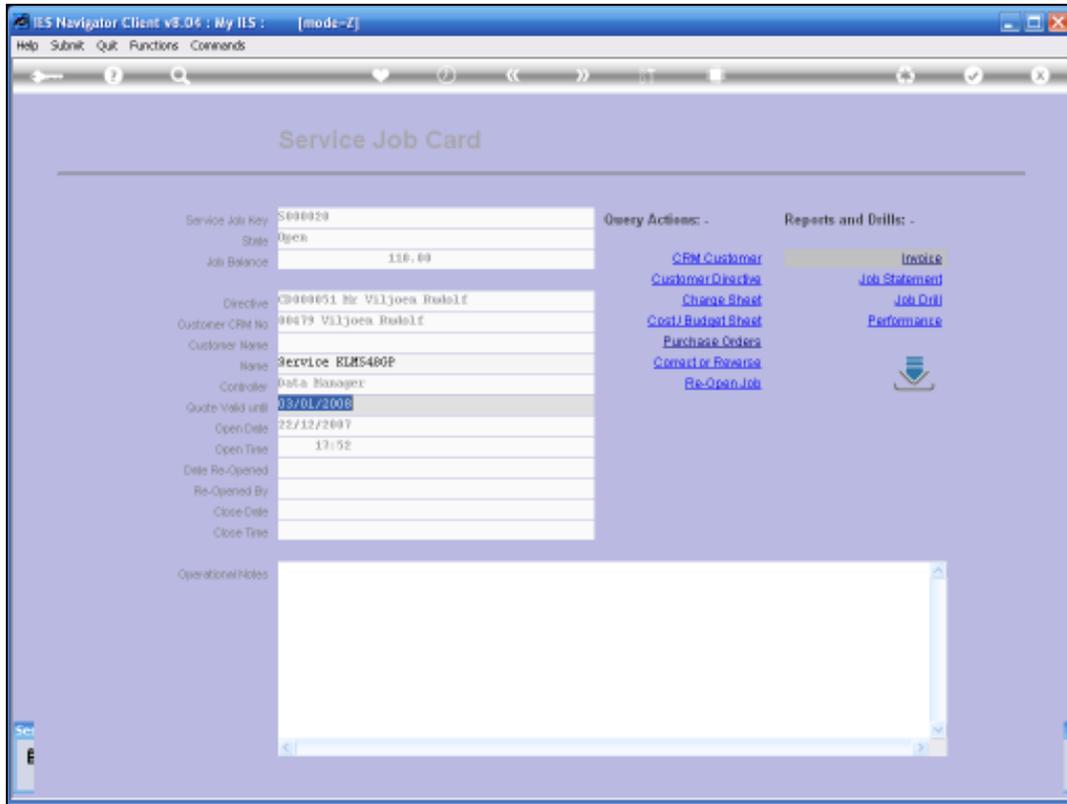Slide 6
Slide notes:
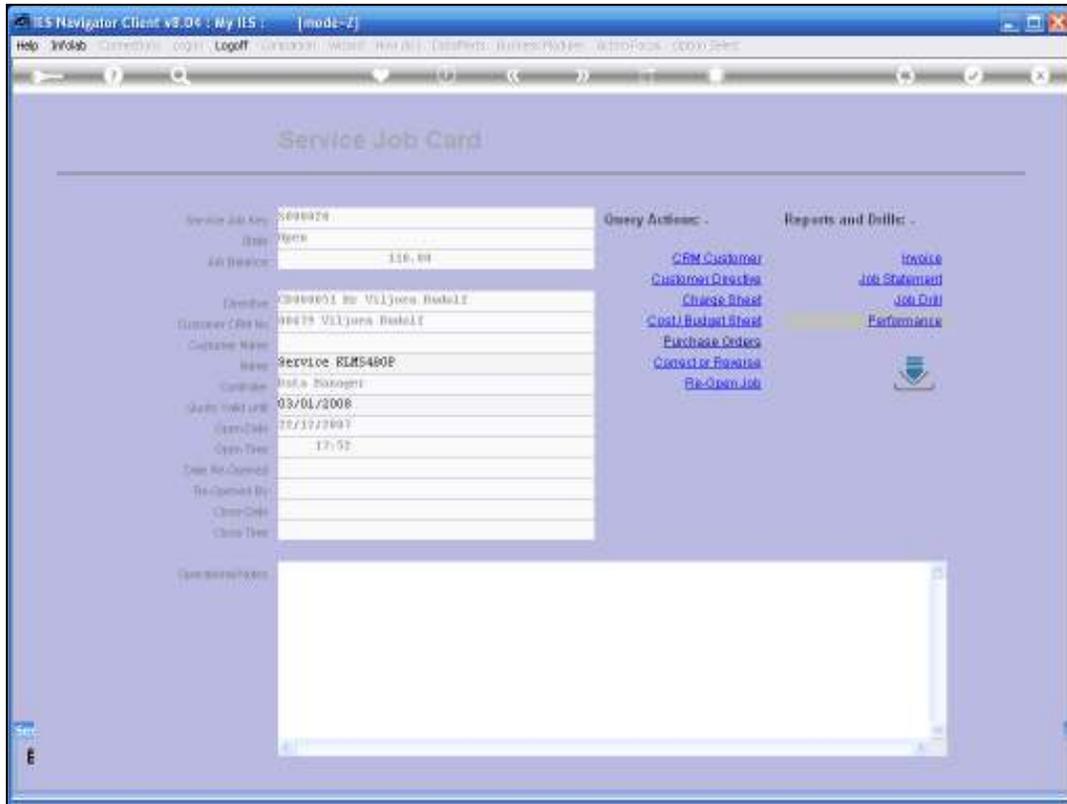
Slide 7
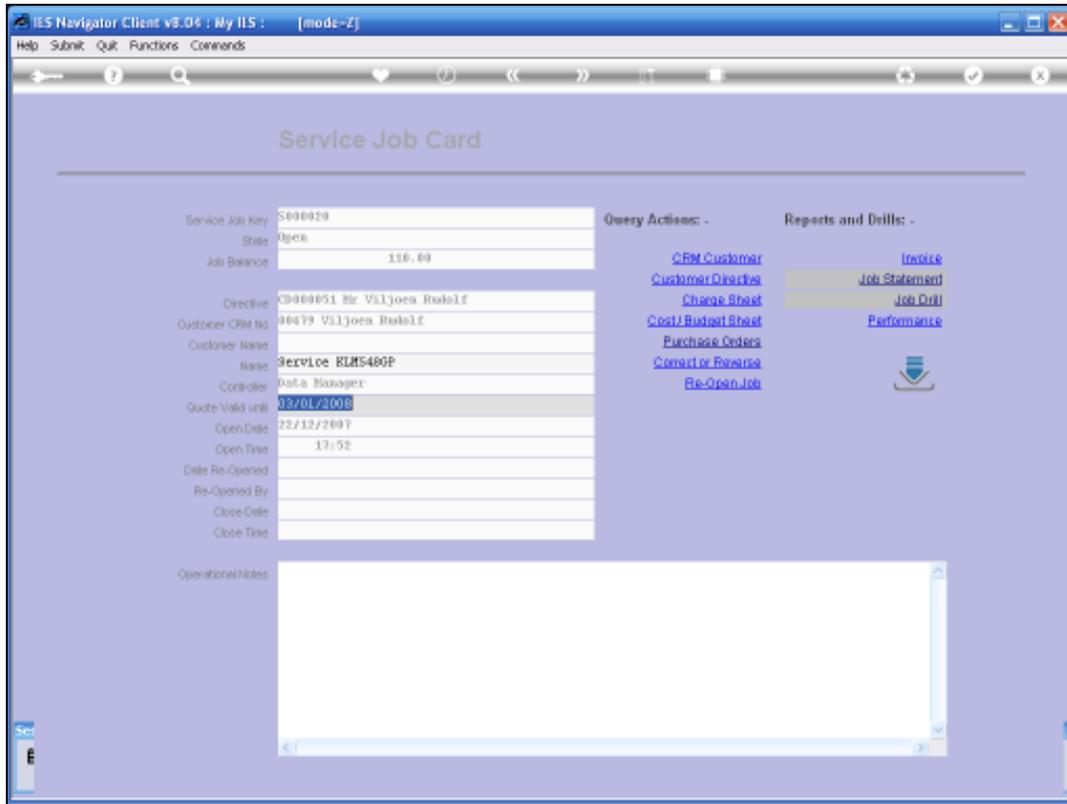Slide