

Enhanced service work-orders with resource scheduling.
DRS Service Manager maximizes service department
 revenue while streamlining your customer service!

Call 01-6266501



DRS Service Manager™

for Microsoft® Dynamics Retail Management System

DRS Service Manager controls service jobs through enhanced workorders with scheduling and appointments. Replace a manual ticket based system with a computerized version or run in parallel with a wall mounted schedule board.

Service Manager can be run in POS and Manager, or as a standalone application on a service counter workstation. No POS lane license is required to create workorders.

New Workorder/Estimate

Customer: Doe, Jane
 801 Appleton Way
 Oshkosh, WI 54901
 Phone: 909-555-3434, Fax: [redacted]
 Email: mmspos@cox.net

SN On File: 38866352
 Description: 09 HR DISC GRN 13

ILC	Description	Qty	Price	Service	Parts	Rep
PAHS0002	AHEADSET TANK MX 1 1/8 1-1/8"	1.0	\$30.95		\$30.95	01
HD4	Install Replacement Headset	1.0	\$33.00	\$33.00		
ACCP0003	Micro Wireless Computer Black	1.0	\$58.95		\$58.95	01
AC8	Install and Program One Sensor Computer	1.0	\$13.00	\$13.00		

Est. By: Bart Simpson | Labor Units: 1.000 | Service: **\$46.00**
 Status: Parts order required | Reference: [redacted] | Parts: **\$89.90**
 Est.: Deposit \$0.00 | Tax: \$6.74 | Total: **\$142.64**

Pickup: 02 Feb 11 | 03 Feb 11 | 04 Feb 11 | 05 Feb 11 | 06 Feb 11 | 07 Feb 11 | 08 Feb 11 | Avail
 Deliver: Wed | Thu | Fri | Sat | Sun | Mon | Tue

Service Manager™

Station 1 | Rep: Bart Simpson

Working Hours:

Day	Day Start	Day End	Off
Mon	09:00 am	05:00 pm	<input type="checkbox"/>
Tue	09:00 am	06:00 pm	<input checked="" type="checkbox"/>
Wed	09:00 am	06:00 pm	<input type="checkbox"/>
Thu	09:00 am	06:00 pm	<input type="checkbox"/>
Fri	09:00 am	06:00 pm	<input type="checkbox"/>
Sat	09:00 am	06:00 pm	<input type="checkbox"/>
Sun	12:00 am	12:00 am	<input checked="" type="checkbox"/>

Blocked Time Slots: 1 Blocked Time Slot(s) defined.

Schedule Board: Week of 31 Jan 11

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
8:00 AM		Off					
9:00 AM		Off					
10:00 AM							
11:00 AM							
12:00 PM	Lunch	Off	Lunch	Lunch	Lunch	Lunch	
1:00 PM							
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM	Off	Off					
6:00 PM							

Feature highlights:

- **Fast estimate form** includes customer lookup/add, service history, serialized item select, **auto-generate descriptions**, special instructions/notes and more
- **Disclaimer** with signature line automatically triggered for declined services
- Service pane lists all labor related services for quick add to workorder
- Supports quick item scans or lookups, assemblies with select option, item details
- **Color coded tracking** for special orders and parts out of stock
- Quick lists for common items (labor/parts)
- Integrates with **DRS Special Order Tracker™** and **DRS V.I.P Zone™**
- Status changes include Waiting for Service, On Hold, Parts order required, etc.
- **Auto-schedule** jobs by first available or assign by rep by date/time; or by appt.
- Supports Barnett UFRC (Ultimate Flat Rate Chart) or user-defined labor menu
- Enter deposit for collection at POS lane
- **Auto-notifications by email or SMS**; example: "your order is ready for pickup"
- Reschedule at will (find next available or drag and drop)
- **Resource planning** (ex. service desk A, workstand 1, etc.); optionally assign to service reps and define weekly schedules
- View/print **daily work schedule**
- Use with or without scheduling component
- Pre-print estimate form option for use with clipboard
- **SM-101 form** (optional) includes customer claim stub and repair article ID bracelet
- Plain paper form option (customize using Crystal Reports)
- Run in parallel with an existing ticket system or completely replace it — you decide what works best for your store.
- Click [here](#) to watch 10 minute overview.

Positive Systems Solutions || Tel: 01 6266501 || www.pss.ie

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