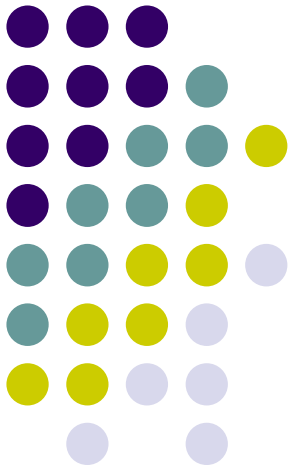
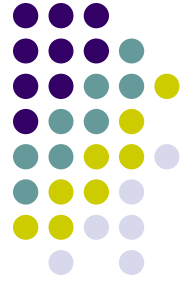


# MDS Service System



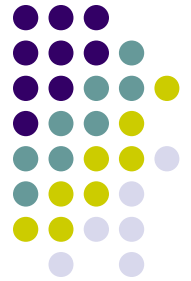
# Service System Capabilities



- 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



MDS\_Local - [localhost-2320 demo.12-SERVICE.MENU]

File Edit Settings View Reset Tools GUI PDA Standard Functions Special Functions Help

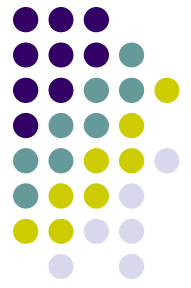
Account:2320 demo.12 Port:320 Menu:SERVICE.MENU Capture:On

**MDS Service Work Order System**

- 1. Tag Entry and Maintenance
- 2. Work Order Entry and Maintenance
- 3. Receive Service Work Order
- 4. Work Order Posting
- 5. Work Order Inquiry Menu
- 6. Work Order Reports Menu
- 7. Work Order File Maintenance
- 8. Work Order Inquiry/Reprint

Enter Selection or END :

OE	CONTACTS	MAINT	DRILL	EXECINQ	REPORTS	CAPT OFF	VIEW	CRM.MENU	VRM.MENU	
HELP	OK/END	INSERT	LDELETE	PREV PG	NEXT PG	INQUIRY	CANCEL	Off		Popup



# Initial Equipment Entry (Tag)

MDS\_local - [localhost-2236 demo.12-SERVICE.TAG.MAINT012\$1]

File Edit Settings View Reset Tools GUI PDA Standard Functions Special Functions Help

**Tag Number Entry and Maintenance**

Tag Number: C12345

1.Tag Prefix: C  
2.Entry Date: 06/05/06

3.Item Number: IREXWD86  
Description: WHEELCHAIR,MIDNIGHT BLUE  
4.Mtg Vendor: INVACARE INVACARE  
5.Mfg Item#: TREXWD86  
6.Serial#: 12345  
7.Warranty: N Exp Date: 06/05/07

8.Customer: UMC  
UNIVERSITY MEDICAL CENTER  
ACCOUNTS PAYABLE/TRAVEL Country:  
100 BROADWAY AVE  
NEW YORK CITY NY 10016-1460  
Phone: 212-777-1111

9.Ship To#: INTFRN  
UNIVERSITY MEDICAL CENTER  
INTERNAL MEDICINE Country: 000  
3336 166TH STREET  
NEW YORK NY 10019

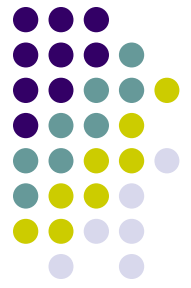
10.Sales Invoice#: 01234670  
11.Invoice Date: 05/30/06  
12.Serv Contract: Y

13.Ship Date: 05/30/06  
14.Del Date: 05/30/06

ENTER LINE # TO CHANGE,DELETE TO DELETE,0 TO ACCEPT : XXXXXX

HELP	OK/END	INSERT	LDELETE	PREV PG	NEXT PG	INQUIRY	CANCEL	Off	Popup
------	--------	--------	---------	---------	---------	---------	--------	-----	-------

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



# Initial Equipment Entry (Tag)

MDS\_local - [localhost:2236 demo.12-SERVICE.TAG.MAINT0125

File Edit Settings View Reset Tools GUI PDA Standard Functions

Tag Number Entry and Maintenance

Tag Number C12345

1.Tag Prefix C

2.Entry Date 06/05/06

3.Item Description WHEELCHAIR,MIDNIGHT BLUE

4.Mfg Vendor INVACARE INVACARE

5.Mfg Item# TREXWD86

6.Serial# 12345

7.Warranty N Exp Date 06/05/07

8.Customer UMC

UNIVERSITY MEDICAL CENTER

ACCOUNTS PAYABLE/TRAVEL Country

100 BROADWAY AVE

NEW YORK CITY NY 10016-1460

Phone 212-777-1111

9.Ship To# INTFRN

UNIVERSITY MEDICAL CENTER Country 000

INTERNAL MEDICINE U.S.A.

