

# SERVICE

## *Take Control of Your Service Department!*

Service & Warranty Management is the only addition to MAS 90® available for companies that need to issue and track Return Merchandise Authorizations (RMAs), track product warranties, process Service Orders, and track service history on items.

Tightly integrated with MAS 90® Service & Warranty Management was designed with the same look and feel as the other modules, which minimizes training time and streamlines the product offering.

Serialized items sold through Sales Order

Processing can be automatically set up in the service item file. A service item is permanently maintained along with any service orders processed for the item. In addition, when the service item is set up, it will carry the default warranty code for the item, as established in Inventory Maintenance.



# WARRANTY

**Service & Warranty Management** was designed with the flexibility to handle a wide variety of companies:

- Medical Supply Distributors and Manufacturers
- Computer Dealers and Distributors
- Electronics Manufacturers
- Hardware/Software Support Companies
- Depot Repair Facilities

Originally designed to meet the stringent requirements of the Federal Food & Drug Administration with regard to tracking ownership and service history on medical equipment, Service & Warranty Management retains detailed service history on service items and provides a variety of analysis reports to aid in tracking failure ratios, technician productivity, service contract profitability, repair turn around time, and much, much more. In the age of information, it's easy to get overwhelmed. Service & Warranty Management was designed to give you the information necessary to take control of your business-without the mounds of paperwork!

*"Who bought it, who owns it, and is it still under warranty?"*

It's 4:45, Friday afternoon, and a customer calls up with a problem with her widget. You can't remember if you have serviced the item before, and the customer can't tell you what the serial number is or when it was purchased. Worse, the historical files are stored in a hot, dusty corner of the warehouse!

# MANAGEMENT

Wouldn't it be nice if you could simply hit a couple of keys on your computer and instantly view all service history on your customer's widget, even if this customer is not the original purchaser?

With Service & Warranty Management, simple, intuitive look-ups allow you to find an item in a variety of ways:



*"I need service, but can you give me a loaner while you're repairing my unit?"*

serial number, original purchaser, or current end user. Then the service history on the item is literally two keystrokes away! When you create a Service Order, you can optionally choose to issue a Loaner Item to your customer. A Sales Order and Picking List is automatically created in the Sales Order Processing module and you decide if you want to charge for the Loaner. The Loaner item is not removed from inventory, rather it is set aside as being out on Demo/Loan making it unavailable for sale. For Tracking purposes, an Open Demo/Loaner report has been developed that includes the item, customer, and contact information.

Service & Warranty Management has been designed to give you the control over your service department that you need.



For  
MAS 90<sup>®</sup>

Finally, an enhancement to MAS 90 for manufacturers, distributors, and repair facilities that need to track warranty and service history on serialized items. This module is completely integrated with Best's General Ledger, Inventory Management, and Sales Order Processing modules.

- Track Return Authorizations
- Process Service Orders
- Track Intems on "Demo/Loan"
- Track Warranties and Extended Service Contracts
- Track Service History
- Process Warranty Replacements and "Cross Shipments"
- Track Service Technician Productivity



## SERVICE & WARRANTY MANAGEMENT

Having Trouble Tracking Service History?

Do you know the status of your RMAs?

**WE CAN HELP!!**

Introducing...