

MDS-Nx Service System



The Systems House, Inc.

Notch View Office Park • 1033 Route 46 • Clifton, NJ 07013
1-800-MDS-5556 • www.tshinc.com

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 (optional)
- 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

File Edit Settings Reset Tools Mode Standard Functions Special Functions Refresh Dashboard Help

MDS Menu Find

Home Back Help

Tag Entry and Maintenance

Work Order Entry and Maintenance

Receive Service Work Order

Work Order Posting

Work Order Inquiry Menu

Work Order Reports Menu

Work Order File Maintenance

Work Order Inquiry/Reprint

Find Tasks

Customer Invoices

Customer Sales Orders

Customer Quotes

Customer Detail History

Product Detail History

A/R Checks

Purchase Orders

Vendor Payables

A/P Checks

Key Indicators

Charts Key Indicators

Indicator	Daily	Monthly	This Year	Last Year
Quotes Entered	0	1	3	
Sales Dollars for Sism 001 Robert Hawkin	\$365	\$36,757	\$272,024	
Returns Dollars for Sism 001 Robert Hawkin	\$0	(\$1,353)	(\$6,275)	
GP Dollars for Sism 001 Robert Hawkin	\$116	\$506	\$506	
Calls for Sism 001 Robert Hawkin				
Initial Calls for Sism 001 Robert Hawkin				

Oe Contacts Maint Drill Execinq Reports Capt Off View Crm.men Vrm.men

Help Ok/End Insert Delete Prev Next Inquiry Cancel Off Popup

The Systems House Operator:DF Ready 5/10/2018 19:15 CAP NUM SCRL

Start 2 Wi... Untitle... Shippi... index... C:\WIN... C:\Pro... 7:16 PM

tsh-local-blue - [localhost-DEMO.12-SERVICE.TAG.MAINT012\$1]

File Edit Settings Reset Tools Mode Standard Functions Special Functions Refresh Dashboard Help

Application

Initial Equipment Entry (Tag)

Tag Number Entry and Maintenance

Tag Number C11111

1.Tag Prefix C

2.Entry Date 12/12/17

6.Serom

7.Warranty Y Exp Date 12/12/19

8.Customer UMC

UNIVERSITY MEDICAL CENTER

ACCOUNTS PAYABLE/TRAVEL Country

400 BROADWAY AVE

NEW YORK CITY NY 10016-1460

Phone 212-777-1111

9.Ship To#

UNIVERSITY MEDICAL CENTER

ACCOUNTS PAYABLE/TRAVEL

400 BROADWAY AVE

NEW YORK CITY NY 10016-1460

10.Sales Invoice# 100003

11.Invoice Date 12/12/18

12.Serv Contract Y

13.Ship Date

14.Del Date

Please make a selection, OK/END to Save,or Cancel

Help Ok/End Insert Delete Prev Next Inquiry Cancel Off Popup

Products Customers Vendors

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

Application: Service Work Order Entry and Maintenance

Work Order or NEW: 000147

1.Tag Number	C11111	6.Mfg Vendor	INVACARE	INVACARE
2.Tag Prefix	C	7.Mfg Item	TREXINV1	
3.Work Order Date		8.Serial #	1111111111111111AVT	
4.Issued By	SY	9.Warranty	Y	Exp Date 12/12/19
5.Item#	TREXWD86	11.Ship	WHEELCHAIR,MID	
10.Customer	UMC	19.Condition	01	Very Good Condition
212-777-1111		20.Technician	GS	GEORGE SAER
UNIVERSITY MEDICAL CENTER		21.Verified Ins	Date	05/03/18
ACCOUNTS PAYABLE/TRAVEL	Country	22.Req Service Date		05/10/18
400 BROADWAY AVE		23.Date Delivered		04/30/18
NEW YORK CITY	NY	24.Ship Date		
10016-1460		25.In House		
13.Sales Invoice#	100003	26.RX Received		
14.Invoice Date	12/12/18			
15.Service Contract	Y			
16.Limit				
17.Customer PO#	CHAIR1114			
18.Estimate (Y/N)				
27.Problem Description	Customer is complaining of wheels sticking			

Please make a selection, OK/END to Save, or Cancel

Prod Warr | Cust Warr | Wo Print | Ins Ver | Help | Ok/End | Insert | Delete | Prev | Next | Inquiry | Cancel | Off | Popup

The Systems House | Operator:DF Ready. | 5/10/2018 19:21 | CAP | NUM | SCRL

The work may be performed in-house or at the customer's site.

