

Service Transactions Report

The **Service Transactions** report will show selected transaction types along with their payment history, amount on account, and current balance. It can be filtered by customer, transaction date, and can also be run for a specific transaction (sale #).

To run this report:

1. Click **Reports > Customers > Accounts > Service Transactions**. The **Service Transactions** report filter will appear.

The screenshot shows the 'Service Transactions Report' dialog box. It contains several input fields and checkboxes. The 'Customer' field is a dropdown menu. The 'Transaction Dates' field is a date range selector. The 'Store' field is a dropdown menu. The 'Sale #' field is a text input. The 'Group / Sort By' section has a list of checkboxes: Account Type, Transaction, Store, Transaction Date, Customer, and Associate. The 'Page Breaks' section has checkboxes for 'Page Breaks', 'Show Open Transactions Only', and 'Show Payments Only'. The 'Include' section has checkboxes for 'Include Appraisals', 'Include Custom Jobs', 'Include Gift Certificates', 'Include Layaways', 'Include Memo Out', 'Include Repairs', 'Include Special Orders', 'Include Store Credit', and 'Include House Account'. The 'Sort Transaction Date Descending' checkbox is unchecked. The 'Use Report Criteria Cover Page' and 'Include Colors On Report' checkboxes are also unchecked. At the bottom, there are 'Presets...', 'OK', and 'Cancel' buttons.

Options on this report include:

Customer Filter this report by a specific customer

Transaction Dates Only include transactions that started in this date range.

Store Filter by store.

Sale # Run the report for a specific transaction number.

Group/Sort By Choose how to group and sort the report. It is recommended you group by Account Type and Transaction.

Show Open Transactions Only Only include transactions that have not been picked up.

Show Payments Only Only show payments – this will exclude deposits and pick ups.

Include... Select which types of transactions to include.

Sort Transaction Date Descending Sort the transactions in descending date order (most recent first) instead of ascending.

2. Set desired criteria and click **OK** to generate the report.

Customer	Account	Transact. Date	Associate	Type	Amount
Customer: Smith, John (001-00066)					
Account Type: Layaway					
Transaction: #001-00099					
Smith, John (001-00066)	Layaway #001-00099	11/23/2022	Jimmy Sales	NEW	\$1,464.30
Smith, John (001-00066)	Layaway #001-00099	11/23/2022	Jimmy Sales	PAYMENT	(\$25.00)
Smith, John (001-00066)	Layaway #001-00099	11/23/2022	Jimmy Sales	PAYMENT	(\$100.00)
Smith, John (001-00066)	Layaway #001-00099	11/23/2022	Jimmy Sales	PAYMENT	(\$339.00)
Smith, John (001-00066)	Layaway #001-00099	11/23/2022	Jimmy Sales	PICKUP	(\$1,914.30)
Smith, John (001-00066)	Layaway #001-00099	11/23/2022	Jimmy Sales	APPLY	\$914.00
Transaction: #001-00099 Totals					\$0.00
Account Type: Layaway Totals					\$0.00

Each line on this report has a **Type**:

NEW Initial intake, the amount shown here is the total outstanding balance after deposit.

PAYMENT Each payment made against this transaction.

PICKUP Final pick up, the amount shown here is the total for the entire transaction.

APPLY When a transaction is picked up, the amount that was on account (deposits + payments) is applied and will zero out the balance.

The report screenshot above contains the details on a single layaway.

- Layaway total, with tax, was \$1,914.30.
- On intake, a \$450 deposit was made, leaving a balance of \$1,464.30 shown on the NEW line.
- Three payments were made for a total of \$914.00 (\$25 + \$100 + \$339).
- The PICKUP line shows the layaway total of \$1,914.30.
- The APPLY line show all money that was on account (deposits + payments) being applied to close out the transaction.