



Service Centre Management using Accpick's Serial Number Tracking

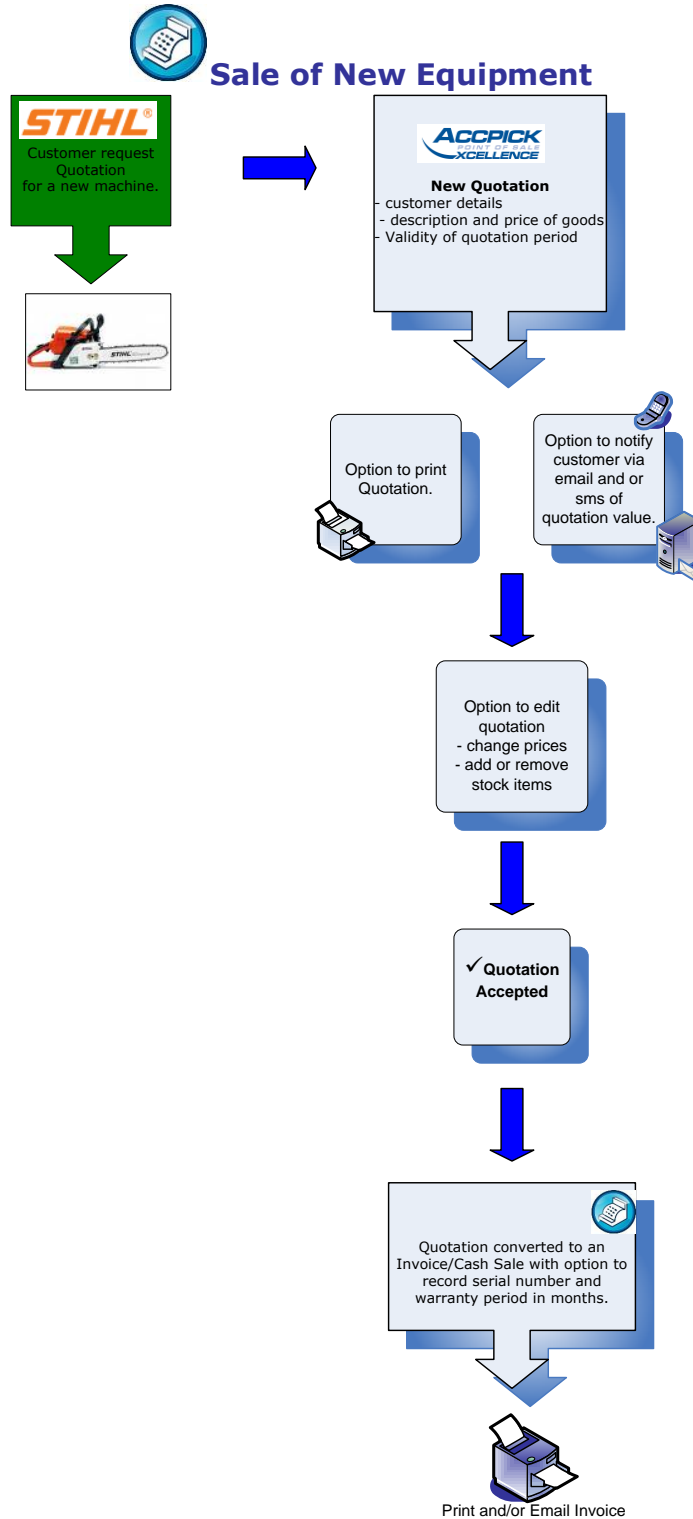
Excellent Service Centre Management and Administration is supported using Accpick's **Serial Number Tracking system**

Customers purchasing a new piece of equipment will have the serial number together with their details recorded at the point of purchase. Whenever future repairs are brought in, the equipment's service history is accessed using the item's serial number.

When the equipment has been booked in for a repair, the system allows for a quotation to be created and emailed or smsed to the customer before the repair work is done.

