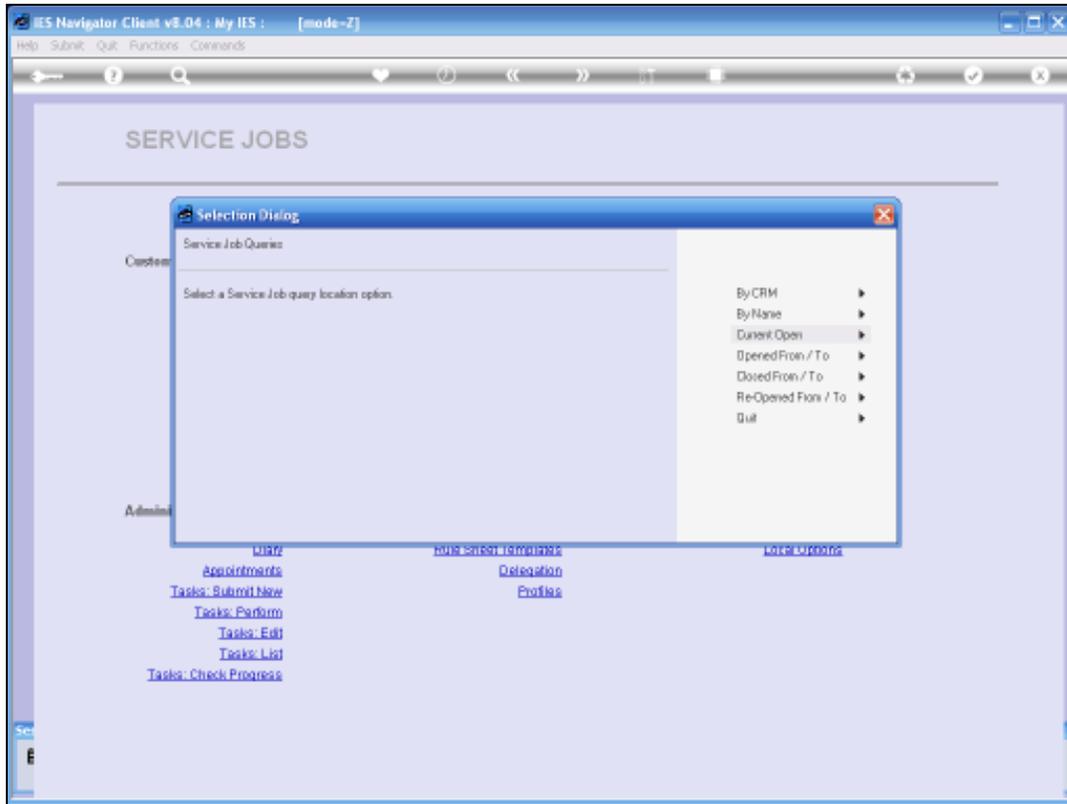


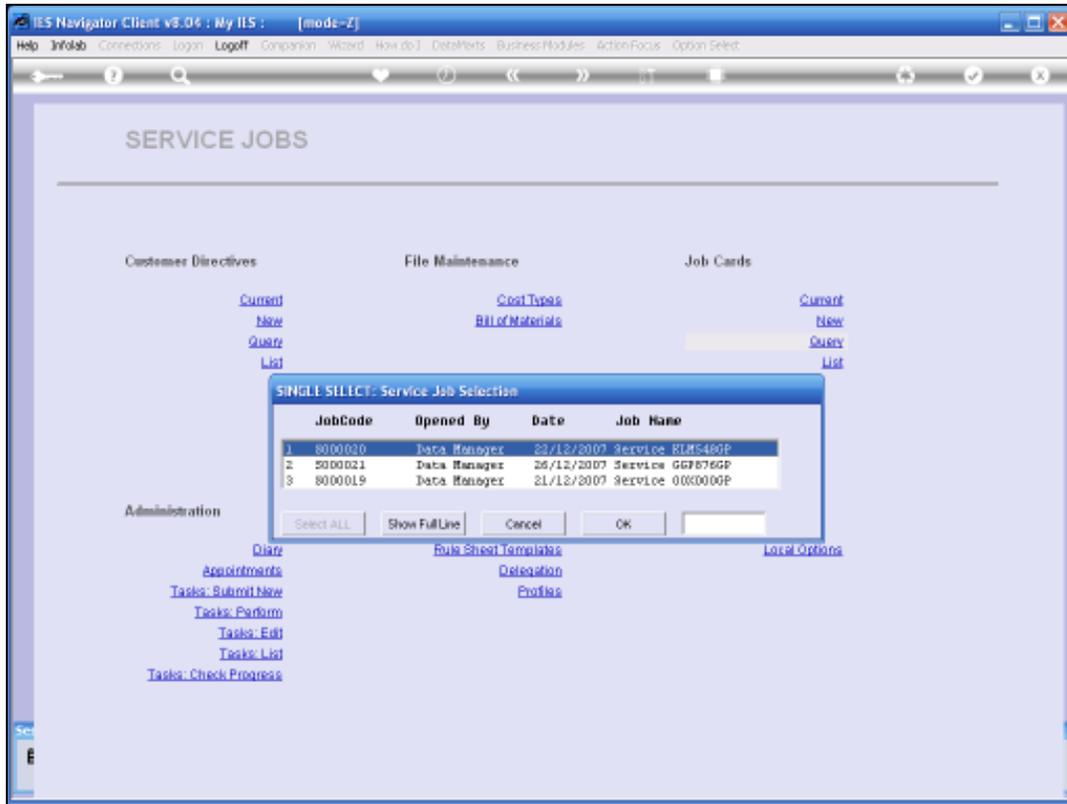
Slide 2  
Slide notes:



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.

