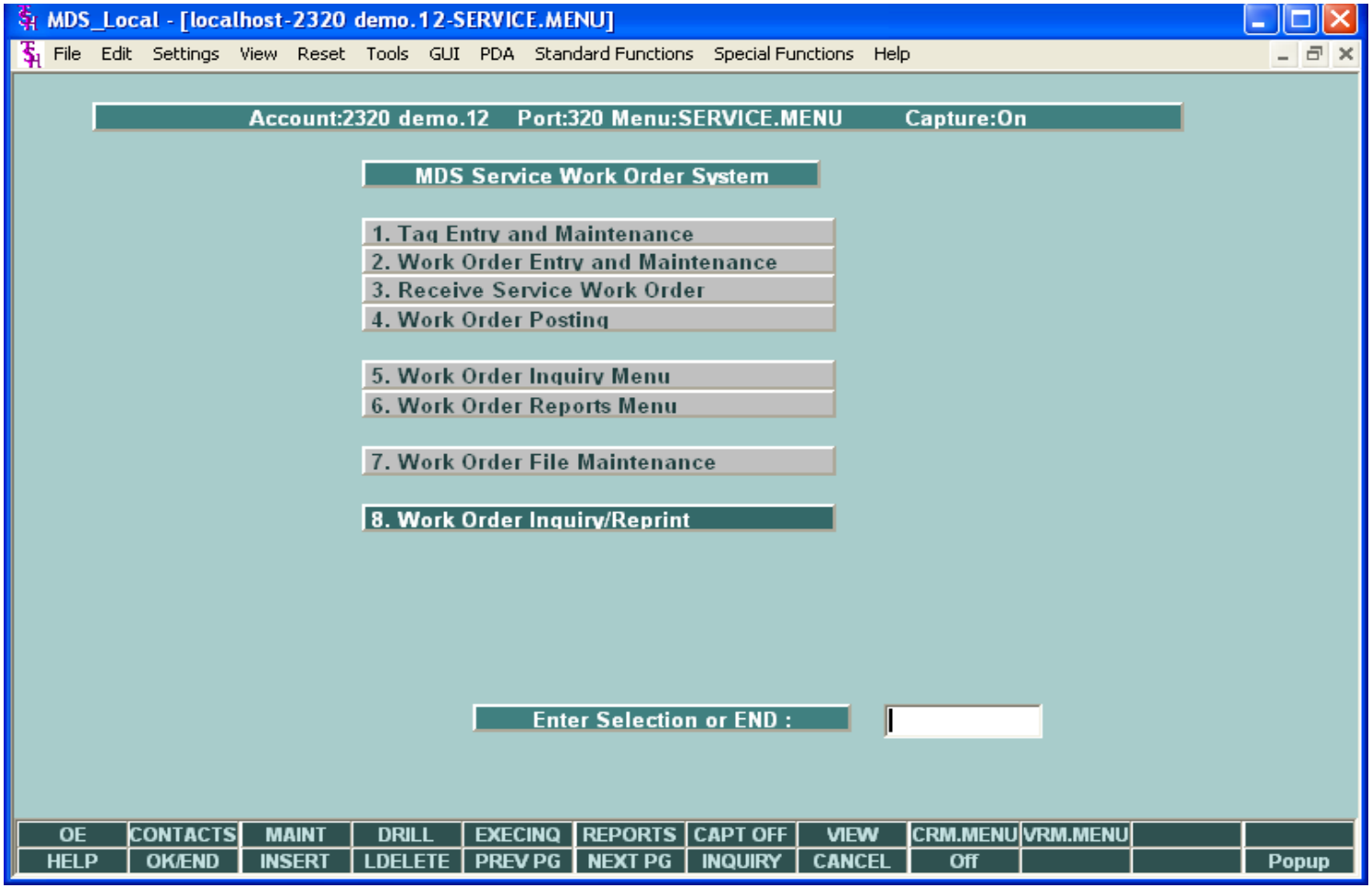
MDS Service System

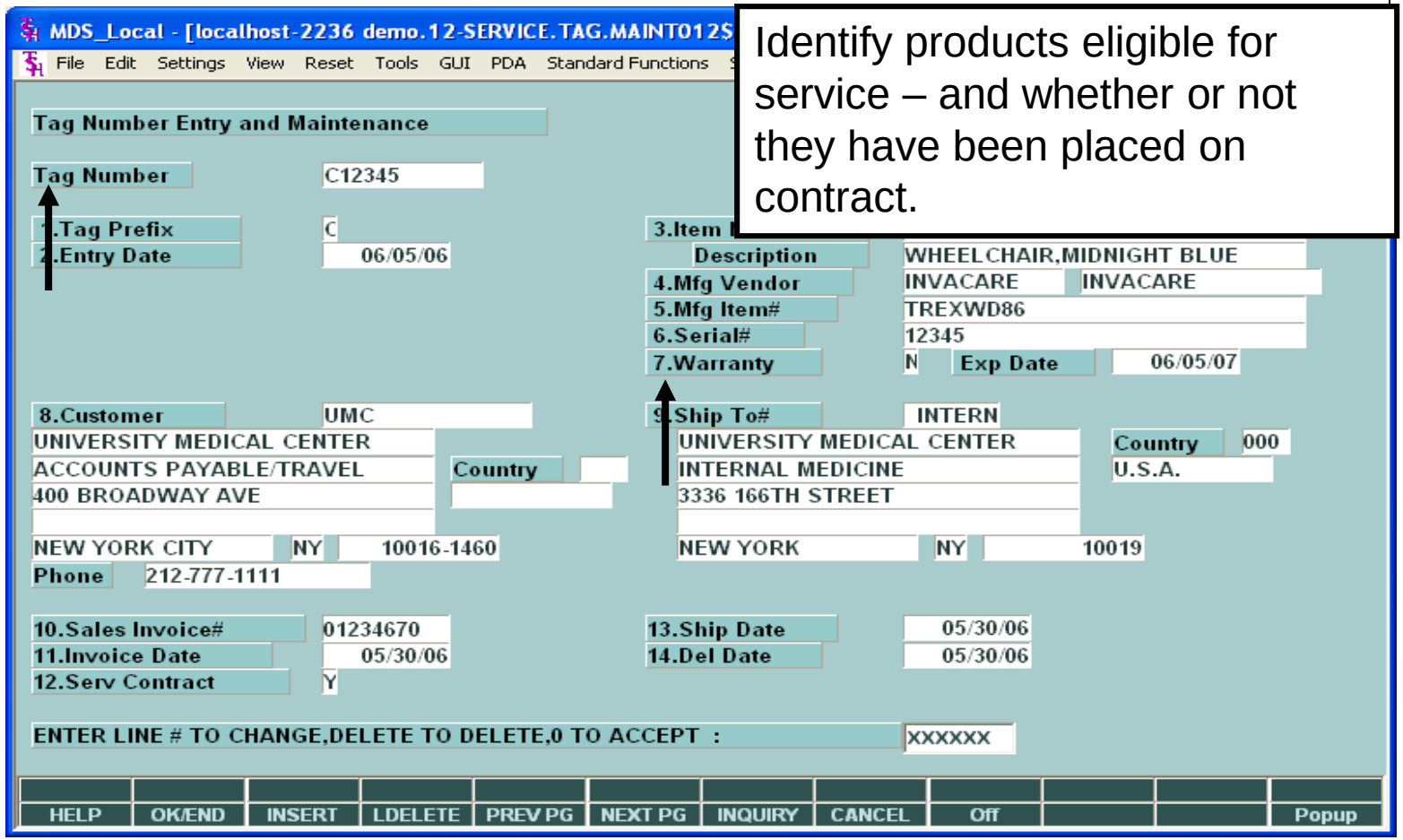
Service System Capabilities

- Identify products eligible for service – and whether on contract
  - Interfaces to MDS Serial / Warranty Modules
  - Customer may assign their own tag numbers
- Work may be performed in-house or at customer site
- Record request for service and assignment to technician
- Prepare scheduled/open call list for each service technician
- Records work performed by technician
- Records parts used in the repair
  - Interface to MDS inventory replenishment and backorder management modules
- Generate billing to customer
- Inquiry into open and closed work orders