3336 166TH STREET

NEW YORK NY 10019

10.Sales Invoice# 01234670

11.Invoice Date 05/30/06

12.Serv Contract Y

13.Ship Date 05/30/06

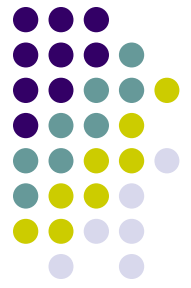
14.Del Date 05/30/06

ENTER LINE # TO CHANGE,DELETE TO DELETE,0 TO ACCEPT : XXXXXX

HELP	OK/END	INSERT	LD/DELETE	PREV PG	NEXT PG	INQUIRY	CANCEL	Off	Popup
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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

MDS\_Local - [localhost-2236 demo.12-WO.MAINT010\$1]

File Edit Settings View Reset Tools GUT PDA Standard Functions Special Functions Help

**Service Work Order Entry and Maintenance**

Work Order or NFW 000145

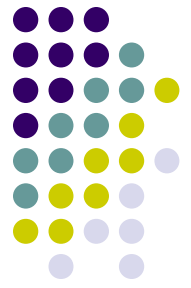
1.Tag Number	C12345	6.Mfg Vendor	INVACARE INVACARE
2.Tag Prefix	C	7.Mfg Item	TREXWD86
3.Work Order Date	06/04/06	8.Serial #	12345
4.Issued By	SY	9.Warranty	N Exp Date 06/05/07
5.Item#	TREXWD86	WHEELCHAIR,MIDNIGHT BLUE	
10.Customer	UMC	11.Ship to	INTERN
212-777-1111		UNIVERSITY MEDICAL CENTER	
UNIVERSITY MEDICAL CENTER		INTERNAL MEDICINE	Country 000
ACCOUNTS PAYABLE/TRAFFI	Country	3336 166TH STREET	
400 BROADWAY AVE		NEW YORK	NY 10019
NEW YORK CITY	NY 10016-1460	19.Condition	01 Very Good Condit
13.Sales Invoice#	01234670	20.Technician	KPL KEVIN LYNCH
14.Invoice Date	05/30/06	21.Verified Ins	Date 06/10/06
15.Service Contract	Y	22.Req Service Date	06/07/06
16.Limit	250	23.Date Delivered	05/30/06
17.Customer PO#	2345	24.Ship Date	05/30/06
18.Estimate (Y/N)	Y	25.In House	N
27.Problem Description	26.RX Received		

Wheelchair is brand new. Customer complains that it makes a lot of noise. Possibly defective rear wheels

ENTER LINE # TO CHANGE,DELETE TO DELETE,0 TO ACCEPT :

PROD WARR	CUST WARR	WO Print	Ins Ver	PREV PG	NEXT PG	INQUIRY	CANCEL	Off	Popup
HELP	OK/END	INSERT	DELETE						

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



# Work Order Entry

MDS\_Local - [localhost-2236 demo.12-WO.MAINT010\$1]

File Edit Settings View Reset Tools GUT PDA Standard Functions Special Functions Help

**Service Work Order Entry and Maintenance**

Work Order or NFW 000145

1.Tag Number	C12345	6.Mfg Vendor	INVACARE INVACARE
2.Tag Prefix	C	7.Mfg Item	TREXWD86
3.Work Order Date	06/04/06	8.Serial #	12345
4.Issued By	SY	9.Warranty	N Exp Date 06/05/07
5.Item#	TREXWD86	WHEELCHAIR,MIDNIGHT BLUE	
10.Customer	UMC	11.Ship To	INTERN
212-777-1111			
UNIVERSITY MEDICAL CENTER			
ACCOUNTS PAYABLE/TRAFFI			
400 BROADWAY AVE			
NEW YORK CITY NY 10016-1460			
13.Sales Invoice#	01234670	20.Technician	KPL KEVIN LYNCH
14.Invoice Date	05/30/06	21.Verified Ins	Date 06/10/06
15.Service Contract	Y	22.Req Service Date	06/07/06
16.Limit	250	23.Date Delivered	05/30/06
17.Customer PO#	2345	24.Ship Date	05/30/06
18.Estimate (Y/N)	Y	25.In House	N
27.Problem Description	Wheelchair is brand new. Customer complains that it makes a lot of noise. Possibly defective rear wheels		

ENTER LINE # TO CHANGE,DELETE TO DELETE,0 TO ACCEPT :

PROD WARR CUST WARR WO Print Ins Ver LHELP OK/END INSERT LDELETE PREV PG NEXT PG INQUIRY CANCEL Off Popup

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.



# In-House Receipt

MDS\_Local [localhost 2236 demo.12 WO:RCPT01051]

File Edit Settings View Reset Tools GUI PCA Standard Functions Special Functions Help

Service Work Order Receipts WO: 000116

Customer: MERCYCCR  
MERCY CARE CEDAR RAPIDS  
111 10TH STREET SE #2300  
CEDAR RAPIDS IA 52103

Ship To#  
MERCY CARE CEDAR RAPIDS  
111 10TH STREET SE #2300  
CEDAR RAPIDS IA 52103

PO Number: 31567  
Model: RSQUANTUM  
Serial Number: 31567

1.Received By: sf  
2.Date: 06/06/06  
3.Carrier: 01 UPS  
4.Shipping Priority: T  
5.Accessories: None  
6.Condition OK: Y  
7.Original Carton: N  
8.Location: A-102  
17.Cash Received: 0.00

9.Carton Damaged: N  
10.Concealed Damage: N  
11.Damage Description: Carton was damaged -- unit seems ok  
12.Claim Filed: N  
13.Date of Claim:  
14.Amount of Claim: 0.00  
15.Covered:  
16.Claim Number:  
Check Number:

ENTER LINE # TO CHANGE,DELETE TO DELETE,0 TO ACCEPT : XXXXXX

HELP	OK/END	INSERT	LDELETE	PREV PG	NEXT PG	INQUIRY	CANCEL	OFF	Popup
------	--------	--------	---------	---------	---------	---------	--------	-----	-------

- 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



Adobe Acrobat Standard - [CAPT]14001164699.7811696.pdf

File Edit View Document Tools Advanced Window Help

Open Save Print Email Search Create PDF- Review & Comment Secure Sign

Select Text 80% How to...

