



## **ADVANCED WORK ORDER SYSTEM**

### Add-In for the Microsoft Retail Management System

The Advanced Work Order System (AWS) allows you to expand the capabilities of Microsoft RMS Work Orders and Quotes. AWS was designed for repair shops, service depots and service businesses who need to track extensive details and history of their repairs.

AWS is fully integrated with the RMS inventory and orders. It can run as a stand-alone application on a back-office machine, or integrate with the RMS POS interface. For example, you can have a computer in the service area which allows the service technician or manager to enter work orders without the need for extra POS licenses. Cashiers can create AWS work orders without having to exit the RMS POS and then tender deposits or pick up the work order.

AWS also supports creation of RMS quotes with extended details, and allows you to convert those quotes in to work orders. AWS also adds the ability to convert RMS Work Orders back in to Quotes, as long as none of the items on the work order have been picked up.

#### **Features:**

- **RMS Work Order and Quote Integration:** Allows you to create RMS Work Orders and Quotes from any computer running AWS. Work Orders and Quotes are saved directly to the RMS Database for Parts and Labour charges, and may be recalled from the RMS POS.
- **Customizable Order Detail Fields:** AWS stores extended details about work orders and quotes, such as Description, Work Performed, Comments, and 14 customizable text boxes.
- **Customizable Drop-Down Lists:** Order Status, Priority and Category fields.
- **Description Builder:** Allows you to use check boxes for selecting common types of Complaints and Work Performed descriptions. This reduces the amount of typing and allows for consistent descriptions.
- **Customer Equipment List ("Tags"):** Allows you to use a unique Tag Number or Serial Number to trace the history of equipment being repaired. Tags contain 15 customizable text boxes and 5 customizable date fields, which can be used to store details such as make, model, colour, etc. Tags can also be "assigned" to a customer as the owner.
- **POS Interface Integration:** Allow the AWS Order Screen to be launched directly from RMS POS, without requiring the user to launch AWS as a separate application and without having to login a second time. When the AWS Order Screen is closed, the AWS will automatically prompt for a deposit and then Recall's the order in to the POS transaction window.
- **RMS Customer List Integration:** Uses the RMS Customer List for selecting Customers on an Order. Customer Properties can be modified from AWS.
- **RMS Item List Integration:** Uses the RMS Item List for adding parts and labour charges to an Order.
- **Work Order Conversion:** Allows you to convert Work Orders back to Quotes, and vice versa.
- **Unified Login:** Uses the RMS Cashier List for login to AWS.
- **Customizable Reports:** Uses Crystal Reports for printing from AWS. Custom RMS Active Reports which link with the AWS tables are also included.
- **Audit Trail/History:** A detailed history is kept every time a field is changed on an order in AWS. This allows you to review who made changes to a work order.

#### **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 system memory (256MB or more recommended)
- 800x600 resolution display
- Microsoft Retail Management System v1.2 or better
- Microsoft .NET Framework v2.0 or better