



Service

The Next for Windows™ Service System supports your service order process and is essential to your success. The Service System enables distributors to effectively handle and dispatch work order requests and manage the critical information related to this area of your business. The Service System has evolved to accommodate new technologies and demands affecting the distribution business, such as field service automation, and electronic time management.

Features:

- ◆ Dispatch and Service Call Management
- ◆ Automatic Van stock Replenishment
- ◆ Fully Integrated with Invoicing, Parts, Rental, Receivables, G/L, Equipment and Marketing
- ◆ Credit Check at Work Order Open, Parts Requisition, and Work Order Close
- ◆ Detailed or Summary On Line Work in Process Inquiry
- ◆ Recurring Jobs Close and Reopen Automatically
- ◆ Work Orders may be opened in Segments. Each Segment may be Quoted, Estimated, and Billed Separately to different customers.
- ◆ Portions or All of a Segment may be transferred and/or Re-priced
- ◆ Jobs can be modified at any time until closed
- ◆ Easy one step Close and Re-open
- ◆ Flat Rating
- ◆ Preventative Maintenance Scheduling, Management, and Reporting
- ◆ Guaranteed Maintenance Scheduling, Management, and Reporting
- ◆ Standard Parts Pull List
- ◆ Jobs can be Quoted and Converted to an Open Job with the touch of a key
- ◆ Work Order Cloning
- ◆ Work Orders Archived for Retrieval at Anytime
- ◆ Mobile and Wireless Capabilities
- ◆ Microsoft SQL Database™



The system is designed to generate work orders and provide access to all work in process at the touch of a key, providing analysis by work order and mechanic. In addition, instantaneous gross profit information is provided for all jobs, opened or closed. Features are available, such as: price information, back-order status, expected completion dates, flat rate vs. actual, actual vs. estimated amount and more. The Service System includes a sophisticated Preventive, Guaranteed, and other Scheduled Maintenance management system loaded with features to help manage and maintain your rental fleet and customer owned equipment. It keeps track of all time and dollars spent on each machine giving you the operating cost per hour at any time.