Note Tool Text Edits Show

## Service Work Order

TGI MEDICAL SUPPLY  
1033 ROUTE 45  
CLIFTON, NJ 07013

Tel: 973 777 0050  
Fax: 973-777-4064

Page: 1

<b>Bill-to:</b> MERCYDCR	<b>Ship-to:</b> 001
MERCY CARE CEDAR RAPIDS 411 10TH STREET SE #2300 CEDAR RAPIDS IA 52403	MERCY CARE CEDAR RAPIDS 411 10TH STREET SE #2300 CEDAR RAPIDS

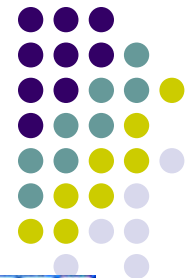
Tag Number	C12846	Limit	300
Model Number	TRXWDRF	Estimate	N
Serial Number	12845	Company No	01
Req Service Dt	05/24/06		

**Problem Description** wheelchair is six months old. Wheels squeaky. also complains that the seat is not comfortable

Line	Date	Item Number / Description	Technician	UOM	Req Qty
1	05/01/06	REP REPAIR LUBRIKATE WHEELS	RPL KEVIN LYNCH		1.00

8.5 x 11 in

# Insurance Verification



Adobe Acrobat Standard - [CAPT]14001152389.7651320.pdf

File Edit View Document Tools Advanced Window Help

Open Save Print Email Search Create PDF Review & Comment Secure Sign

Select Text 63.67% How To

Note Tool Text Fields Show Send Comments

**TSH MEDICAL SUPPLY**  
 1033 ROUTE 46  
 CLIFTON, NJ 07013  
 Phone: 973 777 8050  
 Toll Free Phone:  
 Toll Free Fax:

---

**Internal Insurance Verification Report** 05/01/06

---

UNIVERSITY MEDICAL CENTER Acct # IIM : Tag# 12435

Client Address	Contact Information	Insurance Information	Equipment Information
ACCOUNTS PAYABLE DEPT 400 BROADWAY AV NEW YORK CITY N		Misc Notes	Equip Type: TREXWD86 Description: WHEELCHAIR,MIDNIGHT BLUE Manufacturer: INVACARE Model #: Serial #: 12345 Med Item #: Ship Date: 04/05/06

Client Phone #: 212-772-1111  
 original purchase information:  
 Date of Invoice: 04/04/06  
 Sales Inv #: 12345

Please Verify The Following Insurance and RX Information For This Client.

Service Inquiry	Service Record ID# 00C141	Date of Service Cal: 04/10/06	Forms To Be Signed
Insurance Verification	Yarned Insurance <input type="checkbox"/>	RX Referred <input type="checkbox"/>	PA <input type="checkbox"/> Date of Verification: <input type="text"/>
Primary Insurance Co.:	Medicare	Secondary Insurance Co.:	Medicare
Description of Service:	Customer explains that the wheels are squeaky		

1 of 1



# Work Order Posting -1

MDS Local [localhost 2320 demo.12 WO.REPAIR01051]

File Edit Settings View Reset Tools GUI PDA Standard Functions Special Functions Help

Service Work Order Posting Work Order 000141

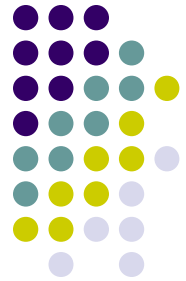
1.Tag Number	12345	5.Model#	TREXWD86
2.Tag Prefix	K	6.Mfg	WHEELCHAIR,MIDNIGHT BLUE
3.Work Order Date	04/05/06	7.Mfg Item	INVACARE INVACARE
4.Issued By	SY	8.Serial#	TRGXWD86
10.Customer	UMC	9.Warranty	12345
		Y Exp Date	01/05/06
11.Problem Description	12.Fst Completion		05/16/06
Customer complains that the wheels are squeaky			

13.	Tech	Date	Units	Service Performed
1.	CD	04/05/06 RGP	1.00	LUBRICATED WHEELS
2.	CD	04/07/06 REP	2.00	Lubrication of front wheels did not solve problem replaced front wheels
3.	CD	04/08/06 REP	5.00	Customer decided to replace the rear wheels as well. I told him it was not necessary.

ENTER LINE# TO CHANGE OR 0 TO ACCEPT: XXXXXX PAGE 1 OF 2

WO Print	Ins Ver	Add Parts	Add Labor							
HFI P	OK/FND	INSFRT	LDI FTE	PREV PG	NEXT PG	INQUIRY	CANCEL	Off		PopUp

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



# Work Order Posting -1

MDS Local [localhost 2320 demo.12 WO.REPAIR01051]

File Edit Settings View Reset Tools GUI PDA Standard Functions Special Functions Help

Service Work Order Posting Work Order 000141

1.Tag Number	12345	5.Model#	TREXWD86	
2.Tag Prefix	K	6.Mfg#	WHEELCHAIR,MIDNIGHT BLUE	
3.Work Order Date	04/05/06	7.Mfg Item	INVACARE INVACARE	
4.Issued By	SY	8.Serial#	TRGXWD86	
10.Customer	UMC	9.Warranty	12345	
		Y Exp Date	01/05/06	
11.Problem Description	Customer complains that the wheels are squeaky		12.Fst Completion	05/16/06

13.	Tech	Date	Units	Service Performed
1.	CD	04/05/06 RGP	1.00	LUBRICATED WHEELS
2.	CD	04/07/06 REP	2.00	Lubrication of front wheels did not solve problem replaced front wheels
3.	CD	04/08/06 REP	5.00	Customer decided to replace the rear wheels as well. I told him it was not necessary.

