

**Start the recording .....**



# Ascente Service Dispatch

## Work Order Restock Register

Presenter: Mark Allman  
April 2019

[www.compusource.com](http://www.compusource.com)

<http://www.servicecontractorsoftware.com/>



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# Work Order Restock Register

## Supporting Documents

There is a companion document for this presentation that I recommend you download from our website that you may find beneficial. This presentation is based on the PDF document and I believe you will find it beneficial.

- [Ascente - Service – Work Order Restock Register \(Video\)](#)
- [Ascente - Service – Work Order Restock Register \(PDF\)](#)

[compusource.com](http://compusource.com)

[servicecontractorsoftware.com/](http://servicecontractorsoftware.com/)

[servicecontractorsoftware.com/client-support/training-videos/](http://servicecontractorsoftware.com/client-support/training-videos/)



# Work Order Restock Register

## Overview

The Work Order Restock Register program in Ascente can be used to generate inventory restocking transactions to transfer inventory quantities to restock the truck for the parts and quantities assigned to that work order.

This can be a real time saver. The alternative to using this program is to enter individual inventory transfer transactions for each stocked part used on the work order that you have determined that need to be restocked.



# Work Order Restock Register

## Overview

The Register printed is used as a pick list for materials to be restocked from the warehouse. The update will flag the Work Orders as having been restocked, so they won't appear on the register again. Once the Update is selected, the Inventory system is updated by reducing the *On Hand* quantity for the parts in the warehouse and increasing the *On Hand* quantity on the vehicle.



# Work Order Restock Register

## Assumptions

- You will be restocking the vehicle from the warehouse (*location*) assigned to the Branch on the Service Order/Work Order. This location will print as the 'From' location on the Restock Register.
- The Technician that is displayed in the Grid when the Select button is clicked comes from the Tech assigned to the Work Order. However, when the Register and Update are performed, the Location is determined from each Work Order Line, rather than the primary tech assigned to the Work Order.
- This process *must* be done prior to invoicing the work order with the Prebill Register program. *This is a workflow change and problem for some companies.*



# Work Order Restock Register

## Assumptions

- The Work Order Work Date is  $\leq$  the Through date entered at runtime (*this defaults to the system date*).
- The *Service Order Status* is one that has a Category of 'Closed'.
- The *Restocking Date* has not been set for the work order line.
- The Part is set up in Inventory and is set to a 'Stocked' type.
- The Work Order Line is not tied to a Purchase Order.



# Work Order Restock Register

## Assumptions

All parts need to have a Part Type set to Stocked in order for them to be restocked.

The screenshot shows the 'Part Maintenance' window for part 'GD3HP'. The 'Part Type' is set to 'Stocked'. The 'Description' is '3 HP Grabbage Disposal' and the 'Additional Description' is '5 Year Factory Warranty'. The 'Part Status' is 'Active' and the 'Product Line' is 'Material'. The 'Unit of Measure' and 'Purchase Unit of Measure' are both 'Each'. The 'Weight' is 0.00 and the 'Spiff' is 5.00. The 'Mobile' checkbox is unchecked. The 'Costs' table shows Average, Standard, and Last costs all at 80.0000. The 'Prices' table shows Price 1 at 175.000, Price 2 at 155.000, Price 3 at 190.000, and Price 4 at 210.000. The 'User Defined Fields' section has four empty fields. The 'Component' section has 'Auto Add Component' unchecked, 'Equipment' set to '(None)', and an empty 'Component Abbreviation' field. The 'Picture' section has an empty 'Picture' field.

| Costs    |         |
|----------|---------|
| Average  | 80.0000 |
| Standard | 80.0000 |
| Last     | 80.0000 |

| Prices  |         |
|---------|---------|
| Price 1 | 175.000 |
| Price 2 | 155.000 |
| Price 3 | 190.000 |
| Price 4 | 210.000 |