Service

W/D History		Customer Equipment		Parts/Labor		Active Rentals		Plgr Dispatch						
Call Entry	Dispatch Log	PM History	PM Schedule	Current W/Ds										
Pty	Logged	Mech	Br	Work Order	Customer	Name	Zone	Unit Id	Mfr	Model	Serial Number	Call#	UID	Tech
H	2009/09/26 14:09	20	001	J556	100107	KIFFMEYER INC.		Dw1	Dw	HT 25	787678	155	ebiDemo	RON HAGEN
H	2009/09/26 14:10	30	001	KL2	100106	CITY OF WHITE BEAR LAKE		23	ECD	HJM-3	23883	156	ebiDemo	SCOTT SORVAAG
M	2009/09/26 14:12	20	001	UJ87	100109	EBERT CONSTRUCTION			CAT	C4000	8836747	157	ebiDemo	RON HAGEN
H	2009/09/29 10:46	30	001	PM001302	103956	SHANK CONSTRUCTORS, INC.		2042	MEC	2042	8200119	160	ebiDemo	SCOTT SORVAAG
H	2009/09/29 10:46	10	001	PM001304	100134	SWANSON & YOUNGDALE INC.		13369	MPK	J25EP	6902059	162	ebiDemo	RON HAGEN
H	2009/10/01 10:45	10	001	ATL2	JAKE100	JAKE'S FINEER FOODS		FFD-62781	ATL	FFD 200	FFD-62781	167	ebiDemo	RON HAGEN
H	2009/10/21 10:54	30	001	PM001307	101278	HANK & SONS		D1647	GRV	160	257076	170	ebiDemo	SCOTT SORVAAG
H	2009/10/21 10:54	20	001	PM001308	100134	SWANSON & YOUNGDALE INC.		13612	JLG	203CE2	0200057953	171	ebiDemo	RON HAGEN
H	2009/10/21 10:54	20	001	PM001310	103301	UNITED RENTALS			TRK	10054	14980	173	ebiDemo	RON HAGEN
H	2009/10/28 11:18	10	001	MC200	100106	SMIDT COMPANIES INC.	22	CARD2	KDM	PC200	19611854194841	174	ebiDemo	RON HAGEN
P	2009/10/28 12:13		001	PM001311	100134	SWANSON & YOUNGDALE INC.		13371	MPK	J25EP	39121672	175	ebiDemo	RON HAGEN
P	2009/10/28 12:14		001	PM001312	100134	SWANSON & YOUNGDALE INC.		13608	JLG	203CE2	0200051046	176	ebiDemo	RON HAGEN
P	2009/10/28 12:14		001	PM001313	100942	ELECTRIC RESOURCE CONTRACTORS		ERC	ECD	APLS190C	110150	177	ebiDemo	RON HAGEN
P	2009/10/28 12:14		001	PM001314	100106	SMIDT COMPANIES INC.		H3	SJ	322DXX	62127	178	ebiDemo	RON HAGEN
H	2009/10/30 06:11	1011	001	LK100	100105	CHAMPION ERECTORS INC.		NOVA1	NH	J761	8874744	179	ebiDemo	JEB GILLIAM
H	2009/10/30 06:14	10	001	PM001315	100106	SMIDT COMPANIES INC.		70	JLG	33RTS	0200026238	180	ebiDemo	RON HAGEN
H	2009/11/04 15:24	1011	001	BE1	100105	CHAMPION ERECTORS INC.		C1	LIE	H76	78789	181	ebiDemo	JEB GILLIAM
H	2009/11/10 13:33		001		100105	CHAMPION ERECTORS INC.		A2	JCB	LT9500	234756	183	ebiDemo	RON HAGEN
P	2009/11/11 13:28		001	PM001317	100134	SWANSON & YOUNGDALE INC.		12637	JLG	660SJ	0300030380	184	ebiDemo	RON HAGEN
H	2009/10/14 10:58	20	001	J52	100102	HULLCHER SERVICES INC.		CRANES	TER	4076	77366	90	ebiDemo	RON HAGEN
H	2009/11/18 09:39	30	001	J53	100104	CARLE JOHNSON PLUMBING & HEATING I		8G212	BOM	BG6212	BOM41F2592544V	96	ebiDemo	SCOTT SORVAAG
H	2009/04/28 12:06	20	001	JR2	100104	CHAMPION ERECTORS INC.		72	JCB	4600D	746487497494	122	ebiDemo	RON HAGEN
H	2009/07/24 09:29	10	001	JR3	100105	CHAMPION ERECTORS INC.		65	JLG	40H	0300017701	143	ebiDemo	RON HAGEN
H	2009/07/24 09:30	10	001	JR5	100105	CHAMPION ERECTORS INC.		C3500	CAT	C3500	CT210255AM12K4125	144	ebiDemo	RON HAGEN
L	2009/08/20 09:22		001		100105	CHAMPION ERECTORS INC.		CT1	JCB	TR678	94657953	149	ebiDemo	RON HAGEN

Service Dispatch Log

Graphical Preventive Maintenance Calendar

Order Entry	Service	Inventory Control	Accounting	Accounts Payable	Purchasing	Credit	Marketing	Control Files	Administration	Window	Help			
<div style="display: flex; justify-content: space-between;"> <div> <p>Sun Mon Tue Wed Thu Fri Sat</p> <p>1 2 3</p> <p>4 5 6 7 8 9 10</p> <p>11 12 13 14 15 16 17</p> <p>18 19 20 21 22 23 24</p> <p>25 26 27 28 29 30 31</p> <p>Total Count: 49</p> </div> <div> <p>Br: 001 Month: July Year: 2010</p> <p>Cust: Zone: Tech: </p> <p>Refresh</p> <p>Selected Items:</p> <p><input checked="" type="checkbox"/> Open W/D</p> <p><input checked="" type="checkbox"/> Add to Dispatch</p> <p>Assign Tech: </p> <p>Go</p> </div> </div>														
Open W/D	Zone	Tech	PhysBr	Customer	Mfg	Model	Serial Number	Equip ID	PM Code	Br	Last W/D	Cust Contact	Cust Phone	Credit Status
N		ANTHONY SCHAFF	001	100106 000 SMIDT COMPANIES INC.	FRD	FORD	085ATGV88934	AEC2	2000	001	PM001298	JASON RIGGS	507/281-4080	OK
N	N/A	N/A	001	100134 000 SWANSON & YOUNGDALE INC.	JLG	600AJ	030005730	13551	AMI	001	737	RON SYBEN	953-545-2541	OK
N	N/A	N/A	001	100942 000 ELECTRIC RESOURCE CONTRACTO	MPK	J25EP	102810243	ERC1008	AMI	001	657	DON MIEGEL	612-302-3732	OK
N	N/A	N/A	001	100942 000 ELECTRIC RESOURCE CONTRACTO	MEC	1932ES	9102542	ERC1029	AMI	001	680	DON MIEGEL	612-302-3732	OK