ENTER LINE# TO CHANGE OR 0 TO ACCEPT:  XXXXXX PAGE 1 OF 2

WO Print	Ins Ver	Add Parts	Add Labor	PREV PG	NEXT PG	INQUIRY	CANCEL	Off	PopUp
HFI P	OK/FND	INSRT	LDI FTE						

Hours worked are recorded on each line.



- 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

MDS Local [localhost 2320 demo.12 WO.REPAIR01052]

File Edit Settings View Reset Tools GUI PDA Standard Functions Special Functions Help

**Service Work Order Posting** Work Order 000141

14. Parts Used		Req	Used	Order	Price
Product	Avail	Failure Code	Vendor	Value	
1 TIREX-WHEEL-FRONT	2 / EA	2 / EA	EA	45.000 / EA	
WIIIFI CHAIR FRONT WIIIFI S	28	DR PART PHYSICALLY	INVACARE	9.000	
2 TIREX-WHEEL-REAR	2 / EA	EA	EA	150.000 / EA	
TIREX REAR WHEEL	2	NA NOT APPLICABLE	INVACARE	30.000	
3					

15. Labor Units	8.00	Total Labor	180.00
16. Labor \$ per Unit	60.00	Total Parts	390.00
17. Date Completed		Tax %	0.000
18. Date Shipped	04/05/06	Taxable Base	0.00
19. Tax Juris	IAG NEW YORK TAX	Tax Amount	0.00
20. Ship Via		Freight Amount	0.00
21. Ship Zone			
22. Freight Override	0.00		
23. Terms Code	01		

To Invoice you Must Enter Completed Date

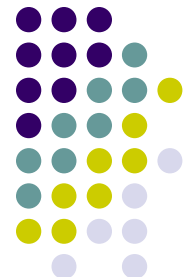
ENTER LINE # TO CHANGE,DELETE TO DELETE,0 TO ACCEPT : XXXXX Work Order Total 870.00

PAGE 2 OF 2

WO Print	Ins Ver	Add Parts	Add Labor							
HFI P	OK/FND	INSERT	DELETE	PREV PG	NEXT PG	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 Print - Complete



Adobe Acrobat Standard - [CAPT!14001!64192.015!696.pdf]

File Edit View Document Tools Advanced Window Help

Open Save Print Email Search Create PDF Review & Comment Secure Sign

Select Text EO% Note Tool Text Edits Show

### Service Work Order

THE MEDICAL SUPPLY  
 1000 ROUTE 46  
 CLIFTON, NJ 07012  
 Tel: 973-777-6050  
 Fax: 973-777-3063

Page: 1

Order Number	030141
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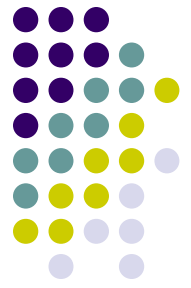
Bill-to: UMC UNIVERSITY MEDICAL CENTER ACCOUNTS PAYABLE/TRAVEL 100 BROADWAY AVE NEW YORK CITY NY 10018-1460	Ship-to: CLIENT 001 UNIVERSITY MEDICAL CENTER COLLEGE OF DENTISTRY NEW YORK
---	--

Trk Number	12345	Unit	100
Model Number	78901234	Estimate	Y
Serial Number	12345	Company No	01
Req Service Dt	04/07/06		

**Problem Description** Customer complains that the wheels are squeaky

Line	Date	Item Number / Description	Technician	UM	Rec Qty
1	04/05/06	REP REPAIR LUBRICATED WHEELS	CD CHAS DEBRASSER		1.00
2	04/07/06	REP REPAIR Lubrication of front wheel It did not solve problem replaced front wheels	CD CHAS DEBRASSER		2.00
3	04/08/06	REP REPAIR Customer decided to replace the rear wheels as well. told him it was not nec essary if he did give it was not necessary	CD CHAS DEBRASSER		5.00

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



# Inventory Requirement

MDS Local [localhost 3312 demo.12 51.SIAID11\$1]

File Edit Settings View Reset Tools GUI PDA Standard Functions Special Functions Help

Stock Status Scroll By PRODUCT#

Item Number: TREX-WHEEL-FRONT Vendor: INVACA INVACARE

Description: WHEELCHAIR FRONT WHEELS Base Price: / EA List Price: 60.000 / EA

Warehouse: 001 NEW YORK, NY Show Cost Curr Cost: 30.000 / EA Sell Cost: 30.000 / EA Purch Cost: 30.000 / EA

SellUm: EA/1 StckUm: EA/1 PurchUm: EA/1 Bx: 1 Csc: 1 Dsc: N DS: N Ft: Ld Time: Substitute Item 1

Ln	Whs Loc	On Hand	In Pick In Work	Backord In Use	OnOrder In Trans	Avail Future	Next P/O ROP/	Lot ROC	SalesMtd SalesYtd
1	001 NONE	30	2			28 1		N	