Service System Menu



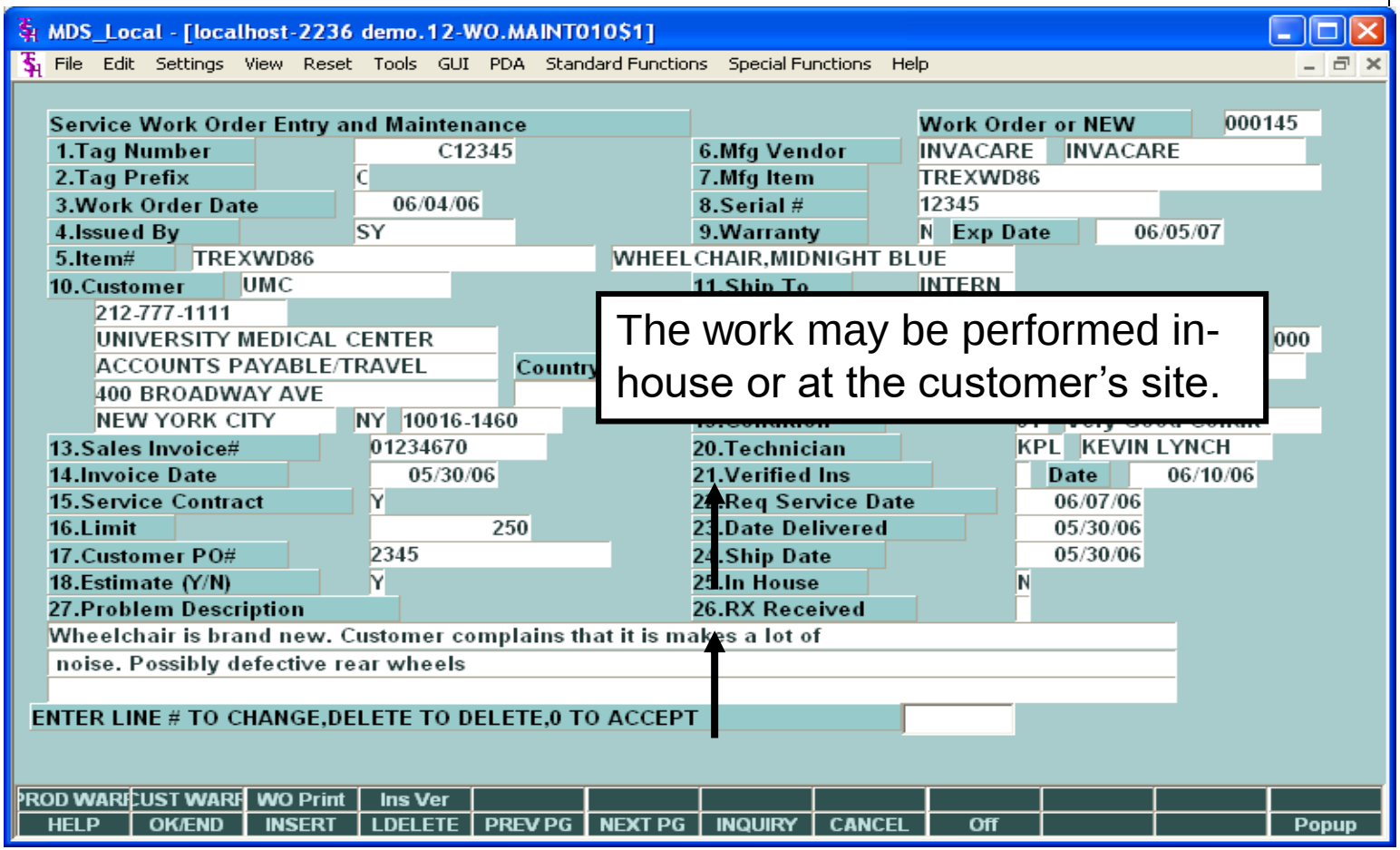
Initial Equipment Entry (Tag)



Identify products eligible for service – and whether or not they have been placed on contract.

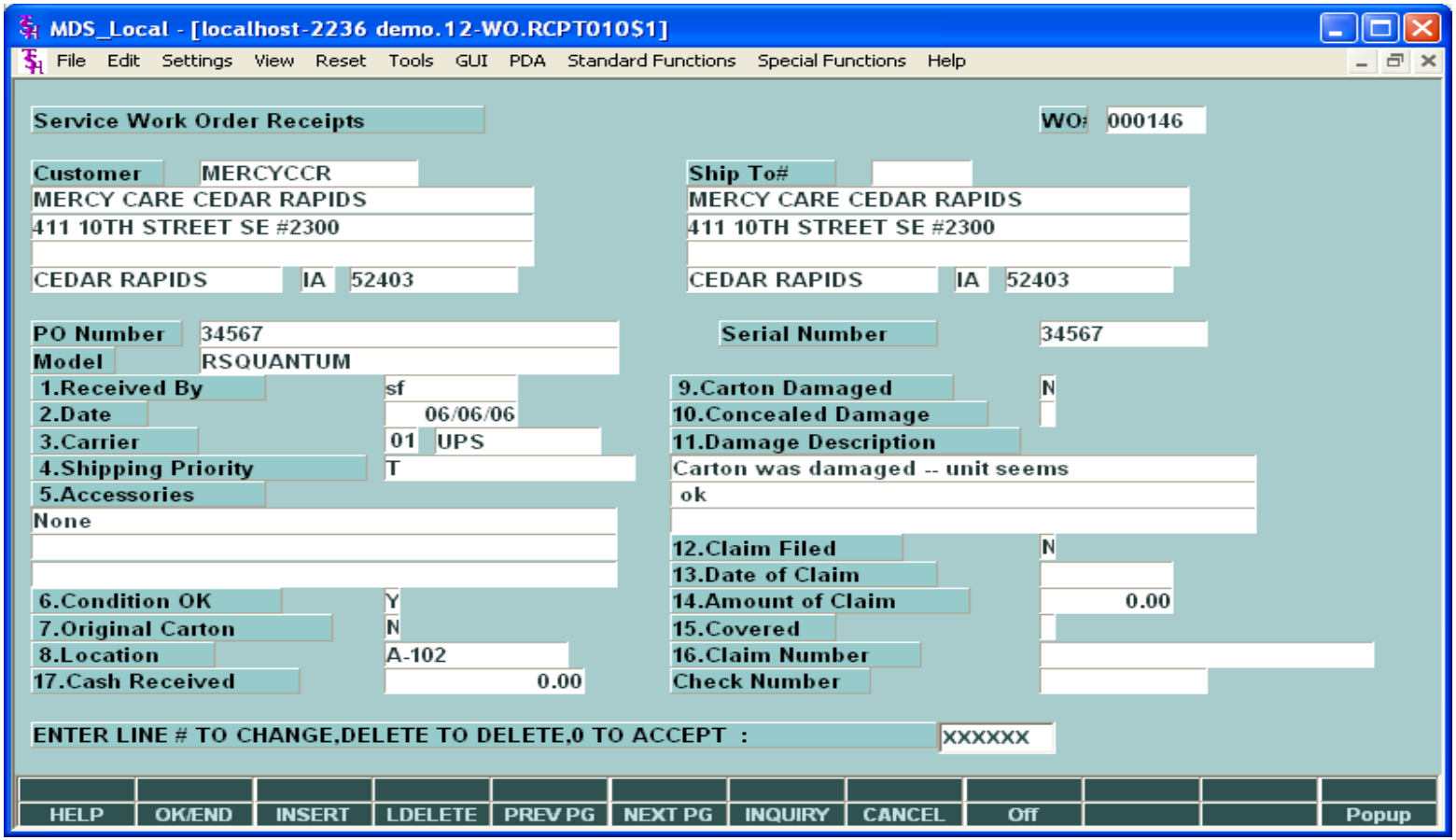
- This program is used to assign tag numbers to specific pieces of equipment.

Work Order Entry



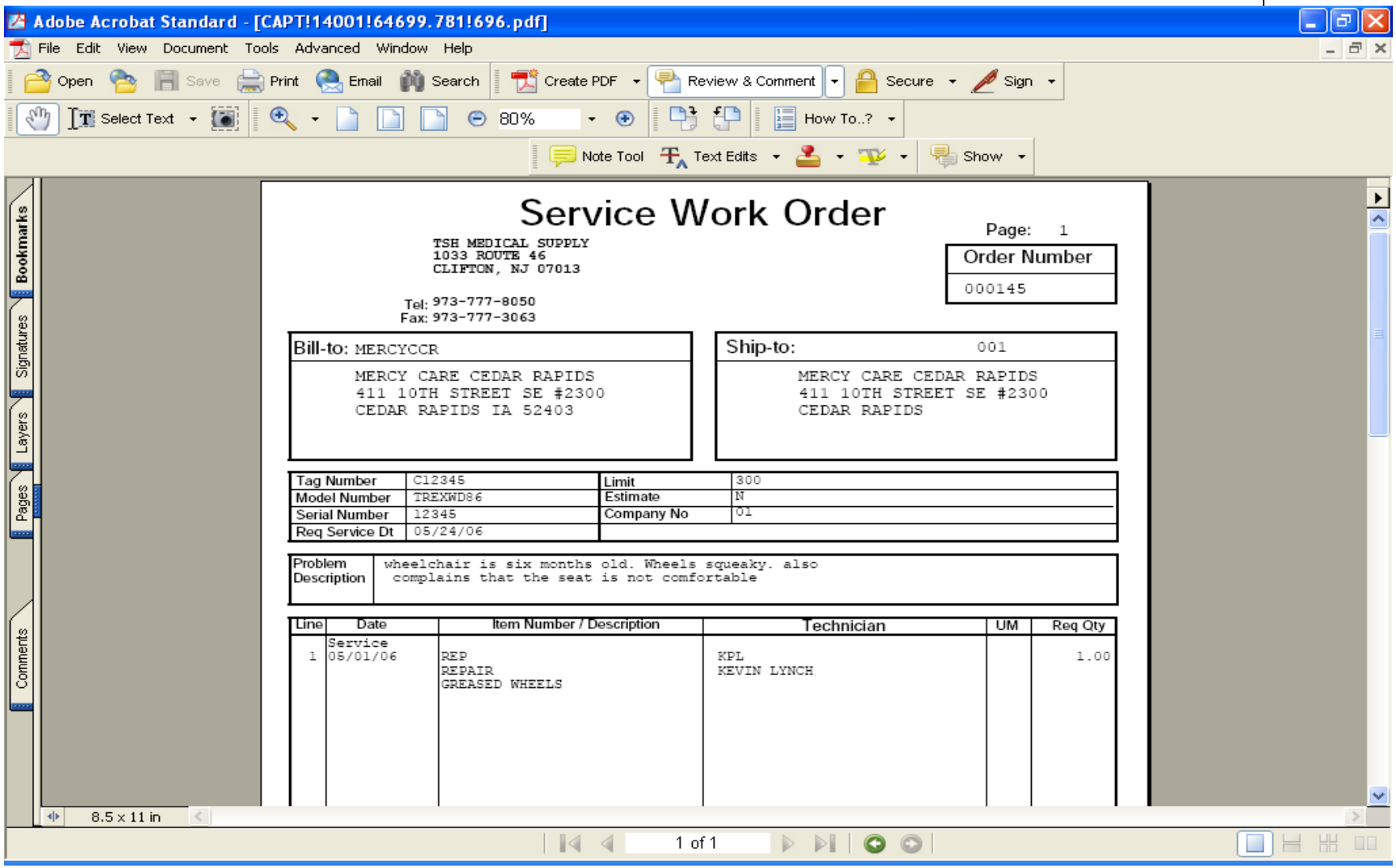
- The Service Work Order Entry program records the initial request for service and allows assignment to a technician.

