Returns Service Tracker Developed in WPF .NET Framework

servicenow

Retrieves ServiceNow data using JSON API's

Asset Tracking Label

Returns

Scanning carrier return label and unit serial number creates the asset tracking return Label

Asset Information From ERP (JD Edwards) using SQL on a DB2 data base

Sub Form showing complete asset history

POS Service Tracker 2.0

Scan SN or RMA
588565

Salon#	9634	Item	All-In-One PC	Asset ID	954057
RMA State#	Exists	Sku#	20006202	S/N:	L12X002403
Request#:	REQ0047479	Incident#:	INC0652270	KB Used	KB0011842 v2.0

KB Description
POS: Computer Off or Screen Black

Asset History
ID	Date	Snow#
525357, 10/23/2017, REQ0027979		
390294, 02/12/2015, REQ0015806		
364403, 04/29/2014, RE07188470		
360414, 03/17/2014, RE06955689		

Error Reported
POS black screen

Work Log
Shawntee called stating screen is not working on the pos
advise reseat power cable and vga cable

Open Selected Event

Complete Form Below

Sujee | Return (Break/Fix) | Missing Power | Problem match reported

- Return (Break/Fix)
- Return From RMA Repair
- Upgraded/Rollout
- Unknown
- From Home Office
- Closer or Vendition
- No longer needed

Problem Found
- ☑ Reset BIOS (Motherboard)   ☑ Capacitors
- ☐ No Problem   ☐ Software
- ☐ OS Wont B   Hardware/Cables   ☐ Power Supply
- ☐ Touch Scre   ☐ Motherboard
- ☐ Defective   attery   ☐ Not Tested
- ☐ CPU Fan

Services Preformed
Passed BIT, PSU fan replaced, Tested and Cleaned

Unit Status Move to ready stock

01:04

Start **Stop** **Reset**

Enter Est. Time working on unit (in Minutes): 19

Submit
Close Without Saving
Clear Form

Repair Notes
ID 525357	Date 02/06/2018	Tester Sujee	Disposition Move to ready stock
Condition Boots Normally	Reason Returned Upgraded/Rollout	Services Preform Power Supply	

Services Preformed
PSU serviced, Tested and Cleaned

ServiceNow
| KB Description | Inc #: | Request# REQ0027979 |

Inventory Control Template

Inventory and KPI metrics reporting

- Item History lookup
- Inventory Tracking
- Repository for unit testing and services preformed