



Forms and Publications Guide

Technical Manual

Introduction:

Today, it takes more brains and effort to fill out the income-tax form than it does to make the income.

-- Alfred E. Neuman

Forms are a part of today's society and an integral part of business and other organizations. They're used extensively by the government, industry, and even schools to simplify the collection of data. Forms insure that only the required data is collected because they force users to enter only the information the organization wants. Sometimes it's infuriating to be stifled by the rigid prompts, lines, and blocks that make up a form. However, standardized forms really are quite necessary for any organization to make use of the information it collects.

This is an on-line technical manual containing lessons and exercises for all the publications required for you to complete the CSS Forms and Publications module. Although much of this information has already been presented in the on-line lessons, this guide contains the most up-to-date information regarding the Forms and Publications that are used in the computer service and support industry. It also contains several exercises you must perform before you can move onto the next module.

After you have completed the on-line lessons, skim through this guide looking for new topics or material.

Print out the following on-line blank forms from the CSS Personnel module before you get started:

The Time Card
The Homework Sheet
The Parts Kit Inventory Record
The Temporary Issue Receipt
The Out Record

The Supply Order Forms
The Work Order Form
The Repairable Item Tag
The Job Control Log

You and your instructor will use the Assignment Checklist to record your progress through this section. Study each of these items carefully while taking notes using your Study Guide. You should be able to properly identify and fill out each form as well as know their use. The forms your course uses might look a little different. That's OK. They will still perform the same functions. When you are finished with each of the exercises complete the Forms and Publications exam. The exercises will place you in a typical real-world simulation where you'll have to identify the correct forms and fill them out according to the situation. All the forms have to be filled out and handled correctly... So follow the guide. Using this publication will not only insure accurate work, it will reduce the likelihood of lost time if you try to guess your way through exam for this module.

Words and Terms You Should Know:

- Pay Period Ending
- Overtime
- Highlighting
- Disposition
- Pilferable
- Dispatcher
- Supervisor
- Requisition
- Julian Date
- Inventory
- Temporary Issue Hand Receipt
- Serviceable
- Job Control Number
- Work Order
- Technical Manual
- AWM
- AWP
- In-Work

Forms and Publications:

The Time Card

The Time Card is used to keep track of each technician's time on the job site. Primarily used for pay purposes, the card is collected by the payroll department (clerk) and tallied up on the workdays closest to the 15th and 30th of each month. Side 1 is for the 1st to the 15th of the month and side two of the time card is used for the 16th to the 31st. The time card never leaves the job site and should be filled out in blue or black ink. Be sure to fill out both sides of the card at the beginning of the month. Some courses offer preprinted time cards and punch-in using actual time clocks. Other programs simply write down the information on the Time Card printed here.

The number of minutes for each work day are added up. Workers only get credit for a day's work if they arrive for work, arrive on time, punch-in and punch-out, and work for the entire class period. These are desirable employability skills we want to teach you. Your supervisor will initial your time card at the end of each period verifying you have displayed these important skills throughout the pay period. Without your supervisor's initials, you won't get paid for that day's work. For programs that run a Computer Service Center, this can add up to a tidy sum of money over a semester or school year.

Here's how to fill out the Time Card:

Employee Number	Student ID number
Name	Last and first name
Month	Current month
Pay Period Ending	15th for side 1 and the last day of the month for side 2
Period and Grade	The period you're taking this course
Course	The name of this course
Workstation	The desk or workbench you work at
Instructor	Your instructor's name
Date	1 to 31 depending on the day. Supervisor daily initials go here.
Regular Time	Normal class time
Overtime	After school, during lunch, weekends
In	Arrival time
Out	Departure time
Total (Day)	Minutes worked during the period

Note: Do not include the days you arrived late, forgot to punch-in (or out), or failed to get your supervisor's initials.

Signature Signature verifying total time on the time card

Note: At the end of the month you'll tally up your time card totaling the minutes for each workday, pay period, and month worked.

The formula for calculating your workday total is:

$$((\text{Out Hours} - \text{In Hours}) * 60) + \text{Out Minutes} - \text{In Minutes} = \text{Total Minutes Per Workday}$$

Add up all the tallies on each side of the card to get the Total Minutes Per Pay Period
Add up both sides of the card to get the Total Minutes Per Month

Computer Service Centers award their students shares of stock based upon their Time Card tallies. A single share of stock is worth 300 minutes. Therefore... You can calculate the number of shares of stock you've earned by dividing the Total Minutes Per Month by 300. The value of each share of stock is determined by the portion of income set aside for shares by the Computer Service Center's board of trustees. Every Computer Service Center runs their stock options differently. Ask your instructor about your service center operation for more details.

The Homework Sheet

Scores of new technologies emerge from industry every day. Keeping abreast of these advancements makes graduating students competitive in the job market. In this curriculum, skills such as reading, writing, and mathematics usage focus upon understanding technical theory and operation. In this way, students develop research and data collection skills. The student that masters these skills naturally keeps current on the trends of technology and in turn makes them stronger candidates for employment in high-tech career fields. Homework is the essence of research and data collection in our curriculum and is of paramount importance if students are to understand the complex nature of technology.

Homework is a required element of Computer Service and Support course and is to be done outside of class. Homework must also be completed using the stipulated form and appropriate format. It must receive a score of at least 85% to be considered acceptable. Due dates for homework have been established and are posted on the CSS Assignment Schedule.

