

Service

The fully integrated Service module provides a highly flexible solution to the needs of a business with a service department. In keeping with the rest of the system, the Service module offers the opportunity to either complement or replace your existing system. A full repair history is available for all items, even if they were not originally sold through the system. The simple yet powerful step-based functionality allows you to record virtually everything that happens to an item during repair, in a standardised layout, or to simply enter a final charge. As with every feature of NCompass - the choice is yours.

Key features include:

- Rapidly book in new repair jobs using a combination of pre-set faults and free-text input, with VAT inclusive or exclusive price entry
- Select item for repair from a list of those previously sold, rented or repaired for a customer, or instantly add a new item if it was purchased elsewhere
- Integration with Sales, Rental and Maintenance modules for warranty and item lists
- Customisable initial examination fees, with full override facility if required
- Printed job tickets for both the customer and item, with duplicates and a work to date summary available at any time
- Label every item as it arrives in your service department to allow unique tracking
- Complete job status at a glance, with search by customer, product or job number - ideal for handling telephone or drop-in enquiries
- Bar-coded job lookup from job ticket or product label
- Enter as many repair steps as required along the duration of the repair
- Optional charging for each step, including examination fee or other refunds/allowances, with VAT calculation and pre-set rates if required
- Optional suppression from customer view for each step
- Track which engineer performs each stage of work on an item & time spent
- Email / text status updates to your customer as a job progresses, improving your customer service while saving you time
- Keep track of calls to customers, suppliers and support desks with additional steps, status tracking and action dates on the job – the full history is available at any time
- Highly flexible billing system allows any combination of steps to be billed at any time, in addition to a single click to bill all outstanding charges
- Track Date & Place of Purchase for items purchased elsewhere
- Instant display of inactive jobs – prevents items being forgotten!
- Optional Custom Invoice Presentation add-on allows part/labour split to be modified when invoicing, while retaining the true cost split for reporting

With NCompass Enterprise Edition, the Service Module allows you to post engineer timesheets to jobs, tracking the labour cost of each job, and allowing reporting on work completed by each engineer, and cost recovery analysis reporting against each job and cost centre.

The extremely powerful Service Job Status facilities allow you to track:

- Current status of each service job
- Create your own unlimited list of statuses
- Assign jobs to departments / engineers
- Schedule Next Action dates / times for jobs
- See a list of jobs currently requiring action by an engineer – a To Do list
- Report against time against status to avoid delays on jobs
- Notify customer by text / email of changes to the status of their jobs



calculus
SOFTWARE SOLUTIONS

Demonstration Version Only
Field Call No: 1479 on 16/07/2015

Field Call 1479 scheduled for:
Thursday, 16 July 2015
Any time am
by
David Pinder
Scheduled by: Paul
Destination Customer:
Ms Smith
Address: 1 Red Deer Court
Elm Road
Winchester
Hampshire, SO22 5LX
Customer ID: NDCRM/0005405
Mobile: 0

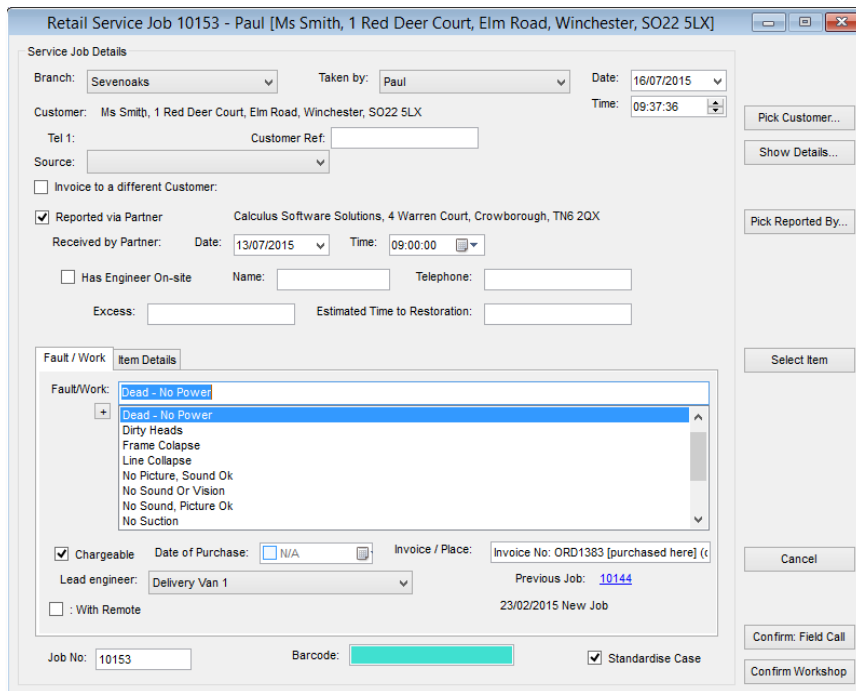
Instructions:
Field Call As Detailed

Visit required for Service Job 10153
STATUS: NEW JOB SET
DOP Not Known
Invoice No: ORD1383 (purchased here) (out of Man
Previously on Job 10144 on 23/02/2015
Reported via a partner
Partner received: 13/07/2015 09:00
Estimated Time to Restoration:
Excess:
Partner Engineer Tel:
Fault:
Dead - No Power
Sones PLAY 3 Home Music System
Stock No: 5138400013
Serial No: 3435453

Service Job
Fault: Dead - No Power
DUE: Examination Fee £20.00
Field Call 1479 (Any time am) on 16/07/2015
Total Amount Due: £20.00
Status: New Job set Accepted to Paul for call
Last Activity: 16/07/2015

Notes:
Signed:
Date/Time:
Travel time:
Time on-site:

Field Call Number:
N C F C 1 4 7 9



Retail Service Job 10153 - Paul [Ms Smith, 1 Red Deer Court, Elm Road, Winchester, SO22 5LX]

Service Job Details

Branch: Sevenoaks Taken by: Paul Date: 16/07/2015 Time: 09:37:36

Customer: Ms Smith, 1 Red Deer Court, Elm Road, Winchester, SO22 5LX

Tel 1: Customer Ref: Source: Invoice to a different Customer: Reported via Partner: Calculus Software Solutions, 4 Warren Court, Crowborough, TN6 2QX Received by Partner: Date: 13/07/2015 Time: 09:00:00 Has Engineer On-site: Name: Telephone: Excess: Estimated Time to Restoration:

Fault / Work Item Details

Fault/Work: Dead - No Power

Dirty Heads
Frame Collapse
Line Collapse
No Picture, Sound Ok
No Sound Or Vision
No Sound, Picture Ok
No Suction

Chargeable: Date of Purchase: N/A Invoice / Place: Invoice No: ORD1383 [purchased here] (C Lead engineer: Delivery Van 1 Previous Job: 10144 23/02/2015 New Job With Remote: Standardise Case:

Job No: 10153 Barcode: Confirm: Field Call Confirm: Workshop