In-House Receipt

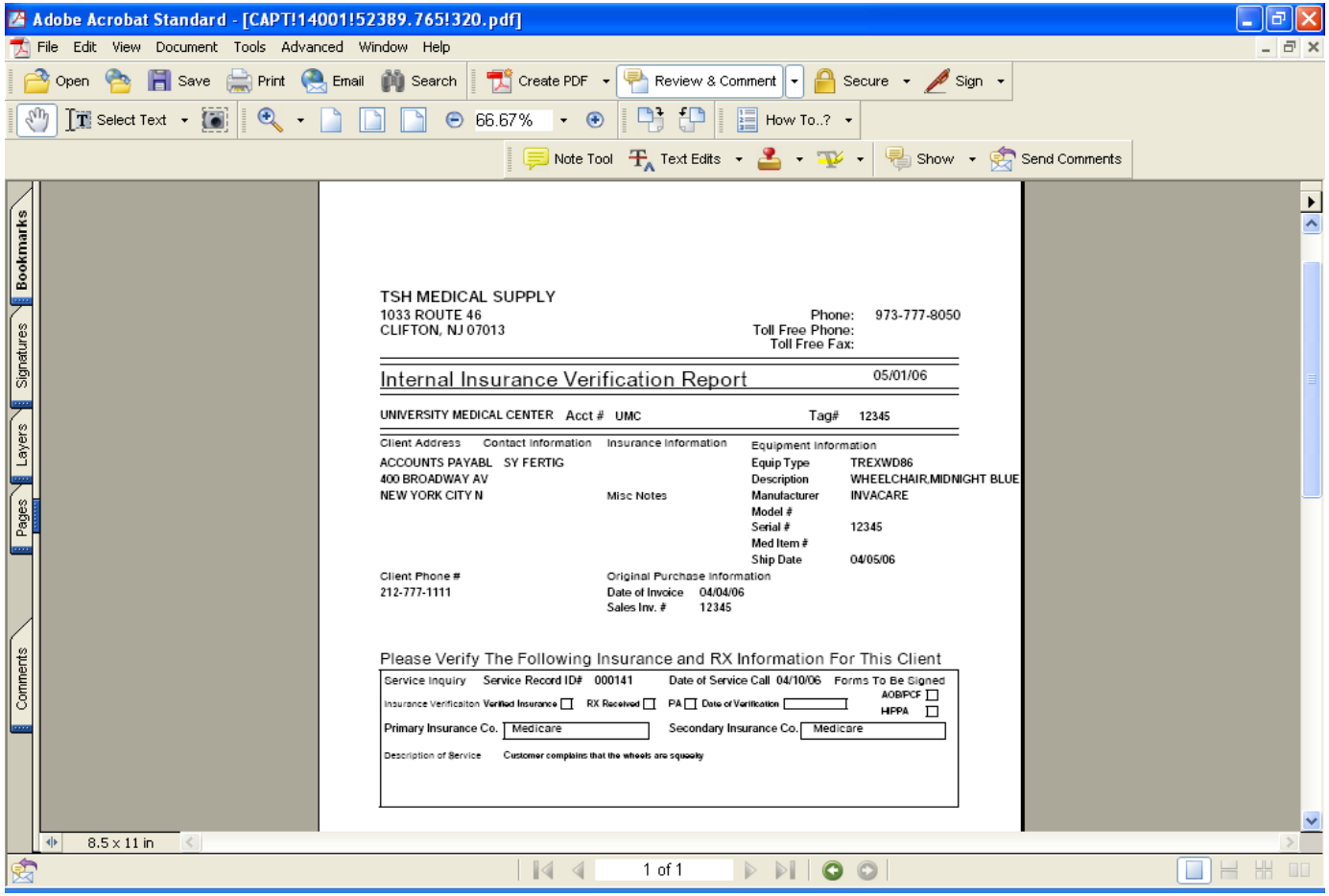


- If the work is to be performed in-house, then the next step is to record the receipt of the equipment in-house. Otherwise, the next step is printing the work order, and the dispatching of a technician.

