

## REPAIR & WARRANTY

Flexx *Repair & Warranty* is a versatile equipment and warranty tracking tool. Stand-alone or fully managed by Flexx, these modules detail serialized equipment and warranty plans, and manage billing instructions, repair history and equipment owners.

All equipment service tracking is based on the Repair Order document, which tracks estimates and actuals for parts and labor, warranty claims, and customer billable work. Repair Orders can be assigned at the line item level as a warranty claim, or as a repair chargeable to the customer. And each Repair Order supports the entry of unlimited amounts of descriptive problem text and solution notes. Billing is also flexible—it can be based on fixed price estimates or actual use, either upon completion or as incurred.

*Repair & Warranty* is fully integrated with Flexx *Financials* and *Distribution*, providing immediate and comprehensive financial reporting, stock levels and price tracking. These powerful features help you to easily analyze all aspects of your repair and warranty operation, enabling you to ensure optimum levels of customer service and profit.

## REPAIR & WARRANTY FEATURES

- ▲ Integrated to Flexx's billing routines.
- ▲ Flexible billing methods: estimate, completion, or as incurred.
- ▲ Entry of parts and labor charges.
- ▲ Integrated with *Inventory Control* for stock management, procurement and pricing.
- ▲ Review equipment service history on-line.
- ▲ Flexx's database becomes a solution resource for repeated problems as history is built.
- ▲ Multiple labor billing rates based upon employee task and customer.
- ▲ Track warranty and service history across multiple owners.
- ▲ User-defined maintenance schedule.
- ▲ Estimate of repair costs by type, standard service, and rush.
- ▲ Unlimited user-defined warranty plans.
- ▲ Fully integrated with *Order Processing* to initiate warranty periods.
- ▲ Split billing options: customer, manufacturer and internal.

