

# AUTOMATED SERVICE

## Service Management Solution for MAS 90 / MAS 200

- Service "Site" Information
- Service Site Memo Database
- Accounts Receivable Open Activity
- Service Job History
- Service Job Transaction History
- Service Job Costing
- Equipment and Warranty Records
- Multiple Service Agreement Options
- Multiple Graphical Dispatching Options
- Integrated Site Mapping System
- E-mail and Internet Launching
- One-Touch Alpha Paging System
- Supports Multi-Profit Center Accounting
- Automated Invoicing Systems
- Multi-Invoice Formats
- Document Image Storage System
- Supports Wireless Remote Processing
- Unlimited Reporting Options
- Seamless integration to the award winning Best Software MAS90 - MAS200 accounting series. Over 30 modules available to build the best solution for your business!

The screenshot displays a software window titled "Service Site Records - ABC - 09/10/03". It features a search bar with "Site ID" 2001100002 and "Site Name" ABC CUSTOMER. Below this is a grid with columns for Site, Service Job, Equipment, and Agreement. The main area is divided into several sections: "Site Information" (Address: 6701 FANNIN, City: HOUSTON, TX, Phone: (713) 555-1212, Contact: DOUG DAWSON), "Sales & Marketing" (Mr: DOUG, LName: CUSTOMER, Fax: (713) 555-1414, EMail: DCUSTOMER@EMAIL.COM), "Agreement & Billing" (Agreement: GOLD01, L1: LABOR, L2: INSTALL, Bal: 7454.00), and "Notes" (\*\*\* REQUIRES PO FOR ALL WORK \*\*\*). A toolbar at the bottom includes icons for Info, Site Mem, Open Inv, Customer, and a globe.

**Automated Service** benefits service and repair businesses that recognize revenues through service orders by enhancing existing processes and automating routine tasks. Customers of **Automated Service** have benefited financially by effectively measuring service profitability and performance, increasing administrative productivity, while enhancing their ability to provide superior customer service.

Customer site and billing information, service history, service contacts, equipment and warranty records are maintained within **Automated Service**. Once a service request is recorded the service job is then available to view and manage from the graphical dispatch system.

Accurate cost control is one of the most important features of **Automated Service** and is integrated to the award winning MAS90 - MAS200 accounting system. Integration provides the users the systems to assign purchase orders, accounts payable expenses, inventory requisitions and labor transactions to the service job in a real-time manner rather than the old inaccurate (after the fact) way.

**Automated Service** provides a wide range of invoicing options. With a press of a button transactions previously posted to the service job are immediately inserted into the invoice. Invoicing systems are available to automatically generate repetitive service agreement invoices. Hide options are available to mask unwanted detail from printing on your customer invoice.

*See reverse side for list of features*

# FEATURES

# AUTOMATED SERVICE

<b>MAS90 Integration</b>	<b>Automated Service</b> works seamlessly with the MAS90 General Ledger, Accounts Receivable, Accounts Payable, Inventory, Sales Order, Purchase Order and Payroll modules. To complete your system needs add any of the other MAS90 modules: Job Cost and Estimating, Bar Coding, Internet Access, Point of Sale, Best Fixed Assets and more.
<b>Customer Service</b>	Immediate access to customer information is mission critical. <b>Automated Service</b> provides users with instant customer information: site location and supporting information, accounts receivable activity and credit status, summary service history with complete drill down to parts and labor activity, equipment and warranty information and service contract information. Link business documents to specific customer sites for instant on line browsing and printing. Automated Service supports Internet E-mail and web-site launching.
<b>Dispatching</b>	<b>Automated Service</b> empowers dispatchers by providing them mission critical information. Click on the calendar and select your work day. Click on a service job and information is instantly available: service site, service history, transaction activity, equipment and warranty information and site map. Select the page button and alpha page the job to the appropriate service technician. Appropriate functionality allows dispatchers to quickly reassign technicians, day, time and job status.
<b>Service Agreements</b>	Eliminate wasted administrative time processing and managing service agreements. <b>Automated Service</b> automates preventative maintenance scheduling, repetitive invoicing, agreement renewals, and deferred revenue recognition. Detailed agreement information is maintained on-line: agreement start and renewal dates, type of agreement, revenue and cost to date, preventative maintenance schedules, invoicing and deferred revenue schedules. <b>Automated Service</b> supports multiple site assignment to one agreement, multiple pieces of equipment and multiple billing types: master, blocks of time or currency, or itemized billing by equipment.
<b>Service Quotes</b>	If your customer requires a quote, quote it through <b>Automated Service</b> . <b>Automated Service</b> intergrates service jobs with the MAS90 Sales Order process. Sales Order allows the line entry of inventory, labor, miscellaneous charge items and comment lines. Designate an inventory item as drop ship and the Purchase Order system will automatically generate a purchase order for the item. At the end of the service job, select the invoice button and the invoicing date entry process signals the Sales Order line entries to automatically build the invoice line items.
<b>Service Invoicing</b>	Service invoicing does not need to be the business "bottleneck." <b>Automated Service</b> has added numerous "service industry" features to the MAS90 Sales Order invoicing system. Service invoicing allows: user to select, insert and build invoice comments from previously entered service job notes. Entry options allow user to review, select and build invoice line items from previously posted transactions such as: Purchase Orders, Material Requisitions, Accounts Payable and Payroll. Inventory items designated as an "equipment build" item automatically create service site equipment records during invoice updating.
<b>Service Accounting</b>	Profit centers or other categories may be designated by job type. Each job type can be segmented into eight cost types. Each cost type can be assigned a work in process, cost of goods sold and revenue general ledger account for automatic profit center distribution. <b>Automated Service</b> also supports multi-branch accounting for larger service organizations.
<b>Service Reporting</b>	Service reporting with <b>Automated Service</b> is practically limitless with the variety of reporting options available. Choose various predefined report options from the <b>Automated Service</b> reporting system: Service Site Analysis, Service Job Analysis, Equipment Analysis and more. Utilize the MAS90 Report Writer or Crystal Reporting system to build your own service reports.



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