



BEYOND

SERVICEITEMTRACKING

User Guide



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Preface

This documentation contains information on how to install and operate **Beyond ServiceItemTracking** in your Business Central environment.

This documentation is intended for experienced users of Business Central. Additional knowledge of third-party software products may be required to set up **Beyond ServiceItemTracking**.

Read this documentation in full to set up **Beyond ServiceItemTracking** and work with it professionally. Pay particular attention to the tips, information and safety instructions contained in the documentation. Inform your employees about the proper use of **Beyond ServiceItemTracking** and keep the documentation in a place that is accessible to your employees.

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Manufacturer

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VISIT
APPSOURCE

Version history

Version	Date	Autor	Comment
1.0	21.04.2023	Jannic Weidel	Initial (English) Version of the documentation
1.1	15.05.2023	Jannic Weidel	Added Chapter for assigning permission sets
1.2	13.06.2025	Jannic Weidel	Added Preface chapter
Document Access		public	

General Information

This documentation contains important information that you must observe when following the descriptions. The information is highlighted as notes and arranged according to type and importance. The notes are listed below in ascending order of importance:

TIP

This represents **no risk**. In addition to the classic clicking on options, Business Central also offers the option of using so-called shortcuts. Shortcuts are key combinations with which you can also execute the desired action in the user interface. By using shortcuts, you can work faster and more effectively. Try the key combination and you will be surprised how much faster you can work.

NOTE

This represents **no risk**. This note contains important information on the correct use, configuration or operation of the software. Follow these instructions to avoid inefficiencies and unnecessary support tickets. For example, this note can show you that an option is hidden and tells you how to proceed if you want to show it again.

IMPORTANT

This represents a **low risk**. This notice refers to non-critical issues that may lead to undesired behavior or configuration problems. May affect user experience or functionality if not considered.

CAUTION

This represents a **medium risk**. This notice indicates a potential problem that could affect system stability or data integrity. Failure to comply may result in errors, loss of performance or partial service interruptions. The errors caused by non-compliance only affect the app itself and prevent you from working with data within the app.

WARNING

This represents a **high risk**. This notice indicates an immediate and serious risk to the productive system. Failure to observe this warning may affect the entire system. There is a risk of loss of critical data or total system failure, leading to prolonged downtime. It may not be possible to restore the data and a backup must be imported.


Beyond ServiceItemTracking is an extension for Microsoft Dynamics 365 Business Central.

Beyond ServiceItemTracking is used to track counter information (meter readings and locations) of service items. This information allows you to maintain a history for your service items. By default, two counters are added for your service items when you install the application. If you would like to track additional counter readings for service items, please contact us.

The latest version of this documentation can be found at the following link: [Beyond ServiceItemTracking Documentation](#).

The examples described in this documentation represent only a part of the possibilities that the **Beyond ServiceItemTracking** solution offers you.

If you have a specific case that you would like to map via the solution, please feel free to contact us.

 NOTE

Dependencies on or to other apps

Additional, basic applications are required to use **Beyond ServiceItemTracking**. The following applications are required to use **Beyond ServiceItemTracking**:

- [Beyond AttributesCore](#): Extends Business Central with an area for additional item characteristics (attributes).
- [Beyond ManufacturerGroupType](#): Expands Business Central area with additional information such as manufacturer, group and type.
- [Beyond AttributesMGTBridge](#): Application that enables functionalities between Beyond AttributesCore and Beyond ManufacturerGroupType.