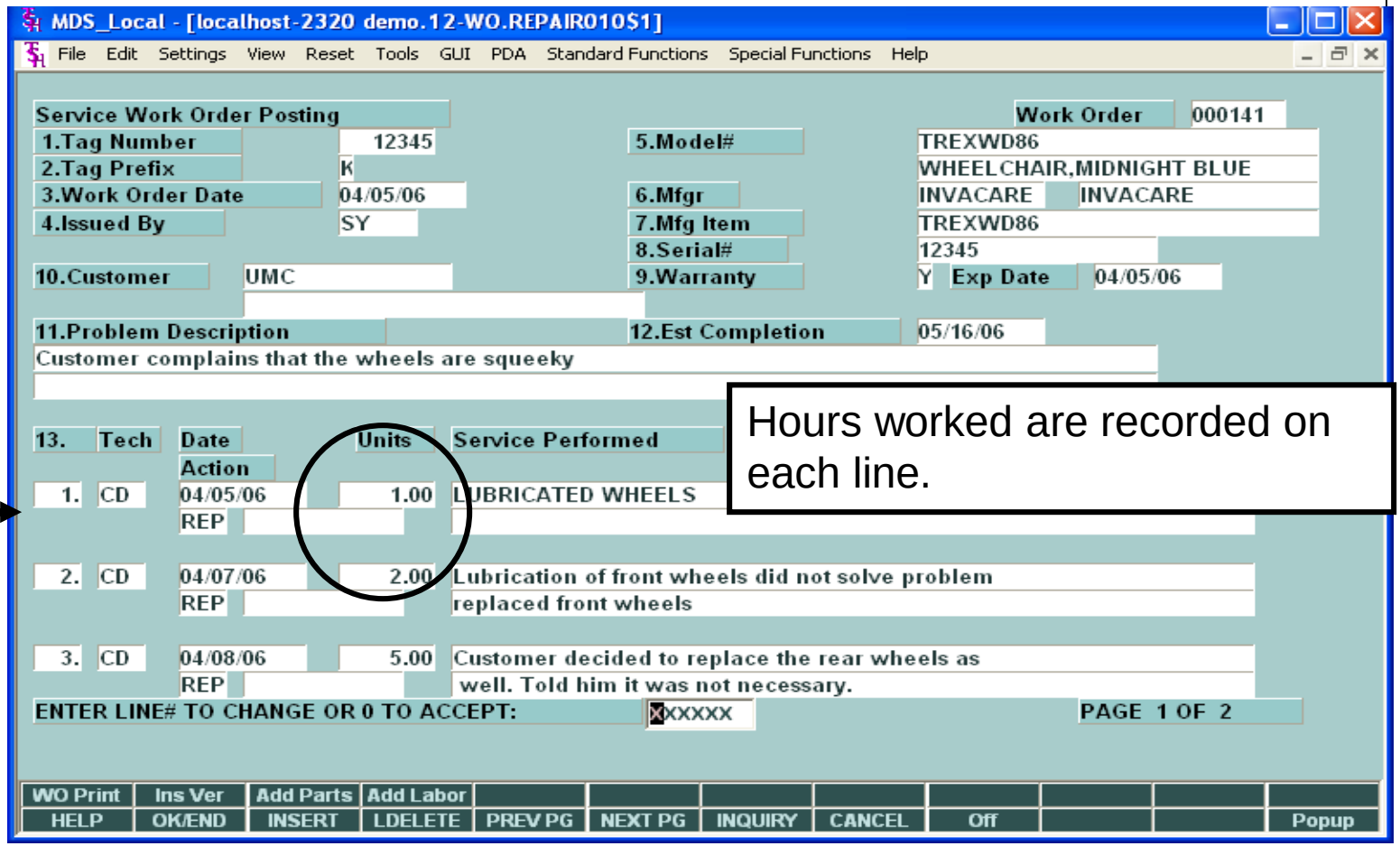
Work Order Print



Insurance Verification

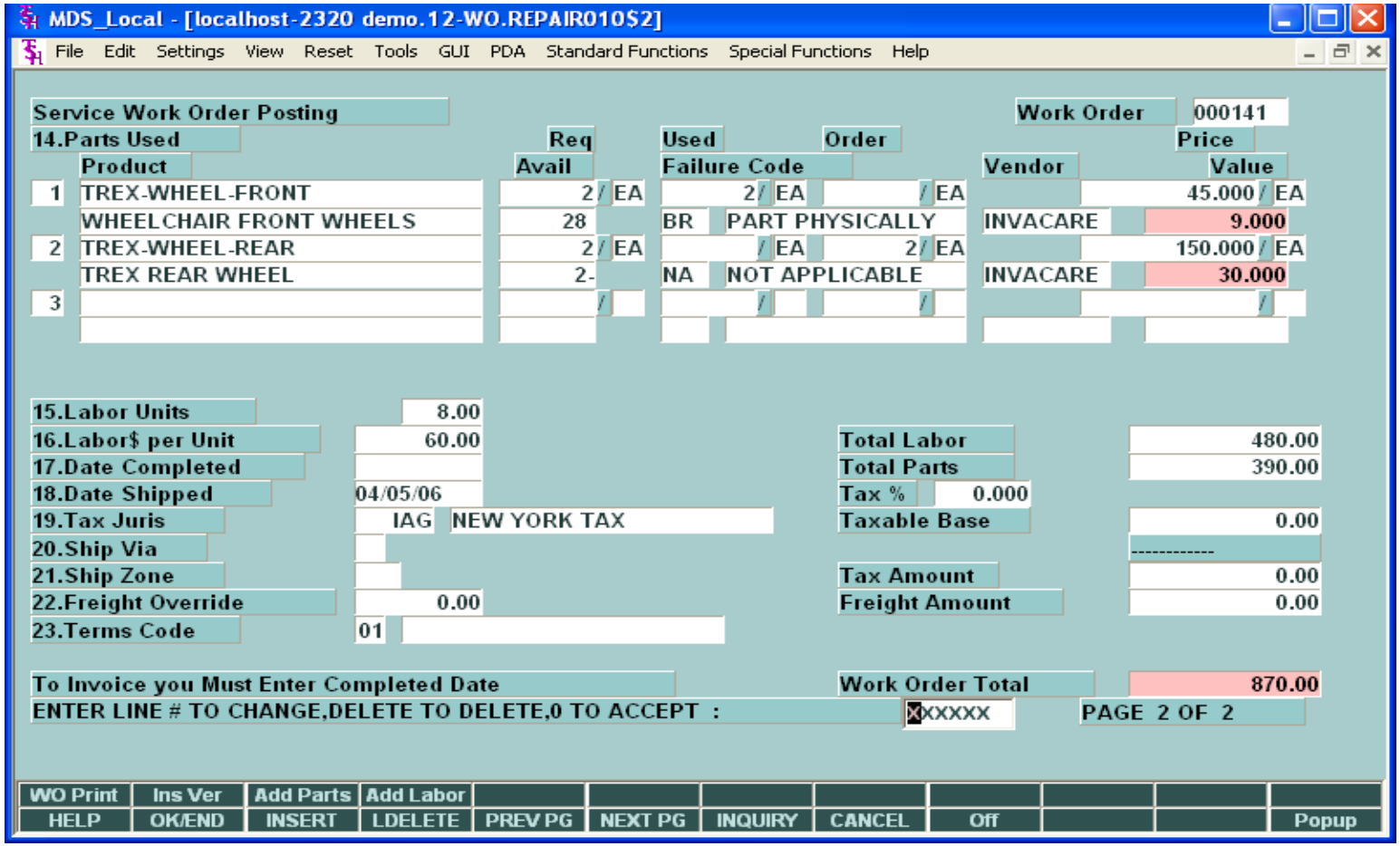


Work Order Posting -1



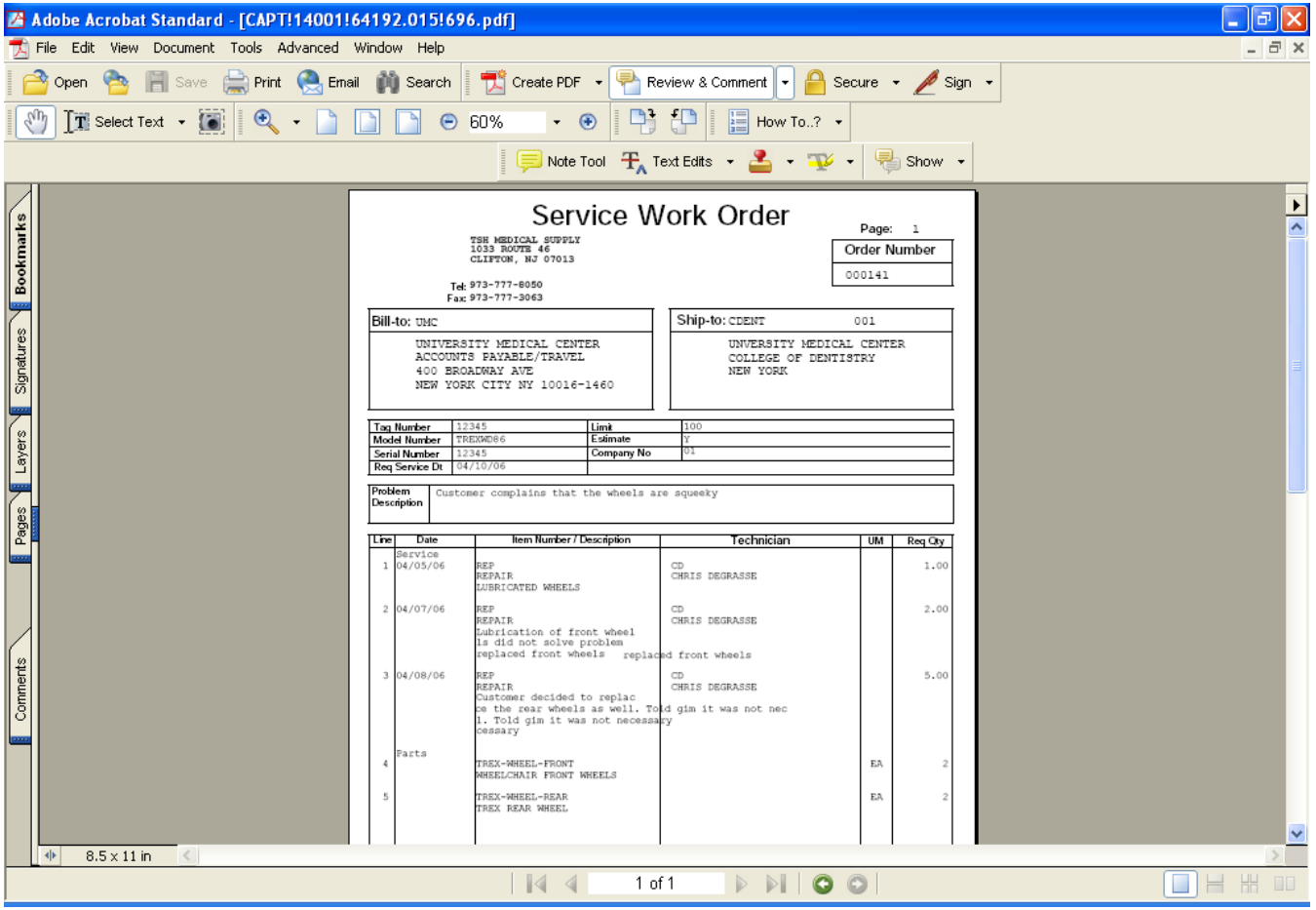
- Work Order Posting is used to record the work performed on the equipment. Multiple entries are recorded for each action performed.

Work Order Posting -2



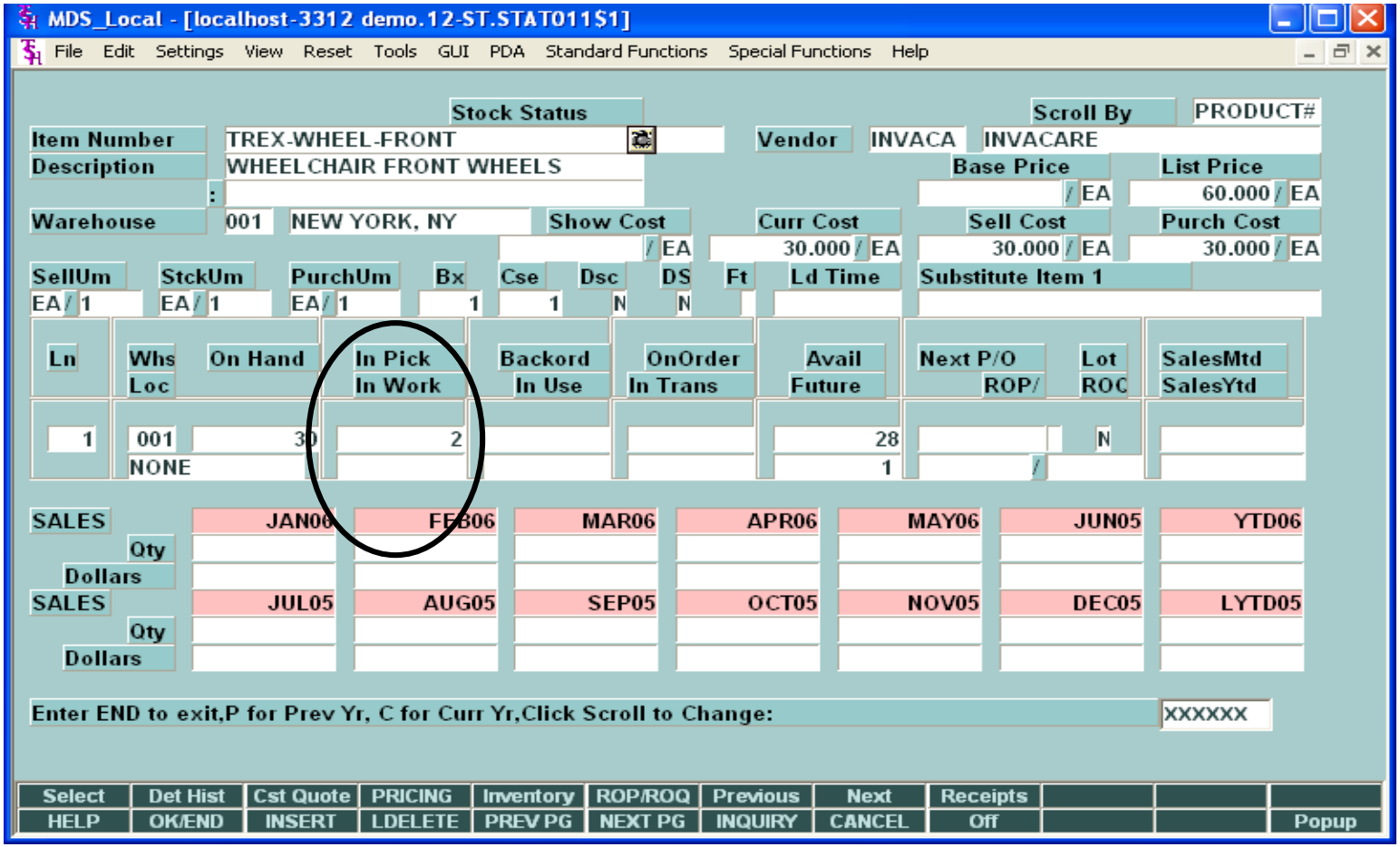
- This screen is used to enter parts that were used, and provides a summary of the invoice charges. When completed, invoicing is triggered.