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

tsh-local-blue - [localhost-DEMO.12-WO.RCPT010S1]

File Edit Settings Reset Tools Mode Standard Functions Special Functions Refresh Dashboard Help

Application

In-House Receipt

Service Work Order Receipts WO# 000147

Customer UMC	Ship To#
UNIVERSITY MEDICAL CENTER	UNIVERSITY MEDICAL CENTER
ACCOUNTS PAYABLE/TRAVEL	ACCOUNTS PAYABLE/TRAVEL
400 BROADWAY AVE	400 BROADWAY AVE
NEW YORK CITY NY 10016-1460	NEW YORK CITY NY 10016-1460

PO Number CHAIR1114	Serial Number 11111111111111AVT
Model TREXWD86	

1.Received By DF	9.Carton Damaged N
2.Date 05/03/18	10.Concealed Damage
3.Carrier 01 UPS	11.Damage Description
4.Shipping Priority	NO VISIBLE DAMAGE
5.Accessories	
None included in shipment	
	12.Claim Filed
6.Condition OK Y	13.Date of Claim
7.Original Carton Y	14.Amount of Claim 0.00
8.Location A-10-010	15.Covered
17.Cash Received 0.00	16.Claim Number
	Check Number

Please make a selection, OK/END to Save, or Cancel

- 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

CAPT!18393!69994.333!vid.pdf - Adobe Reader

File Edit View Window Help

1 / 1 55.3%

Tools Sign Comment

Service Work Order

TSE Medical Company
1033 ROUTE 46
CLIFTON, NJ 07013

Tel: 973-777-8050
Fax: 973-777-3063


Page: 1
Order Number
000147

Bill-to: UMC	Ship-to: 001
UNIVERSITY MEDICAL CENTER ACCOUNTS PAYABLE/TRAVEL 400 BROADWAY AVE NEW YORK CITY NY 10016-1460	UNIVERSITY MEDICAL CENTER ACCOUNTS PAYABLE/TRAVEL 400 BROADWAY AVE NEW YORK CITY

Tag Number	C11111	Limit	
Model Number	TREXWD86	Estimate	
Serial Number	1111111111111111AVT	Company No	01
Req Service Dt	05/10/18		

Problem Description Customer is complaining of wheels sticking

Line	Date	Item Number / Description	Technician	UM	Req Qty



Client Signature _____ Date _____

Service Technician _____ Date _____

30403-000102-01

Start 2 W... Untit... Ship... inde... C:\... C:\P... CAP... 7:26 PM

Optional Insurance Verification

CAPT118393170147.4341vid.pdf - Adobe Reader

File Edit View Window Help

1 / 1 66.7%

Tools Sign Comment

TSH Medical Company
1033 ROUTE 46
CLIFTON, NJ 07013

Phone: 973-777-8050
Toll Free Phone:
Toll Free Fax:

Internal Insurance Verification Report 05/10/18

UNIVERSITY MEDICAL CENTER	Acct #	UMC	Tag#	C11111
Client Address	Contact Information	Insurance Information	Equipment Information	
ACCOUNTS PAYABL SY FERTIG			Equip Type	TREXWD86
400 BROADWAY AV			Description	WHEELCHAIR,MIDNIGHT BLUE
NEW YORK CITY N		Misc Notes	Manufacturer	INVACARE
			Model #	
			Serial #	1111111111111111AVT
			Med Item #	
			Ship Date	
Client Phone #	Original Purchase Information			
212-777-1111		Date of Invoice	12/12/18	
		Sales Inv. #	100003	

Please Verify The Following Insurance and RX Information For This Client

Service Inquiry	Service Record ID# 000147	Date of Service Call 05/10/18	Forms To Be Signed		
Insurance Verification	Verified Insurance <input type="checkbox"/>	RX Received <input type="checkbox"/>	PA <input type="checkbox"/>	Date of Verification <input type="text"/>	AOR/PCF <input type="checkbox"/>
Primary Insurance Co.	Medicare	Secondary Insurance Co.	Medicare	HPPA <input type="checkbox"/>	
Description of Service	Customer is complaining of wheels sticking				

Start | 2 W... | Untit... | Ship... | inde... | C:\A... | C:\P... | CAP... | 7:29 PM

Work Order Posting -1

Application

Service Work Order Posting

Work Order 000147

1.Tag Number C11111 5.Model# TREW086

2.Tag Prefix C 6.Mfg# INVACARE INVACARE

3.Work Order Date 7.Mfg Item TREXINV1

4.Issued By SY 8.Serial# 11111111111111AVT

10.Customer UMC 9.Warranty Y Exp Date 12/12/19

11.Problem Description 12.Est Completion 05/11/18

Customer is complaining of wheels sticking

13.	Tech	Date	Units	Service Performed
	AR	05/10/18	0.50	Cleaned and Lubricated Wheels
2.				
3.				

Hours worked are recorded on each line.