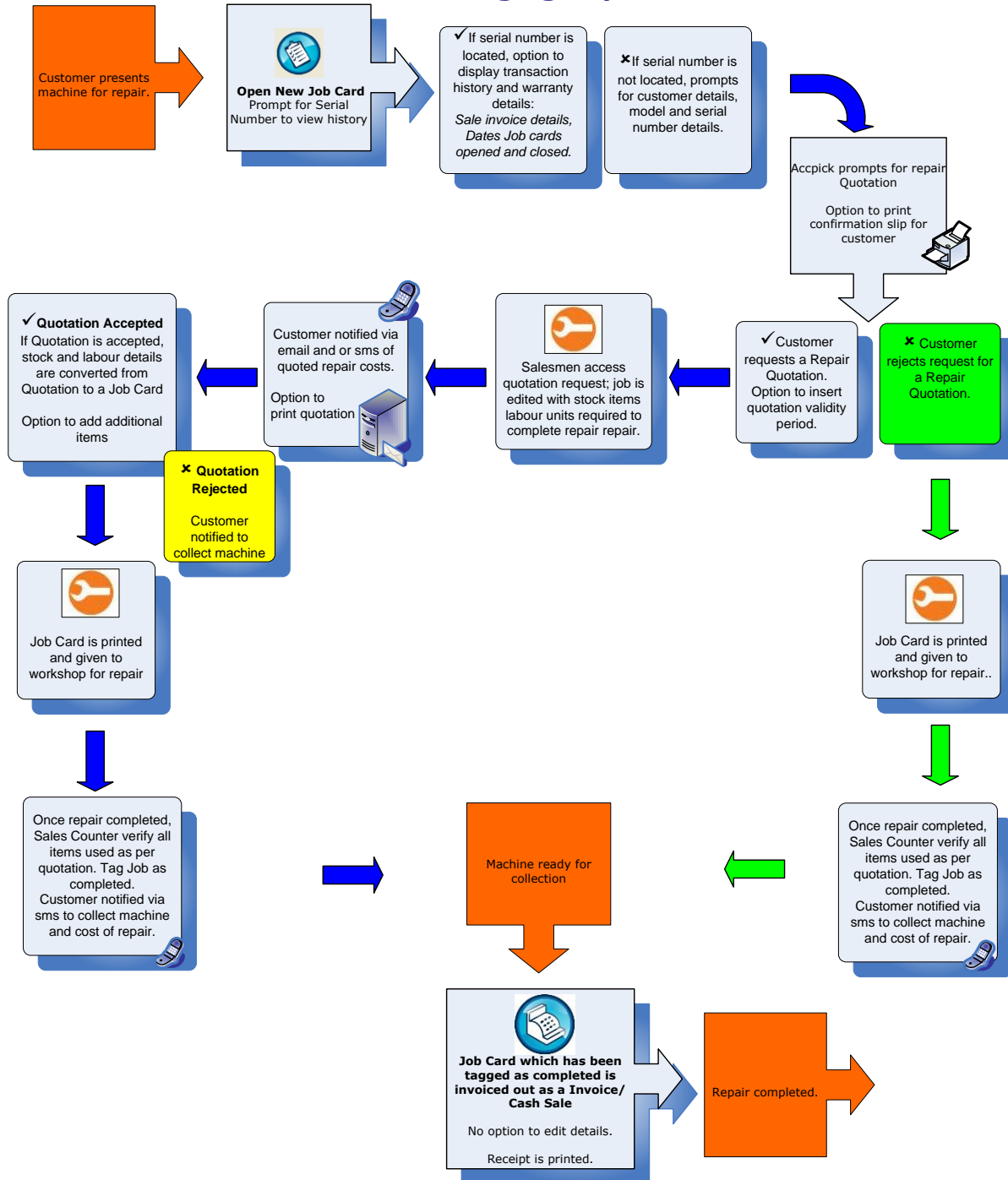
Once the quotation has been accepted, a job card is created and the repair work is completed. An email or sms is sent to the customer informing him that his repair item is ready for collection together with the cost of the repair.

A number of management and reporting options exist which support good business procedures in terms of customer service, stock control management, repair technician's performance and overall service centre profitability.





Managing Repairs





Monitor Workshop Performance and Profitability



Improve your Customer Service

- Open a Job Card via a serial number which automatically displays:
 - sales and service history of the item
 - customer details for both cash and account clients
- Use serial number tracking to identify stolen machines
- Advise customers when repair costs are likely to exceed cost of new machine
- Where a quotation is required, option for sms notification
- Allocate stock, buyouts and labour costs to a specific repair
- Once job is complete, notify customer via sms
- Invoice completed Jobs for cash or on account
- Email invoice



How profitable is your workshop?

