

This shows our InventoryControl form. It's used to keep track of every item of stocking inventory. At any moment (and with its assistance) you can tell how much of any particular stocking item you have, where its located (i.e., how much in which trucks, how much in the store room, where the bin locations, etc.), how much you paid for each unit, from whom you purchased it, and for how much. This form further facilitates the processes of restocking trucks (that's what's happening in the illustration), ordering restock, checking in the shipments of restock, and many related processes

The screenshot displays the 'InventoryControl' software interface. At the top, the title bar shows 'Sun, 3:45 pm' and 'Aardvark Appliance Service - Feb 25, 2001'. The menu bar includes 'File Functions', 'Command Summary', 'Dispatch Operations', 'Work In Progress', 'Parts Management', and 'Periodic Reports'. Below the menu bar are several tabs: 'ItemFind', 'TimeClock', 'AcntsRcvbl', 'SalesView', 'DsptchMap', 'SchdList', 'JobsCrmt', 'PartOrders', 'SltsEnter', 'Inventory', 'PrdcRpts', and 'DbaseSrch'. The main window is divided into several sections:

- Call Sheet # 1:** Customer 'DOE, JOHN' at '123 SOMERSET LN [952E5]'. Problem: 'NOT COLD, LEAKING'.
- Call Sheet # 2:** Customer 'JOHNSTON, FRED AN' at '212 MONARCH BAY D'. Problem: 'WON'T SPIN'.
- Call Sheet # 3:** Customer 'SAN JUAN CAPISTRANO' at '661-3774'. Problem: 'REFER'.

A central window titled 'Items needing restocked to Richard, 91 Ford Van, Type Standard (page 1 of 1)' displays a table of items:

Item ID	Part Number	Customer	Unit	Description	Has	Need	Onshlf	Action
3392519	J27105	WP DR	AL MS	THERMAL FUSE (NEW STYLE)	has 0 of 1	need 1	10 onshlf	move 1
				HOSE CLAMP (#20), 1-3/4	has 2 of 3	need 1	13 onshlf	move 1
	GLC3-71K	AL MW		DIODE (GENERIC W/LEADS)	has 0 of 1	need 1	28 onshlf	move 1
MO805108	GLC420	G31317	AL MW	FUSE (push-in, 1.00" stdrd)	has 4 of 5	need 1	106 onshlf	
	GLC14104S3	AL MW		MICRO SWITCH (SNP APRT 3/16)	has 3 of 4	need 1	18 onshlf	
M16D93	GLC16-93	LI MW		TRIAC ASSEMBLY	has 0 of 1	need 1	2 onshlf	
	IGN3	F16746	AL OV	GAS IGNITOR (SQRE-MED)	has 0 of 1	need 1	4 onshlf	
	410	B11421	AL RE	ICEMAKER WATER VALVE	has 0 of 1	need 1	4 onshlf	
3362624	J27573	WP WA		TIMER KNOB (DRCT DRVE UNITS)	has 0 of 1	need 1	3 onshlf	

Below the table, there are several control elements:

- Events to log/perform:**
 - Receive items into stock
 - Transfer items to/from trucks
- Type of Transfer:**
 - review Needs and disburse to truck
 - Disburse w/o prior review
 - Return items . . .
 - Change tech assigned to truck
- Indicate the quantity:** (Input field)
- Hit 'Esc' when ready to record the transfers indicated** (Text instruction)
- Print list** (Button)
- Sort InvtryList** (Button)
- Exit** (Button)

The bottom of the interface shows the status bar with 'Sun 2/25/01' and 'More info?' buttons.

This shows our PartsProcess form. It's used for managing the ordering and receipt of non-stock parts. At any instant, you can view all the parts that need order/inquiries (and compose perfectly-formatted requests, specifying which items you want to go to which supplier, and transmit via your computer's internal fax, etc.). Or you can view and manage items on which you are presently waiting for response back from a supplier. You can check-in parts when received (and document having done so). You can instantly determine what parts were ordered for what job, or what jobs have used a particular kind of part, etc. You can track your costs, frequency of use, etc.