OK Cancel Check

Wo Print Ins Ver Add Parts Add Labor

- 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

Product Lookup : 7:39:18 PM Customer:

Product: Vendor: Description: Stock: NDC: Cust: Price Filter

Product	Description	Available	StkUM	StkQTY	List	PrcUM	PrcQty	Price	Sell Um	Sell Qty	Vendo
TREX-WHEEL-FR...	WHEELCHAIR FRONT WHEELS	29	EA	1	60.000	EA	1	60.000 EA/1	EA	1	INVAC
TREX-WHEEL-RE...	TREX REAR WHEEL	2	EA	1	200.000	EA	1	200.000 EA/1	EA	1	INVAC
TREXWD86	WHEELCHAIR,MIDNIGHT BLUE	30	EA	1	2,583.000	EA	1	2583.000 EA/1	EA	1	INVAC

Wo Print Ins Ver Add Parts Add Labor Help Ok/End Insert Delete Prev Next Inquiry Cancel Off Popup

- 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 Posting - 3

tsh-local-blue - [localhost-DEMO.12-WO.REPAIR010S2]

File Edit Settings Reset Tools Mode Standard Functions Special Functions Refresh Dashboard Help

Application

Service Work Order Posting Work Order **000147**

14.Parts Used	Req	Used	Order	Price
Product	Avail	Failure Code	Vendor	Value
1 TREX-WHEEL-FRONT	2 /EA	2 /EA		60.000 /EA
WHEELCHAIR FRONT WHEELS	27	N NOISY	INVACARE	12.000
2	/	/		/
3	/	/		/

15.Labor Units	2.50		
16.Labor\$ per Unit	150.00	Total Labor	375.00
17.Date Completed		Total Parts	120.00
18.Date Shipped	05/10/18	Tax %	7.000
19.Tax Juris	NJ NEW JERSEY	Taxable Base	0.00
20.Ship Via	01	Tax Amount	0.00
21.Ship Zone		Freight Amount	25.00
22.Freight Override	25.00		
23.Terms Code	01		

To Invoice you Must Enter Completed Date Work Order Total **520.00**

Please make a selection, OK/END to Save,or Cancel PAGE 2 OF 2

Wo Print Ins Ver Add Parts Add Labor

➤ 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

Invoice

Inv Number
01519301
Page: 1

TSH Medical Supply
1033 ROUTE 46
CLIFTON, NJ 07013
Tel: 973-777-8050
Fax: 973-777-3063
NJ1946578

Remit To:
TSH Medical Supply
1033 ROUTE 46
CLIFTON, NJ 07013
Tel: 973-777-8050
Fax:

Bill-to: UMC
UNIVERSITY MEDICAL CENTER
ACCOUNTS PAYABLE/TRAVEL
400 BROADWAY AVE
NEW YORK CITY NY 10016-1460

Ship-to: 001 SY
UNIVERSITY MEDICAL CENTER
ACCOUNTS PAYABLE/TRAVEL
400 BROADWAY AVE
NEW YORK CITY NY 10016-1460

Invoice Date:	05/10/18	Salesman:	Robert Hawkinse
Ship Date:	05/10/18	Ship Via:	UPS
Our Order No:	01141812001	Customer Order #:	SVC000147
License		Terms:	NET 30
Special Instructions:	Office hours 9AM to 12PM		

Line	Item Number / Description	Ordered	UM	Shipped	UM	B/O Qty	Unit Price	UM	Extension
1	TREX-WHEEL-FRONT WHEELCHAIR FRONT WHEELS	2	EA	2	EA	0	60.000	EA	120.00
SUB TOTAL									120.00
Total Labor Charge									375.00
FREIGHT									25.00
INVOICE TOTAL									520.00
Additional License Information									
State License For NJ - Origin									
41324407333 Exp 12/31/19									
David Fertig State of NJ 1010344									
STATE LICENSE FOR NJ Exp 01/25/20									

- This is an example of a work order with multiple events. Once you enter a completion date , the Order is invoiced and inventory is debited.