notes:
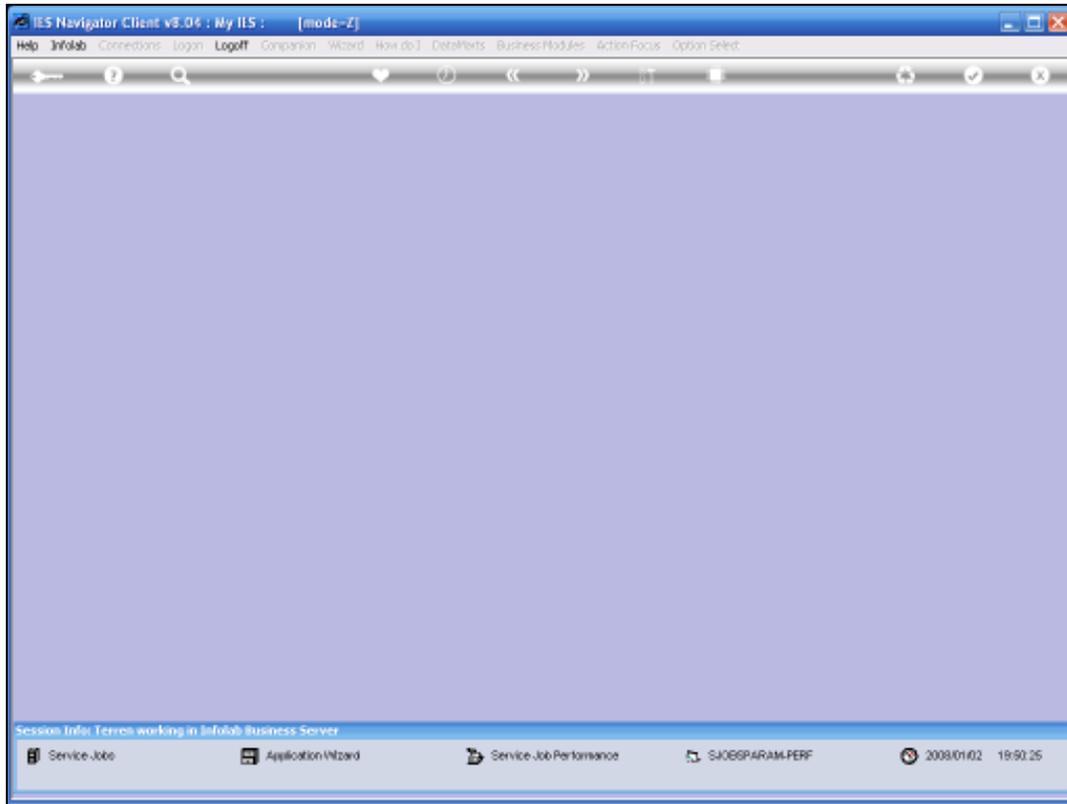
Slide 8
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Slide 9
