



## PRODUCT OVERVIEW

### TRACK SERVICE AND WARRANTIES IN SAGE 100

Service Center is the only Sage 100 product designed specifically for service centers and depot repair shops. It is the ideal solution for businesses that need to track warranties, perform repair service, send replacement units and return items to stock. Whether you are a manufacturer, distributor, or third-party service provider, Service Center will make life easier. Eliminate double entry between your accounting system and those Microsoft Excel spreadsheets or Access databases.

## KEY BENEFITS



**Repair Customer Equipment/Inventory:** Enables businesses to efficiently manage and track repairs for customer-owned equipment or inventory.



**Refurbish or Repair Internal Equipment/Inventory:** Facilitates the refurbishment or repair of company-owned assets, ensuring they are maintained in optimal condition.



**Process Returns and Exchanges:** Streamlines the process for handling customer returns and exchanges, enhancing the customer service experience.



**Send and Track Demo or Loaner Units and Quick Returns:** Allows for the tracking and management of demo or loaner units sent to customers, including facilitation of quick returns.



**Track and Manage Warranties:** Provides tools for tracking and managing warranties on products, ensuring accurate and timely service under warranty terms.



**Failure Analysis and Productivity Reports:** Offers insights into equipment failure trends and service team productivity, enabling data-driven decision-making to improve service quality and efficiency.

## PRODUCT CAPABILITIES

The Service Center module streamlines service delivery processes by integrating seamlessly with Sales Order, Inventory Management, and Accounts Receivable in Sage 100. It enables efficient tracking of service orders, precise inventory control, and simplified invoicing and receivables management, enhancing operational efficiency and ensuring accurate financial and inventory records.

