



The Complete Solution for the Depot Repair Industry

Feature Comparison

Service and Warranty Management versus Sage MAS 90 RMA module

	Service & Warranty	Sage MAS 90 RMA
Warranty Tracking		
Warranty period associated with item	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Warranty based on days, weeks, months, or years	<input checked="" type="checkbox"/>	
Warranty begins on invoice date or ship date		<input checked="" type="checkbox"/>
Report on items by warranty code	<input checked="" type="checkbox"/>	
Distinguish between labor and parts warranty	<input checked="" type="checkbox"/>	
Sell extended warranties at time of initial sale or as an add-on in the future	<input checked="" type="checkbox"/>	
Change Serial Numbers in History file and retain old serial number detail	<input checked="" type="checkbox"/>	
Change inventory cost on items being returned for credit or warranty replacement	<input checked="" type="checkbox"/>	
Warranty expiration reporting	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Change warranty during invoice data entry		<input checked="" type="checkbox"/>
Three warranty types: Original, Extended, and Repair. These can be overlapping	<input checked="" type="checkbox"/>	
Customer group pricing	<input checked="" type="checkbox"/>	
Complaint Code entry by service item	<input checked="" type="checkbox"/>	
Failure Reason Code entry by service item	<input checked="" type="checkbox"/>	
Demo/Loaner Tracking		
Allow the issue of a "loaner" unit	<input checked="" type="checkbox"/>	
Ship demo/loaner units to customers or field staff—track who has units and where they were shipped	<input checked="" type="checkbox"/>	
Remove demo/loaner units from available inventory, but don't post them as "sold"	<input checked="" type="checkbox"/>	
Ship demo/loaner units from "demo/loaner warehouse"	<input checked="" type="checkbox"/>	
RMA Tracking		
Issue RMA for one or multiple items	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Send a "loaner" unit to customers while broken unit is being repaired	<input checked="" type="checkbox"/>	
Process a warranty replacement	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Process a credit return	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Issue an RMA for the repair and return of equipment	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Provide report to warehouse for expected returns	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Allow shipping department to receive returned product	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

	Service & Warranty	Sage MAS 90 RMA
Print a bar code tracking label for returned product	<input checked="" type="checkbox"/>	
Track RMA expiration dates	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Return to vendor for credit		<input checked="" type="checkbox"/>
Return to vendor for replacement		<input checked="" type="checkbox"/>
Express sales order entry		<input checked="" type="checkbox"/>
Equipment Repair		
Flat Rate Repairs	<input checked="" type="checkbox"/>	
Process a repair order	<input checked="" type="checkbox"/>	
Add repair parts to service order	<input checked="" type="checkbox"/>	
Add diagnostic codes to service order	<input checked="" type="checkbox"/>	
Add labor charges and associated costs to service order	<input checked="" type="checkbox"/>	
Allow multiple items to be serviced on a single service order	<input checked="" type="checkbox"/>	
Track service status by service item	<input checked="" type="checkbox"/>	
Allow individual service items on a service order to be closed, returned to customer, and billed separately from other service items on the same service order	<input checked="" type="checkbox"/>	
Track service item status history	<input checked="" type="checkbox"/>	
Allow individual service items on a service order to have separate resolutions (e.g., one item is returned for credit while another item on the same order is repaired and returned)	<input checked="" type="checkbox"/>	
Items closed for billing can generate an invoice for the repair of the items.	<input checked="" type="checkbox"/>	
Returned Items		
Items returned for warranty replacement can generate a credit memo	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Items returned for warranty replacement can generate an inventory transaction adjustment entry	<input checked="" type="checkbox"/>	
Items returned for credit can generate a credit memo.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Items returned for credit can generate an inventory transaction adjustment entry	<input checked="" type="checkbox"/>	
Automatic restocking fees		<input checked="" type="checkbox"/>
Reporting		
Failure analysis	<input checked="" type="checkbox"/>	
Service technician profitability analysis	<input checked="" type="checkbox"/>	
Service history	<input checked="" type="checkbox"/>	
Customer service activity analysis	<input checked="" type="checkbox"/>	
Service items owned by customer	<input checked="" type="checkbox"/>	
Warranty expiration reporting	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



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