Work Order Print - Complete



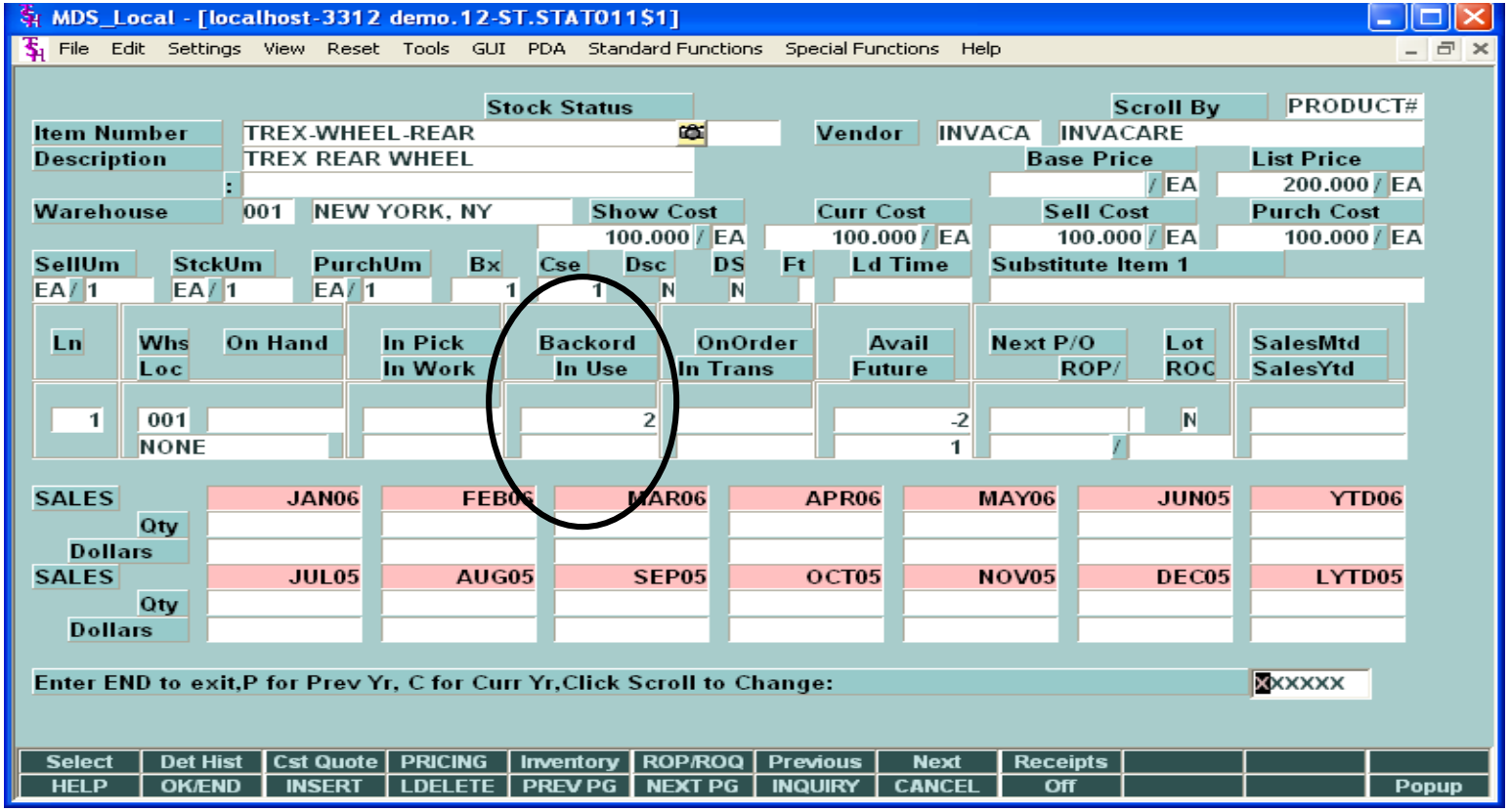
- This is an example of a work order with multiple events.

Inventory Requirement



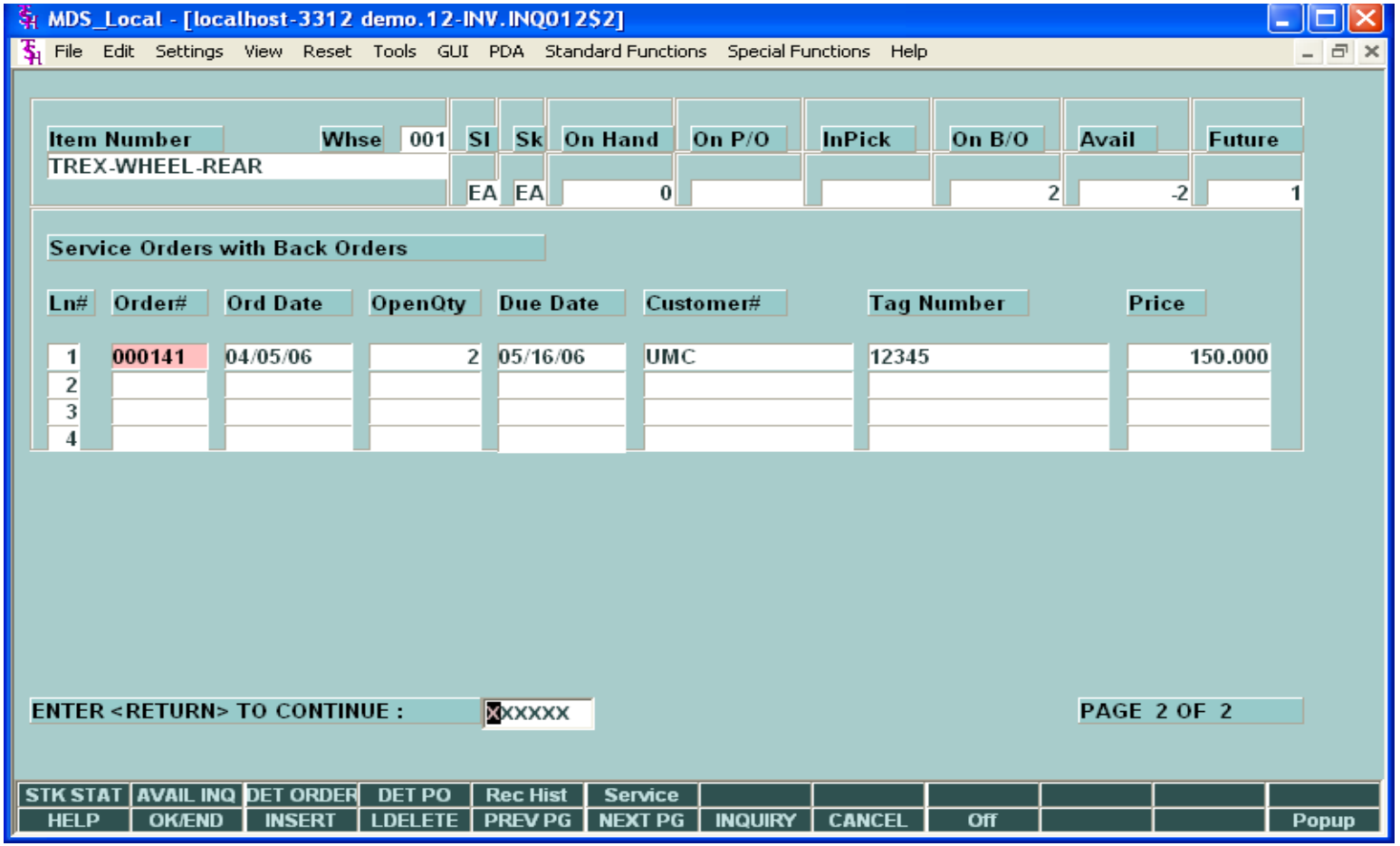
- Since the item was available, it shows the quantity required, as “in pick”.

Backorder Requirement – 1



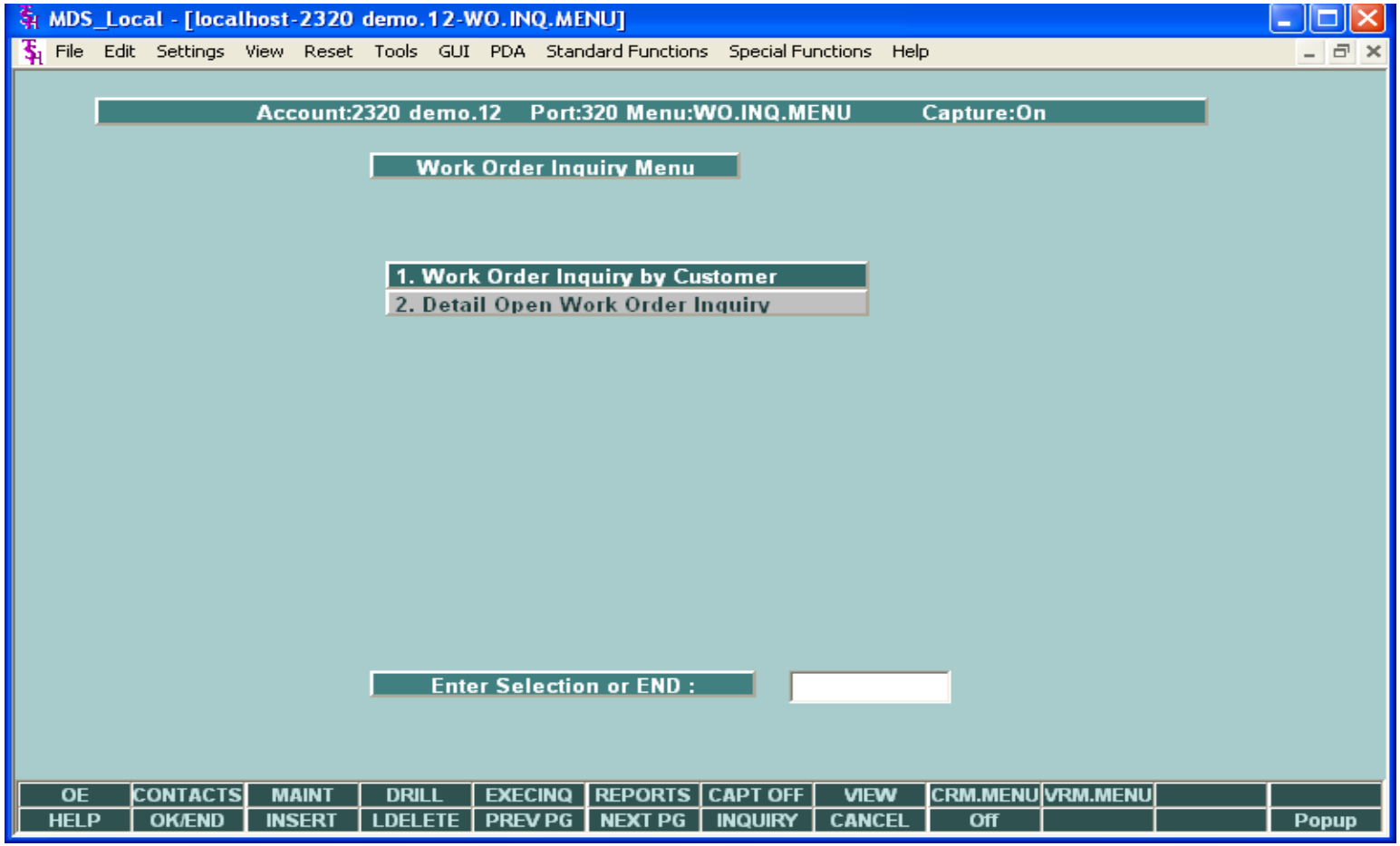
- Since the item was not available, it shows the quantity required, as “backordered”.