Created: 4/10/2019 6:49:32 AM Changed: sa 4/10/2019 6:49:32 AM 4/10/2019 6:53 AM

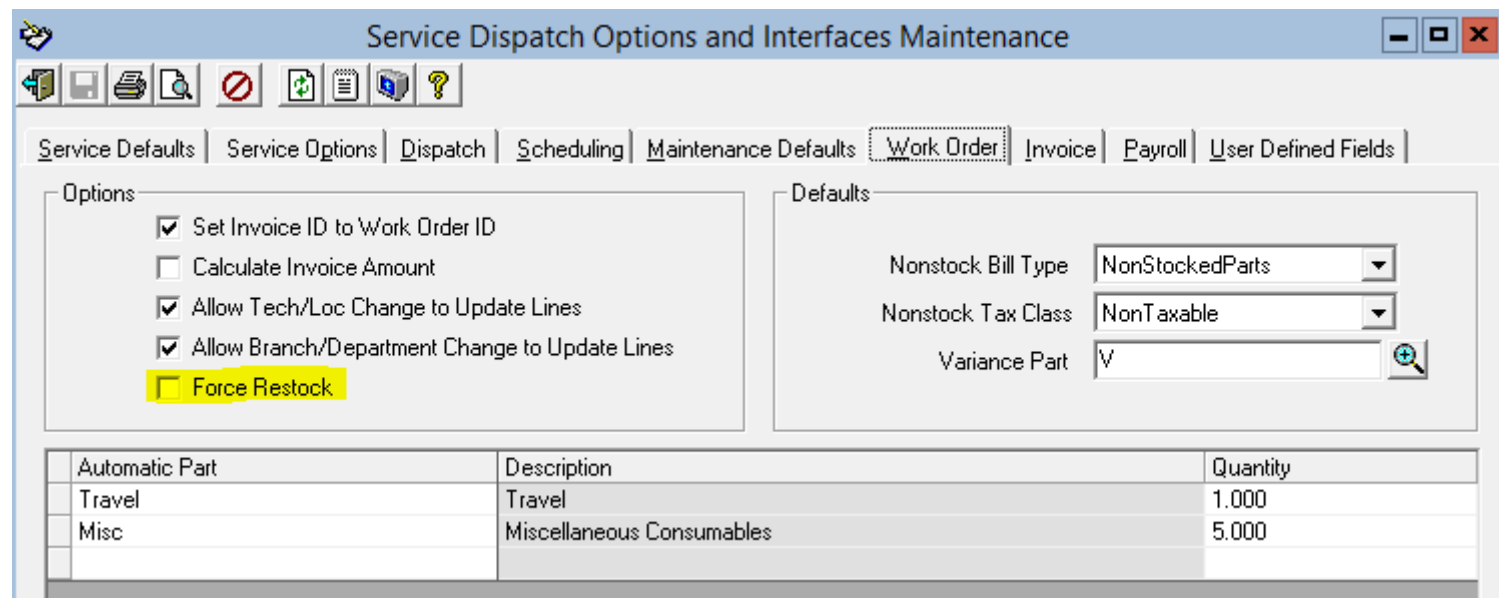




# Work Order Restock Register

## Setup Considerations

Most companies want to assure that the work order is restocked before the work order is processed through the Prebill cycle. Check the Force Restock option to not allow a work order to be invoiced that has not been restocked using the Work Order Restock Register.



The screenshot shows the 'Service Dispatch Options and Interfaces Maintenance' window. The 'Work Order' tab is selected. In the 'Options' section, the 'Force Restock' checkbox is highlighted in yellow. The 'Defaults' section shows 'Nonstock Bill Type' set to 'NonStockedParts', 'Nonstock Tax Class' set to 'NonTaxable', and 'Variance Part' set to 'V'. Below these sections is a table with columns for 'Automatic Part', 'Description', and 'Quantity'.

| Automatic Part | Description               | Quantity |
|----------------|---------------------------|----------|
| Travel         | Travel                    | 1.000    |
| Misc           | Miscellaneous Consumables | 5.000    |

# Work Order Restock Register

## Setup Considerations

Note that the Branch record is linked to a Location record that will be used by the Work Order Restock Register to restock the part quantities from.

The screenshot shows the 'Branch Maintenance' window with the following data:

**Branch:** LA

**Address:**  
Description: Los Angeles County Branch  
Address 1:   
Address 2:   
City:   
Region:   
Postal Code:   
Country: USA (310)

**General:**  
Location: 1 California Shop  
Branch GL Segment: 01 CA  
Default Promise Date: (System Date)  
Service Burden: SBC  
Default Job Burden: Burden -LA

**Next Numbers:**

|                     | Next Number |
|---------------------|-------------|
| Service Order       | LA010484    |
| Maint Service Order | LAM008-0621 |
| Invoice             | S1000080    |
| Purchase Order      | A10102      |
| Jobsite             | 200050M     |
| Quote               | Q100086     |
| Job                 | LA0000236   |

Changed: sa 4/10/2019 7:05:06 AM | 4/10/2019 7:12 AM



# Work Order Restock Register

## Operations

The *Branch* determines the location that the truck will be restocked *from*.