The textbook and parts kits issued to students may be taken home and worked with there. Parts, tools, computer tutorials, and software can be checked-out and used at home. Most of this course material can be studied at home using our web site. These resources are available to any student upon request.

It's preferred that you use the special CSS Homework Sheet when completing your homework. To complete the form you must fill out the heading. Be sure to write out each question in full in the TEXT section and highlight your answers so they can be easily seen. This can be done by underlining, bolding, or coloring the answer. Also, number your questions in the # section and show all calculations, schematics, and diagrams in the CALCULATIONS / DRAWINGS section. If you run out of space, you can attach additional notepaper as necessary. If you forget how to fill out the CSS Homework Sheet, the instructions are also printed on the form just below the heading.

The Tool Kit Inventory Record

Your CSS program may issue a different tool kit to its technicians so the inventory form may be slightly different. That's OK. The procedure is essentially the same... Only the tools and form are different. The inventory form used in this lesson is for the Jensen Tools, Inc. JTK 6100 PC Support Kit. The kit contains over 50 of the most popular PC service tools. At first it may seem that many of these tools are not used often enough to warrant them being part of the tool kit. However, every tool in the kit has a specific purpose and when the need for a specific tool arises... It's vitally important that the tool can be located. The tool inventory facilitates this by insuring each technician has an complete took kit to help them tackle any computer service problem they might face.

The Took Kit Inventory form serves two purposes...

1. It's used to conduct a quick and complete inventory of the tool kit.
2. It's a temporary issue hand receipt identifying the student responsible for the return of all tools issued to them.

The inventory will be completed periodically and the form placed with the tool kit.

Here's how to complete the Tool Kit Inventory record:

<u>Heading</u>	Kit Number Kit Description	The kit serial number Kit model and color
<u>Inventory</u>	Component Number Component Description Qty/Kit Actual Qty Checked By Date	Manufacturer's replacement part number Tool name and description Quantity required Quantity on hand Inspector's name Date of inventory

Use the Jensen Tool's, Inc. catalog or the Tool ID and Use module in this course to help you identify the tools on the inventory list. Here are the steps you should follow in conducting a proper inventory of your tool kit:

1. Display and print the correct tool inventory form
2. Remove all the tools from your tool kit (Tool Boxes Only)
3. Find the first item and examine it for defects
4. Place a "1" in the Actual Qty column if the tool is on hand and serviceable
5. Once the item is checked-off, place it back in your tool kit
6. Continue this process until the inventory is complete
7. See your supervisor to replace worn, defective or missing tools. Also... Return any leftover tools to your supervisor. They do not belong in your tool kit.

You'll conduct an inventory upon check-out and when you turn the tool kit in. It's important that you realize that you'll be held accountable for any missing or broken tools when you turn in your kit. In other words... You'll have to pay for the replacement of these expensive items. So... It would behoove you to conduct a thorough inventory when you're issued the kit. In that way... You won't be paying out of pocket for someone else's mistake.

The Parts Kit Inventory Record

You'll be issued a kit of electronic parts to conduct experiments as part of the Electronic Theory and Practice module. Depending upon availability, some CSS courses will issue you these materials to take home while others will require you to conduct the experiments in class. Regardless of your program's policy, you'll be required to conduct an inventory of these parts to make sure you have everything you need to complete the assigned experiments. That's where the inventory sheet pictured here comes into play.

This form serves two purposes...

1. It's a tool that's used to conduct a quick and complete inventory of the parts kit.
2. It's a temporary issue hand receipt identifying the student responsible for the return of all parts issued to them.

The inventory record will be completed in duplicate with one copy placed in the student's personnel folder and the other issued with the kit.

Here's how to complete the Parts Kit Inventory record:

<u>Heading</u>	Kit	The kit number printed on the part bag or box
<u>Inventory</u>	Date	The date you were issued the kit
	Return	The date you're required to return the kit
	Name	Your full name
	Period	The period you have this class Inventory
	Qty	The quantity you're supposed to have
	√	Check-off only the serviceable parts you have
	Part	Part number
	Cost	Replacement cost of the part
	Description	Part description
	Student Signature	Your signature verifying receipt of a complete kit
	Date	The date you signed the form

Use the workbook that accompanies your parts kit to help you identify the electrical components in your kit. Here are the steps you should follow in conducting a proper inventory of your parts kit:

1. Display and print this form
2. Remove all the parts from you kit's bag or box
3. Find the first item and examine it for defects
4. Place a "Check" on the inventory record if the part is on hand and serviceable
5. Once the item is checked-off, place it back in your parts bag or box
6. Continue this process until the inventory is complete

Note: See your supervisor to replace worn, defective or missing parts. Also... Return any leftover parts to your supervisor. They do not belong in your parts kit.

You'll conduct an inventory upon check-out and when you turn it back in. It's important that you realize that you'll be held accountable for any missing or broken parts when you turn your kit in. In other words... You'll have to pay for the replacement of these items. So... It would behoove you to conduct a thorough inventory when you're issued the kit. In that way... You won't be paying out of pocket for someone else's mistake.

The Temporary Issue Receipt

Accounting for the disposition of company property is a key concern of company management. Much of the equipment, parts, and materials used to repair computers is highly pilferable and replacing this property is expensive. In business, replaced items are paid for using company profits cutting into the

bottom line. To stem these losses, managers have a variety of tools at their disposal to hold employees accountable for lost and stolen property. These tools include the Employment Contract, Inventory Records, and the Temporary Issue Receipt.