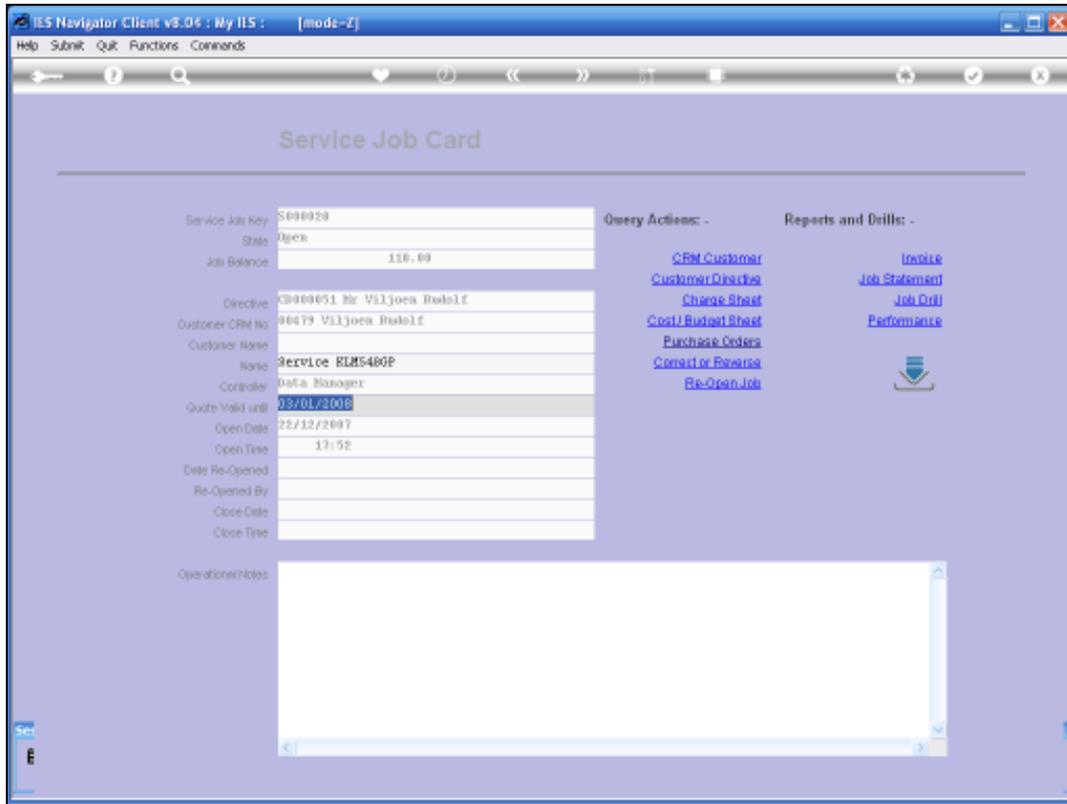
Service Job Card

Service Job Key	S000029	Query Actions: -	Reports and Drills: -
State	Open	<a href="#">CRM Customer</a>	<a href="#">Invoice</a>
Job Balance	110.00	<a href="#">Customer Directive</a>	<a href="#">Job Statement</a>
Directive	C000051 Mr. Viljoen Rudolf	<a href="#">Charge Sheet</a>	<a href="#">Job Drill</a>
Customer CRM No	00479 Viljoen Rudolf	<a href="#">Cost/Budget Sheet</a>	<a href="#">Performance</a>
Customer Name	Service RLM5480P	<a href="#">Purchase Orders</a>	
Name		<a href="#">Correct or Reverse</a>	
Controller	Data Manager	<a href="#">Re-Open Job</a>	
Quote Valid until	03/01/2008		
Open Date	22/12/2007		
Open Time	13:52		
Date Re-Opened			
Re-Opened By			
Close Date			
Close Time			
Operational Notes			

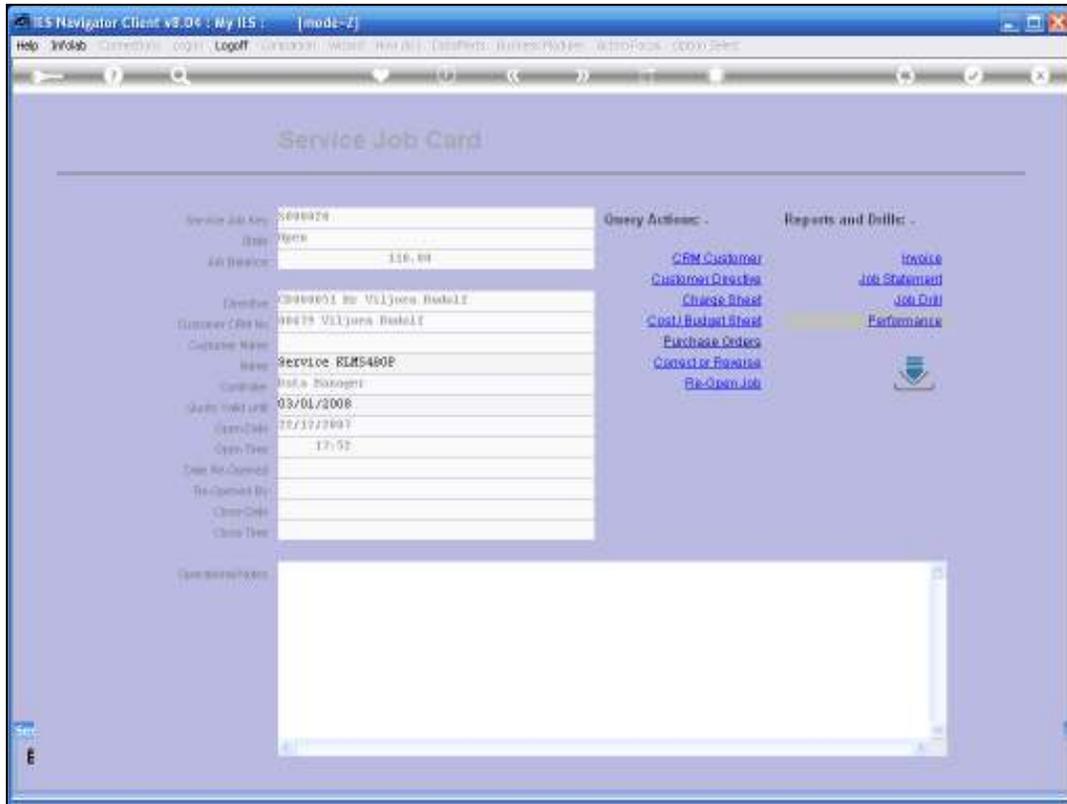
Slide 5

Slide notes:

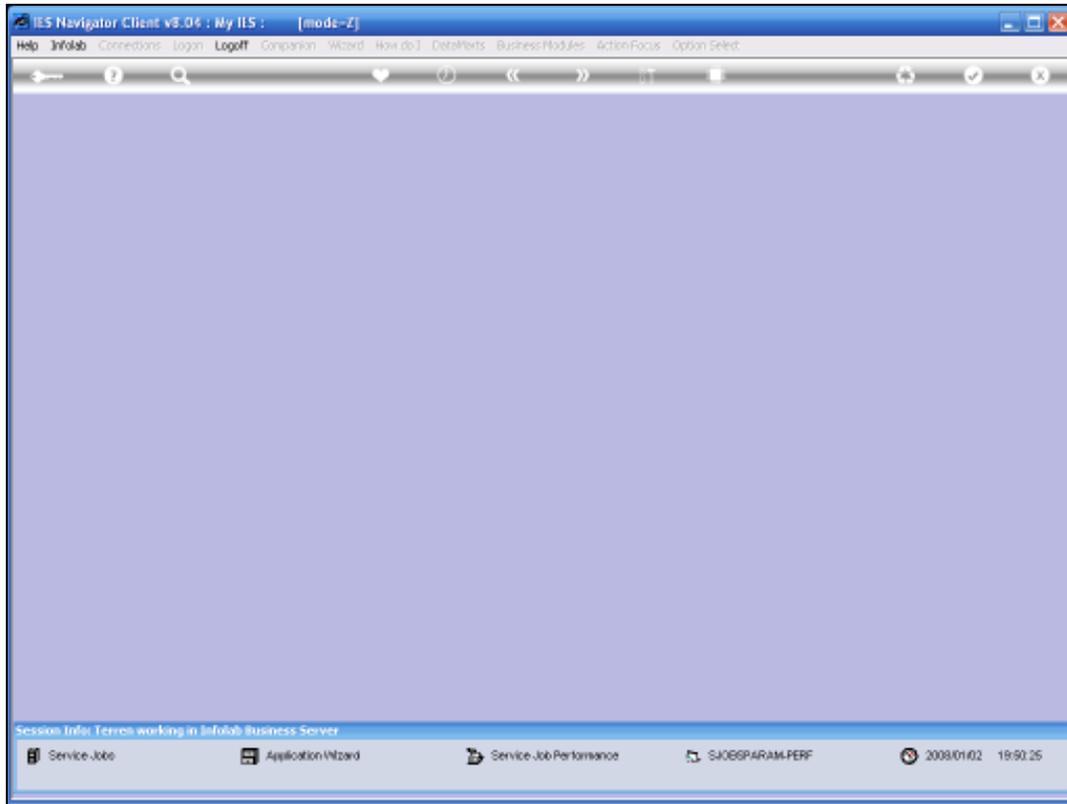
When we look at the Query Actions here, we can go to the CRM Master Record if there is a CRM Master Record on this Service Job. We can go to the Customer Directive and we can look at the Charge Sheet or the Cost/Budget Sheet, the Purchase Orders, Correct or Reverse, or tell us how to Re-Open the Job 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.



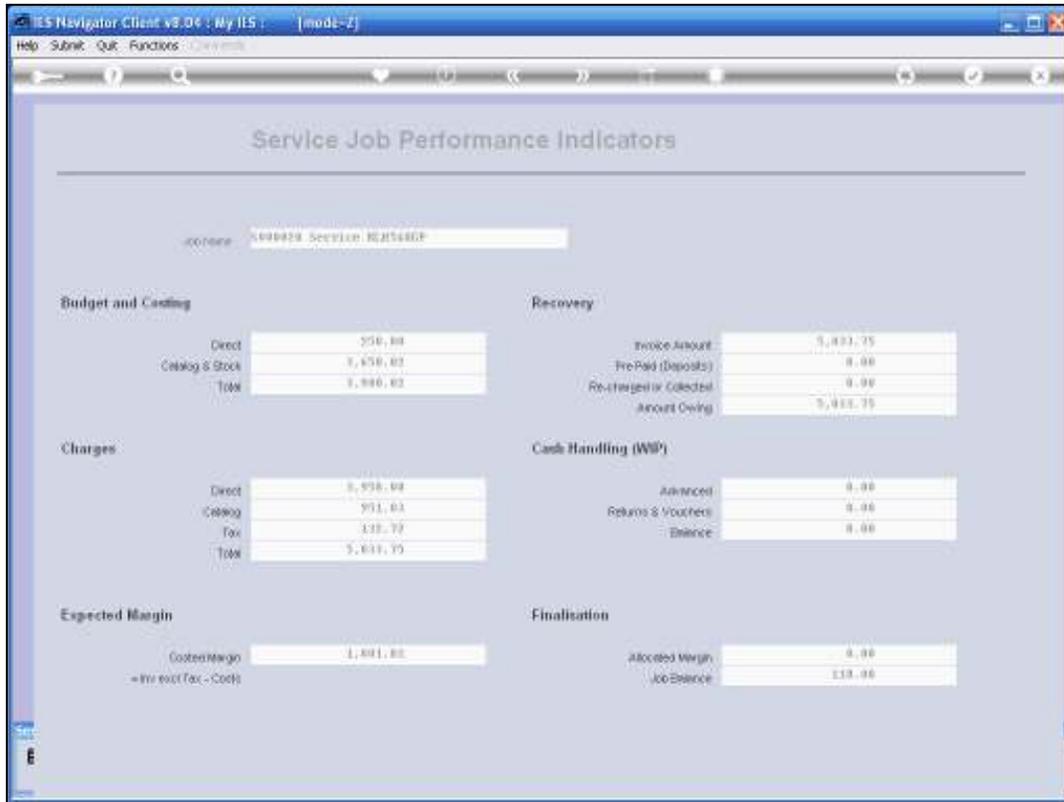
Slide 6  
Slide notes:



Slide 7  
Slide notes:

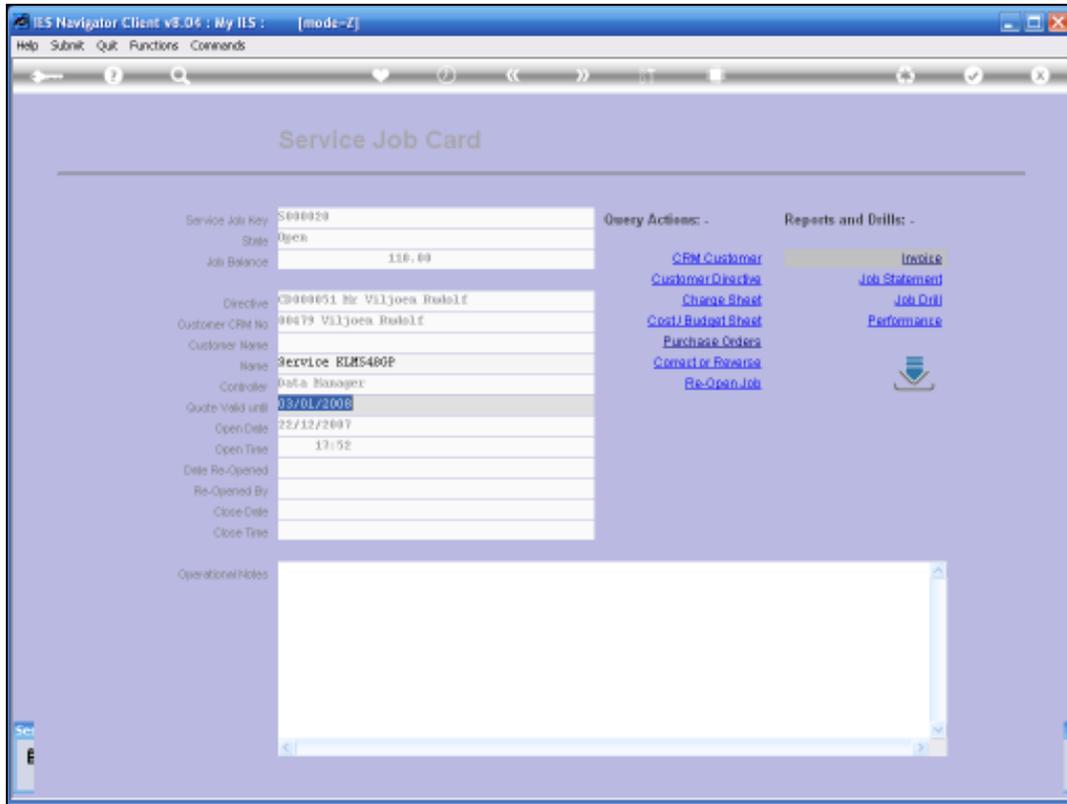


Slide 8  
Slide notes:



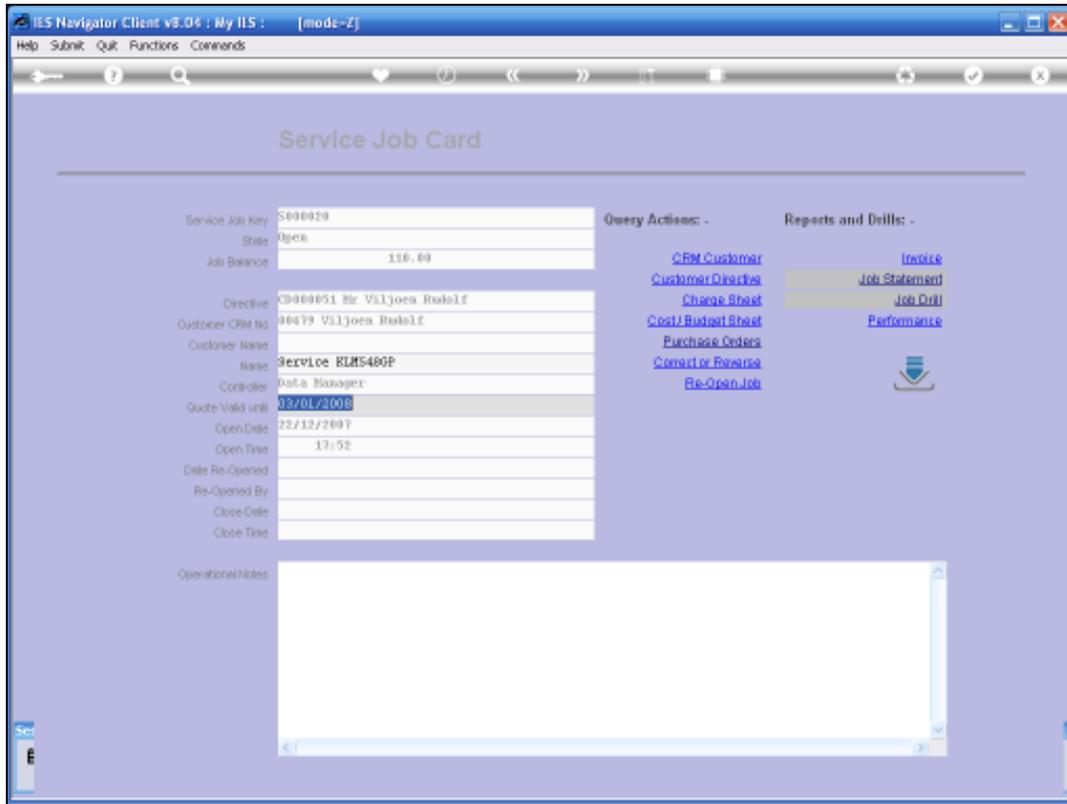
Slide 9  
Slide notes:

And here we have the Performance Indicators for this Job.