The *Service Order Status* is one that has a Category of 'Closed'.

The screenshot displays the 'Work Order Entry' window. At the top, the title bar reads 'Work Order Entry'. Below the title bar is a toolbar with various icons. The main area contains the following information:

- Work Order:** LA010483
- Service Order:** LA010483
- Customer:** Ron Eshel, 4312 Snowden
- Work Order Subtotal:** 614.50
- Invoice Subtotal:** 614.50
- Buttons:** Resolve Variance, Recalc Pricing, Recalc Taxes
- Navigation:** Main, Service Order (selected), Detail, Invoice Amounts
- Invoice Information:**
  - Customer: RONESHEL, Ron Eshel
  - Invoice Number: LA010483
  - Summarize: No Summary
  - Invoice Print: Print Detail
  - Invoice Amount: 2.00
  - Invoice Method: Time & Material
  - Price: 0.00
  - Tax Group ID: OC Orange Count
  - Dist Code: Std Standard
  - Terms: COD COD Due N
- Trouble:**
  - Trouble: Residential Plumbing
  - Type: Plumbing
  - Problem: No hot water
- Service Order Information:**
  - Comments: (empty)
  - Branch: LA
  - Dept: Service
  - Maint: Billable
  - PD: (empty)
  - Price Level: Regular
  - Own/Rent: (None)
  - Septic: (empty)
  - Status: Closed
  - Est. Hours: 1.00

The bottom right corner of the window shows the date and time: 4/10/2019 8:02 AM.



# Work Order Restock Register

## Operations

Parts have to be entered on to the work order as usually done. Note that the location for all of these entries is *107 FranklinJoe*. That will be the location to be restocked to.

Work Order Entry

Work Order: LA010483    Service Order: LA010483    Ron Eshel  
4312 Snowden

Work Order Subtotal: 614.50    Invoice Subtotal: 614.50

Main    Service Order    Detail    Invoice Amounts

Resolve Variance    Recalc Pricing    Recalc Taxes

Part: GD3HP    Description: 3 HP Grabage Disposal    Additional Description: 5 Year Factory Warranty

Location: 107 FranklinJoe    Bill Type: Material    Tax Class: 1 Tax    Component: (None)

Order Qty: 0.000    Bill Qty: 1.000    Backorder Qty: 0.000

Unit Cost: 80.0000    Extended Cost: 80.00    Unit Price: 175.0000    Extended Price: 175.00

| Line | Part         | Description              | Location        | RestockDate | Purchase Order | Bill Type  | Bill Qty | Order Qty | Unit Price | Unit Cost | Extended Price | Extended Cost | Comp |
|------|--------------|--------------------------|-----------------|-------------|----------------|------------|----------|-----------|------------|-----------|----------------|---------------|------|
| 1    | Travel       | Travel                   | 107 FranklinJoe |             |                | Labor      | 1.000    | 0.000     | 35.000     | 20.0000   | 35.00          | 20.00         | (Non |
| 2    | Misc         | Miscellaneous Consumabl  | 107 FranklinJoe |             |                | Misc       | 1.000    | 0.000     | 5.000      | 0.0000    | 5.00           | 0.00          | (Non |
| 3    | GD3HP        | 3 HP Grabage Disposal    | 107 FranklinJoe |             |                | Material   | 1.000    | 0.000     | 175.000    | 80.0000   | 175.00         | 80.00         | (Non |
| 4    | JBABS        | J Bend Assemble - ABS 1. | 107 FranklinJoe |             |                | Material   | 1.000    | 0.000     | 12.000     | 3.0000    | 12.00          | 3.00          | (Non |
| 5    | Cleanout Cap | Cleanout Cap             | 107 FranklinJoe |             |                | NonStocked | 1.000    | 0.000     | 6.000      | 3.0000    | 6.00           | 3.00          | (Non |
| 6    | L            | Labor                    | 107 FranklinJoe |             |                | Labor      | 2.500    | 0.000     | 150.000    | 60.0000   | 375.00         | 150.00        | (Non |
| 7    | PVC2002      | PVC 4 IN 90              | 107 FranklinJoe |             | A10101         | Material   | 1.000    | 1.000     | 6.500      | 3.0000    | 6.50           | 3.00          | (Non |

4/10/2019 7:05 AM

# Work Order Restock Register

## Operations

You must check the Restock box to select the work orders to be restocked.

