

Sage Line 500 - Repairs

The Repairs module extends the functionality in the Returns module to manage the repair of products, including assignment to internal departments or to subcontractors.

Records Kept

Stages

- Assign your own descriptions to the additional stages of the process. These are integrated with the Returns stages and are:
 - Awaiting assignment.
 - In repair.
 - Repair complete (note that this replaces the Return complete stage).

Repair types

- Define your own repair type codes that can be attached to a returns log. Note that repair type replaces the return type defined in the Returns module.
- For each return type, record one or more of the following:
 - Exchange product.
 - Default inspection flag.
 - Default result code.

Repair class associations

- Set up user-defined repair classes.
- Associate a repair class with each product.
- Define the default charge for a standard or express service for repair of each class.

Scrap Reason codes

- Define your own scrap reason codes, each with a description and additional text for reporting, to be recorded against faulty components.

Repairers

- Define internal locations that may be assigned to repair products.
- Record a cost per hour for work done.

Tasks Supported

Manage a returns log

- Follow the stages defined in the Returns module, incorporating the additional stages to manage the repair and re-despatch of products.
- Enter the expected repair location as the log is entered.
- Enter the price of the repair, defaulting from the repair class where set up.

Assign repairers/subcontractors

- Assign a product to a repairer. The repairer may be either an internal location, as defined in the Repairers file, or a supplier from the Accounts Payable supplier file.

- Record a service code to represent the repair activity and enter the cost of the repair.
- Record the start and end date of each stage of the repair.
- Produce a report to accompany the product to the repairer.

Customer invoicing

- Show the price of the repair on the despatch document and automatically produce an invoice to send to the customer.

Reporting

- All the analysis fields are available for reporting via the Report Writer module or other reporting tool.

Housekeeping

- The housekeeping options in the Returns module are used to clear down returns logs.

Integration with other modules

Telesales

- Create Telesales orders to manage the re-despatch of products and to raise invoices for the cost of the repair.

Purchase Order Processing

- Process the sub-contractor Purchase Orders in the Purchase order Module, recording receipt of the invoice and posting it to the supplier account for payment.

Inventory Control

- Record all stock movements, for the returned product, replacement or loan product and the components used for the repair in the Inventory Control module.

Bills of Material

- Set up standard Bills of Material for use in the repair of products.
- Automatically create a Bill of Material for the items to be used for repair of a product, where the requirement is not standard.

Features for international use

- Raise sales orders and purchase orders in the currency of the customer or supplier, using the system wide currency exchange rules.

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