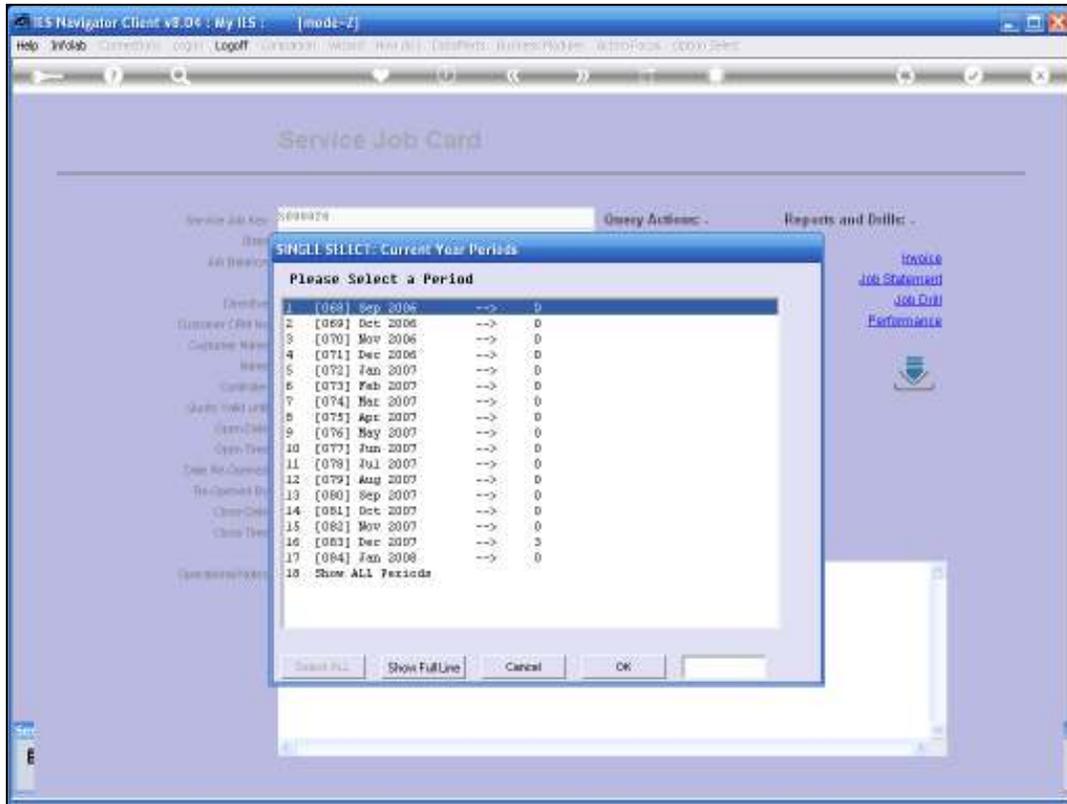


Slide 10

Slide notes:

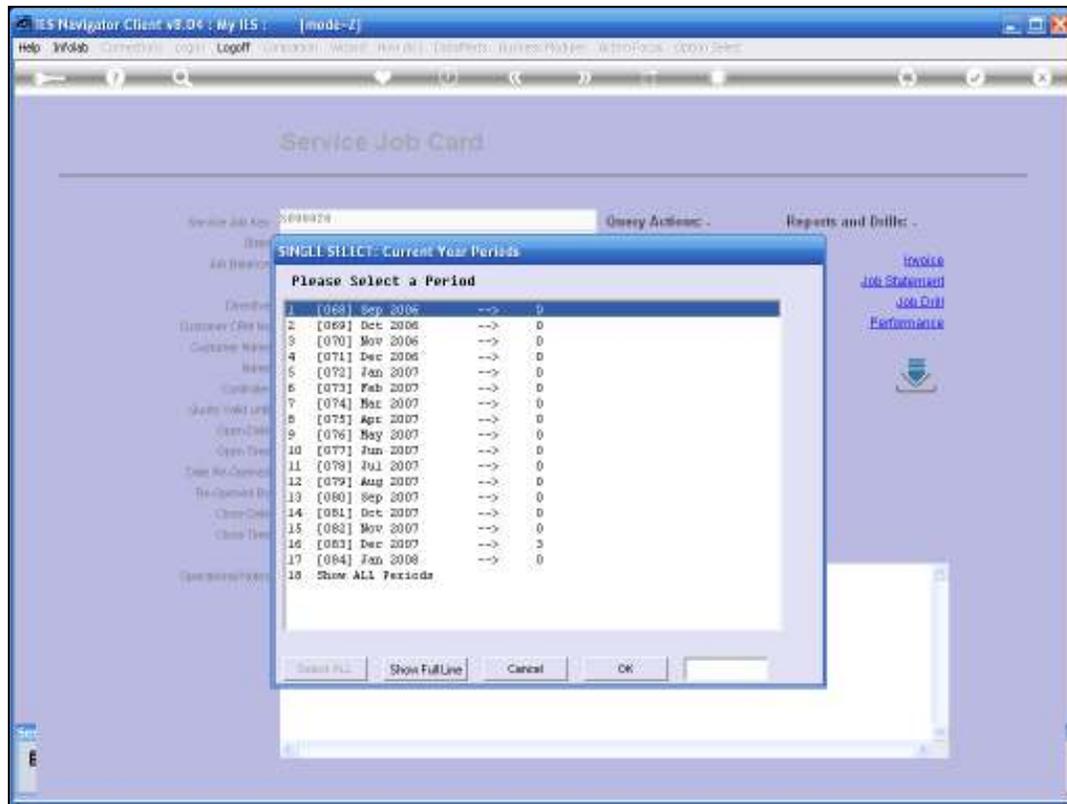


Slide 11  
Slide notes:



