



→ solutions:
Distribution Essentials
Enterprise, SX.enterprise

The Service
Warranty module
**addresses repair
and service shop
business issues**
within distributor
operations.



The Service Warranty module addresses repair and service shop business issues within distributor operations. It handles maintenance or repair of customer products that require either billable or warranty service work. Upon inspection, a work order might involve warranty work, billable work, and internally charged work, or any combination of the three. Service Warranty handles the entire cycle of shop activities, from necessary shop parts and labor, to vendor claims, customer billings, and write off of internal parts and labor; a valuable tool for any customer performing these types of service-related functions.

Features Include:

- Service Repair Orders (SROs)
 - product repairs/maintenance
 - new product setups, SROs generated automatically from sales, product assemblies, purchased upgrades
- Inventory control of shop/truck parts
- Shop-specific G/L accounting
- Flexible pricing and billing
 - standard customer pricing for billable work
 - vendor rates for warranty work
 - internal work at cost
- Resource scheduling
 - scheduling by SRO stages
 - item pick-up tracking/queue
 - item delivery tracking/queue

Features continued...

➔ **BUSINESS OBJECTIVES:**

Tackle repair and service business issues.

➔ **BENEFITS:**

Now you can take care of the entire cycle of shop activities, from parts and labor to vendor claims, customer billings and write offs.

- Time management and analysis
 - technician time tracking
 - estimate versus actual times
 - use of Standard Repair Times (SRTs)
- Analysis of shop performance
 - improve efficiency by comparing estimates to actuals
 - improve performance by evaluating shop's capacity
 - compare available hours to shop's job load
- Service and repair history by,
 - product/serial number
 - date range
 - bulletin number
- Service bulletins
 - manufacturer notices
 - rack problem/failure code
 - open Activity Server interface for recall activities
- Warranty claims
 - claims tracking through reconciliation from vendor
 - in-shop warranty processing with claims generated automatically from SRO and multiple vendor claims per SRO
 - manual warranty processing
 - dealer claim submittal and claim re-submittal

For more information, contact:



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