Backorder Requirement - 2



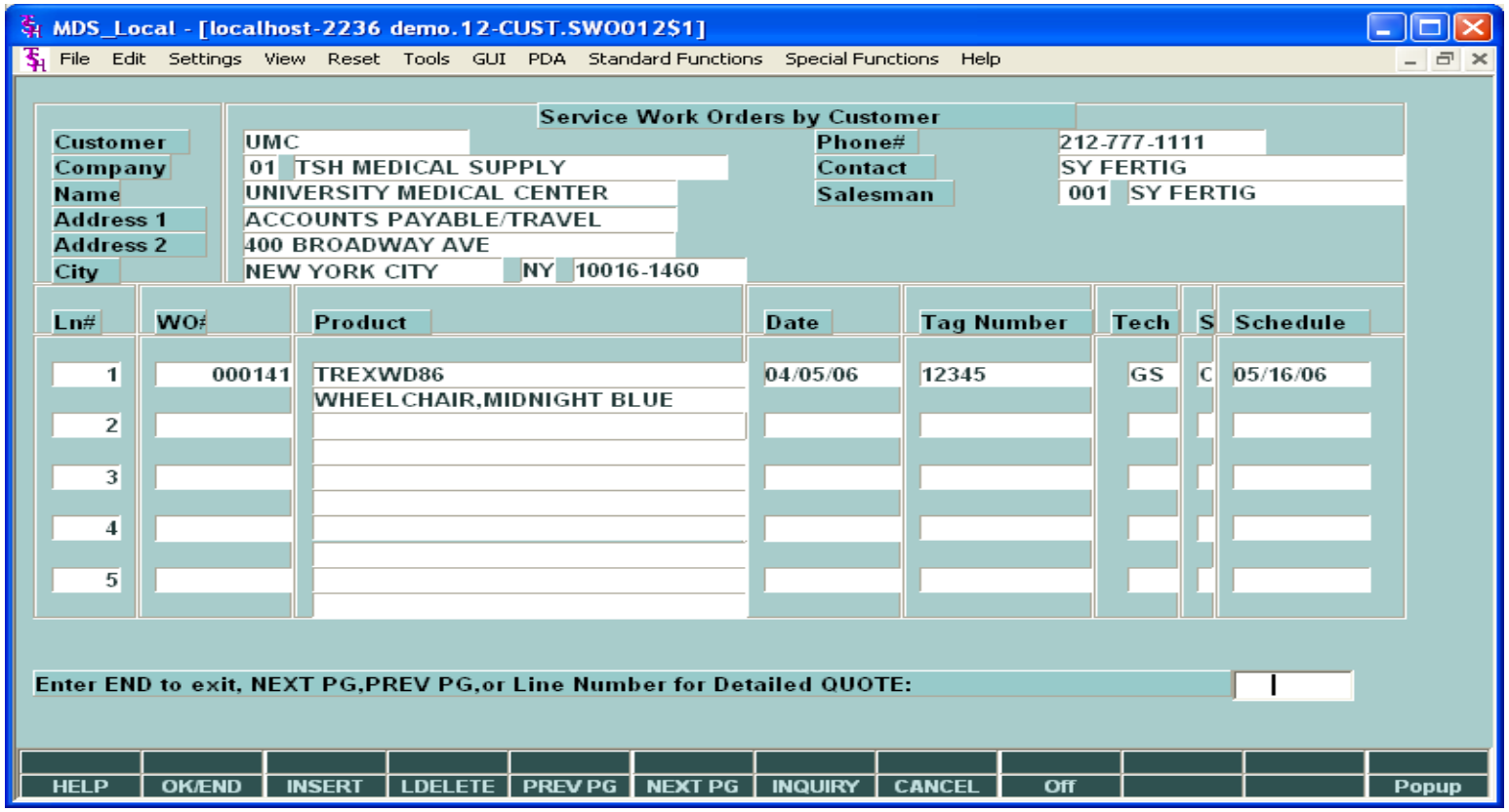
- The new Service Inquiry, off the Inventory Inquiry, displays the Work Orders awaiting the backordered product.

Inquiry Menu



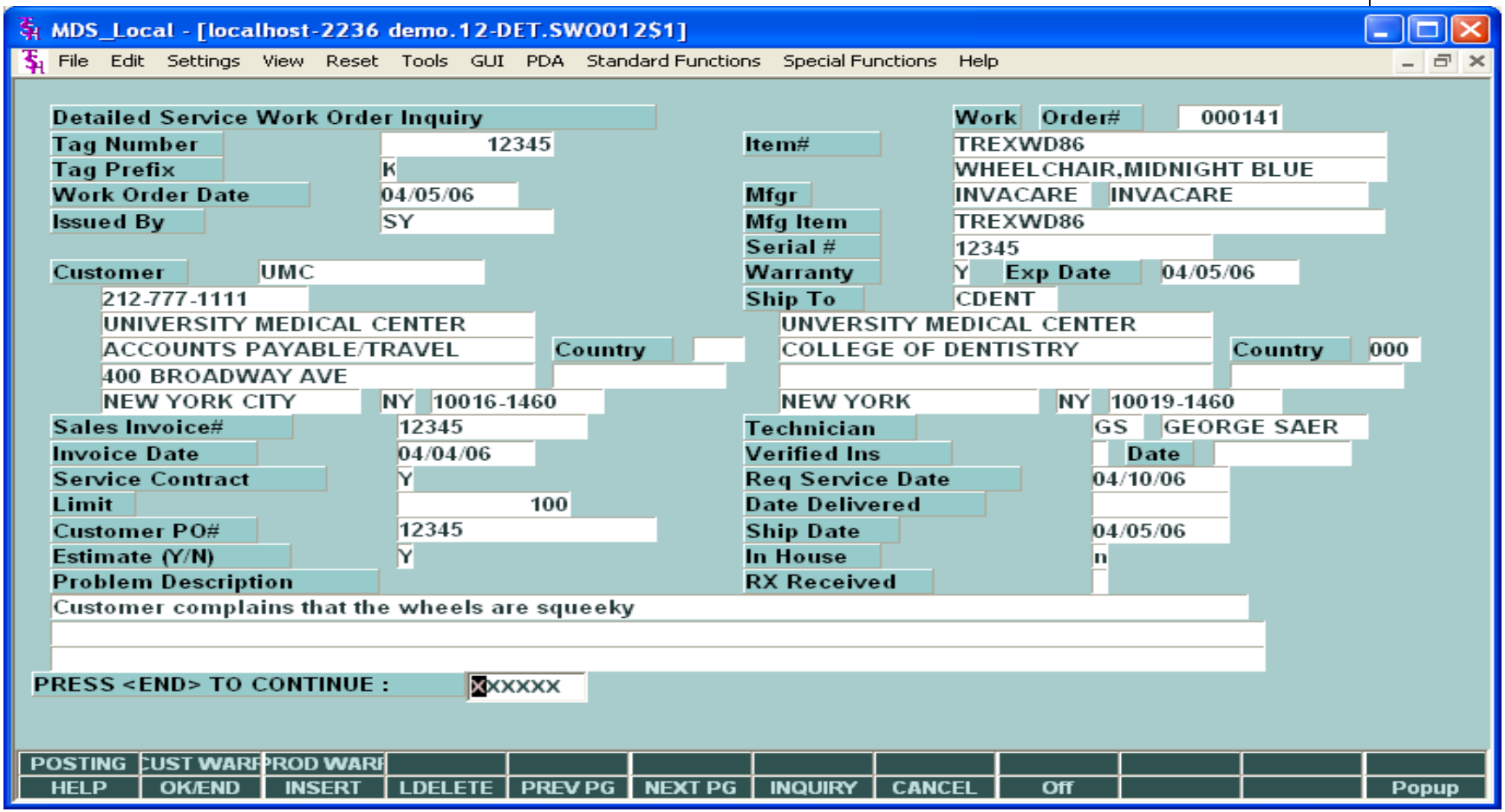
- The Service module has a summary and detail inquiry to assist in researching a Work Order.

