

## Service and Repairs Module (optional)

The Service and Repairs Module looks after the logging and maintenance of all job and project tasks including in-house repairs, third-party repairs, service, build-to-order work and installations. Full integration between this module and the customer, sales and stock modules enables information relating to customers, sales history and job history to be selected and retrieved at the job entry stage.

The system handles all job types including walk-in, warranty, maintenance, chargeable and non-chargeable. Deposits can be taken and updated to the job record. A full record of parts used, labour inputs and work descriptions can be logged against the job. Spare parts can be taken from the EasyRetail stock system at the lower vat rate. When a chargeable job is completed, a job invoice is printed automatically. Job payments can be entered in the EPOS module or in the Service and Repairs Module.



- Log a job quickly at the point-of-sale using the “Condensed Job Entry” feature
  - Automatic fill-in of customer and item details when a job is logged against an existing customer, or an historical sale or job record
  - Option to take a deposit payment and print a deposit receipt
  - Job label, job estimate, job card and job invoice printing and e-mailing
  - User-defined fields for job types, job descriptions, repair types, job status, engineers, conditions, labour descriptions etc.
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- Multiple free type text areas on job record to record special notes or instructions
  - Use specific notepad fields to make a detailed note of the condition of the item, as well as accessories and loan items.
  - Option exists to record details of a return if item sent back to the supplier for repair
  - Facility to add parts to job and deduct parts from stock at the lower rate of VAT
  - Facility to add chargeable and non-chargeable labour items to job
  - Facility to specify work done, testing procedures and results
  - Option to record details of “Third Party” involvement
  - Use **COMM** function on job task bar to dynamically create mail merge letters and e-mail communications to keep customer informed of job progress
  - Facility exists to print or e-mail a job-specific parts purchase order to supplier and book in parts against the job when they are received
  - Option to record engineer, date and time details of visits and deliveries
  - Flag repaired item as “collected” when customer takes it away
  - Reporting options for WIP, engineer times, completions, un-paid jobs etc.