Microsoft® Business Solutions–Solomon

Field Service Sample Reports

Release 6.0
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Service Dispatch Sample Reports

This section includes information about the most common Service Dispatch reports. Samples of each report are also included.

- Service Call History
- Service Call Audit
- Service Call Invoice
Service Call History (SD.622.00)

Crystal Report name
SD622.rpt

Possible Sort/Select Options
Customer
Service Call Number
Start Date

Data Entry Screen
Service Call Entry (SD.200.00)
Invoice Entry (SD.202.00)

The Service Call History (SD.622.00) report provides a listing of closed service calls sorted by customer. It includes site ID, customer ID, call ID, promise, start, and end dates, the call type, primary technician, invoice number, and invoice amount.

Report Formats
- n/a
## Service Call History (SD.622.00)

<table>
<thead>
<tr>
<th>Site ID</th>
<th>Name</th>
<th>Call ID</th>
<th>Promise Date</th>
<th>Start Date</th>
<th>End Date</th>
<th>Call Type</th>
<th>Primary Tech</th>
<th>Invoice #</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEFAULT</td>
<td>Randy Reeves</td>
<td>LACD000004</td>
<td>01/15/00</td>
<td>01/01/00</td>
<td>01/01/00</td>
<td>AC</td>
<td>AEHCLM</td>
<td>000097</td>
<td>226.13</td>
</tr>
<tr>
<td>DEFAULT</td>
<td>Randy Reeves</td>
<td>LACD000005</td>
<td>01/08/00</td>
<td>01/01/00</td>
<td>01/01/00</td>
<td>AC</td>
<td>AEHCLM</td>
<td>000085</td>
<td>1,681.01</td>
</tr>
</tbody>
</table>

**Customer:** CS060 - School of Fine Art

**Customer:** CS15 - The Phone Company

<table>
<thead>
<tr>
<th>Site ID</th>
<th>Name</th>
<th>Call ID</th>
<th>Promise Date</th>
<th>Start Date</th>
<th>End Date</th>
<th>Call Type</th>
<th>Primary Tech</th>
<th>Invoice #</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEFAULT</td>
<td>Kevin Vervoort</td>
<td>LACD000006</td>
<td>01/15/00</td>
<td>01/01/00</td>
<td>01/01/00</td>
<td>AC</td>
<td></td>
<td>000084</td>
<td>741.80</td>
</tr>
</tbody>
</table>

Records Printed: 3
The Service Call Audit (SD.627.00) report provides information about invoice details, whether billable or not billable, that have been entered on service calls.

The following call selection options are available: all calls, open calls, completed calls. It is possible to choose to report on all branches, or a single branch specified. It is also possible to specify the date range for the report and the range of contract IDs to include.

Report Formats

- n/a
## Service Call Audit (SD.627.00)

### Field Service Sample Reports

---

**Call ID Range:** 01/01/2000 Through 03/31/2000

**Date:** 2/10/2005 10:13am

---

<table>
<thead>
<tr>
<th>Call #</th>
<th>LAC0000997</th>
<th>Primary Task</th>
<th>ALRUGINE</th>
<th>Customer</th>
<th>Call</th>
<th>Site</th>
<th>Call Type</th>
<th>Service Status</th>
<th>Start Date</th>
<th>End Date</th>
<th>Invoice #</th>
<th>Invoice Amount</th>
<th>Material Cost</th>
<th>Labor Cost</th>
<th>Non-Bill Material</th>
<th>Non-Bill Labor</th>
<th>Batch</th>
<th>remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>The Phone Company</td>
<td>Kevin Verboort</td>
<td>WHEELING, WV 00011</td>
<td>01/02/1990</td>
<td>01/02/1990</td>
<td>000009</td>
<td>WHEELING, WV 00011</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Complete Date:** 01/31/1990

**Invoice #:** 000009

**Invoice Amount:** $131.15

**Class:** COMM

### 0.00

**Week Hours:** 0.00

<table>
<thead>
<tr>
<th>Bill Hours</th>
<th>Non-Bill Hours</th>
<th>Total Cost</th>
<th>Non-Bill Labor Cost</th>
<th>Non-Bill Material Cost</th>
<th>AM Batch</th>
<th>DM Batch</th>
<th>BN Batch</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.00</td>
<td>0.00</td>
<td>30.00</td>
<td>30.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>000128</td>
</tr>
</tbody>
</table>