The Temporary Issue Receipt, or Hand Receipt, is normally used to issue items for a period of 24 hours or less. However, once the receipt is filled out it can remain in force until the item is returned to the issuer. The item must be returned by the date listed in the upper-right corner of the form. The form must be completely filled out in ink and in duplicate. One copy of the form is kept by the supervisor while the other is given to the issued person.

Here's how the Temporary Issue Receipt is filled out:

Typed or Printed Name, Grade, Org.	Name, grade, and organization of issued person
To: (Responsible Officer)	Principal's name
Org. Acct. No.	Organization account code
Date to be Returned	Date Item(s) to be returned
Stock No.	Serial, stock, or part number
Bar Code	Equipment bar code number
Description	Item description
Unit	Unit of issue (EA, SE, KT, Etc.)
Qty	Quantity issued
Cost	Unit cost of each item
Date	Date of issue
Signature	Issued person's signature
Phone Number	Issued person's phone number
Issued By	Supervisor's name

Lines not used after the last item listed on the form should be crossed out with the phrase "LAST ITEM" printed in bold letters. When an individual signs the Temporary Issue Receipt they're acknowledging receipt and responsibility for the items described and the quantities specified on the form. They're liable for replacing any items should they lose or damage the property they've signed for. It's important to note that companies do not hesitate to prosecute and terminate the employment of Individuals that steal or lose company property.

The Out Record

There are many resources a technician needs to do their job correctly. It's important to know where tools, parts, and supplies are stored at all times. Just like tools, parts, and supplies, technicians need the same immediate access to technical manuals and publications. The Out Record is a tool used to keep track of the manuals that are removed from the publications cabinet. When a technician takes a manual from the cabinet, he/she fills out the Out Record and puts it in the place where the manual is stored. If someone else needs the manual, they'll know where it's at when they read the Out Record. When the technician returns the manual, they'll remove the form, scratch out their entry, and place the card in a designated spot for its next use. The dispatcher will periodically inventory the publications cabinet. The brightly colored Out Record in the publications cabinet is a clear indication that there's a publication missing. Display and print this form on brightly colored cardstock.

Here's how to complete the Out Record:

Description of Documents

ID#	Technical Manual ID Number
Title/Nomenclature	Title or Name of Publication
Condition	New, Good, Fair, Poor

Charged To

Name	Technician Name
Period	Class Period
Date	Date Checked Out

The Supply Order Forms

From time to time you'll need to order replacement parts to repair a computer system. You may also need to order tools, software, supplies of other materials to perform your job. Your CSS course may use a variety of methods for purchasing replacement materials based upon local operating policies. However,

paperwork is always a key component of supply ordering process. Paperwork allows managers to track supply orders and determine trends in supply usage. Supply paper work also matches supply requisitions with work orders so the right part goes with the right job. The Supply Order forms used in this course are filled out by the technician, verified by the supervisor, and then forwarded to your supply technician for processing. The information on the form must be completely accurate or you risk lost time, added expense, and ultimately ordering the wrong part.

There are two Supply Order forms typically used when ordering items in our system. The Request For Purchase (AF9) and the DOD Single Line Item Requisition System Document (DD1348-6). They can be filled out using blue/black ink. The process is also automated by using computer software specialized for use with federal forms. Although computer generated forms are easy to read, there is an added benefit of using computer software to fill out and then print these forms. The information on the form can be stored in a database and reused instead of retyped. This reduces the amount of keypunching technicians have to do when a part needs to be reordered.

Request For Purchase:

This form is used to order supplies that are purchased using **Local Purchase** and **IMPAC** funds.

Here's how you fill out the AF9.

Installation	School name and address
Date	Date of order
To:	Supply clerk's name
Through	Supervisor's name
From:	Technician's name
Purchased For	Program name and Job Control Number
Delivery To	Program name
No Later Than	Requested delivery date
Item	Sequence number starting with 1
Description of Material or Services to be Purchased	Source of supply, part number, nomenclature, voltage, color, size of item
Quantity	Number of items you're ordering
Estimated Unit Price	Unit price
Estimated Total Cost	Total cost
Total	Total amount of order
Purpose	Reason for ordering items
Date	Date of supervisor's signature
Typed Name and Grade of Requesting Official	Name and grade of supervisor
Signature	Supervisor's signature
Telephone No.	Supervisor's telephone number
Date	Date of principal's signature
Typed Name and Grade of Approving Official	Name and grade of principal
Signature	Principal's signature

All other sections are filled out by the supply technician or the contracting officer.

DOD Single Line Item Requisition System Document (DD1348-6):

This form is used to order supplies that are purchased by **DESPO**. It's important to note that there's a difference between an item's manufacture and the vendor. The manufacture is the company that actually makes the item where the vendor is the company that sells it. Many manufactures do not sell the products they make. They offer their products to retailers that bring the items to market. However, sometimes the only place to get a part is through the manufacture.

Here's how you fill out the DD1348-6.