SALES

	JAN06	FEB06	MAR06	APR06	MAY06	JUN05	YTD06
Qty							
Dollars							

SALES

	JUL05	AUG05	SEP05	OCT05	NOV05	DEC05	LYTD05
Qty							
Dollars							

Enter FND to exit, P for Prev Yr, C for Cur Yr, Click Scroll to Change: XXXXXX

Select	Det Hist	Cst Quote	PRICING	Inventory	ROP/ROO	Previous	Next	Receipts		
HFI P	OK/FND	INSERT	I DEF FTE	PREV PG	NEXT PG	INQUIRY	CANCEL	OFF		PopUp

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



# Backorder Requirement – 1

MDS\_Local [localhost 3312 demo.12 ST. STATD11\$1]

File Edit Settings View Reset Tools GUI PDA Standard Functions Special Functions Help

Item Number: TRFX.WHFFI\_RFAR Vendor: INVACA INVACARF  
Description: TREX REAR WHEEL Base Price: / EA List Price: 200.000 / EA  
Warehouse: 001 NEW YORK, NY Show Cost: 100.000 / EA Curr Cost: 100.000 / EA Sell Cost: 100.000 / EA Purch Cost: 100.000 / EA

Ln	Whs Loc	On Hand	In Pick In Work	Backord In Use	OnOrder In Trans	Avail Future	Next P/O ROP/	Lot ROC	SalesMtd SalesYtd
1	001 NONE			2		2		N	

SALLS: JAN06, FEB06, MAR06, APR06, MAY06, JUN05, YTD06  
SALES: JUL05, AUG05, SEP05, OCT05, NOV05, DEC05, LYTD05

Enter LNU to exit, P for Prev Yr, C for Curr Yr, Click Scroll to Change: XXXXXX

Select	Del Hist	Cst Quote	PRICING	Inventory	ROP/ROQ	Previous	Next	Receipts			
HFI P	OK/FND	INSFRT	1 DEL FTE	PREV PG	NEXT PG	INQUIRY	CANCEL	OFF			Popup

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





# Backorder Requirement - 2

MDS Local [localhost 3312 demo.12 INV.INQ01252]

File Edit Settings View Reset Tools GUI PDA Standard Functions Special Functions Help

Item Number	Whse	SI	Sk	On Hand	On P/O	InPick	On B/D	Avail	Future
TREX WHEEL REAR	001	EA	EA	0			2	-2	1

Service Orders with Back Orders

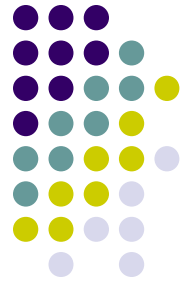
Ln#	Order#	Ord Date	OpenQty	Due Date	Customer#	Tag Number	Price
1	000141	04/05/06	2	05/16/06	UMC	12345	150.000
2							
3							
4							