Slide 12

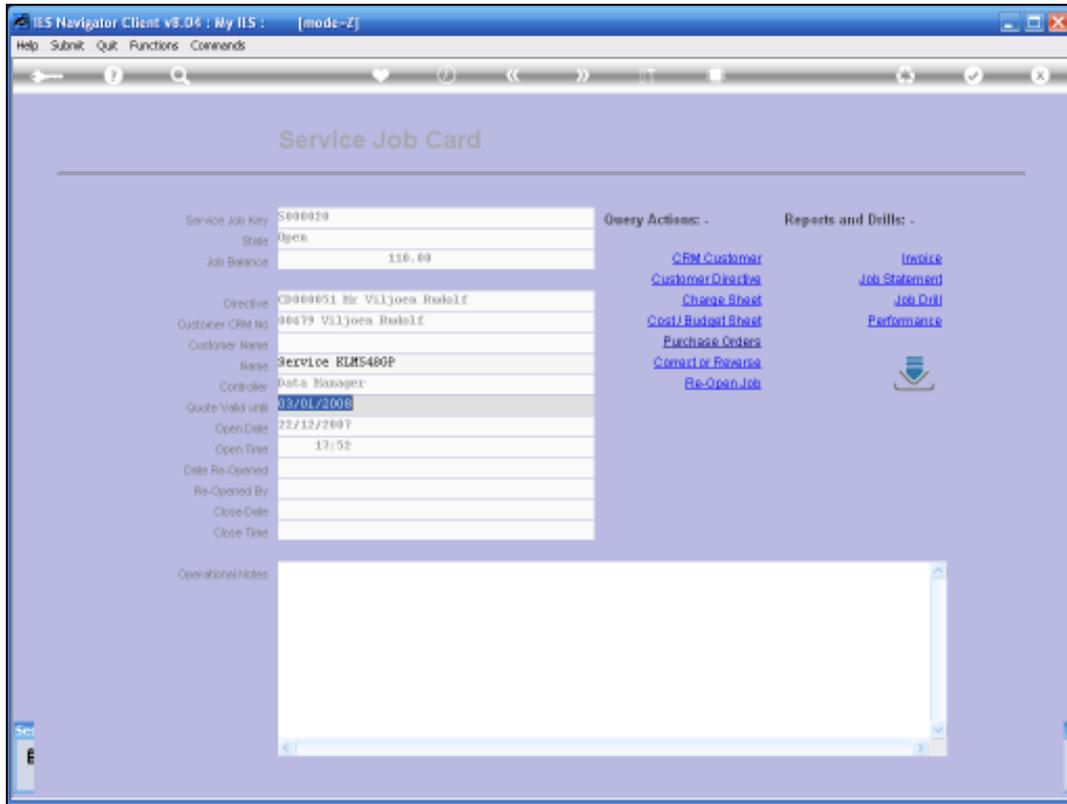
Slide notes:



Slide 13

Slide notes:

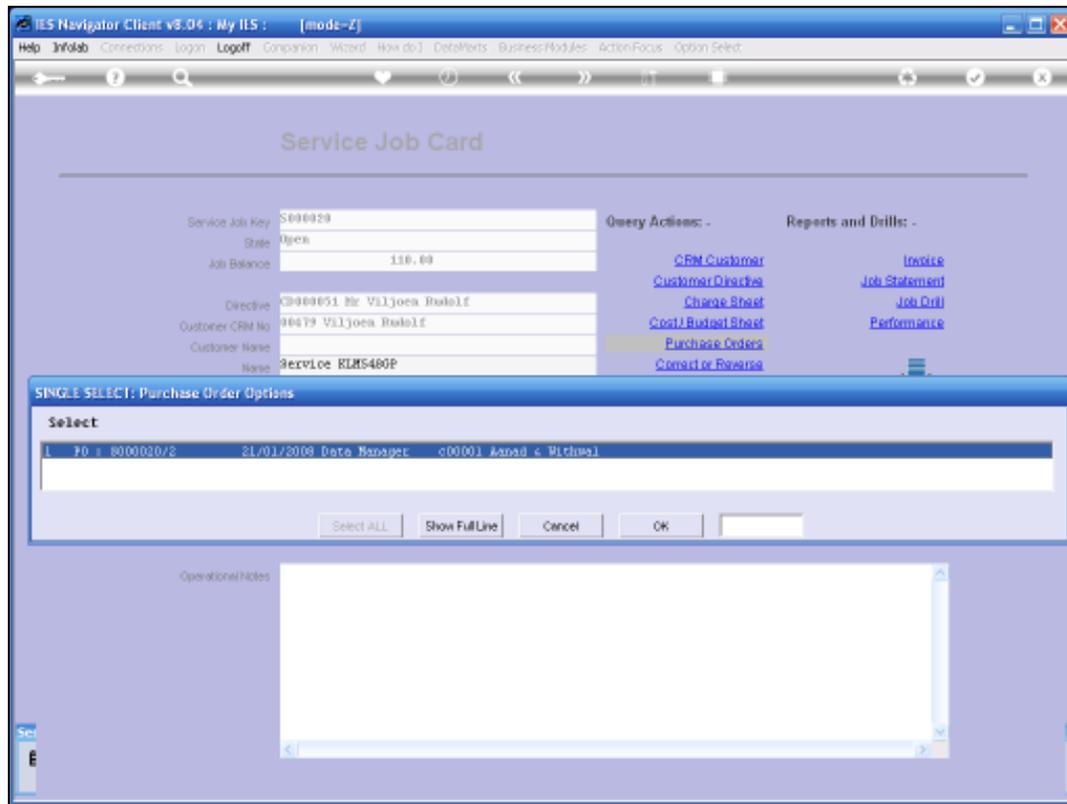
On the Drill Option here we can see that there are 3 Transactions on this Service Job in December 2007. I can Select December 2007 and drill deeper into it if we want to.