ON ORDER, AWAITING ARRIVAL (Page 1 of 2)															
Description of items needed					Inquiry/Order			Info Provided			Order Status				
Ref #	ItemTp	ItemMk	Model #	Other #	Rqst	Vendor	Whom	Mthd	Date/Tm		Confirmed	Expected	Received	\$ Cost	\$ Sold
Cstmr Nm	Part Description			Instr	Part #		Avlbly		\$ whsl	\$ retail	- - Notes - -				
68247-1-1	Microwave	Whirlpool	RM288PXP-Q	M51504356	Ship if I/S	Wpool	resear	Fax	12/8/00	1:32 pm	12/11/00	12/26/00			31.19
AHS/Vaness	Interlock Sw (center Outside W/ Arm)			Definite	832952		n/s		16.41	31.19					
68994-1-1	Dishwasher	Viking	VUD141	PSEUDO23	Ship if I/S	API	resear	Fax	2/19/01	9:28 am	2/21/01	2/22/01			81.60
FNW/Moran	Drain Pump			Approved	PD140017		i/s		52.50	77.00					
69065-1-1	Icemaker	U-line	ULN-CLR60WH-00	002409-05-0131	Ship if I/S	U-Line	Kriste	Voice	2/20/01	1:06 pm	2/20/01	2/24/01			1.00
Wilson	Recirculating Pump.			Definite	31613		i/s		1.00	1.00	Warranty				
69072-2-1	M/w	Sharp	R1821	211893	P&A Only	Andrews	Mark	Voice	2/21/01	9:04 am	2/21/01	2/26/01			8.94
Maxic/Taylor	Stirr Cover			Tentative	PCOVPA180WRFO		i/s		2.16						
69062-1-1	Washer	Kenmore	110.82694140	C834018873	P&A Only	Marcone	resear	Fax	2/21/01	1:16 pm					242.40
AHS/Dstrow	Control Board			Approved	3407104		n/s		192.40	267.43					
					Ship or b/o	Wpool	Marv	Voice	2/22/01	9:26 am	2/22/01	3/1/01			242.40
					3407104		n/s								
68274-1-1	Oven	Thermador	ct227nprs	96060195	Ship if I/S	API	Eric	Voice	1/30/01	10:11 am	12/20/00	3/3/01			10.49
Moore	Oven Knob			Definite	14-39-270		b/o								
68965-1-1	Heat Pump	GE	az32h12d3cm1	dl62899a	Ship if I/S	GE		Voice	2/16/01	11:58 am	2/21/01	2/26/01			105.50
Best Western	Temp Control			Definite	WP26<10006		i/s		40.00						
68965-2-1	Heat Pump	GE	az31h12dacv1	fh883277	Ship if I/S	GE		Voice	2/16/01	11:58 am	2/21/01	2/26/01			138.80
Best Western	Operations Control			Definite	WP26<00037		i/s		40.00						
69109-1-1	Washer	Maytag	LA710	646350	Ship if I/S	Marcone	resear	Fax	2/22/01	10:20 am	2/22/01	2/23/01			17.95
Feucht	Drain Hose From Tub To Pump			Definite	213045		i/s		5.91	15.95					
69050-1-1	OVEN	GE	JTP45W0W/w/w	AS648741R	Ship if I/S	Marcone		Fax	2/22/01	9:29 am					157.80
YOUNG	Touch Pad (wb36t10202 wrong pt)			Definite	WB36T10028		n/s		66.89	109.00					
						API	Tim	Voice	2/22/01	9:30 am					157.80
						WB36T10028	n/s		69.50	119.00					
					Ship if I/S	GE		Voice	2/22/01	9:31 am	2/22/01	2/26/01			157.80
					WB36T10028		i/s		62.40						
69130-1-1	Microwave	Sharp	R-4A53	278215	Ship if I/S	Andrew's		Voice	2/22/01	9:53 am	2/22/01	2/26/01			10.16
Patterson	Door Pushbutton			Approved	JBTN-A760WRFO		i/s		2.16	4.00					
69107-3-1	Oven	Tappan	30-3457-57	04230-28353039	Ship if I/S	marcane	resear	Fax	2/22/01	10:23 am	2/22/01	2/23/01			15.59
Hunn	Temp Knob/Dial			Approved	5303207048		i/s		9.84	15.59					
69142-1-1	Oven	Jennaire	W230-03	344894VP	Ship if I/S	Maytag	Clair	Voice	2/22/01	10:54 am	2/22/01	2/26/01			44.95
Gasparro	Latch Assy			Definite	12001106		i/s								
69098-1-1	Washer	Frig	FWT449GF51	XC91989986	P&A Only	marcane	resear	Fax	2/23/01	9:44 am					52.69
Gangolea	Drain Pump			Approved	131889800		n/s		29.68	41.59					
					Ship if I/S	API		Voice	2/23/01	1:54 pm	2/23/01	2/26/01			52.69
					131889800		i/s		29.68						

This is our Funds form. It's makes use of the FundsJournal, a record that includes an entry documenting every item of money (whether a *sum* of cash, check or bankcard transaction) that comes into the business. By this means, we attain perfect security to make sure that all such items of money reach a proper destination – or we know about it! This tracking of funds also is coordinated with SalesRecording functions, to make sure there's proper correspondence between what we've actually collected (as recorded here) and what we are charging against ourselves in terms of our sales (and accounts receivable) records. As part of the process, this form is also used to prepare deposits, check-in money received in payment on past jobs, etc.

The screenshot shows the Aardvark Appliance Service software interface. The main window displays a 'Journal of Receipts' for the date Feb 25, 2001, with a total value of \$479.20. The journal lists various transactions including bankcards, checks, and cash payments from different customers. A dialog box titled 'General function' is open, allowing the user to select items to be added to the journal. The dialog includes options for 'Kind of fund' (checks, bankcard, cash, all, other) and 'Show' (Receipts, Deposits, All). It also has a 'Select items that are...' section with options for 'Undeposited/Unverified', 'Checked-off as so processed', and 'All'. Buttons for 'Add items' and 'Exit' are visible at the bottom of the dialog.

Date	Customer	Transaction	Amount
01/25/01	68805	AHS/FREEDMAN DCBankcard	\$35.00
02/12/01	69029	AHS/DALEQ MISSI Check # 6382	\$35.00
02/16/01	68952	ROSE Cash	\$10.91
02/16/01	68972	YATES Cash	\$16.13
02/19/01	68924	AYRES Cash	\$53.64
02/20/01	69090	NOVAK Cash	\$20.00
02/21/01	69130	PATTERSON Cash	\$25.00
02/22/01	69110	STOBBE Cash	\$88.59
02/22/01	69126	CANTRELLE Cash	\$65.00
02/23/01	69136	WALLER Cash	\$103.27
02/23/01	68983	CLARK Check # 8191	\$26.66

This is the Settings form. It's where you specify most of the elements that are involved in setting up ServiceDesk for your specific situation and preference (aside from the matters that involve the creation of custom operating files, which we do for you as part of creating your package). By examining, you can see some of the kinds information ServiceDesk uses in catering to your specific needs.