Work Order Restock Register

Select Values

Range Selection

|          | Beginning       | Ending          |
|----------|-----------------|-----------------|
| Branch   | (Beginning)     | (Ending)        |
| Location | 107 FranklinJoe | 107 FranklinJoe |

Field Selections

Report Name: Work Order Restock Register

Through: 4/10/2019

Selected

| Location     | Work Order | Technician  | Jobsite   | Work Date | Restock                             |
|--------------|------------|-------------|-----------|-----------|-------------------------------------|
| 107 Franklir | LA010483   | FranklinJoe | Ron Eshel | 4/10/2019 | <input checked="" type="checkbox"/> |

F6 Maint 4/10/2019 7:22 AM



# Work Order Restock Register

## Operations

The Work Order Restock Register is printed and then used to manually pull the parts and then restock the trucks.

| <u>Location</u> | <u>Item</u> | <u>Location # 107 FranklinJoe</u> |                 | <u>Item Description</u>        | <u>Bin Number</u>            |
|-----------------|-------------|-----------------------------------|-----------------|--------------------------------|------------------------------|
| 107 FranklinJoe | GD3HP       |                                   |                 | 3 HP Grabage Disposal          |                              |
|                 |             | <b>From</b>                       | <b>To</b>       | <b>Work Order</b>              | <b>Quantity</b>              |
|                 |             | 1 California Shc                  | 107 FranklinJoe | LA010483                       | 1.00                         |
|                 |             |                                   |                 | <b>Total to Restock:</b>       | <b>1.00</b> Qty Pulled _____ |
| 107 FranklinJoe | JBABS       |                                   |                 | J Bend Assemble - ABS 1.5 inch |                              |
|                 |             | <b>From</b>                       | <b>To</b>       | <b>Work Order</b>              | <b>Quantity</b>              |
|                 |             | 1 California Shc                  | 107 FranklinJoe | LA010483                       | 1.00                         |
|                 |             |                                   |                 | <b>Total to Restock:</b>       | <b>1.00</b> Qty Pulled _____ |
| 107 FranklinJoe | Misc        |                                   |                 | Miscellaneous Consumables      |                              |
|                 |             | <b>From</b>                       | <b>To</b>       | <b>Work Order</b>              | <b>Quantity</b>              |
|                 |             | 1 California Shc                  | 107 FranklinJoe | LA010483                       | 1.00                         |
|                 |             |                                   |                 | <b>Total to Restock:</b>       | <b>1.00</b> Qty Pulled _____ |



# Work Order Restock Register

## Operations

You will then click on the Update button to perform the update to:

- Restock the parts
- Enter the Restock Date for every work order line item that was restocked.

Work Order Restock Register

Select Values

Range Selection

|          | Beginning       | Ending          |
|----------|-----------------|-----------------|
| Branch   | (Beginning)     | (Ending)        |
| Location | 107 FranklinJoe | 107 FranklinJoe |

Field Selections

Report Name: Work Order Restock Register

Through: 4/10/2019

Selected

| Location     | Work Order | Technician  | Jobsite   | Work Date | Restock                             |
|--------------|------------|-------------|-----------|-----------|-------------------------------------|
| 107 Franklir | LA010483   | FranklinJoe | Ron Eshel | 4/10/2019 | <input checked="" type="checkbox"/> |