Service Work Orders by Customer



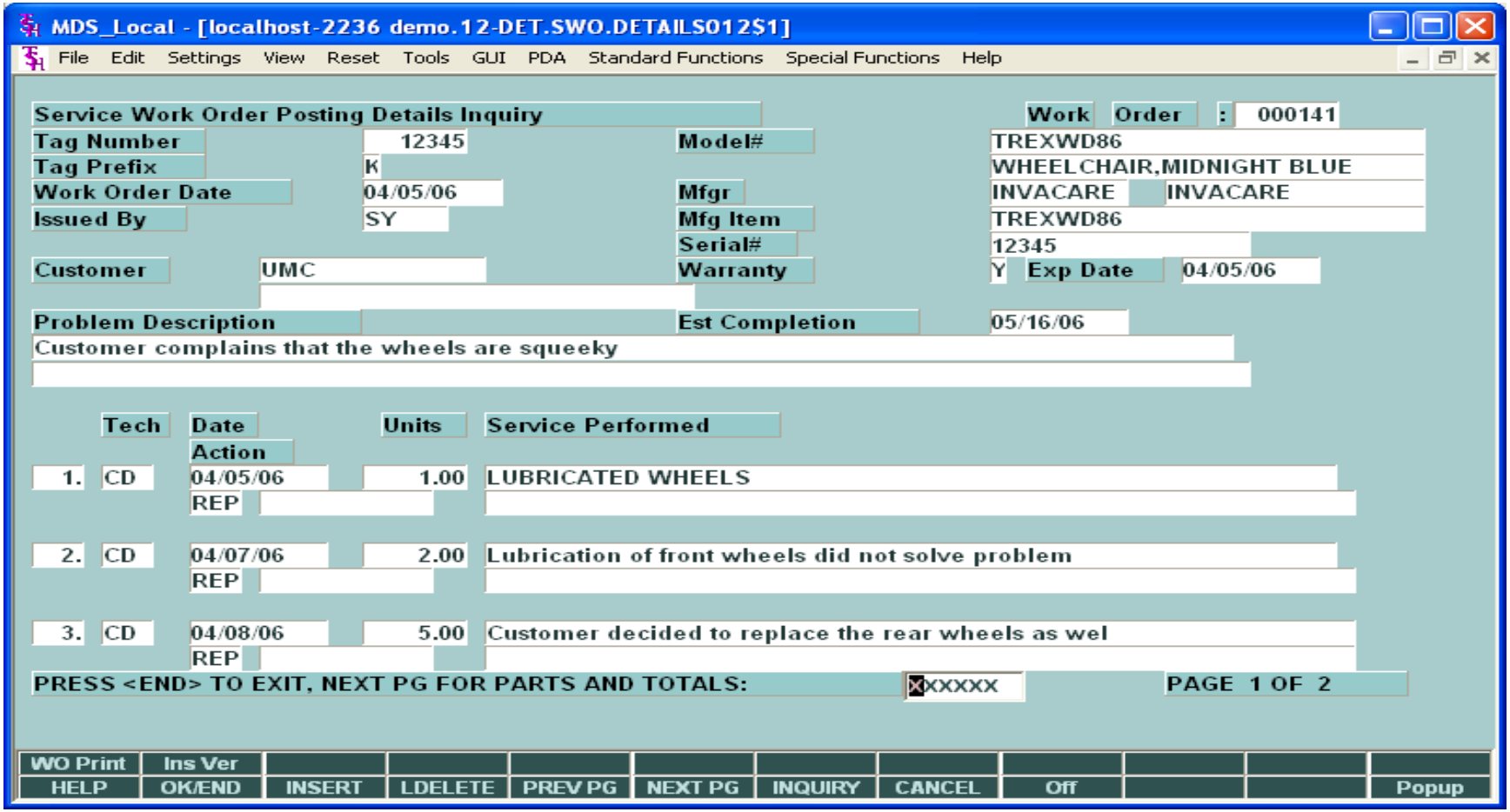
- This inquiry displays all Work Orders for a customer – showing the product on each Work Order. As in other MDS Inquiries, you can drill down to see the detail inquiries that are provided.

Service Work Order Detail -1

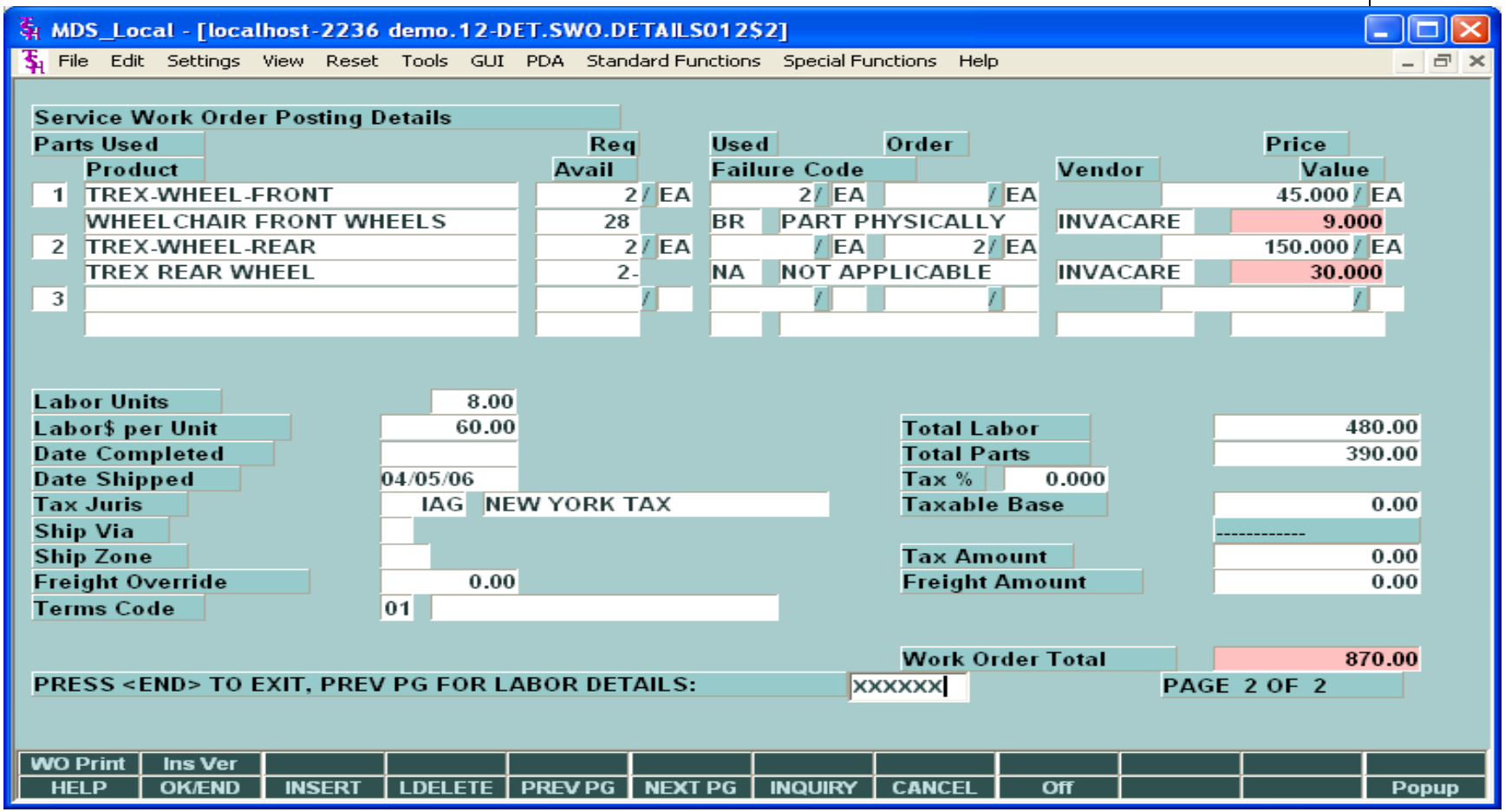


- In this Inquiry, the Work Order details are provided.