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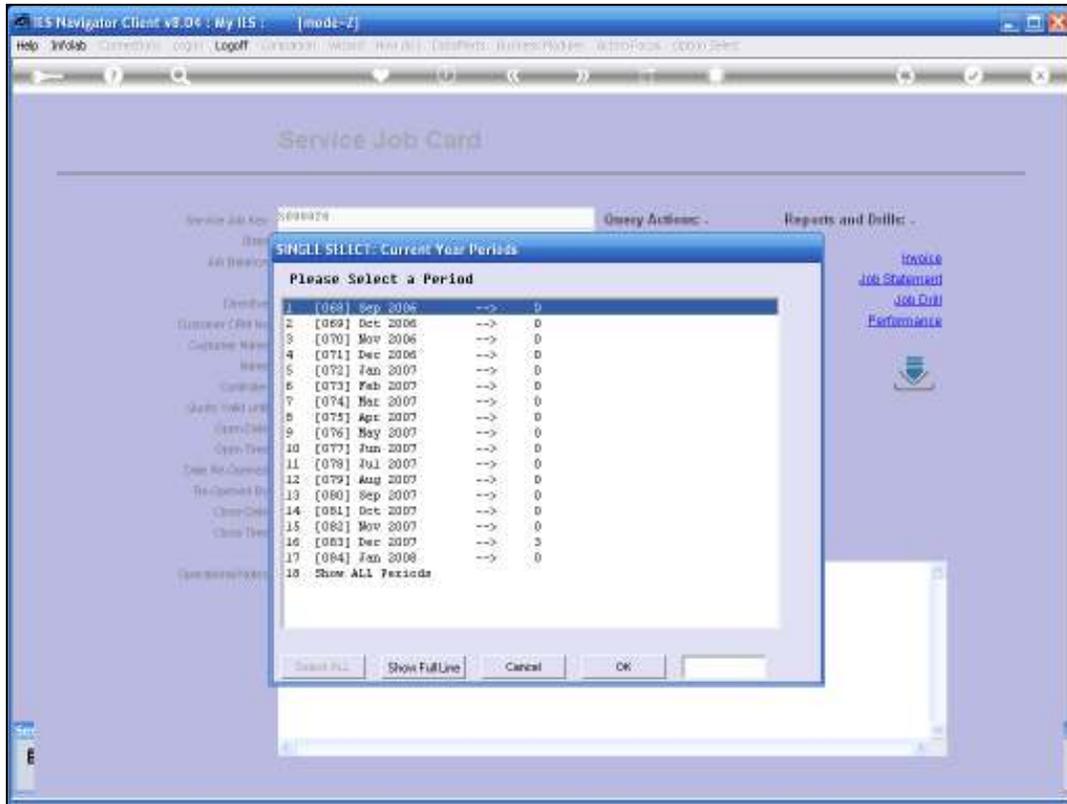And here we have the Performance Indicators for this Job.
