

SERVICE AND WARRANTY MANAGEMENT

This module provides functionality for Service Management, Warranty tracking, and Warranty Claims handling. Manufacturers, Wholesalers, or Retailers of warrantable products can now keep an up to date record of products on warranty, warranty costs and claims outstanding. Service companies providing services at clients sites can also use this module to record customer calls and they can subsequently schedule their staff for site visits and record site visit details.

The module is also used by consulting companies to effectively schedule consultants, record costing and billing details.

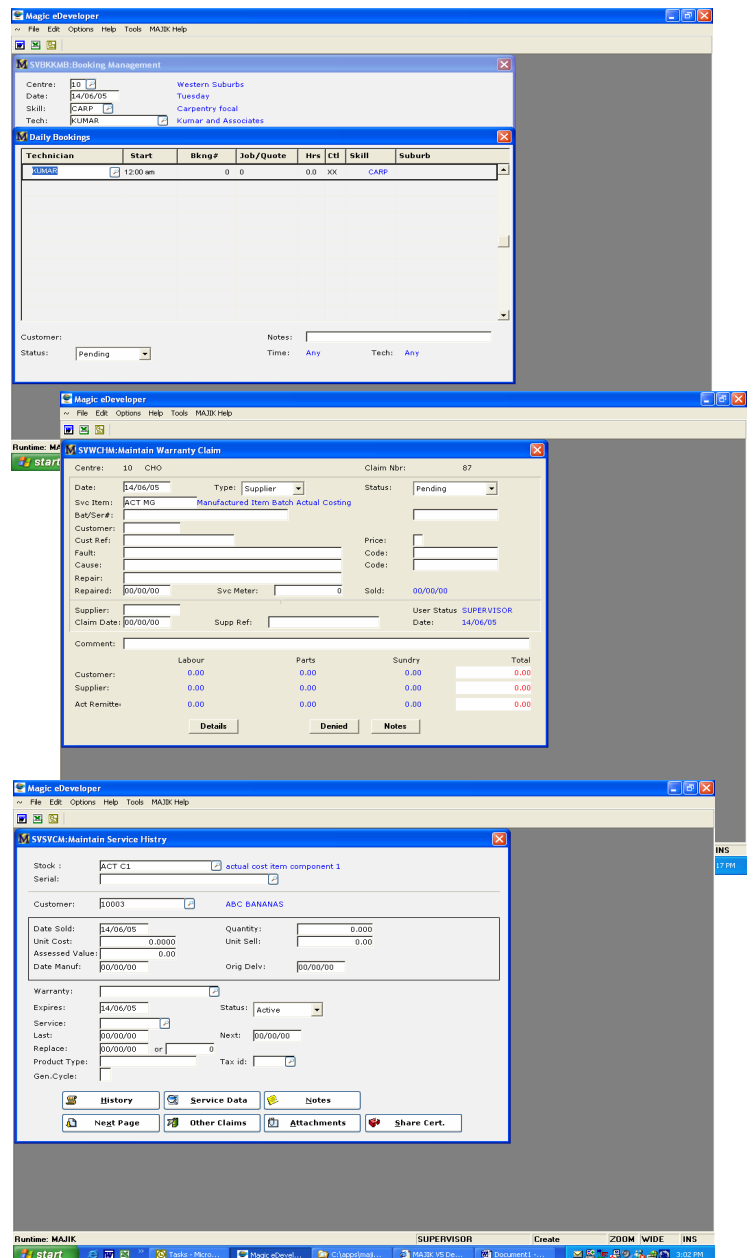
Key features of this module are:

Service Management

- The user may record bookings from clients and allocate calls to service staff based on skills required.
- Scheduling of service based on bookings recorded and availability of service staff and location of client can then be effectively handled.
- The user may print a daily booking summary for each service person or technician with client details and location grid references.
- The system facilitates recording of labour, parts or expenses used for the work carried out.
- Invoicing for service jobs carried out can be done through this module updating all associated files.
- Ability to import Service history and user field records.

Warranty Tracking

- Nominate any batch or serial numbered inventory item as a service item. While entering sales for such items, the user can be prompted to create a warranty record.
- The user may select a period of warranty for a service item.
- The user may record a regular maintenance or service visit for any items. The next service date can then be highlighted.
- The user may record notes and past ownership history as part of the warranty record.



ADVANTAGES

- 1 Improved booking of the staff
- 2 Easy tracking of the warranty claims
- 3 Ability to monitor warranty against a service item

- All warranty claims and service jobs done for the warranty item are automatically linked to the warranty record for that item and full drill down facilities are available into source job and claims records.

Claims Handling

- Key Performance Indicators (KPI's) can be produced enabling a company to identify its A, B and C clients.
- It is now possible to record claims from customers for serviceable items.
- Claims in the system can be categorized by inventory item, customer, supplier, cause, fault etc.
- Warranty claims can be approved and repairs carried out or rejected
- The user may record labour, parts or expenses relating to the claim so that accurate costs can be maintained and reported.
- Credit notes for approved claims are automatically generated within the debtors module.
- This system records supplier related claims and it can also generate a "claims log" on suppliers.
- Meter and repair date data entered for an item in claims will update information in the Service History record.
- The option to print claim forms.
- The option to prepare a credit note as soon as the claim has been approved or after the claim has been completed.

The image displays three screenshots of the MAJIK Base System software interface, demonstrating various claims handling and scheduling features.

Top Screenshot: SYBKKMS:Service Scheduling
 This window shows a form for scheduling a service job. Fields include Centre (Test), Date (14/06/05), Time (Tuesday), Skill (TEST), and Tech (TEST). A table below the form is titled 'Daily Schedule' with columns: Technician, Start, Bkng#, Job/Quote, Hrs, Ctl, Skill, and Suburb. The interface includes buttons for 'Run Swap' and 'Monitor'.

Middle Screenshot: SVCRDS:Warranty Credit Notes
 This window is used for generating credit notes. It features fields for Post Period (2005-013, June 2005), Claim Dates (1/06/05 thru 30/06/05), and Batch (0000, Test). It also includes a 'Default' section with Remit Account (19-9999-00) and Auto-Post (No). Output options include Excel, Outlook, and Exit.

Bottom Screenshot: SVWCIRL:Claims Listing
 This window provides a listing of claims. Fields include From Date (14/06/05) and To (14/06/05). It also has options for Claim Status (Every), Brief or Full (Brief), and Print Lines (No). The interface includes buttons for 'No MAJIK Messages', 'Word', 'Excel', 'Outlook', and 'Exit'.

ADVANTAGES

- 1 Improved service scheduling
- 2 Ability to print claims report
- 3 Fast issuance of the credit note for approved or completed claims