Slide 14

Slide notes:

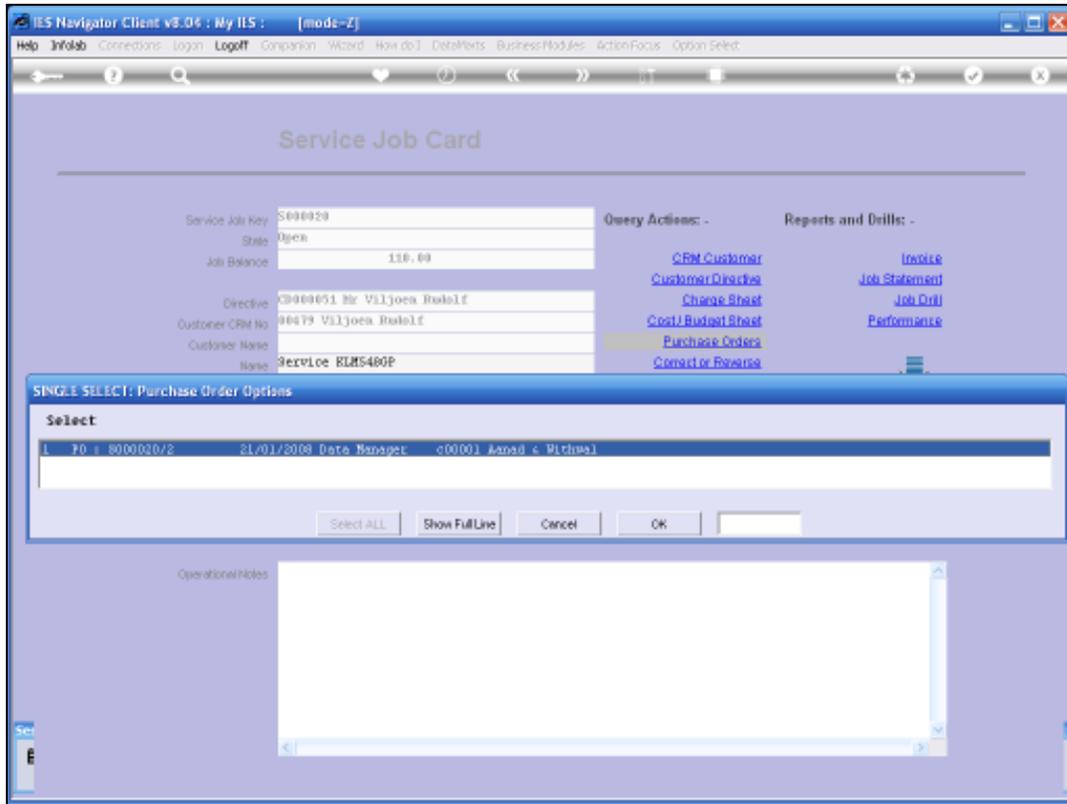
Now let us see if there are any Purchase Orders on this Service Job.



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.



Slide 16  
Slide notes:

The screenshot shows a web browser window titled 'IES Navigator Client vs. 04 : My IIS : [mode-Z]'. The browser address bar is empty. Below the browser window, there are five tabs: '1 Main', '2 Line Status', '3 Allocations', '4 Stock', and '5 Direct'. The '2 Line Status' tab is selected. The main content area displays 'Line Item Status: -' and three tables. The first table is titled 'On Order' and is empty. The second table is titled 'Received' and is empty. The third table is titled 'Invoiced' and contains one row of data.

On Order	Code	Descr	Unit	Price	Quantity	Actual
1						

Received	Code	Descr	Unit	Price	Quantity	Actual
1						

Invoiced	Code	Descr	Unit	Price	Quantity	Actual
1	1460168191	n/1 Note Widgets	ea	110.00	1.00	110.00

Slide 17

Slide notes:

The screenshot shows the IES Navigator Client interface. At the top, there are navigation buttons: 1 Main, 2 Line Status, 3 Allocations, 4 Stock, and 5 Direct. The '2 Line Status' button is selected. Below this, the title 'Line Item Status: -' is displayed. There are three data tables, each with a 'Yes' and 'No' column on the left and a scroll bar on the right.

