



WARRANTIES SERVICE AND REPAIRS (WSR) for NetSuite

- **WSR SIMPLIFIES** the process of managing repairs and servicing of goods under warranty
- **STREAMLINES** management of multiple warranty contracts for customers
- **MANAGES** assets with or without serial numbers allowing for change of ownership and/or location
- **INTEGRATED** within NetSuite, WSR data is available throughout the NetSuite business process

& FEATURES & BENEFITS

CONFIGURE FOR YOUR BUSINESS

As there is no typical way businesses record repairs and warranties, the module has been designed to be configurable for your company's specific terminology and requirements.

FULL REPAIR HISTORY TRACKING

A log of the assets' repair history over time is created and multiple repairs can be logged and tracked for a single item. Information such as repair category and priority can be added to the repair.

CREATE ESTIMATES

Estimates can be created for repairs outlining cost of parts and labour. These estimates can then be printed or emailed to the customer.

ASSIGN REPAIRS TO PERSON OR A SUBCONTRACTOR

Repairs can be assigned to a specific person or a subcontractor identified on the vendor record.

CUSTOMER SPECIFIC PRICING

Integrates with NetSuite's pricing structure to allow for specific customer pricing on both parts and labour.

CREATE A JOB CARD

A job card can be created and sent to the engineer who is carrying out the repair.

& FEATURES & BENEFITS



✓ REPORTS

All data resides in NetSuite therefore, in addition to the amendable standard reports available, users can also create their own reports within NetSuite.

📅 SCHEDULE ENGINEERS

Use the NetSuite diary functionality to schedule engineers to both repairs and servicing jobs allowing you to better utilise your staff.

📁 MULTIPLE CONTRACTS PER CUSTOMER

Each customer can have multiple contracts set up against them for different products, or a single contract with multiple assets.

👥 CHANGE OWNERSHIP OF ASSETS

If an asset moves between locations this can be tracked and amended in the system.

🔄 AUTOMATICALLY GENERATE RENEWAL NOTICES

Renewal letters for contracts that are due to expire can be automatically generated, with the date of expiry and the cost to renew shown.

🏷️ CREATE A WARRANTY WITH SALE

An item can be set up with a warranty at the point of fulfilment.



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“With Eureka Solutions’ Warranties, Service & Repairs module we are able to have our repairs system fully integrated within our ERP software, creating a solution that includes our contract management, asset tracking and repairs - all in one place.

Eureka Solutions customised the module to completely fit with our business, providing one easy-to-use system, streamlining our processes, centralising our data and eliminating duplication of data entry.”

CHARLIE COWPE
Systems Manager

“WSR has not only transformed our repairs and servicing process it has allowed us to transform our customer service and add value to our sales and marketing function.”

“Before WSR we had disparate systems that required the transfer of information – this meant inaccurate and out of date information – WSR resolved this.”

“WSR gives us accurate information on service calls, when they are due and where they are, allowing us to both coordinate and upsell our services.”



🌐 www.eurekasuiteapps.com
✉ enquiries@eurekasolutions.co.uk
☎ +44 (0)1355 581 960

ORACLE + **NETSUITE**