

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.

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		

## 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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