Unit of Issue (23-24)	EA, SE, KT, PG, HD, Etc.
Quantity (25-29)	Quantity you wish to order
1. Manufacturer's Code and Part Number	Item's part number
2. Manufacturer's Name	Manufacture/Vendor name
3. Manufacturer's Catalog Identification	Catalog number
4. Date (yymmdd)	Date of order
5. Technical Order Number	Not used
6. Technical Manual Number	Tech manual ID number
7. Name of Item Requested	Item name
8. Description of Item Requested	Detailed description of item
8a. Color	Color
8b. Size	Size / Voltage
9. End Item Application	Name of equipment this item is part of
9a. Source of Supply	Part vendor's name
9b. Make	Make of end item

9c. Model Number
9d. Series
9e. Serial Number
10. Requisitioner
11. Remarks

Model of end item
Series of end item
Serial number of end item
Supervisor's name, address, and Job Control Number
Manufacture / Vendor name and address

All other sections are filled out by the supply technician or the contracting officer.

Using research tools like technical manuals, catalogs, and the Internet makes finding replacement parts and tools much easier. The work you do researching the supply order ahead of time always saves you effort in the long run. Make sure the Supply Order form you use is the correct form, complete, accurate, and includes all the information it might take to find and purchase the item you need. Keeping track of supply orders is an important skill. These forms should be filled out in duplicate with one copy kept on file and the other forwarded to the supply clerk for processing. Be sure to check on the status of the order with the supply clerk regularly. Supply orders sometime fall through the cracks and you may have to start the process all over. Keep a copy of the Supply Order form in an organized central file to make tracking and recovery easier.

The Technical Manual

Your job as a computer service technician is quite complex. You're not expected to recall from memory the detailed information needed to do your work. Technical manuals and other publications help you find this information. Publications explain all facets of your duties as a computer service and support technician and they keep you informed of new developments in computer repair. Technical manuals are used to announce policies, prescribe procedures, and furnish the instructions you need to perform your work. Not only is it handy to have a Technical Manual on-hand when you're working on equipment, it is an absolute requirement. You are not to start any computer service or support work without the appropriate technical manual with you and opened to the appropriate page.

Although the standard Technical Manuals are listed in this module, this section does not include all the resources you'll possibly need. As new equipment comes into your shop new technical resources will also be made available. The Tech Support module is the place to start looking for new and updated Technical Manuals. Most manufactures make technical content available on the Internet. If you find or have developed a procedure that needs to be placed in one of our Technical Manuals you should email your information to the CSS course designer. The same is true for information that you find needs to be changed in and existing Technical Manual. Your contribution will be included in a Technical Manual Update and published on the Tech Support page.

Identifying and locating Technical Manuals is one of the first steps in performing any job. When you consider the large number of publications required to service computers it's clear that there must be a systematic method for maintaining these libraries.

Filing - Each publication has a corresponding identification number assigned to it. Technical Manuals are filed in standard three-ring binders in the order of their identification number. Each binder is labeled with the volume number and the contents of the binder. The content is a list of the Technical Manual identification numbers held within the binder. The binders are then filed in a bookcase in numeric sequence by volume.

Current Status - Publications are kept current through changes, supplements, and revisions. Changes are filed immediately behind the actual page of publication being changed. Supplements are filed behind the updated publication. Revisions are complete new editions, and replace or supersede the original publication.

Locating Publications - Since there might be several binders and dozens of publications on file. An Index Page to help you locate Technical Manuals is very important. The Index Page is located at the very front of Volume 1 of your Technical Manual library. This needs to be updated with the addition of new publications to your Technical Manual library. Since Technical Manuals contain vital information, it's important they're filed correctly, kept current, and indexed for quick retrieval. Maintaining your Technical Manual library will insure you have the information you need to perform your work as a computer service and support technician.

The Work Order Form

The Work Order Form is the backbone of the Forms and Publications module and the document driving the entire Computer Service and Support course. It's one of the three forms required to manage the jobs. Everything you do in this course must be documented using this form. Customer identification, equipment ID, work description, parts replacement, billing information, and job history are all recorded and tracked using this form. Therefore, it's important that you know how fill out and maintain these forms. Let's start with form maintenance.

Work Order Control: The Job Control Log and Work Order Forms should all be stored in a single 3" three-ring binder. The Job Control Notebook should be divided into six sections with the tab dividers labeled as follows: 1. Job Control Log; 2. In-Work; 3. AWM; 4. AWP; 5. Complete; and 6. Blank Work Orders. Label the spine of the binder, "Work Order Control" and insert about 50 blank Work Order Forms behind the last tab divider. You should put two or three blank Job Control Log sheets behind the first tab divider. Here are some definitions of the terms used so far.

Job Control Log - This is a summary of the scheduled work for CSS technicians. It's a management tool for the dispatcher to assigned technicians to work and to determine the status of jobs. It also helps the manager determine which jobs have the highest priority. Every time a job is opened or closed, a technician is assigned to a job, or the job status is changed it must be recorded in the Job Control Log.

In-Work - This section of the binder is used to hold Work Orders for jobs that are currently being worked on by a CSS technician. The Work Order is taken from this section and given to a technician before they resume work. The Work Order is returned to this section providing the job has not been completed or has not changed to another status such as AWM or AWP.

AWM - New jobs that have not been assigned to technicians are in Awaiting Maintenance (AWM) status. These Work Orders are placed in the AWM section of the Work Order Control binder in the order of Date Opened. As soon as there's a technician available to work on the job, the work order is dispatched to that technician by the dispatcher. The form is not returned to this section unless the dispatcher changes the priority of the job pushing another Work Order ahead of it.

AWP - Equipment that is Awaiting Parts have their Work Orders stored in this section. Once the part has arrived, it's tagged with the Job Control Number and placed on the supply shelf. The Work Order is then moved to the AWM section of the Work Order Control binder awaiting dispatch to a technician.