ENTER <RETURN> TO CONTINUE :  XXXXXX

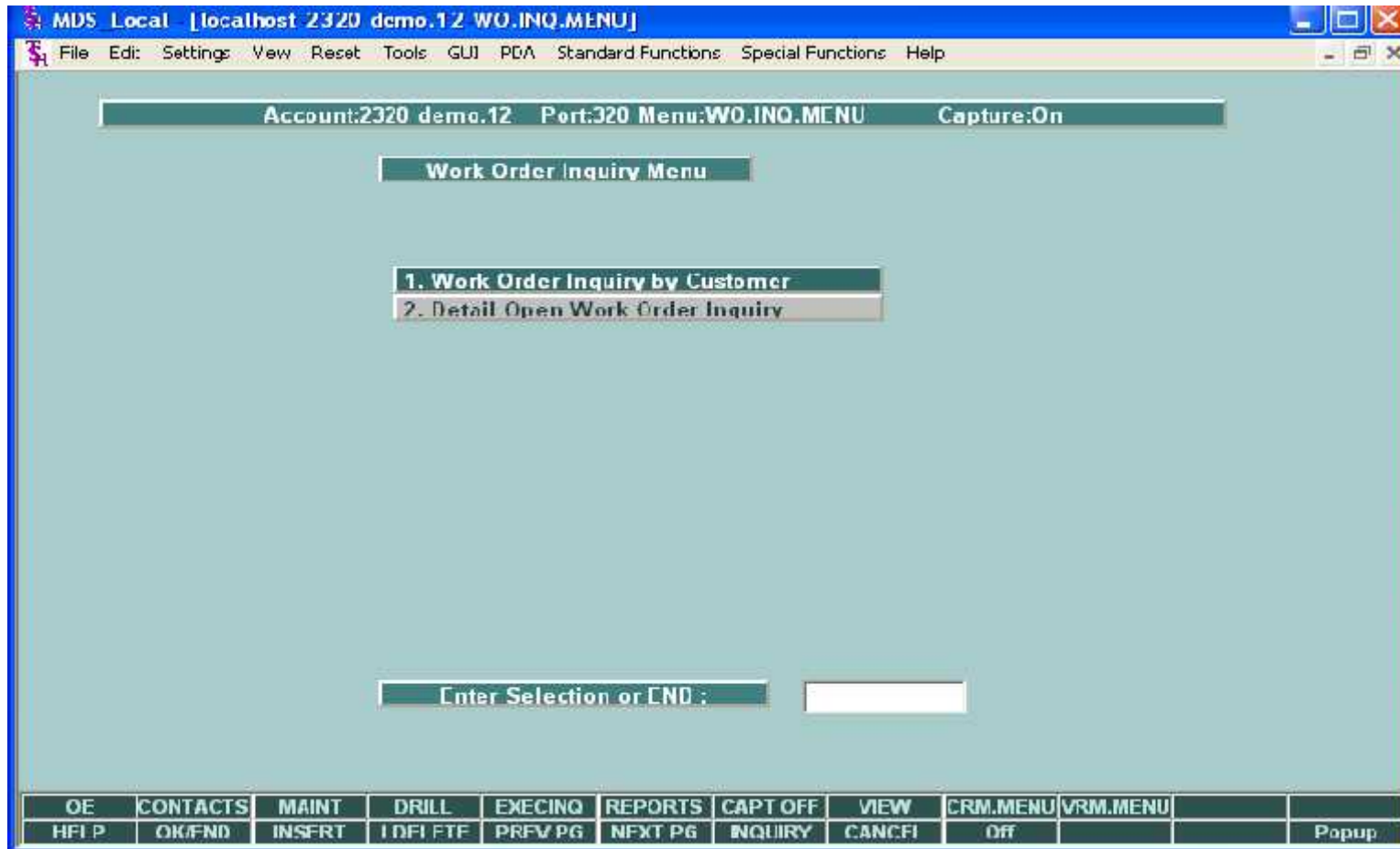
PAGE 2 OF 2

STK STAT	AVAIL INQ	DET ORDER	DET PO	Rec Hist	Service					
HFI P	OK/FND	INSERT	I DEFTE	PRV PG	NEXT PG	INQUIRY	CANCFI	Off		Popup

- 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



MDS\_Local - [localhost-2236 demo.12-CLUST.SW0012\$1]

File Edit Settings View Reset Tools GUI PDA Standard Functions Special Functions Help

### Service Work Orders by Customer

<b>Customer</b>	UMC	<b>Phone#</b>	212-777-1111
<b>Company</b>	01 TSII MEDICAL SUPPLY	<b>Contact</b>	SY FERTIG
<b>Name</b>	UNIVERSITY MEDICAL CENTER	<b>Salesman</b>	001 SY FERTIG
<b>Address 1</b>	ACCOUNTS PAYABLE F/TRAVEL		
<b>Address 2</b>	400 BROADWAY AVE		
<b>City</b>	NEW YORK CITY	NY	10016-1460

Ln#	WO#	Product	Date	Tag Number	Tech	S	Schedule
1	000141	TRFXWD86 WHEELCHAIR,MIDNIGHT BLUE	04/05/06	12345	GS	C	05/16/06
2							
3							
4							
5							

Enter FND to exit, NEXT PG,PREV PG,or Line Number for Detailed QUOTE: |

HELP	OK/END	INSERT	LDELETE	PREV PG	NEXT PG	INQUIRY	CANCEL	Off			Popup
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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.



# Service Work Order Detail -1

MDS\_Local - [localhost-2236 demo.12-DFT.SW0012S1]

File Edit Settings View Reset Tools GUT PDA Standard Functions Special Functions Help

### Detailed Service Work Order Inquiry

Tag Number	12345	Item#	TREXWD86	Work Order#	000141
Tag Prefix	K	Mfg	INVACARE	WHEELCHAIR,MIDNIGHT BLUE	
Work Order Date	04/05/06	Mfg Item	INVACARE	INVACARE	
Issued By	SY	Serial #	IIREXWD86		
Customer	UMC	Warranty	Y	Exp Date	04/05/06
212-777-1111		Ship To	CDENT		
UNIVERSITY MEDICAL CENTER		UNIVERSITY MEDICAL CENTER			
ACCOUNTS PAYABLE/TRAVEL	Country	COLLEGE OF DENTISTRY		Country 000	
400 BROADWAY AVE		NEW YORK		NY 10019-1460	
NEW YORK CITY	NY 10016-1460	Technician	GS	GEORGE SAER	
Sales Invoice#	12345	Verified Ins		Date	
Invoice Date	04/04/06	Req Service Date		01/10/06	
Service Contract	Y	Date Delivered			
Limit	100	Shp Date		01/05/06	
Customer PO#	12345	In House	n		
Estimate (Y/N)	Y	RX Received			
Problem Description	Customer complains that the wheels are squeaky				

PRESS <END> TO CONTINUE :

POSTING	CUST WARR	PROD WARR									
HELP	OK/END	INSERT	LDELETE	PREV PG	NEXT PG	INQUIRY	CANCEL	Off			Popup

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



# Service Work Order Detail -2

MDS\_Local - [localhost-2236 demo.12-DET.SWO.DETAILS012\$1]

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**Service Work Order Posting Details Inquiry** Work Order : 000141

Tag Number	12345	Model#	TREXWD86
Tag Prefix	K		WIIIFI CHAIR,MIDNIGHT BLUE
Work Order Date	01/05/06	Mfgr	INVACARE INVACARE
Issued By	SY	Mfg Item	TRFXWD86
		Serial#	12345
Customer	UMC	Warranty	Y Exp Date 04/05/06

**Problem Description** Est Completion 05/16/06  
Customer complains that the wheels are squeaky

Tech	Date	Units	Service Performed
1. CD	04/05/06 REP	1.00	LUBRICATED WIIIFI S
2. CD	04/07/06 RFP	2.00	Lubrication of front wheels did not solve problem
3. CD	04/08/06 REP	5.00	Customer decided to replace the rear wheels as well