Service Work Orders by Customer

tsh-local-blue - [localhost-DEMO.12-CUST.SW0012\$1]

File Edit Settings Reset Tools Mode Standard Functions Special Functions Refresh Dashboard Help

Application

Service Work Orders by Customer

Customer	UMC	Phone#	212-777-1111
Company	01 TSH Medical Company	Contact	SY FERTIG
Name	UNIVERSITY MEDICAL CENTER	Salesman	001 Robert Hawkin
Address 1	ACCOUNTS PAYABLE/TRAVEL		
Address 2	400 BROADWAY AVE		
City	NEW YORK CITY NY 10016-1460		

Ln#	WO#	Product	Date	Tag Number	Tech	S	Schedule
1	000145	TREXWD86 WHEELCHAIR,MIDNIGHT BLUE	12/13/17	C11111	CD	S	12/12/17
2	000141	TREXWD86 WHEELCHAIR,MIDNIGHT BLUE	04/05/06	12345	GS	S	05/16/06
3	000146	TREXWD86 WHEELCHAIR,MIDNIGHT BLUE	01/04/18	C11111	GS	R	
4	000147	TREXWD86 WHEELCHAIR,MIDNIGHT BLUE		C11111	GS	S	05/11/18
5							

Enter END to exit, NEXT PG,PREV PG,or Line Number for Detailed QUOTE

- 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. S = Scheduled, R = Recieved

Service Work Order Detail -1

tsh-local-blue - [localhost-DEMO-12-NET-1\WC012501]

File Edit Settings Reset Tools Mode Standard Functions Special Functions Refresh Dashboard Help

Application

Detailed Service Work Order Inquiry

Tag Number	C11111	Item#	TREXWD86	Work Order#	000147
Tag Prefix	C	Mfr	INVACARE	WHEELCHAIR,MIDNIGHT BLUE	
Work Order Date		Mfg Item	TREXINV1	INVACARE	
Issued By	SY	Serial #	1111111111111111AVT		
Customer	UMC	Warranty	Y	Exp Date	12/12/19
212-777-1111		Ship To			
UNIVERSITY MEDICAL CENTER		UNIVERSITY MEDICAL CENTER			
ACCOUNTS PAYABLE/TRAVEL	Country	ACCOUNTS PAYABLE/TRAVEL	Country		
400 BROADWAY AVE		400 BROADWAY AVE			
NEW YORK CITY	NY 10016-1460	NEW YORK CITY	NY 10016-1460		
Sales Invoice#	100003	Technician	GS	GEORGE SAER	
Invoice Date	12/12/18	Verified Ins	N	Date	05/03/18
Service Contract	Y	Req Service Date		05/10/18	
Limit		Date Delivered			
Customer PO#	CHAIR1114	Ship Date		05/10/18	
Estimate (Y/N)		In House	Y		
Problem Description		RX Received	DF		
Customer is complaining of wheels sticking					
PRESS <END> TO CONTINUE					

Posting Cust Warr Prod Warr

Help Ok/End Insert Delete Prev Next Inquiry Cancel Off Popup

Customers Vendors Product Lookup: 7:39:18 PM Customer:

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

tsh-local-blue - [localhost-DEMO.12-DET.SWO.DETAILS012S1]

File Edit Settings Reset Tools Mode Standard Functions Special Functions Refresh Dashboard Help

Service Work Order Detail - 2

Service Work Order Posting Details Inquiry

Work Order : 000147

Tag Number	C11111	Model#	TREXWD86
Tag Prefix	C		WHEEL CHAIR,MIDNIGHT BLUE
Work Order Date		Mfgr	INVACARE INVACARE
Issued By	SY	Mfg Item	TREXINV1
Customer	UMC	Serial#	1111111111111111AVT
		Warranty	Y Exp Date 12/12/19
Problem Description		Est Completion	05/11/18
Customer is complaining of wheels sticking			

Tech	Date	Units	Service Performed	
1.	AR	05/10/18	0.50	Cleaned and Lubricated Wheels
	CL			
2.	CD	05/10/18	2.00	Replaced front wheel it was not turning properly
	RPL			
3.				