Complete - Once the job has been completed and the customer notified for pick up, the Work Order is moved into the Completed section of the Work Order Control binder. When the customer retrieves their property they are billed the amount due as indicated on the Work Order. They're also given a copy of the Work Order as a receipt.

Work order control is a complex part of running a computer service center. As you will be working with both customers and technicians, doing this work requires a broad grasp of many interpersonal relationship skills. The dispatcher runs Work Order Control. They must follow procedures to insure our customers are satisfied by receiving courteous, expedient, and reliable service. CSS technicians must also be convinced that they're being treated fairly and are receiving work commensurate with their skills. The first step in this process occurs when the customer arrives with a job they need done.

To log-in a work request the dispatcher will:

- Assist the customer in filling out section A of the Work Order Form
- Use the Job Dispatcher software to open a job
- Copy the Job Control Number from the Job Dispatcher Software to Work Order Form
- Copy the information on the Work Order Form to the Repairable Item Tag
- Separate the Repairable Item Tag securing the top portion to the equipment
- Give the bottom portion of the Repairable Item Tag to the customer as a receipt
- Copy the information on the Work Order to the Job Control Log
- Place the Work Order in the AWM section of the Work Order Control binder

Completed in pencil, here's how to fill out the Work Order Form:

Section A - CUSTOMER INFORMATION (Most of this section is filled out by the customer.)

Type of Service	Check one or more items describing type of work
Name and Mailing Address	Customer's name, address, and phone number
Signature:	Customer's signature agreeing to disclaimer
Item Identification	Description of item being serviced
Manufacturer:	Item's manufacturer
Item Type:	Item type (CPU, monitor, printer, Etc.)
Model Number:	Item's model number
Serial Number:	Item's serial number
Complaint / Description of Work to be Performed	Description of defect/work needing to be done

Section B - JOB CONTROL INFORMATION (Completed by dispatcher)

Job Control Number	JCN from Job Dispatcher Software
Date Opened	Date item turned in for service
Status	AWP, AWM, IN-WORK, or COMPLETE
New	Checked if this is a new job
Continued From Job:	Job number this Work Order is continued from
Dispatched	Date and time of job dispatch - Name of Dispatcher
Started	Date and time work started - Name of technician
Completed	Date and time work completed - Name of technician
Complete	Check if job is completed
Continue on Job Number	Indicate Job Control Number the work continued on
Problem Found:	Description of problem found
Work Performed:	Description of work performed
Parts Replaced	Quantity, description, and cost of materials used
Billing Information	<i>Computer Service Centers Only</i>
FE No.	Field Engineer (Technician) ID number
Hours	First hour premium rate, subsequent hours reduced
Rate	Premium and reduced hourly rates
Total	Total labor and parts costs

Section C - JOB HISTORY (Completed by the technician)

Entry	Sequenced work sessions
Date	Date worked on this job
Start	Start time (decimal) to the nearest 1/4 hour.
Stop	Stop time (decimal) to the nearest 1/4 hour.
Hours	Total number of hours in decimal
Technician	Technician names
Status	AWM, AWP, IN-WORK, or COMPLETE
Work Performed	Bullet statement of work performed
Software	Check-off software items to be installed
Status:	Authorized status codes
Notes:	Section for recording notes during service

To issue a job the dispatcher will:

- Pull the Work Order Form from the AWM section
- Fill out the Dispatched and Started entries in Section B
- Issue the job to the technician identified in the Started entry
- Check-off the Software needing installation in the Job History section
- Update the Job Control Log
- To work on the job the technician will:
- Complete the Job History section on the back of the Work Order Form as necessary
- Record notes as appropriate in the Notes: section on the back of the Work Order Form
- To close a job the dispatcher will:
- Fill in the Completed, Problem Found, and Work Performed entries in Section B
- Fill in the Part Replaced, and Billing Information in Section B
- Update the Job Control Log
- Notify the customer for pick-up
- Update the Job Dispatcher database

Except for shop work, technicians must have a valid Work Order form in-hand when working any CSS job. However, the Work Order never leaves the job site. It's an important record controlled by the dispatcher and must remain in the Work Order Control binder when it's not being worked on. Please remember that the Work Order Form is frequently passed from technician to technician. The individual starting a job may not necessarily be the technician closing the job. The technician taking on a partially completed job should be able to pick up where the previous technician left off. Therefore, the Work Order Form must be completed accurately and kept up to date to preclude lost time and increased expense due to technicians repeating already accomplished work.

The Repairable Item Tag

The Repairable Item Tag is used to identify equipment in the shop as well as provide a receipt to the customer. It's one of the three forms required to manage the jobs. This form can be filled out by hand using information off the Work Order or it can be printed out using the Job Dispatcher software. Either way, the completed Tag portion of the form is physically attached to the equipment using tape, rubber band, or string. The Receipt portion is given to the customer as a claim check. There must be a Repairable Item Tag attached to every piece of equipment under service or repair in the shop.