F6 Maint | 4/10/2019 | 7:22 AM



# Work Order Restock Register

## Results

| 4/10/19<br>7:33 am                                    |                     | <b>4.2 Test Company</b>               |           |           |                      | Page 1 of 1      |                   |
|---|---------------------|---------------------------------------|-----------|-----------|----------------------|------------------|-------------------|
| Inventory Transactions                                |                     |                                       |           |           |                      |                  |                   |
| Transaction Date: 4/10/2019 through 4/10/2019         |                     |                                       |           |           |                      |                  |                   |
| Location: 1 California Shop through 1 California Shop |                     |                                       |           |           |                      |                  |                   |
| Trans Date  | Trans Type          | Quantity                              | Unit Cost | Reference | Change to<br>On Hand | Running<br>Total |                   |
| <b>Location: 1 California Shop</b>                    |                     |                                       |           |           |                      |                  |                   |
| <b>Part: GD3HP</b>                                    |                     | <b>3 HP Grabage Disposal</b>          |           |           |                      |                  |                   |
| 1   | 4/10/2019 Xfer From | 1.00                                  | 80.00     | LA010483  | -1.00                | -1.00            |                   |
| <b>Part: 'GD3HP' Totals:</b>                          |                     |                                       |           |           |                      | <b>-1.00</b>     | <b>Records: 1</b> |
|   |                     | <b>Xfer From</b>                      |           |           |                      |                  |                   |
| <b>GD3HP</b>  |                     | 1.00                                  |           |           |                      |                  |                   |
| <b>Part: JBABS</b>                                    |                     | <b>J Bend Assemble - ABS 1.5 inch</b> |           |           |                      |                  |                   |
| 1   | 4/10/2019 Xfer From | 1.00                                  | 3.00      | LA010483  | -1.00                | -1.00            |                   |
| <b>Part: 'JBABS' Totals:</b>                          |                     |                                       |           |           |                      | <b>-1.00</b>     | <b>Records: 1</b> |
|   |                     | <b>Xfer From</b>                      |           |           |                      |                  |                   |
| <b>JBABS</b>  |                     | 1.00                                  |           |           |                      |                  |                   |





# Work Order Restock Register

## Results

4/10/19  
7:35 am

### 4.2 Test Company Inventory Transactions

Page 1 of 1

Transaction Date: 4/10/2019 through 4/10/2019  
Location: 107 FranklinJoe through 107 FranklinJoe  
Product Line: Material through Material

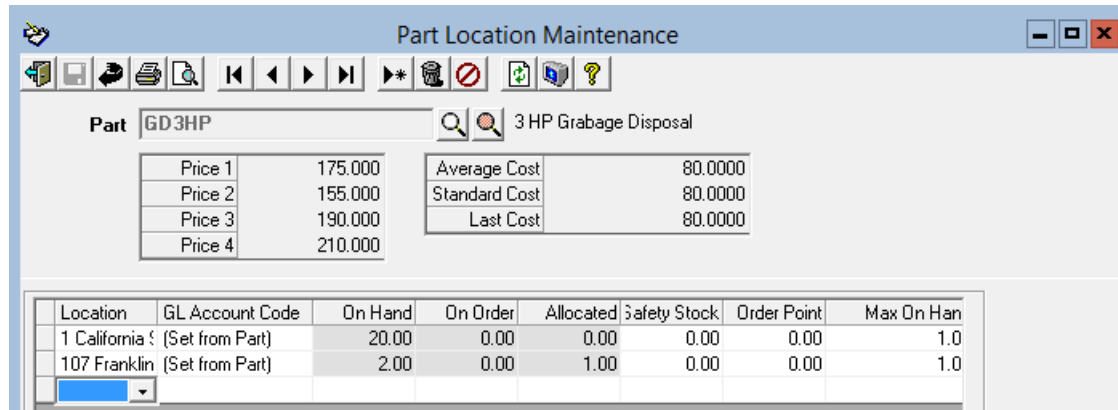
| <u>Trans Date</u>                | <u>Trans Type</u> | <u>Quantity</u>                       | <u>Unit Cost</u> | <u>Reference</u> | <u>Change to<br/>On Hand</u> | <u>Running<br/>Total</u>      |
|----------------------------------|-------------------|---------------------------------------|------------------|------------------|------------------------------|-------------------------------|
| <b>Location: 107 FranklinJoe</b> |                   |                                       |                  |                  |                              |                               |
| <b>Part: GD3HP</b>               |                   | <b>3 HP Grabage Disposal</b>          |                  |                  |                              |                               |
| 1                                | 4/10/2019Xfer To  | 1.00                                  | 80.00            | LA010483         | 1.00                         | 1.00                          |
| 2                                | 4/10/2019Alloc    | 1.00                                  | 80.00            | LA010483         |                              |                               |
| <b>Part: 'GD3HP' Totals:</b>     |                   |                                       |                  |                  |                              | <b>1.00</b> <i>Records: 2</i> |
|                                  |                   | <b>Alloc</b>                          | <b>Xfer To</b>   |                  |                              |                               |
|                                  | GD3HP             | 1.00                                  | 1.00             |                  |                              |                               |
| <b>Part: JBABS</b>               |                   | <b>J Bend Assemble - ABS 1.5 inch</b> |                  |                  |                              |                               |
| 1                                | 4/10/2019Xfer To  | 1.00                                  | 3.00             | LA010483         | 1.00                         | 1.00                          |
| 2                                | 4/10/2019Alloc    | 1.00                                  | 3.00             | LA010483         |                              |                               |
| <b>Part: 'JBABS' Totals:</b>     |                   |                                       |                  |                  |                              | <b>1.00</b> <i>Records: 2</i> |
|                                  |                   | <b>Alloc</b>                          | <b>Xfer To</b>   |                  |                              |                               |
|                                  | JBABS             | 1.00                                  | 1.00             |                  |                              |                               |