- Report on workshop contribution to total business income
- Report on sale of spares via workshop relative to total sale of spares
- Report on performance of individual technicians and of the group



Control your Workshop and Monitor its Performance and Profitability

- Identify jobs pending quotation/jobs pending quotation acceptance
- Identify jobs completed but awaiting billing
- Identify jobs billed and charged out by date or job number
- Identify cancelled jobs by date range or job number
- Identify stock on jobs for all or specific technicians
- Report on GP on jobs
- Follow up on poor workmanship, identify technician responsible for the repair



Manage the rest of your business using Accpick POS, Stock, Debtors, Creditors and Cash Book Modules.



Point-of-Sale

- Email quotations and invoices directly from your system
- View GP per line item or entire transaction
- Set specific pricing/discounts for customers by product
- Cash sale docket printing

ACC PICK XCELLENCE	
THE ACCPICK HARDWARE STORE P O BOX 1187 HILTON 3245 TEL:033 3433047/ FAX : 3434606 Vat Registration : 4010401040	
Qty <<<< Stock Item Details >>>>	Value
1 x H4 HAMMER 4 LB	129.86
Total Incl. of Vat @ 14%	129.86
Vat in total	15.95
Cash Tendered	130.00
Change	0.15
Rounded By	0.01
Items 1	Cashier1
S/Person: LENNIE	
Date 23/07/2009	Time 09:39
Cash Sale 44506	Tax Invoice



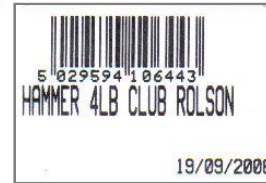
- Cashier control
- Analyse daily Cash to Account Sales, with GP and average spend per transaction
- Retrieve copy Invoices from current or previous months or years
- Maintain customer database for Customer Relationship Management
- Quotations with sms facility
- Convert Quotation to Job Card
- Job card control with options for serial number tracking
- Job Card labels – adhesive labels identifying job number, date and customer details
- Repair controls – manage customer stock sent to third party for repair



Stock Control

- Stock labels – generate bar coded, adhesive labels at stock receiving

- Automated stock take procedures with hand held stock scanner: count & verify stock while continuing to trade



- Stock adjustments report on quantity and cost price changes
- Price overrides report
- Electronic download of supplier price updates
- Maintain maximum allowable discounts per department
- GP warnings
- Promotional Messaging facility linked to specific stock items/departments
- Key value item management
- Serial number tracking facility
- Enquiries per stock item: ave & current costs, gp margins, purchases & sales trends, stock on purchase order, back order & sales order
- Track stock movement - top sellers - slow movers - sales trends
- Stock contribution enquiry: sales analysis relative to stock holding
- Supplier contribution enquiry: sales value analysis by supplier within a selected department with analysis of stock holding
- Reorder by supplier / department with option for recommended re-order based on purchases and sales stats for the last 3/4/12 months and average thereof



Debtors

- Email invoices and statements directly from the system

- Credit limits and terms warnings, automatic blocking where required
- Debtor Notes for managing customers
- Sales & gross profit performance reporting per account & analysis of items sold
- In depth management of Salesmen performance



Creditors

- Purchase history per supplier
- Return for Credit controls – manage stock items returned for credit/exchange to suppliers
- Remittance advice enquiries over a selected period
- Record and manage expenses



Cash book

- Control your bank account
- Income and Expense analysis
- Integrate Debtor direct deposits and payments to Creditors
- Bank reconciliation



Purchase Orders (optional)

- Create and email orders to suppliers
- Receipt stock against purchase order with back order option
- Bar coded, adhesive labels on stock receiving



General Ledger (optional)

- Month-end integration transfer from Accpick Point-of-Sale system
- Trial balance
- Income statement
- Balance sheet
- Export facilities to spreadsheet



Management Reporting, Multiple Store and Remote Access

- Link home / admin office/ laptop to your store
- Messaging: communication facility for Accpick users on the network
- Link two or more stores for Branch and Group reporting
- At each branch, view stock availability across the group
- For a selected Supplier: generate a consolidated group order for all branches from group and branch stock and sales analysis; facility to email order
- Export of enquiry or report data to spreadsheet format