**Line Type:** Billable

**GN:** 12.10

**Vendor:** POE

### FILTERS

**2.00**

**Week Hours:** 2.00

<table>
<thead>
<tr>
<th>Bill Hours</th>
<th>Non-Bill Hours</th>
<th>Total Cost</th>
<th>Non-Bill Labor Cost</th>
<th>Non-Bill Material Cost</th>
<th>AM Batch</th>
<th>DM Batch</th>
<th>BN Batch</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.00</td>
<td>2.00</td>
<td>231.15</td>
<td>64.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>

**Line Type:** Billable

**GN:** 12.10

**Vendor:** POE

### INSTALLATION

**0.00**

**Week Hours:** 0.00

<table>
<thead>
<tr>
<th>Bill Hours</th>
<th>Non-Bill Hours</th>
<th>Total Cost</th>
<th>Non-Bill Labor Cost</th>
<th>Non-Bill Material Cost</th>
<th>AM Batch</th>
<th>DM Batch</th>
<th>BN Batch</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.00</td>
<td>1.00</td>
<td>0.00</td>
<td>0.00</td>
<td>3.50</td>
<td>0.00</td>
<td>0.00</td>
<td>000029</td>
</tr>
</tbody>
</table>

**Line Type:** Non-Billable

**GN:** 12.10

**Vendor:** POE

### FILTERS

**2.00**

**Week Hours:** 2.00

<table>
<thead>
<tr>
<th>Bill Hours</th>
<th>Non-Bill Hours</th>
<th>Total Cost</th>
<th>Non-Bill Labor Cost</th>
<th>Non-Bill Material Cost</th>
<th>AM Batch</th>
<th>DM Batch</th>
<th>BN Batch</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.00</td>
<td>2.00</td>
<td>131.15</td>
<td>64.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>
The Service Call Invoice (SD.640.00) report is one way to print one or more invoices for completed service calls. The Print or Print Preview in Service Call Invoice opens the Service Invoice Selection (SD.641.00) dialog box. This provides many options so that the user can specify exactly what invoices to print.

Report Formats

- n/a
# Service Call Invoice (SD.640.00)

## Contoso, Ltd

---

**BILL TO:**

0376
Graphic Design Institute
100 Main
Cuyahoga Falls, OH 55555

**SHIP TO:**

DEFAULT
100 Main
Cuyahoga Falls, OH 55555

---

<table>
<thead>
<tr>
<th>INVOICE DATE</th>
<th>CUSTOMER PO</th>
<th>PAYMENT TERMS</th>
<th>REFERENCE #</th>
<th>WORKORDER #</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/20/2022</td>
<td></td>
<td>2/10 Net 30</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ITEM ID</th>
<th>DESCRIPTION</th>
<th>QTY</th>
<th>UNIT PRICE</th>
<th>EXT PRICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>MCK-6721-L</td>
<td>600 Series Wide Lateral Two Drawer File</td>
<td>7.00</td>
<td>380.00</td>
<td>2,660.00</td>
</tr>
<tr>
<td>INSTALLATION</td>
<td>Installation</td>
<td>2.00</td>
<td>100.00</td>
<td>200.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Sales Total</th>
<th>2,860.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disc. Amount</td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td>Tax Total</td>
<td>14.30</td>
<td></td>
</tr>
<tr>
<td>Net Amount</td>
<td>2,874.30</td>
<td></td>
</tr>
</tbody>
</table>

---
Service Contracts Sample Reports

This section includes information about the most common Service Contracts reports. Samples of each report are also included.

- Service Contract List
- Service Contract Profitability
- Contract Revenue Recognition
Service Contract List (SN.603.00)

Crystal Report name
SN603.rpt

Possible Sort/Select Options
Branch
Customer
Master Agreement

Data Entry Screen
Service Contract Entry (SN.001.00)

The Service Contract List (SN.603.00) report displays Service Contract details. Service Contracts can be entered on Service Contract Entry (SN.001.00).

Report Formats

- **Standard** – Generates a report showing extensive information regarding each existing Service Contract. Details include customer information, Contract History, Contract Type, Amortization and Billing Frequency and Coverage Hours.

- **Svc Contract – Equipment** – Generates a report showing the equipment associated with a specific service contract.

- **Svc Contract – Billing Schedule** – Generates a report showing the Billing Schedule for each service contract.