Fill out the form using blue or black ink:

1. Job Control Number	Copy the Job Control Number from the job dispatcher
2. Date	Date the job was opened
3. Customer Name	Customer's first and last name
4. Telephone Number	Customer's telephone number
5. Serial Number	Item's serial number
6. Make	Item's manufacturer
7. Model Number	Item's model number
8. Item Type	Type of item... CPU, Monitor, Keyboard, Etc.
9. Complaint / Work To Be Performed	Brief description of the complaint or malfunction

Much of the equipment you'll be working on is very similar ...So similar that it's sometimes difficult to tell the items apart. You should always have a Work Order form in hand when starting a job. To locate an item, simply compare the Job Control Number on the Work Order with the one on the Repairable Item Tag. Since all Job Control Numbers are unique... You'll know you're working on the right piece of equipment when the numbers match.

The Job Control Log

The fastest way of tracking Work Orders in a pencil / paper operation is the Job Control Log. It's one of the three forms required to manage the jobs. Although your course may organize job control differently, the typical setup is a 3-ring Job Control Notebook with the first tab marked **Job Control Log**. The Job Control Log goes behind this tab with the most recent page on top. This paper system is the manual counterpart of our Job Dispatcher software.

As equipment is brought in for repair, the dispatcher will log the job in the Job Control Log. This is where the Job Control Number (JCN) is assigned. Because the JCN is the single code that links the Work Order form, Repairable Item Tag, and Supply Request together, each JCN has to be unique. This is a very important point. Without an unique JCN, it would be difficult to match technicians, parts, and Work Order forms to the correct equipment in need of repair.

The JCN is an 8-digit code comprised of the year, Julian date, and sequence number. Julian dates are widely used in business to mark the day of a transaction. Simply put, The Julian date is the day of the year where January 1st is day 001. Refer to the Julian Date Calendar in the Technical Manuals section of this course to determine the Julian date. The sequence number is four digits long and represents the job of the month. It's incremented with every new job logged in and resets to 0000 at the beginning of each month. Dissecting the JCN 01340022 reveals how the Job Control Number works... Year-2000, 134th day of the year, and the 22nd job of the month.

The rest of the information on the Job Control Log is transferred from the Work Order form. The dispatcher uses the Job Control Log to determine what jobs are In-Work, Awaiting Maintenance (AWM), Awaiting Parts (AWP), or Complete. The log also gives the manager an overview of the work performed by shop technicians and determines what jobs have the highest priority.

This form is to be filled out in pencil and kept on file for one year:

Job Number	Job control number
Model Number	The equipment's model number
Serial Number	The equipment's serial number
Make	The equipment's make
Nomenclature	The name of the equipment (CPU, Monitor, Speaker, Etc.)
Date In	The date the job was opened
Date Out	The date the job was completed
Status	In-Work, AWM, AWP, or Complete
Technician	Technician's name
Discrepancy and Remarks	Bullet description of equipment's defect

The Job Dispatcher

The Job Dispatcher is a computer database application that keeps track of Work Orders. Initially, information is entered into the database from the Work Order form when the job is opened. Once the Work Order is opened, the Job Dispatcher will assign a Job Control Number (JCN) to the job. The technician will copy the JCN onto the Work Order form so there's a way of tracking the job from the time it's received to the time the equipment is returned to the customer.

Information on the back of the Work Order is keypunched into the database periodically. This procedure affords program managers the flexibility to collect maintenance data on equipment within a school, district, or system. The database is replicated between all schools participating in this course and can be examined at any location around the world. Studying this data helps managers determine maintenance trends, replacement part requirements, and employee productivity.

The Job Dispatcher will allow operators to add, delete, and edit records. This database software will also allow the operator to retrieve and print reports that organize the data in various formats. The Job Dispatcher is a real-world tool that assists managers in making important administrative decisions. Part of your work in this course will include working Dispatch. As the Job Dispatcher your will manage the Job Dispatch database. Working keypunch, you'll open jobs, add data, and print reports, forms, and labels to support your Computer Service and Support program.

Review:

One of the goals of this course is to expose students to all aspects of being a computer service and support technician. In the previous module, you learned the ins-and-outs of applying for a job. In this module you're learning how important forms are to a computer service business. They are absolutely essential to the smooth operating of both small and big business alike. You will be using forms like the ones presented in this module again.

As an employee it's your responsibility to learn which forms you'll be filling out while you conduction your business. You'll also have to learn how to fill the forms out. Although the forms may be slightly different than the ones presented in this module there are some common truths that will apply in all situations involving forms and other publications.

- Forms will be used to collect data.
- Forms must be filled out correctly and completely.
- Forms must be filled out using the right tool and must be able to be read.
- The job isn't complete until the paperwork is done.



Forms and Publications

Exercise 1 – Review Questions

Exercise Objective:

To complete this exercise, you will define a list of vocabulary words and answer a few questions regarding the Forms and Publications used within the IT industry. Your supervisor will compare your answers against a key.

Name:	
Period:	
Date:	

Discussion of Fundamentals:

It's important to note that vocabulary is one of the most essential tools found in a computer technician's toolbox. Vocabulary is one of the keys necessary to select and complete the appropriate forms used in the computer service and support field. You'll also need to be knowledgeable about the forms themselves. This exercise includes a few questions about the forms and publications that were introduced in this module. Completing this exercise will give you a better understanding of CSS forms and publications and prepare you for the module exam.

