# MDS-Nx 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 (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

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

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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

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## Work Order Posting -1

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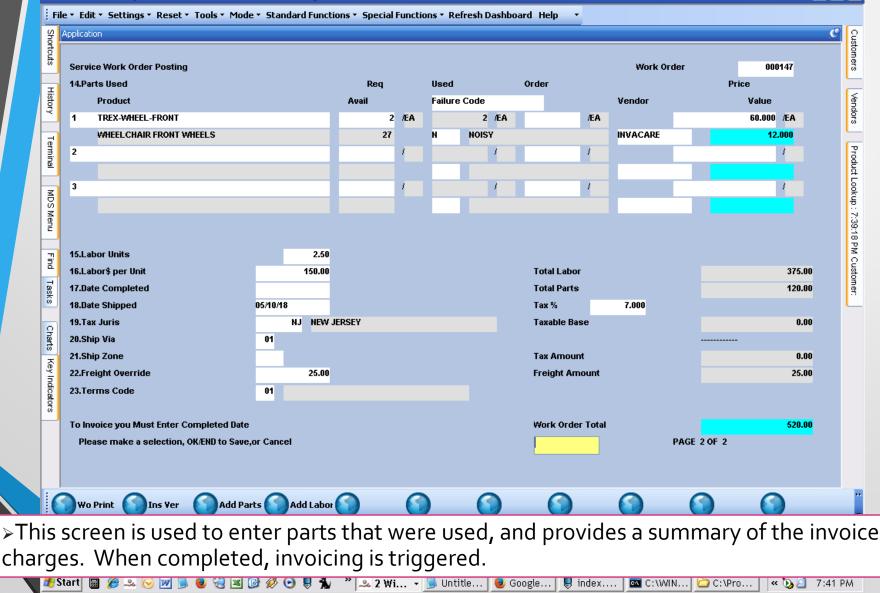
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This screen is used to enter parts that were used, and provides a summary of the invoice charges. When completed, invoicing is triggered.

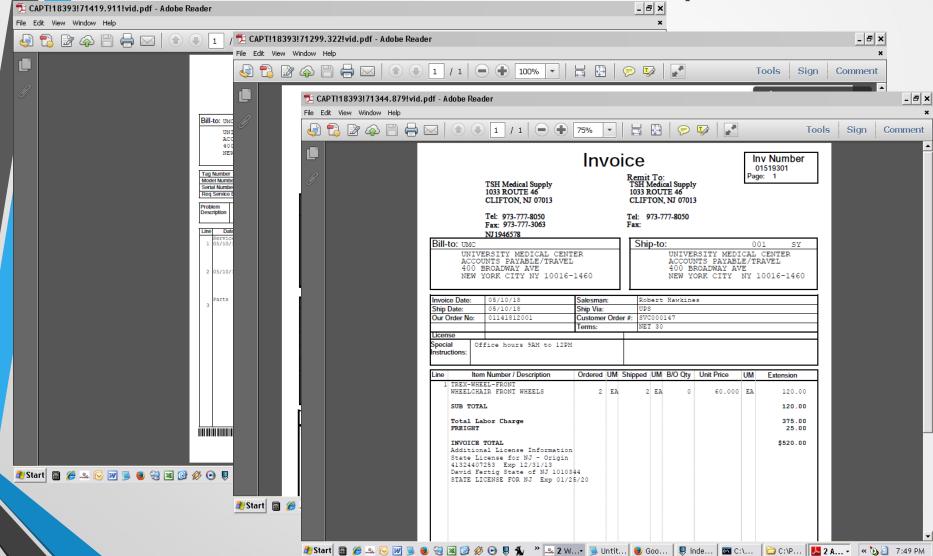
### Work Order Posting - 3

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### Work Order Print - Complete



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

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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

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

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

### Service Work Order Reports

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#### Service Work Orders Module

#### Create Work Orders by Tag (Optional)

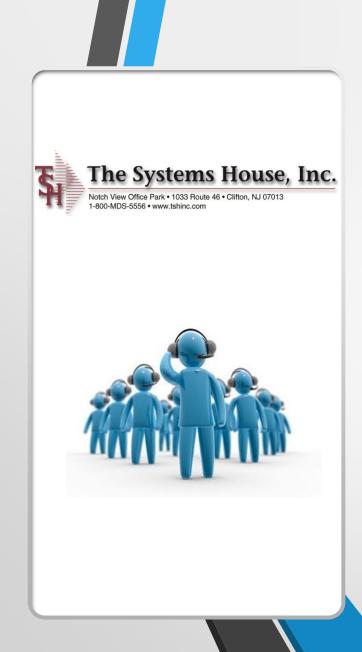
Track items with a unique tag number or just assign work based upon the customer

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	Record Labor and Parts Invoice client and				
and capture information for claims	Inventory Items are picked from the	update GL			
	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.	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.			



### For more information Please contact <u>Sales@tshinc.com</u> or call 1-800-mds-5556