- **Svc Contract – Revenue Schedule** – Generates a report showing the Billing Schedule for each service contract.
# Service Contract List (SN.603.00)

**Date:** 9/10/2003 11:12am  
**Contractor:** AEG Technologies  
**Service Contract List - Standard**  
**Report SN6035**

<table>
<thead>
<tr>
<th>Contract #</th>
<th>LAD0000001</th>
<th>Contract Type</th>
<th>ANNUAL</th>
<th>Contract #</th>
<th>LAD0000001</th>
<th>Contract Type</th>
<th>ANNUAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client ID</td>
<td>C006</td>
<td>Contract #</td>
<td>2036</td>
<td>Contract #</td>
<td>LAD0000001</td>
<td>Contract #</td>
<td>2036</td>
</tr>
<tr>
<td>Client Name</td>
<td>School of Fine Art</td>
<td>Contract Type</td>
<td>ANNUAL</td>
<td>Contract #</td>
<td>LAD0000001</td>
<td>Contract Type</td>
<td>ANNUAL</td>
</tr>
<tr>
<td>Site ID</td>
<td>DEFAULT</td>
<td>Contract #</td>
<td>2036</td>
<td>Contract #</td>
<td>LAD0000001</td>
<td>Contract Type</td>
<td>ANNUAL</td>
</tr>
<tr>
<td>Site Name</td>
<td>RANDY REESE</td>
<td>Contract Type</td>
<td>ANNUAL</td>
<td>Contract #</td>
<td>LAD0000001</td>
<td>Contract Type</td>
<td>ANNUAL</td>
</tr>
</tbody>
</table>

**Setup Information**

- **Contractor:** Active
- **Renewal Type:** Multi Year
- **Renewal Code:** LAD0000001
- **Renewal Code:** $0
- **Renewal Code:** 0
- **Response Time:** 2036
- **Primary Tones:** AEGTECH
- **Secondary Tones:** AEGTECH
- **Back Up Contact:** 0

**Billing Information**

- **Billing Code:** Monthly
- **Billing Code:** 0
- **Billing Code:** 0
- **Billing Code:** 0

<table>
<thead>
<tr>
<th>Contract Coverage Hours</th>
<th>Day</th>
<th>Starting Time</th>
<th>Ending Time</th>
<th># Days</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Monday</td>
<td>08:00 AM</td>
<td>05:00 PM</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Tuesday</td>
<td>08:00 AM</td>
<td>05:00 PM</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Wednesday</td>
<td>08:00 AM</td>
<td>05:00 PM</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Thursday</td>
<td>08:00 AM</td>
<td>05:00 PM</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Friday</td>
<td>08:00 AM</td>
<td>05:00 PM</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Saturday</td>
<td>08:00 AM</td>
<td>05:00 PM</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Sunday</td>
<td>08:00 AM</td>
<td>05:00 PM</td>
<td>No</td>
</tr>
</tbody>
</table>

**Contact Information**

- **Office:** School of Fine Art  
- **Address:** 222 Ridge Trail  
- **City:** Chicago  
- **State:** IL  
- **Zip:** 60633  
- **Country/Region:** US  
- **Phone #:** (555) 555-0120  
- **Fax #:** (555) 555-0120
Service Contract Profitability (SN.612.00)

Crystal Report name
SN612.rpt

Possible Sort/Select Options
Branch

Data Entry Screen
Invoice T & M Details
SD.203.00

Report Formats

- n/a
### Service Contract Profitability Report

<table>
<thead>
<tr>
<th>Contract ID</th>
<th>Customer Information</th>
<th>Start/End Dates</th>
<th>Revenue</th>
<th>Calls</th>
<th>Hours</th>
<th>Labor</th>
<th>Material</th>
<th>Profit</th>
<th>Margin</th>
</tr>
</thead>
<tbody>
<tr>
<td>LAC0000001</td>
<td>CASA Art Museum</td>
<td>01/01/03 - 12/31/03</td>
<td>Act: 12,000.00</td>
<td>0</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>12,000.00</td>
<td>100.00</td>
</tr>
<tr>
<td></td>
<td>222 Ridge Trail</td>
<td></td>
<td>Diff: 0.00</td>
<td>-3</td>
<td>-10.00</td>
<td>-330.00</td>
<td>-67.49</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

*Service Contract Profitability (SN.612.00)*
Contract Revenue Recognition (SN.614.00)

Crystal Report name
SN614.rpt

The Contract Revenue Recognition (SN.614.00) report displays contract revenue for existing Service Contracts.

Possible Sort/Select Options
Contract ID
Contract Type
Customer ID

Key fields include Contract ID, Customer and Site. Details include Processed Revenue - the amount of Revenue that has been recognized through the Service Contract Revenue Process (SN.303.00), Open Revenue – the amount of Revenue that hasn’t been recognized through the Service Contract Revenue Process (SN.303.00) and Accrued Amt – the amount of revenue that has been accrued through the Service Contract Accrual Process (SN.300.00).