# Work Order Restock Register

## Results

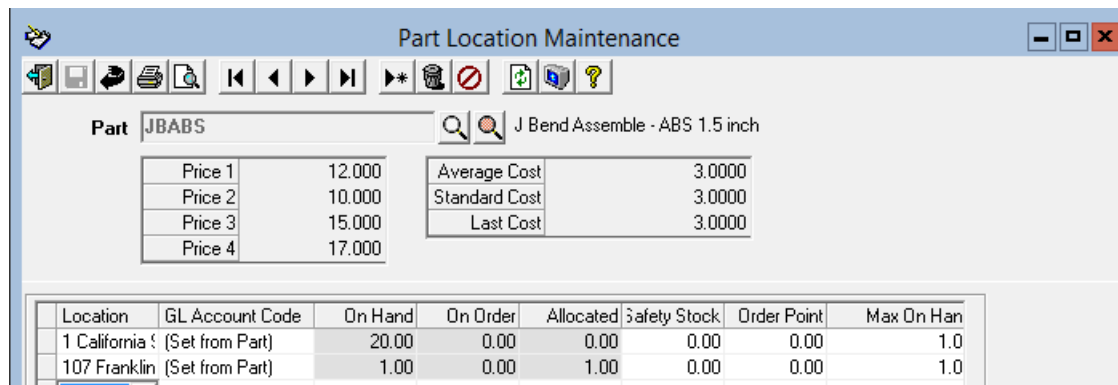
These are the results *before* running the Work Order Restock Register



Part Location Maintenance window for part GD3HP (3 HP Grabage Disposal). The window displays a toolbar, a search bar, and two summary tables. The first table lists prices (Price 1 to Price 4) and the second table lists costs (Average Cost, Standard Cost, Last Cost). Below these is a table showing inventory levels for two locations: 1 California and 107 Franklin.

| Part    | GD3HP   | 3 HP Grabage Disposal |
|---------|---------|-----------------------|
| Price 1 | 175.000 | Average Cost 80.0000  |
| Price 2 | 155.000 | Standard Cost 80.0000 |
| Price 3 | 190.000 | Last Cost 80.0000     |
| Price 4 | 210.000 |                       |

| Location     | GL Account Code | On Hand | On Order | Allocated | Safety Stock | Order Point | Max On Han |
|--------------|-----------------|---------|----------|-----------|--------------|-------------|------------|
| 1 California | (Set from Part) | 20.00   | 0.00     | 0.00      | 0.00         | 0.00        | 1.0        |
| 107 Franklin | (Set from Part) | 2.00    | 0.00     | 1.00      | 0.00         | 0.00        | 1.0        |



Part Location Maintenance window for part JBABS (J Bend Assemble - ABS 1.5 inch). The window displays a toolbar, a search bar, and two summary tables. The first table lists prices (Price 1 to Price 4) and the second table lists costs (Average Cost, Standard Cost, Last Cost). Below these is a table showing inventory levels for two locations: 1 California and 107 Franklin.