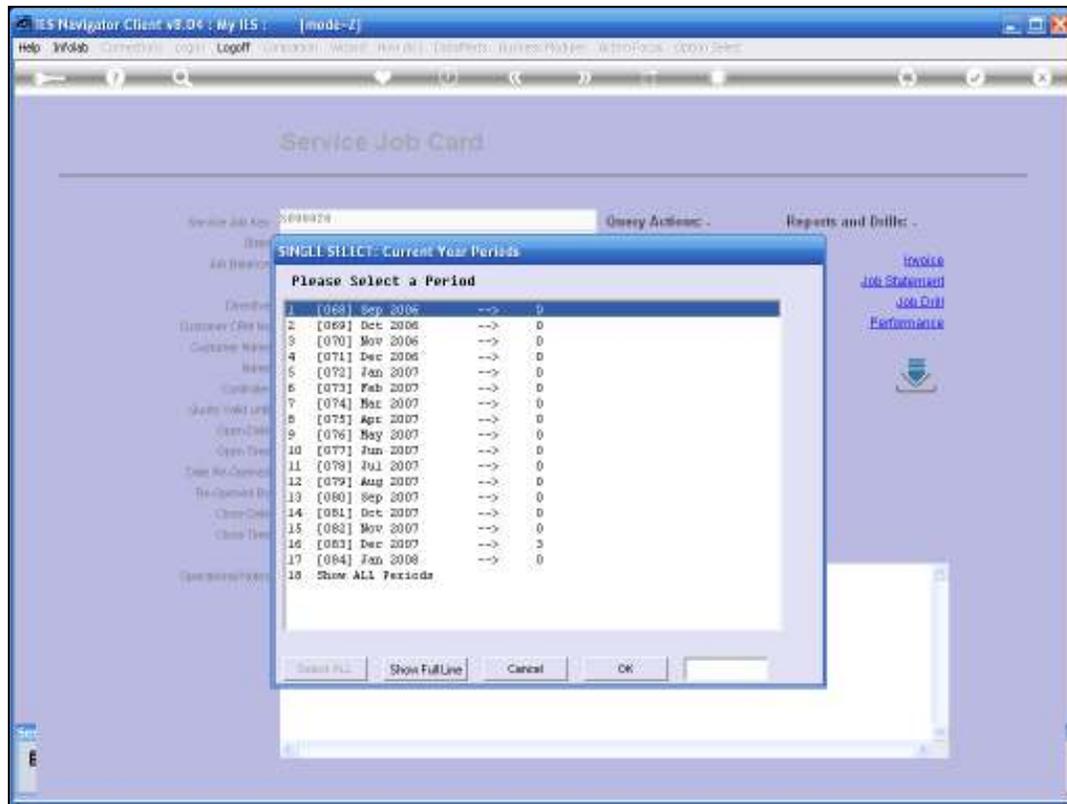
Slide 10
Slide notes:
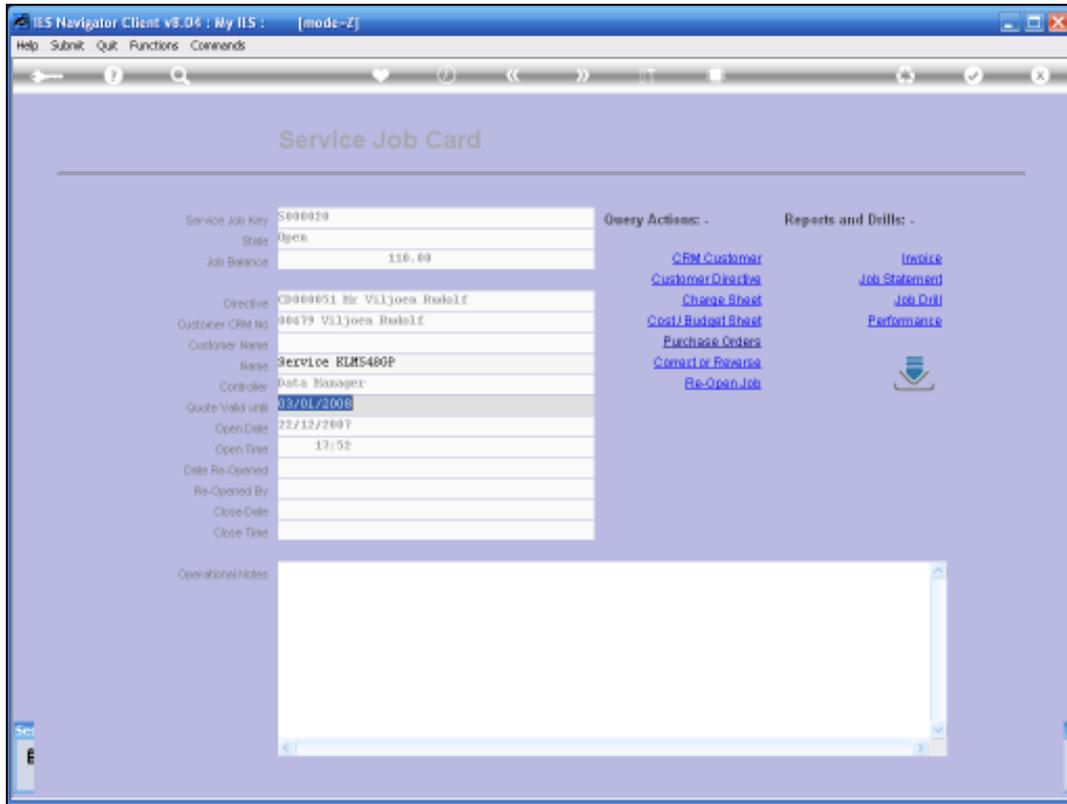
Slide 11
Slide notes:

Slide 12
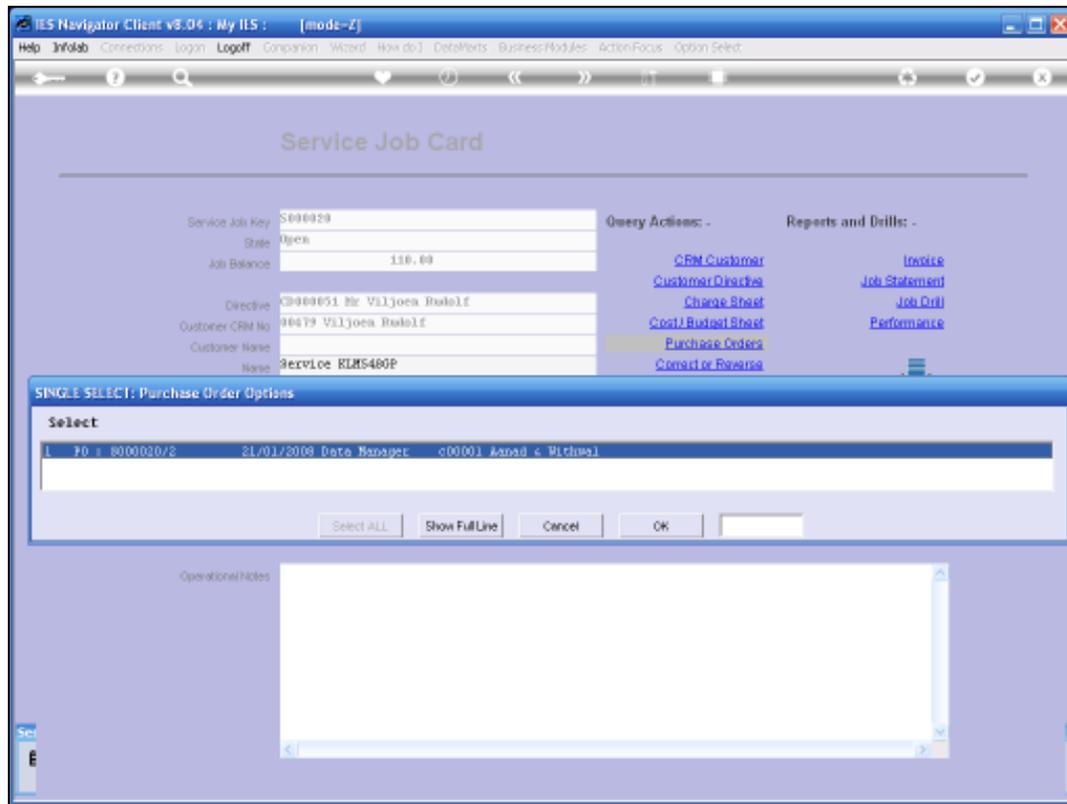Slide notes:

Slide 13
Slide notes:

On the Drill Option here we can see that there are 3 Transactions on this Service Job in December 2007. I can Select December 2007 and drill deeper into it if we want to.