Data Entry Screen
n/a

Report Formats

- n/a
### Contract Revenue Recognition (SN.614.00)

<table>
<thead>
<tr>
<th>Contract ID:</th>
<th>LA00000006</th>
<th>Customer:</th>
<th>CBOO</th>
<th>Site:</th>
<th>DEFAULT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract Type:</td>
<td>ANNUAL</td>
<td></td>
<td></td>
<td>Randy Haues</td>
<td>815 Hampton</td>
</tr>
<tr>
<td>Start Date:</td>
<td>04/02/2003</td>
<td></td>
<td>School of Fine Art</td>
<td>Chicggo, IL 60633</td>
<td>Somewhere, CA 90001</td>
</tr>
<tr>
<td>End Date:</td>
<td>04/01/2004</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Processed Revenue</th>
<th>Open Revenue</th>
<th>Contract Ant</th>
<th>Accrual Ant</th>
<th>Calculated Ant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly</td>
<td>$12,000.00</td>
<td>$1,000.00</td>
<td>$12,000.00</td>
<td>$12,000.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Contract ID:</th>
<th>LA000000007</th>
<th>Customer:</th>
<th>CBOO</th>
<th>Site:</th>
<th>DEFAULT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract Type:</td>
<td>ANNUAL</td>
<td></td>
<td></td>
<td>Randy Haues</td>
<td>815 Hampton</td>
</tr>
<tr>
<td>Start Date:</td>
<td>01/01/2003</td>
<td></td>
<td>School of Fine Art</td>
<td>Chicggo, IL 60633</td>
<td>Somewhere, CA 90001</td>
</tr>
<tr>
<td>End Date:</td>
<td>12/31/2003</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Processed Revenue</th>
<th>Open Revenue</th>
<th>Contract Ant</th>
<th>Accrual Ant</th>
<th>Calculated Ant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly</td>
<td>$12,000.00</td>
<td>$0.00</td>
<td>$12,000.00</td>
<td>$12,000.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>
Equipment Maintenance Sample Reports

This section includes information about the most common Equipment Maintenance reports. Samples of each report are also included.

- Equipment Information
- Job & Warranty Service Report
Equipment Information (SE.601.00)

Crystal Report name
SE601.rpt

Possible Sort/Select Options
Equipment ID
Customer
Location

Data Entry Screen
Equipment Entry (SE.001.00)

The Equipment Information (SE.601.00) report displays detailed information for existing equipment. Detail provided includes Customer Contact, Warranty and Equipment Usage as well as other information. Key fields include Equipment ID, Status, Customer/Site, Manufacturer and Model

Report Formats

• n/a
## Equipment Information (SE.601.00)

### Equipment Information

<table>
<thead>
<tr>
<th>Equipment ID &amp; Description</th>
<th>Branch ID</th>
<th>Location Code</th>
<th>Equipment Type</th>
<th>Status</th>
<th>Status Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Equipment 1</td>
<td>LA</td>
<td>LOCATION1</td>
<td></td>
<td>Active</td>
<td>04/26/2013</td>
</tr>
</tbody>
</table>

#### Customer/Note Information

- **Customer ID**: SE.601 School of Fine Art
- **Service Site**: SE.601 School of Fine Art
- **Contact**: John Doe
- **Contact Phone**: (555) 555-5555

#### Warranty Information

- **Warranty Status**: Active
- **Year**: 2009

<table>
<thead>
<tr>
<th>Equipment Usage</th>
<th>Date</th>
<th>Reading</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>05/01/2010</td>
<td>500.00</td>
</tr>
<tr>
<td></td>
<td>06/01/2010</td>
<td>750.00</td>
</tr>
<tr>
<td></td>
<td>07/01/2010</td>
<td>1,200.00</td>
</tr>
<tr>
<td></td>
<td>08/01/2010</td>
<td>1,821.00</td>
</tr>
<tr>
<td></td>
<td>09/01/2010</td>
<td>2,200.00</td>
</tr>
<tr>
<td></td>
<td>10/01/2010</td>
<td>2,750.00</td>
</tr>
<tr>
<td></td>
<td>11/01/2010</td>
<td>3,300.00</td>
</tr>
<tr>
<td></td>
<td>12/01/2010</td>
<td>3,950.00</td>
</tr>
</tbody>
</table>
The Job/ Warranty Service (SE.612.00) report displays Service Calls in progress or Quotes by Call Type and Customer. Detail provided includes contact information for the customer as well as the Service Call ID, Total Cost and Total Revenue information for each call. Total Cost and Revenue values are provide by Customer Site.