| Part    | JBABS  | J Bend Assemble - ABS 1.5 inch |
|---------|--------|--------------------------------|
| Price 1 | 12.000 | Average Cost 3.0000            |
| Price 2 | 10.000 | Standard Cost 3.0000           |
| Price 3 | 15.000 | Last Cost 3.0000               |
| Price 4 | 17.000 |                                |

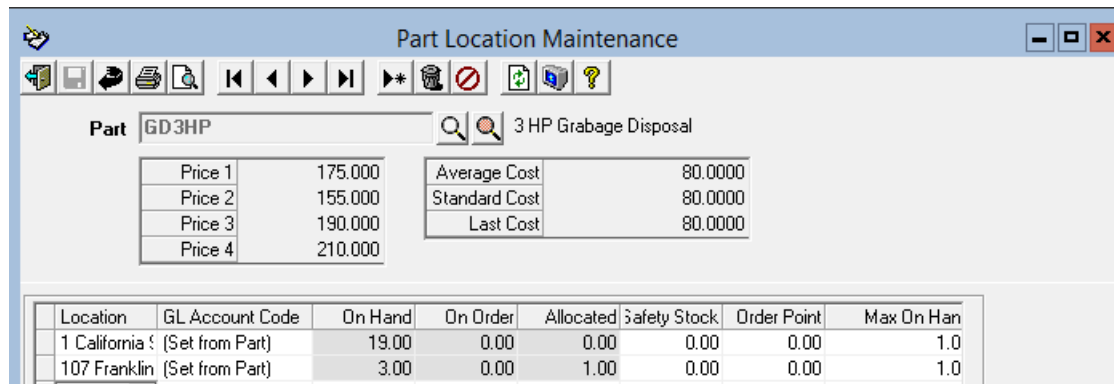
| Location     | GL Account Code | On Hand | On Order | Allocated | Safety Stock | Order Point | Max On Han |
|--------------|-----------------|---------|----------|-----------|--------------|-------------|------------|
| 1 California | (Set from Part) | 20.00   | 0.00     | 0.00      | 0.00         | 0.00        | 1.0        |
| 107 Franklin | (Set from Part) | 1.00    | 0.00     | 1.00      | 0.00         | 0.00        | 1.0        |



# Work Order Restock Register

## Results

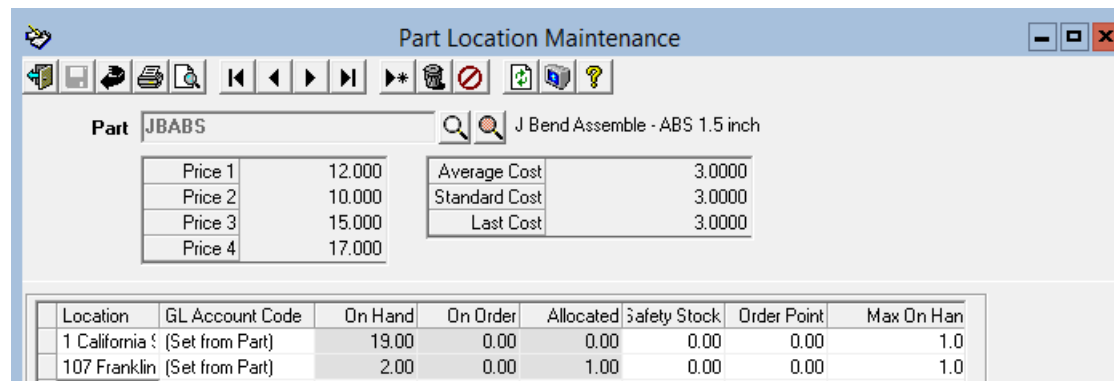
These are the results *after* running the Work Order Restock Register



Part Location Maintenance window for part GD3HP. The window title is "Part Location Maintenance". The part name is "GD3HP" and the description is "3 HP Grabage Disposal". The window contains a table of prices, a table of costs, and a table of locations.

| Price   | Value   | Cost Type     | Value   |
|---------|---------|---------------|---------|
| Price 1 | 175.000 | Average Cost  | 80.0000 |
| Price 2 | 155.000 | Standard Cost | 80.0000 |
| Price 3 | 190.000 | Last Cost     | 80.0000 |
| Price 4 | 210.000 |               |         |

| Location     | GL Account Code | On Hand | On Order | Allocated | Safety Stock | Order Point | Max On Han |
|--------------|-----------------|---------|----------|-----------|--------------|-------------|------------|
| 1 California | (Set from Part) | 19.00   | 0.00     | 0.00      | 0.00         | 0.00        | 1.0        |
| 107 Franklin | (Set from Part) | 3.00    | 0.00     | 1.00      | 0.00         | 0.00        | 1.0        |