Service Work Order Detail -2

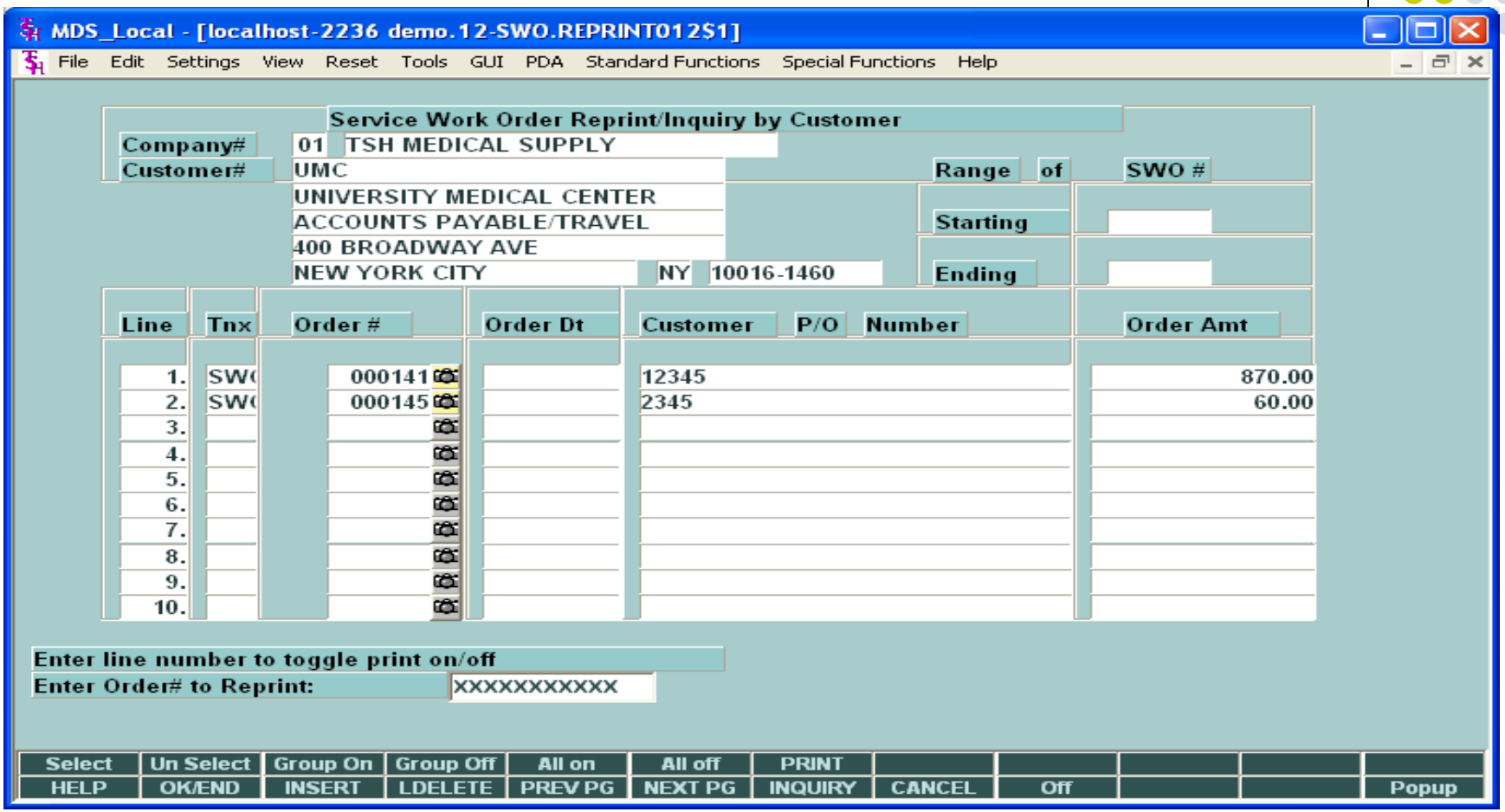


Service Work Order Detail -3



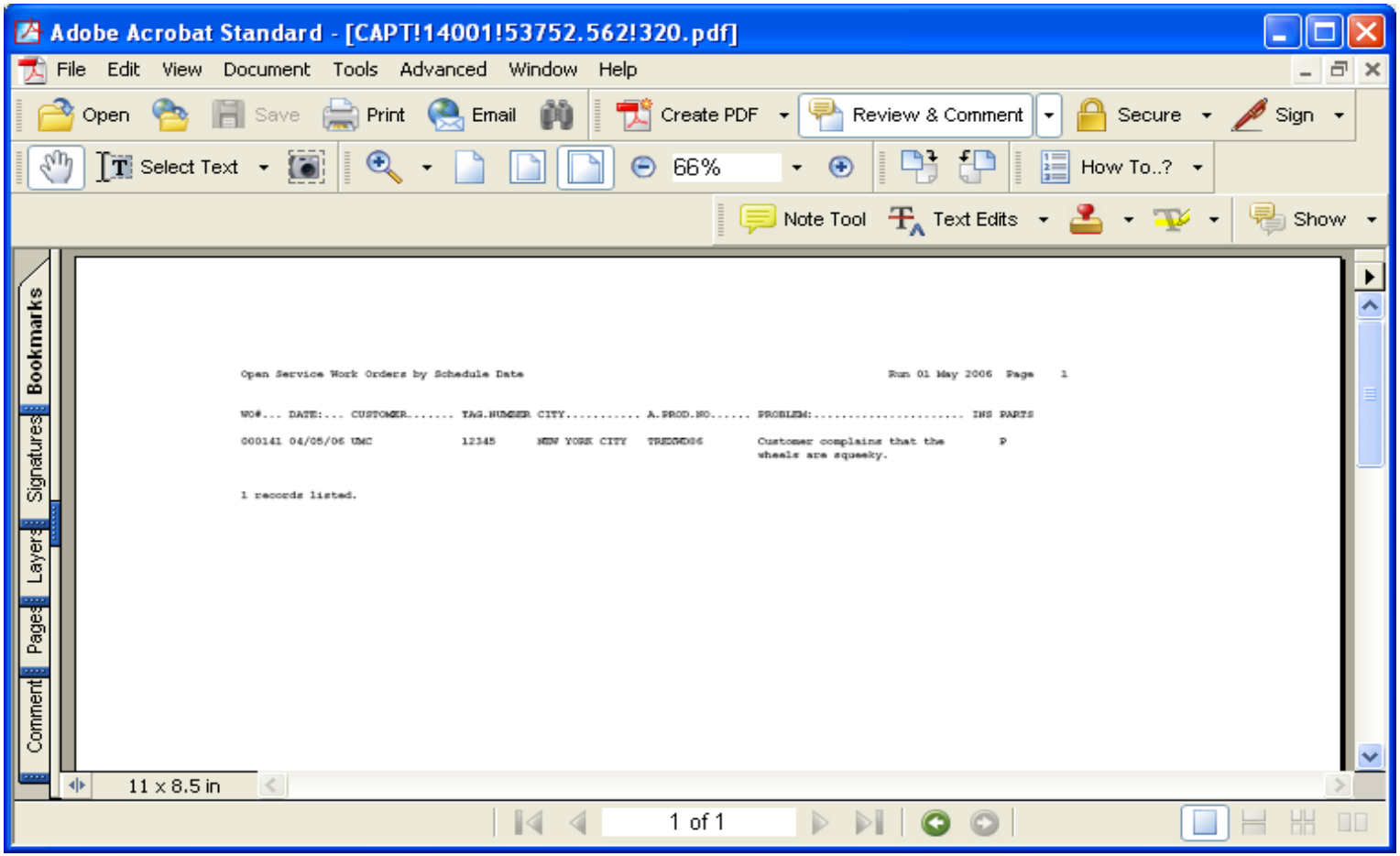
- The second page of the Inquiry is displayed. This page displays the parts used, as well as the Work Order total.

Work Order Reprint



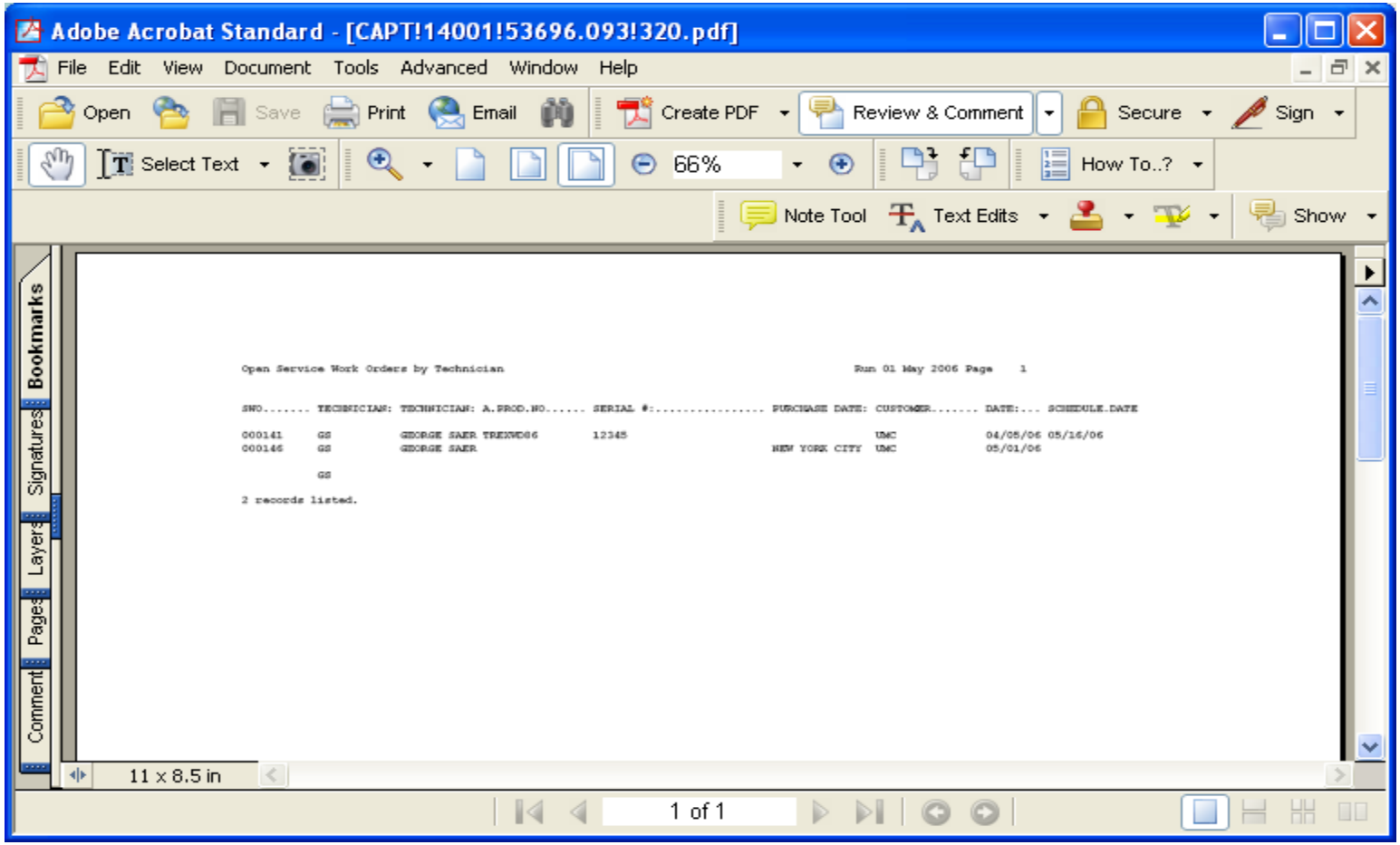
- Displays all open and closed Work Orders for a customer. Allows operator to view, print, fax or e-mail the Work Order.

Service Work Orders By Date



- An example of the Open Service Work Orders by Schedule report.

Service Work Orders By Technician



- An example of the Open Service Work Orders by Technician report.