Research Resources:

Company	Web Site	Description
CHRNA	http://www.chrma.hqusareur.army.mil/plansops	Forms and reference library for the Civilian Human Resource Management Agency Headquarters, US Army, Europe

Required Materials:

Forms and Publications On-Line Lessons

Forms and Publications Guide

Procedure:

1. Research and develop a detailed definition for each of the following terms. Refer to the list of Research Resources and Required Materials as well as other materials you feel are appropriate. Write your definitions on a separate piece of paper with each definition being two sentences or more.
 - Pay Period Ending
 - Overtime
 - Inventory
 - Temporary Issue Hand Receipt
 - Serviceable
 - Pilferable
 - Dispatcher
 - Supervisor
 - Requisition
 - Julian Date
 - Job Control Number
 - Work Order
 - Technical Manual
 - AWM
 - AWP
 - In-Work
2. How do you come up with a unique Job Control Number for the Job Control Log and Work Order?
3. There are three forms that are essential to managing the jobs when running a computer service and support operation. What are their names?
4. Describe how you would organize the Job Control Notebook?
5. There are four possible codes used to indicate the status of a job. What are they?

Conclusions:

If you are able to define the vocabulary words and answer these questions correctly then you are ready to complete some forms. Forms are used throughout this course as well as the computer service and support industry. Knowing forms terminology and how they're used will help you learn a language used by other computer technicians. It's important to speak their language.



Forms and Publications

Exercise 2 - CSS Technical Support

Exercise Objective:

Name:	
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Discussion of Fundamentals:

Period:	
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Date:	
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Research Resources:

Company	Web Site	Description

Required Materials:

Procedure:

Conclusions:



Forms and Publications Guide

Exercise 3 – Forms Scenario

Exercise Objective:

To complete this exercise, you will complete many of the forms used in the Computer Service and Support industry. You'll complete the forms using a real-life scenario and will be assessed on how accurately you complete the forms according to the situation. Your supervisor will compare your answers against a key.

Name:	
Period:	
Date:	

Discussion of Fundamentals:

Forms are a part of today's society and an integral part of business and other organizations. They're used extensively by government, industry, and even schools to simplify the collection of data. Forms insure that only the required data is collected because they force users to enter only the information the organization wants. Sometimes it's infuriating to be stifled by the rigid prompts, lines, and blocks that make up a form. However, standardized forms really are quite necessary for any organization to make use of the information it collects.

You should be able to properly identify and fill out each form as well as know their use. The exercises will place you in a typical real-world simulation where you'll have to identify the correct forms and fill them out according to the situation. All the forms have to be filled out and handled correctly... So follow the guide. Using the Forms and Publications Guide will not only insure accurate work, it will reduce the likelihood of lost time if you try to guess your way through exam for this module.

Research Resources:

Company	Web Site	Description
CHRMA	http://www.chrma.hqusareur.army.mil/plansops	Forms and reference library for the Civilian Human Resource Management Agency Headquarters, US Army, Europe
MILPAC Technologies	http://www.milpac.com/forms/index.html	This page contains a partial list of the most commonly used forms currently supported by Mil-Pac form processing applications.

Required Materials:

- Forms and Publications On-Line Lessons
- Forms and Publications Guide

Print out the following on-line blank forms from the CSS Personnel module before you get started:

- The Time Card
- The Temporary Issue Receipt
- The Out Record
- AF9 Supply Order Form
- The Work Order Form
- The Repairable Item Tag
- The Job Control Log
- Tool Inventory Record

Procedure:

Using the scenario below and the information presented in the lessons, the student will print and then correctly complete all the forms identified in *italics* below.

Scenario:

You arrived a couple minutes early for work today. Once you punched-in on your **Time Card**, your instructor informed you that it was your turn to work dispatch and there was already a customer waiting to turn in a piece of equipment for repair.

Ms. Wilson, an English teacher at your school, had brought in a Gateway desktop computer that needed repair... a disk was stuck inside the floppy disk drive. After finding the equipment ID plate on the back of the computer, you determined the serial number to be BC599350172 and the model number of the computer to be C6-350. You transferred this information to a **Work Order Form** and **Repairable Item Tag** and logged the job in on the **Job Control Log** assigning it a job control number. Before Ms. Wilson left, you gave her the receipt from the bottom of the **Repairable Item Tag** and had her sign and then put down her address and phone number on the **Work Order Form**. After you secured the **Repairable Item Tag** to the computer, you placed the equipment on the Awaiting Maintenance shelf in the workshop.

Fifteen minutes into the workday, your dispatch duties were done and it was time to start working on the bench. Your last job as dispatcher was to assign Ms. Wilson's computer to yourself for repair. You recorded the dispatch and start information on the **Work Order Form** and checked out Volume 3, Tech Manual 46A-1-1-3, CPU Assembly Manual using the **Out Record**. You also checked out a tool kit to perform the work and noticed that the kit was missing the Phillips #0 screwdriver and the pocketknife. You recorded the discrepancy on the **Tool Inventory Record** and handed the form over to your supervisor.

You pulled Ms. Wilson's computer off the AWM shelf and placed it on your workbench. Just as you were getting ready to take the computer's cover off, Mr. Johnson came in needing to borrow a 110 Volt extension cord. After getting your supervisor's approval, you filled out a **Temporary Issue Receipt**. Mr. Johnson said he'd return the extension in 20 minutes. He signed the form, gathered up the cord, and left. You handed the completed form over to your supervisor to be filed.

Back on the bench, you took the floppy drive out of the computer and were able to remove floppy drive cover. Closely examining the inside of the drive, you were able to see that the metal shield on the floppy diskette was bent and catching on the drive heads. You were able to remove the diskette and shield, but noticed that the heads were certainly damaged. The drive needed to be replaced.

