

PRONTO xi

Applications Overview



Repairs Management

Part of the Retail
application



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Repairs Management

Maintain the highest quality customer service by keeping on top of warranty claims and repair requests



Repairs Management makes it easy to validate repair claims by tracking the warranty status and serial number of your stock. Manage every aspect of repairs, from labour and parts to transfers and payments, and allocate charges based on warranty status, fault type or choice of repairer.

Repairs life cycle

With Repairs Management, your staff don't need to understand complex repair processes or rules, giving them more time to focus on the customer. A clearly defined repair life cycle tracks repairs through different stages, increasing efficiency at every stage.

Repairs reporting

The Repairs Console gathers the information you need to manage the repairs process at your fingertips.

See the number of repairs at each stage of the process at a glance. The console helps staff quickly take action on a repair and advance it to the next stage. Staff don't need to worry about the mechanics of the process, reducing customer response times.

Retail

Repairs Management

Repairs

Repairs Console

Repair Reasons

Repairs Manifest

Repairs Console

View Status

All Repairs

Change Whse

Search

Entry

Warehouse: MEL

Standard

15

Status	Total
Repair Entered	2
Repair In Progress	1

View all outstanding repairs by status

Workflows and processes

Repairs Management simplifies workflows and processes and ensures nothing is missed or forgotten.

Each repair is driven by expected dates and flagged if overdue. Order stages are augmented with detailed notes, capturing important information. You can easily distinguish between customer and warranty repairs, and separate parts and labour components for better visibility and planning. Repairs Management also offers the ability to add multiple faults on a single repair order to keep information in one place.

Repairs Management automatically creates key documents (such as a purchase order for the nominated repairer), ensuring your data is accurate and complete. Spare parts and accessories are tracked through the process, along with other costs (such as labour), and are used to calculate appropriate customer charges.

Serial-numbered-item history is also easily accessible.

Customer service

Repairs Management is designed with customer service in mind. Easy-to-access information and detailed tracking enable staff to react quickly to an enquiry or proactively address problems.

Quick search functionality using the customer's name/phone number means your team can access necessary information even if a customer forgets their paperwork.

Once the repairs are entered and payment is required, the customer receives a printed docket with the relevant repair details. Customise dockets with your own terms and conditions to inform your customer every step of the way.

The screenshot displays the 'Repairs Management' software interface. The main window is titled 'Repairs 26 Repair In Progress'. It features a sidebar with tabs for 'Repairs', 'Lines', 'Deposit', 'Notes', 'Audit', and 'Issued Inventory'. The 'Repairs' tab is active, showing details for Repair Number 26, which is in the 'Repair In Progress' state. The 'Repair Details' section includes fields for Repair Type (Customer/Warranty), Customer Code (00000025), Name (George Cloey), Invoice Number, Item Code (C09001), Item Description (4kg Gas Cylinder), Serial Number (156), Estimated Goods Value (200.00), Proceed Limit (0.00), and Repairer Reference (MEL - Melbourne). The 'Repair Processes' section has checkboxes for 'Fixed Price', 'Quote Required', and 'Charge Quote Fee'. A modal window titled 'Repair Actions for Order: 26' is open, listing various actions such as 'Select Repairer', 'Despatch Repair', 'Enter Quote', 'Advise Customer of Quote', 'Customer Accept/Reject', 'Notify Repairer Whether To Proceed', 'Receive Item From Repairer' (highlighted), 'Goods Received - Advise Customer', 'Customer Collection', 'Process as Unclaimed', and 'Cancel Repair'. The 'Dates' section on the right lists key dates like 'Repair Entered', 'Customer Requires', 'Despatched to Repairer', 'Quote Recorded', 'Repairer Promised', 'Quote Advised', 'Quote Accepted', 'Repairer Advised', 'Repairer Returned', 'Pickup Advised', and 'Repair Complete', with some dates set to 28-JUN-2024.

Progress your repair to the next stage



About us

PRONTO

SOFTWARE

We are an Australian developer of award winning business management and analytics solutions. Pronto Xi, our Enterprise Resource Planning (ERP) software, integrates accounting, operational and mobile features in a single system – optimising business processes and unlocking actionable insights. That's why for more than 45 years, over 1,500 Australian and global organisations, across a wide range of industries, have trusted Pronto Xi to simplify their most complex challenges.

With headquarters and our Development Centre located in Melbourne, we have support offices and consultants based across Australia, as well as a global network of Resellers and Solution Partners. Specialised business units within Pronto Software have the expertise to assist you with pivotal technology – Digital Transformation with Pronto Woven, Cloud and Hosting services with Pronto Cloud and Business Intelligence solutions with Pronto iQ.

When you choose Pronto Software, you gain a team with deep industry experience, giving us the ability to understand your specific needs and build innovative solutions that drive business growth and revenue.

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