PRESS <END> TO EXIT, NEXT PG FOR PARTS AND TOTALS

PAGE 1 OF 2

Wo Print Ins Ver

➤ The second page of the Inquiry shows the work performed.

Service Work Order Detail -3

tsh-local-blue - [localhost-DEMO.12-DET.SWO.DETAILS012S2]

File Edit Settings Reset Tools Mode Standard Functions Special Functions Refresh Dashboard Help

Application

Service Work Order Posting Details

Parts Used	Req	Used	Order	Price
Product	Avail	Failure Code	Vendor	Value
1 TREX-WHEEL-FRONT	2 /EA	2 /EA	/EA	60.000 /EA
WHEELCHAIR FRONT WHEELS	27	N NOISY	INVACARE	12.000
2	/	/	/	/
3	/	/	/	/

Labor Units	2.50	Total Labor	375.00
Labor\$ per Unit	150.00	Total Parts	120.00
Date Completed	05/10/18	Tax %	7.000
Date Shipped	05/10/18	Taxable Base	0.00
Tax Juris	NJ NEW JERSEY	Tax Amount	0.00
Ship Via	01	Freight Amount	25.00
Ship Zone			
Freight Override	25.00		
Terms Code	01		

Work Order Total 520.00

PRESS <END> TO EXIT, PREV PG FOR LABOR DETAILS

PAGE 2 OF 2

Wo Print Ins Ver Help Ok/End Insert Delete Prev Next Inquiry Cancel Off Popup

- The third page of the Inquiry displays the parts used, as well as the Work Order total.

Work Order Reprint

tsh-local-blue - [localhost-DEMO.12-SWO.REPRINT012S1]

File Edit Settings Reset Tools Mode Standard Functions Special Functions Refresh Dashboard Help

Application

Service Work Order Reprint/Inquiry by Customer

Company# 01 TSH Medical Company

Customer# UMC

UNIVERSITY MEDICAL CENTER

ACCOUNTS PAYABLE/TRAVEL

400 BROADWAY AVE

NEW YORK CITY NY 10016-1460

Range of SWO #

Starting

Ending

Line	Tnx	Order #	Order Dt	Customer	P/O Number	Order Amt
1.	SWO	0001		12345		875.00
2.	SWO	0001		FIXCHAIR1		101.80
3.	SWO	0001		354532543		
4.	SWO	0001		CHAIR1114		520.00
5.						
6.						
7.						
8.						
9.						
10.						

Enter line number to toggle print on/off

Enter Order# to Reprint

Select Un Select Group On Group Off All On All Off Print

Help Ok/End Insert Delete Prev Next Inquiry Cancel Off Popup

The System's Home Operator: DE Ready

12/10/2019 20:21 | Local | MM | |

Customers

Vendors

Product Lookup: 7:39:18 PM Customer:

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

Service Work Order Reports

The screenshot displays a BusinessObjects report viewer window titled "C:\W1\ACCTS\DEMO.12\FORM.ARCHIVE\CAPTURE". The report is titled "Unscheduled Service Work Orders by Date 05/10/18 20:01:20". The report table contains the following data:

WO#	Date	Customer#	Tax Number	City	Product#	Problem	Ins Park
000145	01/04/18	UNIC	011111	NEW YORK CITY	TREX/WDBS	Wheels are making noise	Y

Summary table data:

	This Year	Last Year
Count	3	
Amount	\$272,024	
Amount	(\$6,275)	
Amount	\$506	

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

Service Work Orders Module

Create Work Orders by Tag (Optional)

Track items with a unique tag number or just assign work based upon the customer

Assign to Technician (inhouse/onsite)

Schedule techs or assign to specific individuals. Record work performed where inhouse or onsite and pull inventory for use in repairs and service.

Verify and Record Insurance (Optional)

If needed verify insurance track limits and capture information for claims

Record Labor and Parts

Inventory Items are picked from the standard warehouse and updated as needed cost and price can be overridden by customer. Or you can use preset pricing rules in the MDS-Nx system.

Invoice client and update GL

All information flows to the General Ledger and invoice as a separate labor and parts line. Labor is update to a separate GL code and is not treated as an inventory item.



The Systems House, Inc.

Notch View Office Park • 1033 Route 46 • Clifton, NJ 07013
1-800-MDS-5556 • www.tshinc.com



For more information
Please contact
Sales@tshinc.com
or call 1-800-mds-5556