



ADVANCED WORK ORDER SYSTEM

Add-In for the Microsoft Retail Management System

The Advanced Work Order System is designed for any type of retailer or service depot that does repairs or installations. Most repair shops use a manual system with paper-based work orders for keeping track of their jobs. AWS allows you to computerize your work orders by having the technicians input details of the work performed, hours spent, and parts used. Work Orders can also be printed for the technicians to manually fill out, and then be inputted to the system later by the service manager or a cashier. This information is then integrated with the Work Order functions in RMS, so that the cashier can simply recall the work order from RMS when the customer is ready to pickup their items.

Features:

- **RMS Work Order Integration** allows you to create and manage work orders from AWS, and then use the Recall Work Order function from RMS for tendering. Includes customizable Status, Priority and Category lists, and five customizable text fields.
- **RMS Customer Database Integration** uses your existing RMS customer list for to assigning work orders to a customer, as well as creating and managing customers directly from AWS.
- **Customer Equipment Database ("Tags")** allows you to use the Serial Number or other unique identifier for associating the customers' equipment to a work order, allowing you to keep a history of work done on a particular piece of equipment. Tags include five customizable text fields to record details of the item (e.g. Make, Model, Colour, etc.)

- **RMS Items Database Integration** uses the RMS Items list for adding parts to a work order, which also commits the inventory at the time it is used for a repair.
- **RMS Cashier Database Integration** uses the RMS Cashier IDs and passwords for logging in to AWS, and for assigning work orders
- **Customizable Reports** using Crystal Reports allows for printing multiple layouts of Work Orders (e.g. for warranty claim forms, workorder estimates, finished workorders, etc)
- **Keyboard Accessibility** allows for quick and efficient data entry without requiring the use of a mouse.

System Requirements:

- Windows 98 Second Edition or better (Windows XP Professional recommended)
- 600MHz Pentium or AMD processor or better (Intel Pentium 4 recommended)
- 64MB of available memory (256MB or more recommended)
- 800x600 resolution display
- Microsoft Retail Management System v1.2 or better
- Microsoft .NET Framework v1.1 or better