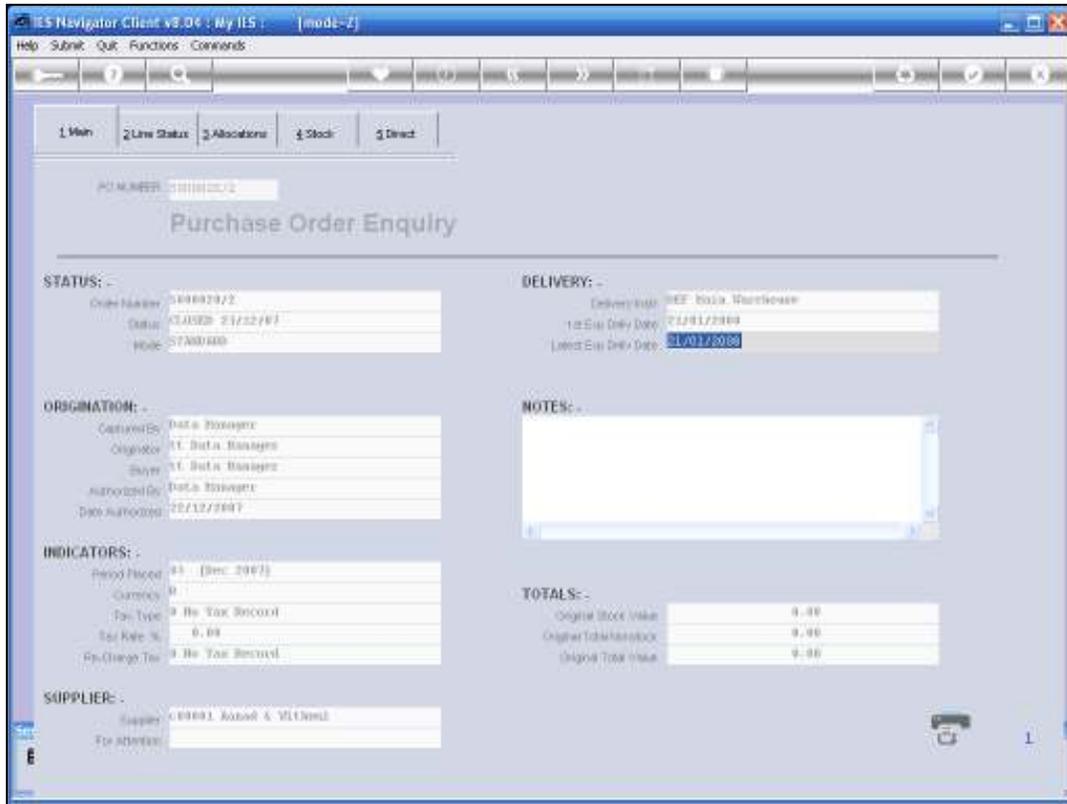
On Order	Code	Descr	Unit	Price	Quantity	Actual
1						

Received	Code	Descr	Unit	Price	Quantity	Actual
1						

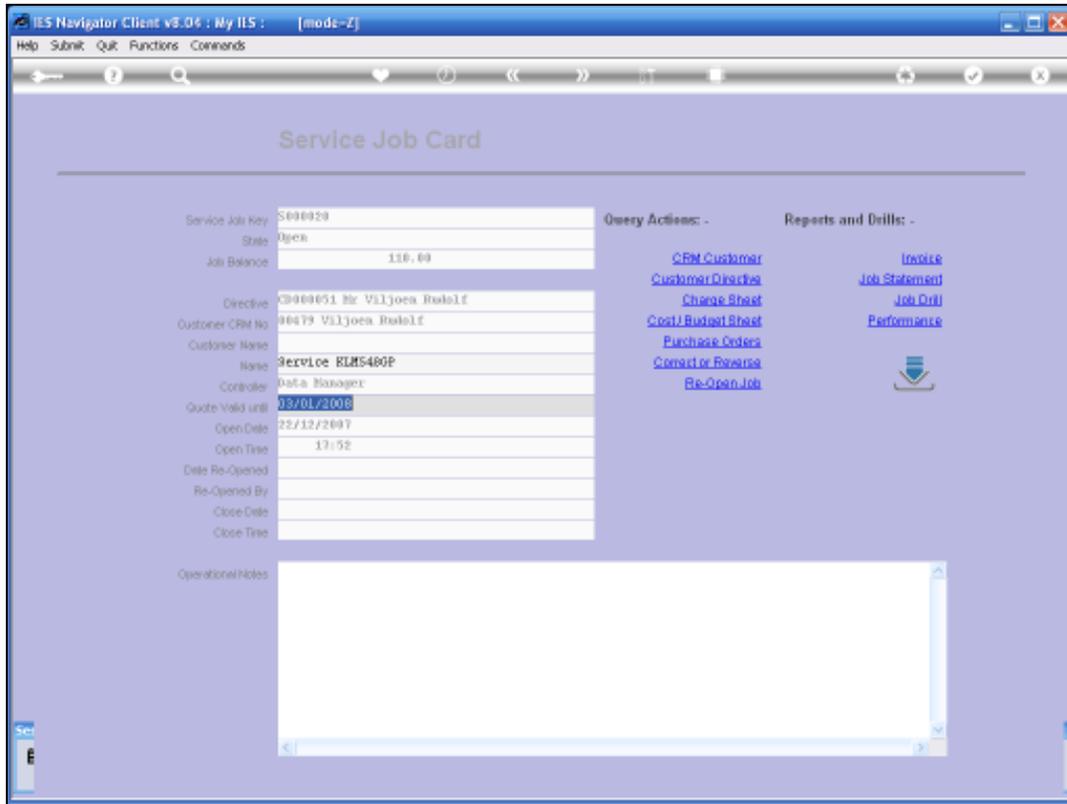
Invoiced	Code	Descr	Unit	Price	Quantity	Actual
1	1460168191	n/1 Note Widgets	ea	110.00	1.00	110.00

Slide 18

Slide notes:



Slide 19  
Slide notes:



Slide 20  
Slide notes:

Service Job Card

Service Job Key	S000029	Query Actions: -	Reports and Drills: -
State	Open	<a href="#">CRM Customer</a>	<a href="#">Invoice</a>
Job Balance	110.00	<a href="#">Customer Dische</a>	<a href="#">Job Statement</a>
Directive	0000051 Mr. Viljoen, Rudolf	<a href="#">Change Sheet</a>	<a href="#">Job Ord</a>
Customer CRM No	00479 Viljoen, Rudolf	<a href="#">Cost/Budget Sheet</a>	<a href="#">Performance</a>
Customer Name	Service RLM5480P	<a href="#">Purchase Orders</a>	
Controller	Data Manager	<a href="#">Contract Reverse</a>	
Quote Valid until	03/01/2008	<a href="#">Re-Open Job</a>	
Open Date	22/12/2007		
Open Time	13:52		
Date Re-Opened			
Re-Opened By			
Close Date			
Close Time			
Operational Notes			

Slide 21

Slide notes:

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