PRESS <END> TO EXIT, NEXT PG FOR PARTS AND TOTALS:  PAGE 1 OF 2

WO Print	Ins Ver									
HCLP	OK/END	INSERT	LDELETE	PREV PG	NEXT PG	INQUIRY	CANCEL	Off		Popup

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



# Service Work Order Detail -3

MDS Local - [localhost-2236 demo.12-DET.SWO.DETAILS01252]

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### Service Work Order Posting Details

Parts Used	Req	Used	Order	Price
Product	Avail	Failure Code	Vendor	Value
1 IREX-WHEEL-FRONT WHEELCHAIR FRONT WHEELS	2 / EA	2 / EA	INVACARE	45.000 / EA
2 TREX-WHEEL-REAR TREX REAR WHEEL	28 / EA	BR PART PHYSICALLY	INVACARE	9.000
3	2 / EA	NA NOT APPLICABLE	INVACARE	150.000 / EA
				30.000

Labor Units	8.00	Total Labor	480.00
Labor\$ per Unit	60.00	Total Parts	390.00
Date Completed		Tax %	0.000
Date Shipped	04/05/06	Taxable Base	0.00
Tax Juris	IAG NEW YORK TAX	Tax Amount	0.00
Ship Via		Freight Amount	0.00
Ship Zone			
Freight Override	0.00		
Terms Code	01		

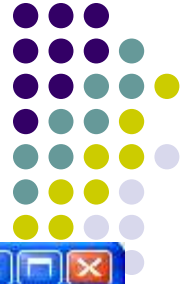
Work Order Total **870.00**

PRESS <END> TO EXIT. PREV PG FOR LABOR DETAILS: xxxxxx PAGE 2 OF 2

WO Print	Ins Ver	INSFRT	I DEL FT	PREV PG	NEXT PG	INQUIRY	CANCFI	OFF	Popup
HFI P	OK/FND								

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

# Work Order Reprint



MDS\_Local - [localhost-2236 demo.12-SWO.REPRINT012\$1]

File Edit Settings View Reset Tools GUT PDA Standard Functions Special Functions Help

**Service Work Order Reprint/Inquiry by Customer**

Company# 01 TSH MEDICAL SUPPLY

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	000141		12345		870.00
2.	SWO	000145		2345		60.00
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						

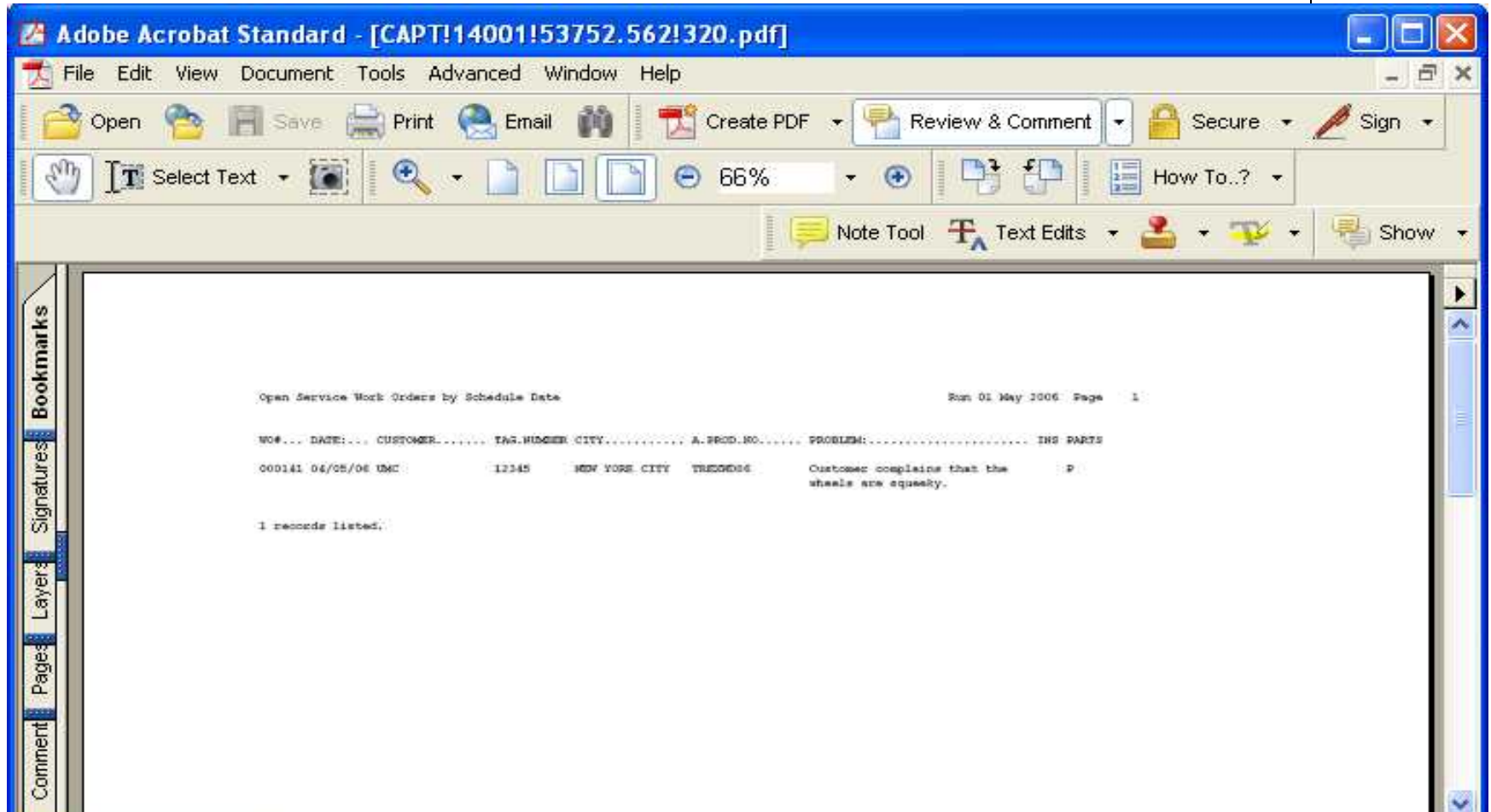
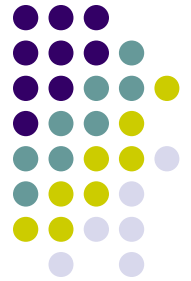
Enter line number to toggle print on/off