You reassembled the computer and placed it on the AWP shelf. Researching a part for Ms. Wilson's computer, you found a replacement 1.44 MB floppy disk drive on the internet from a variety of web sites. You selected the least expensive drive from three vendors that had the item in stock and then completed the **AF9 Supply Order Form** to order the part.

You recorded your entries in the Job History section of the **Work Order Form** and recorded the order number (W353410), order date, vendor, and item information in the Notes section. You also took this opportunity to write down the part description and floppy drive cost in the Parts Replaced section of the **Work Order Form**. Today's work on this job took you 35 minutes.

At the end of period, it was your turn to work dispatch again. Collecting all the **Work Order Forms**, you checked each one to make sure each section was completed correctly and that the appropriate status was circled on the front of the form. Filing the **Work Order Forms** in the proper sections of the Work Order Control binder, you updated the **Job Control Log** indicating that Ms. Wilson's computer was now AWP. You punched-out and left work for the day having worked a full 85 minutes.

Conclusions:

If you are able to correctly select and complete the forms used in this scenario then you have mastered the use of the forms that you'll use as a student in the CSS course. That's right... You'll be using these forms again so don't forget what you have learned. Knowing how to select and complete forms correctly is an essential skill both in and outside of the classroom.



Forms and Publications

Exercise 4 – Job Control Notebook

Exercise Objective:

To complete this exercise, you will add a Job Control section to your CSS notebook.

Name:	
Period:	
Date:	

Discussion of Fundamentals:

Work Order Control: The Job Control Log and Work Order Forms should all be stored in a single 3" three-ring binder. The Job Control Notebook should be divided into six sections with the tab dividers labeled as follows: 1. Job Control Log; 2. In-Work; 3. AWM; 4. AWP; 5. Complete; and 6. Blank Work Orders. Label the spine of the binder, "Work Order Control" and insert about 50 blank Work Order Forms behind the last tab divider. You should put two or three blank Job Control Log sheets behind the first tab divider. Here are some definitions of the terms used so far.

Job Control Log - This is a summary of the scheduled work for CSS technicians. It's a management tool for the dispatcher to assigned technicians to work and to determine the status of jobs. It also helps the manager determine which jobs have the highest priority. Every time a job is opened or closed, a technician is assigned to a job, or the job status is changed it must be recorded in the Job Control Log.

In-Work - This section of the binder is used to hold Work Orders for jobs that are currently being worked on by a CSS technician. The Work Order is taken from this section and given to a technician before they resume work. The Work Order is returned to this section providing the job has not been completed or has not changed to another status such as AWM or AWP.

AWM - New jobs that have not been assigned to technicians are in Awaiting Maintenance (AWM) status. These Work Orders are placed in the AWM section of the Work Order Control binder in the order of Date Opened. As soon as there's a technician available to work on the job, the work order is dispatched to that technician by the dispatcher. The form is not returned to this section unless the dispatcher changes the priority of the job pushing another Work Order ahead of it.

AWP - Equipment that is Awaiting Parts have their Work Orders stored in this section. Once the part has arrived, it's tagged with the Job Control Number and placed on the supply shelf. The Work Order is then moved to the AWM section of the Work Order Control binder awaiting dispatch to a technician.

Complete - Once the job has been completed and the customer notified for pick up, the Work Order is moved into the Completed section of the Work Order Control binder. When the customer retrieves their property they are billed the amount due as indicated on the Work Order. They're also given a copy of the Work Order as a receipt.

Work order control is a complex part of running a computer service center. As you will be working with both customers and technicians, doing this work requires a broad grasp of many interpersonal relationship skills. The dispatcher runs Work Order Control. They must follow procedures to insure our customers are satisfied by receiving courteous, expedient, and reliable service. CSS technicians must also be convinced that they're being treated fairly and are receiving work commensurate with their skills. The first step in this process occurs when the customer arrives with a job they need done.

Research Resources:

Company	Web Site	Description
CHRMA	http://www.chrma.hqusareur.army.mil/plansops	Forms and reference library for the Civilian Human Resource Management Agency Headquarters, US Army, Europe
MILPAC Technologies	http://www.milpac.com/forms/afto349.htm	USAF Maintenance Data Collection Record
Custom Data Centre	http://www.customdatacentre.com/job_control.htm	Job Control was developed to track the processing of returns/jobs within the offices of the accounting professional.

Required Materials:

- Forms and Publications On-Line Lessons
- Forms and Publications Guide

Print out the following on-line blank forms from the CSS Personnel module before you get started:

The Work Order Form	10 Each
The Repairable Item Tag	10 Each
The Job Control Log	1 Each

Procedure:

1. Using the instructions listed in the Discussion of Fundamentals section of this exercise, insert a Job Control section of tabs behind the "Notes" tab in your CSS Notebook. Insert the blank Job Control Log and Work Orders behind the appropriate tabs.

Conclusions:

Normally, there is only one Job Control Notebook in a computer service and support business. However, for the purpose of your participation in this course, you will maintain your own Job Control Notebook throughout this course. You will act as your own Job Dispatcher. You will assign work to yourself and keep track of your jobs using this section of your CSS Notebook. This means that you will log-in your own work requests, fill-out your own Work Orders and Repairable Item ID Tags, and file them in the different sections of the notebook. Your supervisor will periodically examine you Job Control Notebook to insure that it's in order and that the forms are filled out completely and accurately.