Documentation Information

Version	Date	Autor	Comment
1.0	24.04.2023	Jannic Weidel	Initial (English) Version of the documentation
1.1	10.05.2023	Jannic Weidel	Added Chapter for assigning permission sets
1.2	13.06.2025	Jannic Weidel	Added Preface Chapter
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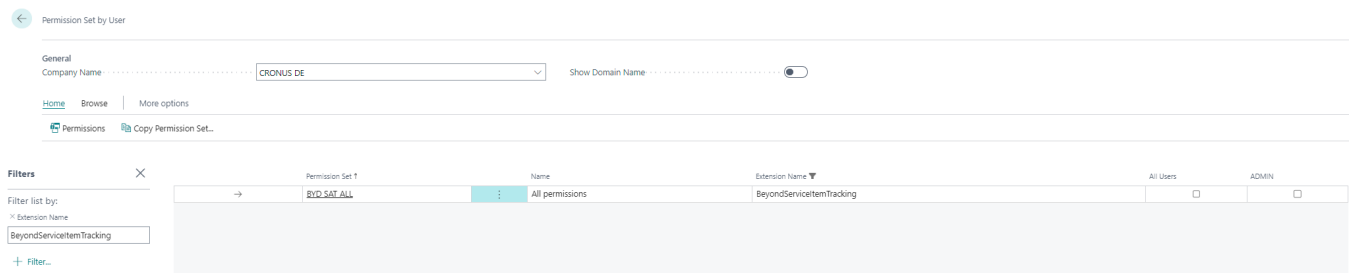
Assign User Permissions

The following description shows how to assign user permissions for the **BEYOND ServiceltemTracking** extension. The permission sets provided are:

Permission Set	Description
BYD SAT ALL	This permission set enables the use of the BeyondServiceltemTracking extension.

To assign the permission set for **BEYOND ServiceltemTracking** to a user, proceed as follows:

1. Open the search function from the role center (**ALT+Q**).
2. Search for **Permission Sets** and click on the appropriate search result.
3. The **Permission Sets** page is displayed.
4. Select one of the above permission sets from the list.
5. Click **Related > Permissions > Permission Set by User** in the menu bar.



6. The **Permission Set by User** page is displayed.
7. Show the filter area (**SHIFT+F3**) and pick **Extension Name** and the value **BeyondServiceltemTracking** as filter criteria.
8. The list is filtered to the permission sets of **BeyondServiceltemTracking**.
9. Select the check box on the right side of the page for the user or users to whom you want to assign the permission set.

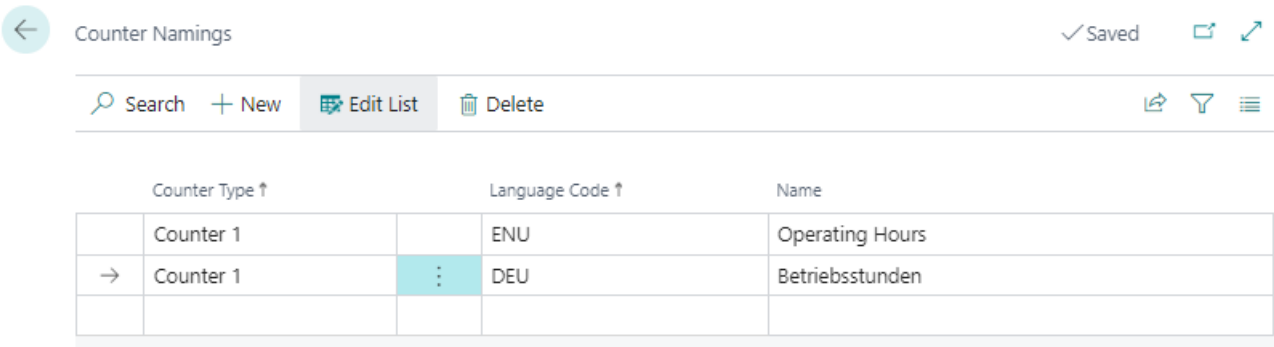
You have assigned a permission set for BEYOND AdditionalInformation to a user. Note that users with the **SUPER** permission set have all rights, i.e. you do not need to give this user any additional rights.

Edit Counter Names for Group

This chapter describes how to change the names of counters on service items.

To change the name for a counter for a group, proceed as follows:

1. Open the search function from the role center (**ALT+Q**).
2. Search for **Groups** and click on the corresponding search result.
3. The **Groups** list is displayed. On this page you will find all the groups for classifying service items in the system.
4. To rename/edit a counter for a specific group, click **Actions > Counter Namings** in the menu bar.
5. The **Counter Namings** page is displayed.



6. To change the name of a counter, click the **New** option in the menu bar.
7. In the **Counter Type** column, select the counter for which you want to change the name.
8. In the **Language Code** column, specify the language in which you are changing the name of the counter.
9. Enter the name for the counter under the **Name** column.