Enter Order# to Reprint: xxxxxxxxxxxx

Select	Un Select	Group On	Group Off	All on	All off	PRINT				
FHELP	OK/END	INSERT	LDELETE	PREV PG	NEXT PG	INQUIRY	CANCEL	Off		Popup

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

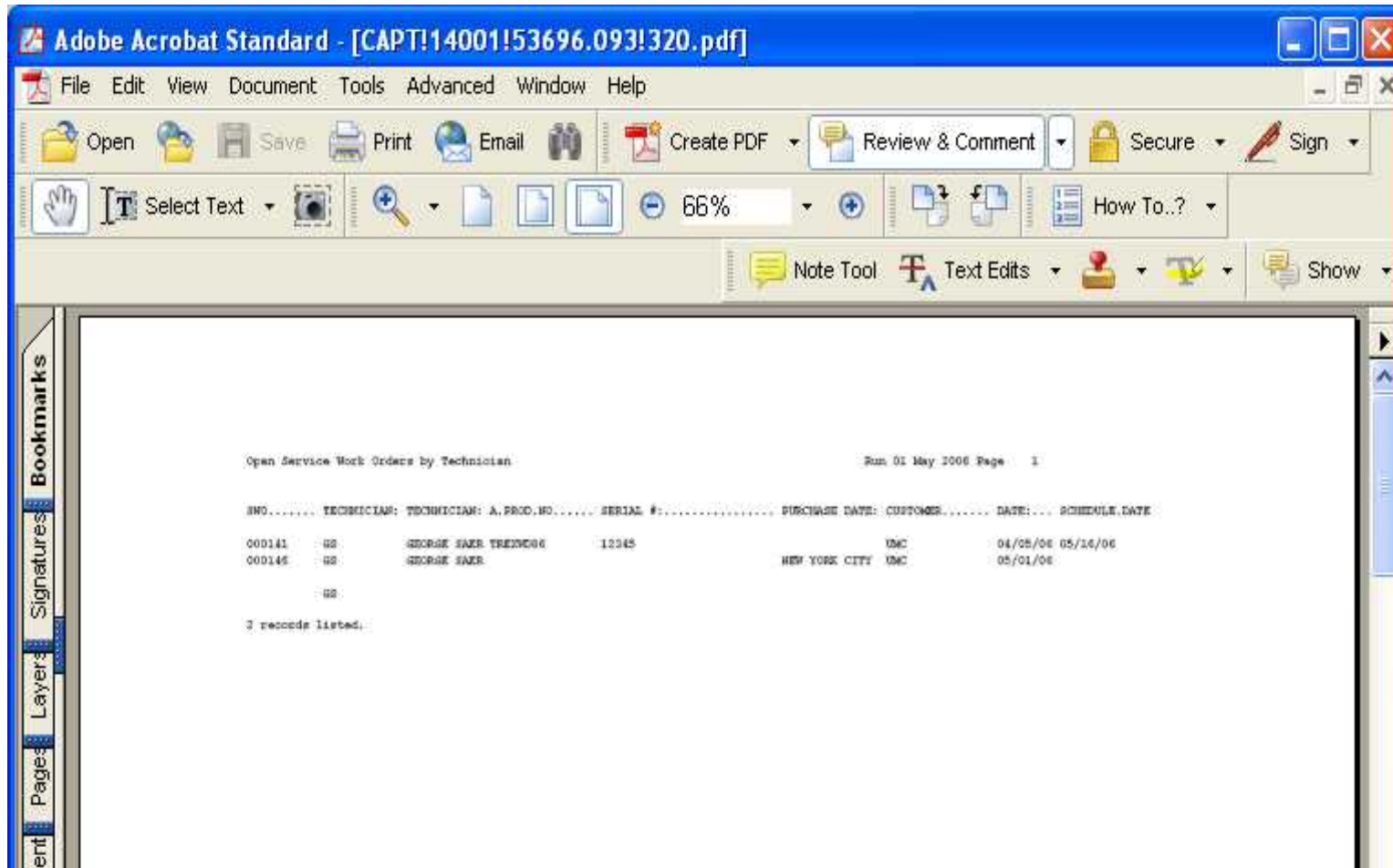
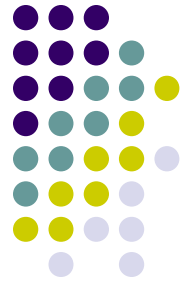
# Service Work Orders By Date



- 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.

