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Each service order has a unique reference number (service ticket number) that is sent from SBN to Astea that uniquely links the service order in both Astea and SBN. This allows the back office users to search in both Astea and SBN for a particular service order. To find the reference number, perform the following steps:

Select the orange arrow that corresponds to the **ENGLEHORN**, **CLAUDIA** service order.

STANLEY.

Security

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ETA	Site	
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Oct 12, 2015 11:13 AM	ARCHITECTURAL GLASS & METAL COMPANY	C
Oct 12, 2015 11:02 AM	WEST MARINE PRODUCTS #0107	C
Oct 12, 2015 1:00 PM	WEST MARINE PRODUCTS #0107	C
Oct 8, 2015 1:00 PM	SPORTS AUTHORITY #0179	C
Oct 6, 2015 2:00 PM	SEARS HOLDING CORP.	C
Oct 12, 2015 7:37 PM	ENGLEHORN, CLAUDIA	C
Jun 24, 2015 9:21 PM	HASON AGGREGATES	C

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If it is not selected, please select the **Details** tab.





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New Problem

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Scroll down to view the Astea/SBN Service Ticket Number that is unique to
this service order.

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