Report Formats

- n/a
### Job Warranty Service Report (SE.612.00)

**Date:** 9/3/2003 09:16pm  
**Customer ID:** CN008  
**Site ID:** DEPRAY  
**Site Address:** 650 Hampton,  
**Branch ID:** LA - Los Angeles County Branch

<table>
<thead>
<tr>
<th>Date</th>
<th>SVC Call ID</th>
<th>Location #</th>
<th>Visit Period</th>
<th>Total Cost</th>
<th>Total Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/07/03</td>
<td>LAC0000110</td>
<td></td>
<td></td>
<td>10.49</td>
<td>10.49</td>
</tr>
<tr>
<td>09/07/03</td>
<td>LAC0000104</td>
<td></td>
<td></td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>09/13/03</td>
<td>LAC0000105</td>
<td></td>
<td></td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>07/19/03</td>
<td>LAC0000040</td>
<td></td>
<td></td>
<td>15.30</td>
<td>568.00</td>
</tr>
<tr>
<td>07/19/03</td>
<td>LAC0000014</td>
<td></td>
<td></td>
<td>10.10</td>
<td>304.00</td>
</tr>
<tr>
<td>04/15/03</td>
<td>LAC0000010</td>
<td></td>
<td></td>
<td>2.12</td>
<td>21.11</td>
</tr>
</tbody>
</table>

**Site Total:**  
**Total Cost:** $46.92  
**Total Revenue:** $1,289.45
Flat Rate Pricing Sample Reports

This section includes information about the most common Flat Rate Pricing reports. Samples of each report are also included.

- Flat Rate Maintenance
- Flat Rate Quote
Flat Rate Maintenance (SP.602.00) report displays the setup details for each Flat Rate ID. Key data includes pricing and profitability for the Flat Rate ID both as a total and for each item included in the Flat Rate ID.

Possible Sort/Select Options
- Flat Rate ID
- Category
- Sub-Category

Report Formats
- Standard – Generates report showing setup details of Flat Rate ID including pricing and profitability, Warranty Days, Category, Subcategory and markup percentage.
- Pricing Plan – Generates report showing Flat Rate pricing by Price Plan.
- Problem Code – Generates report showing Flat Rate ID and some details, by associated Problem Code.
- General – Generates report showing details of Flat Rate ID setup – similar to Standard format but displays standard cost of items associated with the Flat Rate ID.
### Flat Rate Maintenance (SP.602.00)

#### Flat Rate ID & Description

<table>
<thead>
<tr>
<th>Flat Rate ID</th>
<th>Flat Rate Description</th>
<th>Warranty / Pricing History</th>
<th>Setup Information</th>
<th>Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flat Rate 1</td>
<td>Flat Rate 1</td>
<td>30 Days</td>
<td>Category:</td>
<td>Markup %</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Auto-Category:</td>
<td>5.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Type:</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Task:</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Last Duration:</td>
<td></td>
</tr>
<tr>
<td>Item ID &amp; Class</td>
<td>Markup ID</td>
<td>Tax Exempt</td>
<td>Quantity</td>
<td>Unit Price</td>
</tr>
<tr>
<td>LABOR</td>
<td>FILGAR</td>
<td>No</td>
<td>1.00</td>
<td>380.00</td>
</tr>
<tr>
<td>PARKS</td>
<td>FILGAR</td>
<td>No</td>
<td>1.00</td>
<td>200.00</td>
</tr>
</tbody>
</table>

**Totals:** 2.90 580.00 580.00 536.00 92.41
The *Flat Rate Quote* (SP.603.00) report displays a quote letter that can be sent to customers requesting a Flat Rate Quote. Key information includes customer name and address, project name and the estimated cost of the project. Estimated cost will only be generated for those service calls that are entered as quotes and use Flat Rate Pricing. Specific quotes can be selected for printing by using the Select tab.

**Crystal Report name**

SP603.rpt

**Possible Sort/Select Options**

Service Call ID

**Data Entry Screen**

Service Dispatch Call Entry (SD.200.00)
Service Call Invoice Entry (SD.202.00)

**Report Formats**

- n/a
07/29/03

School of Fine Art
222 Ridge Trail
Chicago, IL 23333

Dear Mr. Andrews,

Service Series is pleased for the opportunity to make the following estimate at your Randy Reeves project.

Price Estimate: $1,927.95

This estimate includes all material, equipment, and labor needed to complete the job. Any delays at no fault of Service Series will be charged at time & material rates. If you have any questions or if I can be of further assistance, please feel free to call me at (###) ###-####.

Best regards,

Technical Sales