Part Location Maintenance window for part JBABS. The window title is "Part Location Maintenance". The part name is "JBABS" and the description is "J Bend Assemble - ABS 1.5 inch". The window contains a table of prices, a table of costs, and a table of locations.

| Price   | Value  | Cost Type     | Value  |
|---------|--------|---------------|--------|
| Price 1 | 12.000 | Average Cost  | 3.0000 |
| Price 2 | 10.000 | Standard Cost | 3.0000 |
| Price 3 | 15.000 | Last Cost     | 3.0000 |
| Price 4 | 17.000 |               |        |

| Location     | GL Account Code | On Hand | On Order | Allocated | Safety Stock | Order Point | Max On Han |
|--------------|-----------------|---------|----------|-----------|--------------|-------------|------------|
| 1 California | (Set from Part) | 19.00   | 0.00     | 0.00      | 0.00         | 0.00        | 1.0        |
| 107 Franklin | (Set from Part) | 2.00    | 0.00     | 1.00      | 0.00         | 0.00        | 1.0        |



# Work Order Restock Register

## Results

Note that the Restock Dates were entered for all restocked parts.

Note that the line with a PO was not restocked.

The screenshot displays the 'Work Order Entry' window for work order LA010483. The interface includes a toolbar, header information, and a table of work order lines. The 'Restock Date' column is highlighted in yellow for lines 2, 3, and 4.

| Line | Part         | Description              | Location        | RestockDate | Purchase Order | Bill Type  | Bill Qty | Order Qty | Unit Price |
|------|--------------|--------------------------|-----------------|-------------|----------------|------------|----------|-----------|------------|
| 1    | Travel       | Travel                   | 107 FranklinJoe |             |                | Labor      | 1.000    | 0.000     | 35.000     |
| 2    | Misc         | Miscellaneous Consumabl  | 107 FranklinJoe | 4/10/2019   |                | Misc       | 1.000    | 0.000     | 5.000      |
| 3    | GD3HP        | 3 HP Grabage Disposal    | 107 FranklinJoe | 4/10/2019   |                | Material   | 1.000    | 0.000     | 175.000    |
| 4    | JBABS        | J Bend Assemble - ABS 1. | 107 FranklinJoe | 4/10/2019   |                | Material   | 1.000    | 0.000     | 12.000     |
| 5    | Cleanout Cap | Cleanout Cap             | 107 FranklinJoe |             |                | NonStockec | 1.000    | 0.000     | 6.000      |
| 6    | L            | Labor                    | 107 FranklinJoe |             |                | Labor      | 2.500    | 0.000     | 150.000    |
| 7    | PVC2002      | PVC 4 IN 90              | 107 FranklinJoe |             | A10101         | Material   | 1.000    | 1.000     | 6.500      |

# Work Order Restock Register

## Conclusions

- This is most beneficial if you are counting quantities and detail their part usage and need to restock those parts.
- This will save the time and effort required to enter manual inventory transactions if you restock your trucks based on work order part usage.
- The Work Orders need to have a *service order status* with a *service order category* set to *Closed*.
- It is a requirement that all Work Order Restock Register processing be completed before the work orders that you want to restock are processed through the Prebill Register.
- You should verify the inventory location codes assigned to all technicians and branch records before implementing this process.



# Work Order Restock Register

## Supporting Documents

The following files are available for download on our website that you may find beneficial regarding inventory:

- Ascente - Inventory - Tracking Inventory Quantities (Video)
- Ascente - Inventory - Tracking Inventory Quantities (PDF)
- Ascente - Inventory - Should I Be Tracking Quantities (PDF)
- Ascente - Inventory Control & Creating Parts (Video)
- Ascente - Inventory Control & Creating Parts (PDF)
- Ascente - Inventory - Should I Be Tracking Quantities (Presentation) (PDF)
- Ascente - Physical Inventory (Video)
- Ascente - Physical Inventory (PDF)

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