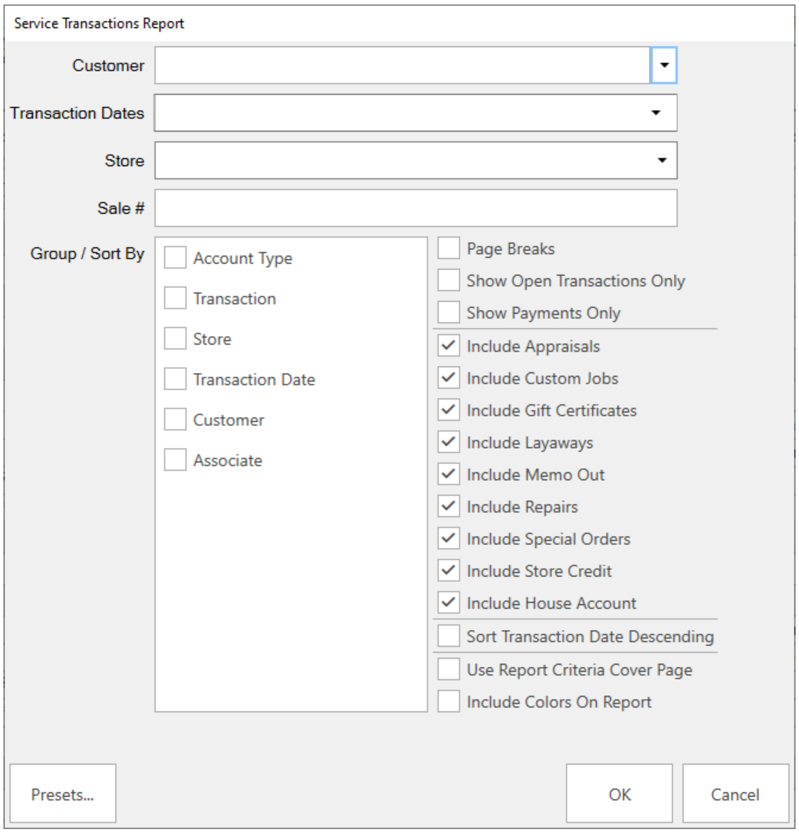
Service Transactions Report

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.



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.