You have changed the name of the counter for the selected group. the counter with the changed name is displayed on the service item list.

Hide Counter 2

This chapter describes how to hide the second counter for service items that is displayed by default.

Proceed as follows to hide the second counter for service items:

1. Open the search function from the role center (**ALT+Q**).
2. Search for **Attribute** and click on the corresponding search result.
3. The **Attributes** list is displayed. On this page you can find all the attributes created in the system.
4. Select the **Counter 2** attribute from the list.
5. Click **Edit** in the menu bar.
6. The attribute card is opened.
7. To hide counter 2 for service items, activate the **Blocked** option.

Counter 2 is hidden in the service item list and the service item card.

Enter Counter Value

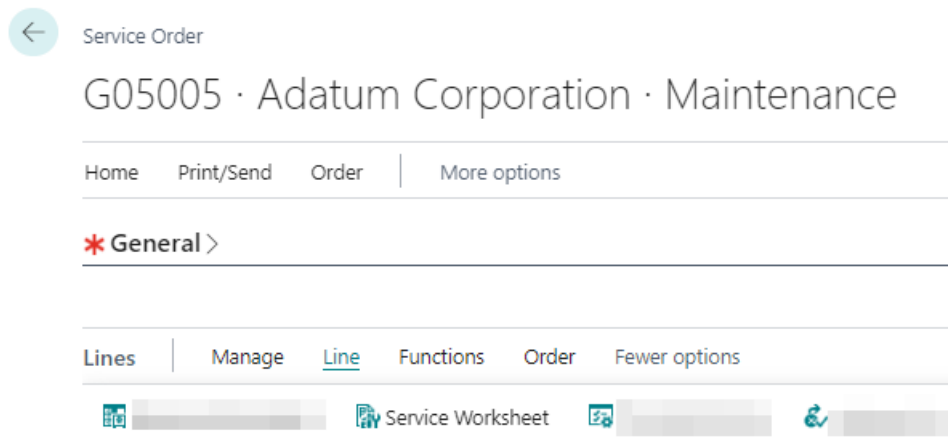
This chapter describes how to enter a counter reading for a service item.

- [Enter Counter Value on Service Item Worksheet](#)
- [Enter Counter Value on Service Item List](#)
- [Enter Counter Value on Service Item Card](#)

Enter Counter Value on Service Item Worksheet

This section describes how to enter a counter reading (value) for a service item using the Service Item Worksheet.

1. Open the service order for the service item whose counter reading you want to maintain.
2. The service order is displayed.
3. To view the service item worksheet, select the service item under the **Lines** tab and click **Line** > **Service Worksheet** in the menu.



4. Enter the counter value reading in the corresponding input field. The input field for the counter is located under the **General** tab.

You have entered a counter value reading for a service item. The current counter reading is displayed in the factbox area in the service item list and on the service item card.

Enter Counter Value on Service Item List

This section describes how to enter a counter reading (value) using the service item list.

1. Open the search function from the role center (**ALT+Q**).
2. Search for **Service Items** and click on the corresponding search result.
3. The **Service Items** list is displayed.
4. To save a counter value for a service item, open the factbox (**ALT+F2**).
5. Enter the counter value in the input field in the factbox.

You have entered a counter value for a service item. The newest counter value is displayed in the factbox area in the service item list and on the service item card.

Enter Counter Value on Service Item Card

This section describes how to enter a counter value (meter reading) using the service item card.

1. Open the search function from the role center (**ALT+Q**).
2. Search for **Service Items** and click on the corresponding search result.
3. The **Service Items** list is displayed.

4. Open the corresponding service item card.
5. To save a counter value for a service item, click **Counter 1** on the menu bar.



Service Item Card

SI-0000001 · Caterpillar 323 - Tier 4F / EU Stage V

Counter 1

Counter	Value	Save
Counter 1	123456789	Save
Counter 2	987654321	Save
Counter 3	456789012	Save
Counter 4	321098765	Save

6. The **Counter** page is displayed.
7. Enter the new counter value.

You have entered a new counter value. The current counter value is displayed in the factbox area in the service item list and on the service item card.