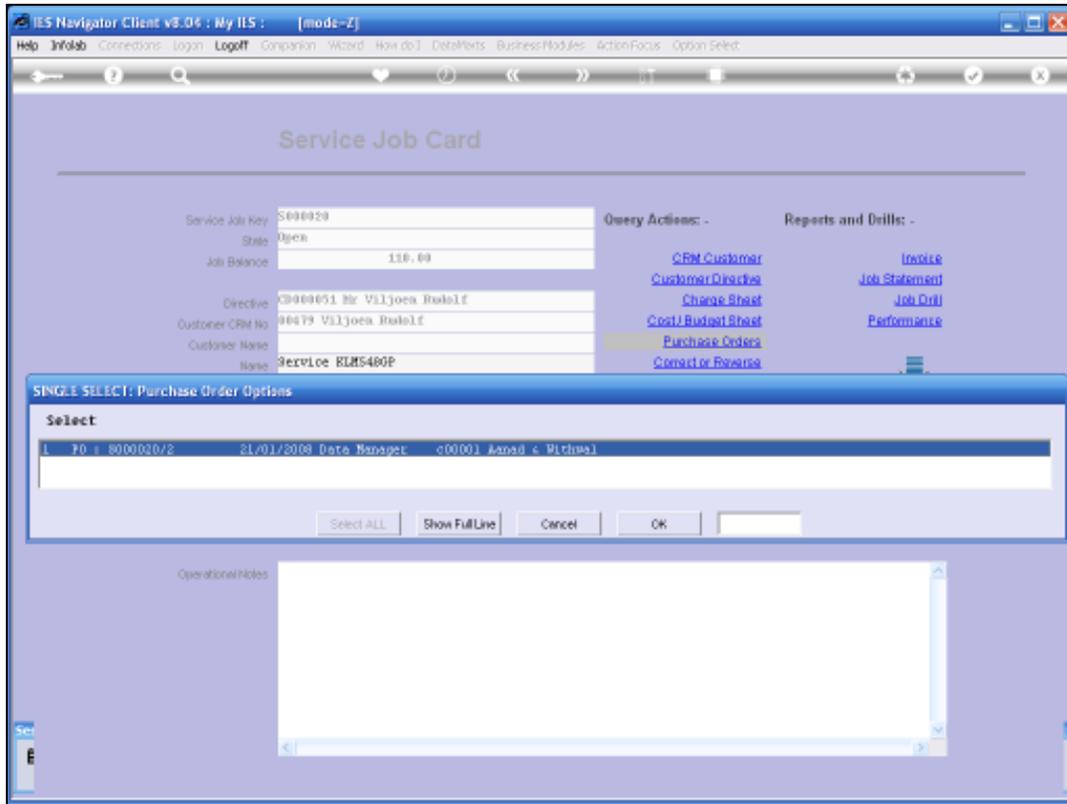
Slide 14

Slide notes:

Now let us see if there are any Purchase Orders on this Service Job.

Slide 15
Slide notes:

Now of course on Service Jobs, the Purchase Orders are not simply Totals of various Orders that have been performed, The Purchase Orders are actually integrated to the Service Jobs and we can Drill into all the Detail and see the complete Order Detail right from the Service Job.

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Slide notes:

Slide 17
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So the Query Option on Service Jobs allow us full access to all information on the Service Job.