



FOCUS SERVICE/REPAIRS

If you are a user of Sage 1000, Sage Line 500, Sage Line 200, CS3 or Sage Enterprise you will find that the Service/Repairs Module from Carlins Software Solutions is a simple and effective way to control both Scheduled Servicing and Repairs to your company assets.

Ideal for managing

- Service Contracts
- Service Repairs
- Photo-Copiers
- Drinks Dispensers
- Coffee Dispensers

Fully integrated with the standard Sage Stock Control and our own Automated Billing and Hire 2000 modules, the system generates pre-bookings (Engineers Instructions) and Service/Repair tickets.

Fully Integrated with:

Sage 1000
Sage Line 500 v5,
5.5, 6.0 and 7.0
Sage Line 200
Sage CS3
Sage Enterprise

Service/Repair jobs are pre-booked with instructions for the engineer's site visit, then a Report is generated of all jobs for each engineer or all engineers, once scheduled then User Definable Tickets are produced which gives instructions to the engineer and/or directions as to where your assets are located.

The actual Service/Repair job is then carried out by the engineers and the tickets for the completed work are then returned, details of the work are then posted back to the system which then builds up into a history of work carried out.



FUNCTIONALITY

Pre-Booking details can be quickly entered and the Instructions can be pre-saved as browse options (for speed) but with the ability to free type instructions if required.

The Tickets themselves are Forms within Sage so these can be configured for each user or Sage form-set if required.

When entering details into the Service/Repairs Batch Entry programs an additional option allows you to load the Engineers Instructions into the standard Text Lines if required, once the Batch Entry is completed the Booking can then be removed or kept on file as required.

A full history of each Service/Repair is kept on file and even once it's posted you can go back to any Service/Repair and add additional comments at a later date, you cannot change anything once it has been posted, this can be useful for example if you change a clutch and this item then fails 3 months later, you would want to return the clutch to your supplier (under warranty) and make a note of when this happened etc.

History information is a key part of the Service/Repairs module and this information is available by Customer Number or by Stock/Service Codes via an Enquiry option within the Batch Entry programs or via a comprehensive history report.



FUNCTIONALITY

Service Types and Descriptions can be used to control different service date reminders and functions within your system and there are up to 8 User Definable Service Types, for example.

Type 1 - Car Service, every 10,000 miles or 9 months.

Type 2 - MOT Service, every 12 months.

Type 3 - Car Tax Renewal, every 6 months.

Usage Period (these are Optional), is a 1 Character Flag for each Service Type as follows.

K - Usage Period is X Kilometers

M - Usage Period is X Miles

N - Usage Period is NOT Required

U - Usage Period is X Units (Photo-copiers, Telephones etc)

Additionally there are several options controlled by System Keys which for example force users to enter Customers, Schedule Numbers, Analysis Codes and even the Odometer Reading/Number of Units.

There are also System Keys which can be used to setup Browse options within the Service/Repairs module, for example you can browse the 3 Analysis Groups, Batch Descriptions and the Engineers Instructions as well as the Batch Text Lines.



BROWSING & REPORTING

The Service/Repairs software comes with an advanced browsing function, which allows customers to fully define which fields they can view on the screen, so for example if you need to see the Customers Territory code then this can easily be added to the relevant browse, additionally the browses can be configured differently for each Sage user, language code or by form set and if required by key index.

Finally, the Service/Repairs software comes with a set of standard reports as follows. Additional reports can be configured via the standard Sage report writer module.

- List of Items for Service.
- List of Items for Repair.
- Engineers Service Ticket.
- Engineers Repair Ticket.
- Items Serviced/Repaired History.

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