

MAX

WARRANTY TRACKING

Improve product design and build customer satisfaction for less.

A warranty is the beginning of an ongoing relationship between a manufacturer and a customer. Managing that relationship well can be the difference between costly returns due to continued poor product designs and satisfied customers who will be more likely to become repeat business.

WITH WARRANTY TRACKING, YOU CAN:

1. Monitor and control warranty costs when Warranty Tracking is implemented along with MAX Shop Floor Control and Costing modules
2. Capture and report failure data
3. Identify recurring problems
4. Quickly identify customers who may have received defective units
5. More efficiently manage a recall or retrofit
6. Improve the response time and accuracy of Return Material Authorizations (RMA)

MAX's Warranty Tracking Module provides the tools to manage the entire warranty process efficiently and effectively. Coupling Return Material Authorization (RMA) capabilities—which help control the repair and replacement functions—with the ability to control and monitor costs gives you the necessary tools to keep service levels high and plan for future warranty liabilities.

Every time a shipment is made, a record of that shipment is created. If a customer calls wishing to return a defective unit, MAX displays the warranty status of that unit on the RMA. The warranty status will be tracked throughout the entire return/repair process, providing up-to-date status on:

- Incoming units from customers
- Repair orders for returned units
- Shipments of repaired or replacement units that are owed to customers

With this data at your fingertips, you will be able to provide your customers and distributors with efficient, timely service. By helping you identify and eliminate design and process problems, you will increase customer satisfaction and raise profits.

- Visually manage RMAs from your desktop.
- Track RMAs through the entire repair and replacement process.
- Provide up-to-date status on Warranty Part Data added to Part Sales Maintenance.
- Create Ship History flag for each part or update Ship History for all previous shipments.
- RMA Maintenance tabbed dialog includes Warranty and Return Information as well as Failure Remarks, Notes, Part details, and picture association tabs.
- Process unplanned receipts directly from RMA form to stock for products returned under warranty.
- Create Replacement Shop Rework or Return Sales Orders directly from RMA form.

Accurately Maintain Shipment History

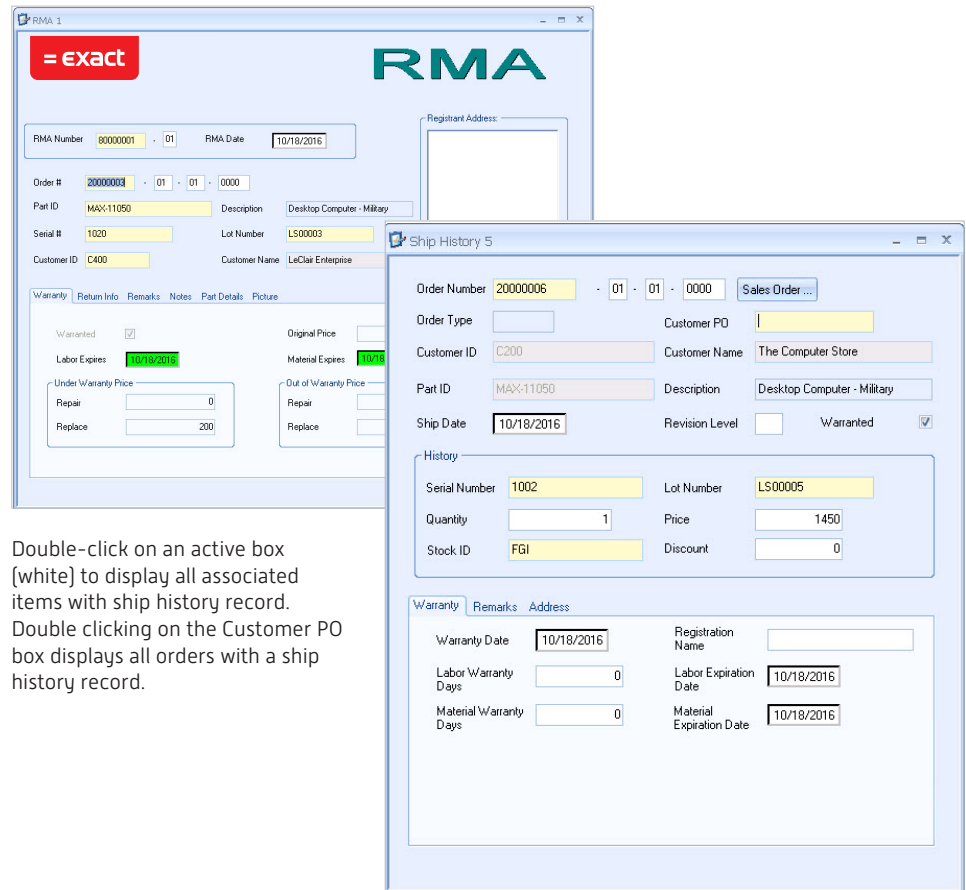
- Sales Order Shipment auto generates warranty shipment history.
- Update shipment history to actual registered end user.
- Flexibly reset warranty period and purchased serial number.

Benefits

- Include Part Warranty Information with each sales/shipment order.
- Option to automatically create a Shipment History for new or all existing shipments (supports lot/serial parts).
- Link RMAs to any (not only MAX) sales order or to only part/customer IDs.
- Immediate visibility of a part's warranty status.
- RMA Registrant Address may be purchaser's default address or end-user's input address.
- No Separate Inventory Transaction Required For Warranty Receipts.

MAX Warranty Tracking captures and reports failure data as defective units are repaired. Failure Analysis reporting helps engineering and manufacturing identify consistent problems, define the root cause and deliver the problem's solution.

Now there is an easier, more efficient way to manage product returns and repairs. Enhance your MAX System with MAX Warranty Tracking today! Please contact your Account Manager for details.



Double-click on an active box (white) to display all associated items with ship history record. Double clicking on the Customer PO box displays all orders with a ship history record.

For further
information please call
1.855.392.2862