



Modulus Technical Note #31 - SuperReport Service Call (Amended 17/2/99)

The SuperReport Service Call form can be used to replace the standard Modulus form if you wish to design your own layout. It must have a Report Code of SR Call Sheet to enable Modulus to find it when required. Listed below are the variables and arrays which contain values set within Modulus and which can be used in SR Call Sheet. In addition to those listed, all fields in the the [SERVICE CALLS] file can be used in the Header area of the form. Information from the [SERVICE CALLS]PRODUCTS subfile and the [ORDER ITEMS] file should be loaded into arrays for use in the Body area. Instructions for this can be found on the last page of the general Technical Note covering SuperReport Forms.

References in quotation marks are to the actual text held by a particular variable, usually a vTitle variable. For example, vTitle5 might contain the text "Total excl VAT". If the text in a particular vTitle variable does not match your requirements, it is recommended that you remove the variable and replace it with text using the Text tool. References using the format "[ORDERS]Delivery Method" are to specific fields within Modulus.

Header area

vTitle	"RESOLVED SERVICE CALL" or "UNRESOLVED SERVICE CALL" (as appropriate) followed by the Priority of the call in brackets
vTitle1	"Company & Contact"
vDetails	Contact and Company name, each line separated by a carriage return
vTitle2	"Call Code" The [SERVICE CALLS]Call Code field is used to show this information
vTitle3	"Call Date" The [SERVICE CALLS]Call Date is used to show this information
vTitle4	"Call Time" The [SERVICE CALLS]Call Time field is used to show this information
vTitle6	"Current Date"
CDate	The current date
vTitle7	"Current Time"
vTime	The current time
vTitle8	"Person & Supervisor" The [SERVICE CALLS]Person and [SERVICE CALLS]Supervisor fields are used to show this information

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- vTitle9 "Extn"
vExtn The extension number of the contact
vTitle10 "Telephone"
vTel The telephone number of the company placing the call
vTitle11 "Charge?"
The [SERVICE CALLS]Charge field is used to show this information
vTitle12 "Problem"
The [SERVICE CALLS]Problem Code, [SERVICE CALLS]Problem Name and [SERVICE CALLS]Problem Desc fields are used to show this information
vTitle13 "Solution"
The [SERVICE CALLS]Solution Code, [SERVICE CALLS]Solution Name and [SERVICE CALLS]Solution Desc fields are used to show this information
vTitle14 "Date"
The [SERVICE CALLS]Solution Date field is used to show this information
vTitle15 "Elapsed & Response"
The [SERVICE CALLS]Elapsed Time and [SERVICE CALLS]Response Time fields are used to show this information

Body area

Products Involved section (uses [SERVICE CALLS]PRODUCTS subfile)

- vLCF{} The Product Code of the item
vLCS{} The Product Name of the item, followed by the System in brackets
aPrevTypeN{} The Serial Number of the item
aPrevEvent{} The Contract Code of the contract covering the item
aPrevNote{} The Contract Type Code of the contract covering the item
aPrevDate{} The Start Date of the contract covering the item. This array contains variables of string type, pre-formatted to 'Short', so date formatting options cannot be applied
vLCC{} The End Date of the contract covering the item. This array contains variables of string type, pre-formatted to 'Short', so date formatting options cannot be applied

Charges and Parts Used section (uses [ORDER ITEMS] file)

- SRDesc{} Product Name for each item. with the Product's Description on a separate line depending on the check box settings at Order Item level

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If the 'Transfer to Order' function has been used to create an Order, and that Order has Comments whose 'Print' check box is switched on, these will appear in SRDesc as the first item line

SRQtyT{} Quantity of each item. This array contains variables of string type, so formatting options cannot be applied

SRSerial{} Serial Number for each item, if Serial Number Tracking is present

SRProdCode{} Product Code for each item

SRPrice{} Sales Price of each item

SRAmount{} Sales Amount for each item (Sales Price multiplied by Quantity)

SRRate{} Tax Rate (VAT or Sales Tax) for each item

SRRetail{} The retail price of each item

SRDisc{} The discount for each item in %

SRPricePerT{} [ORDER ITEMS]Price Per (available to Gold users only). This array contains variables of string type, so formatting options cannot be applied

Footer area

vTitle5 "Value"

The [SERVICE CALLS]Value field is used to show this information

TitAdd Address, Tel, Fax (taken from the Forms Settings 1 page of Preferences)

TitDepCoS Service Dept, Company (taken from the Forms Settings 1 page of Preferences)

TitReg VAT Reg No, Registered Office etc (taken from the Forms Settings 1 page of Preferences)

The following lines should be in the Start Script of the Remittance (select 'Scripts' on the SuperReport menu and select 'Start' from the ensuing options list):

Calls SerRepLP

Calls FormSR