

Warranty and Repair Management

CISTECH Warranty and Repair Management (WARM) is a comprehensive solution to manage product returns, warranty credits and repairs, and non-warranty repairs. WARM integrates and extends standard MAPICS processes to provide a single point of control for the entire life cycle of a return or repair. WARM helps ensure customer satisfaction while allowing you to manage and analyze your costs of returns and repairs.

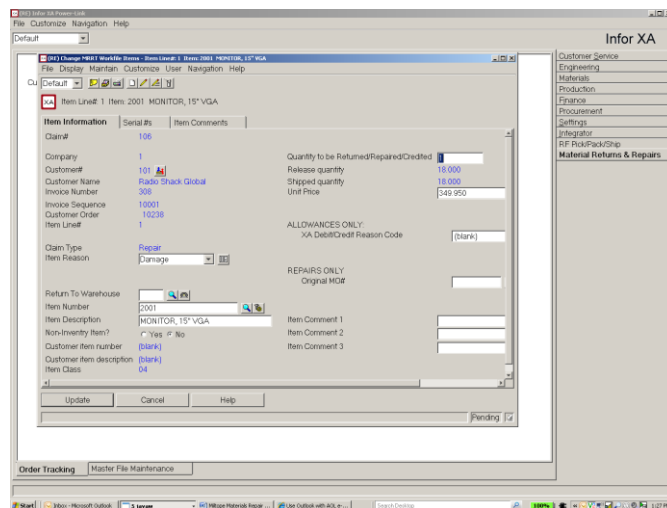
Benefits of WARM

- Improve customer service with a professional and effective return and repair process.
- Increase the efficiency of your team by consolidating cross-departmental tasks into a single integrated system.
- Enable a profit center with an effective quoting and execution system for non-warranty repairs.
- Improve visibility of inventory associated with returns and repairs.
- Capture and analyze return and repair data to identify customers and products that increase your costs.
- Uses familiar XA tools and processes so implementation is fast and effective.

Features of WARM

Customer Service Central

- Central repository to create, view and manage post-sale customer transactions including returns, repairs, credits and allowances.
- Allows customer service to create and issue Return Material Authorizations with automated e-mail confirmation
- Claims can be initiated by customer via the web portal

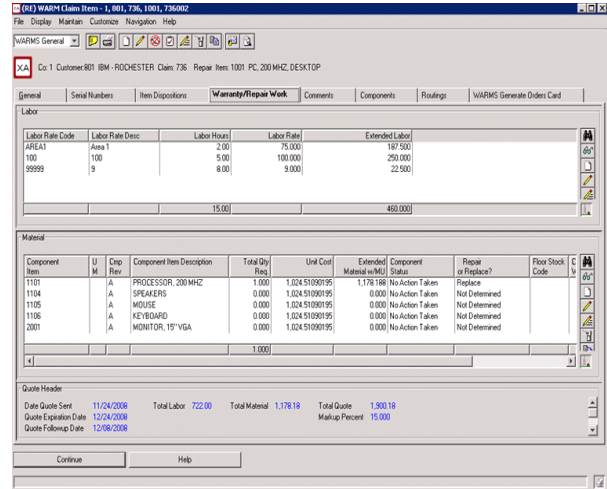


Warranty Claim Management

- View detailed history of shipped products with claims
- Create, manage and analyze product warranty claims
- Initiate credits/allowances for warranty claims
- Create repair orders for warranty claims
- Ship replacement item for warranty claims

Product Repair Management:

- Repair workbench allows technician to create quote for repair work
- Enables decision to repair or replace item
- Create and automatically e-mail a quotation for non-warranty repair
- Easily identify and validate RMAs at receiving dock
- Create a manufacturing order in XA for repair work
- Collect and track labor and material usage for repair order
- Product repair history reporting



The screenshot shows the 'Warranty/Repair Work' window in WARM. It displays a table for Labor with columns for Labor Rate Code, Labor Rate Desc, Labor Hours, Labor Rate, and Extended Labor. Below it is a table for Material with columns for Component Item, U, M, Qty, Component Item Description, Total Qty Req, Unit Cost, Extended Material (M/M), Component Status, Repair or Replace?, and Piece Stock Code. A 'Quote Header' section at the bottom provides summary statistics: Date Quote Sent (11/24/2008), Total Labor (722.00), Total Material (1,178.18), Total Quote (1,900.18), Quote Expiration Date (12/24/2008), and Quote Followup Date (12/08/2008).

Web Interface:

- Web enablement allows customers to initiate and track product claims.
- Web transactions flow seamlessly into WARM solution for processing.
- Interface provided for electronic communication with customer claims systems

Home [New Claim](#) [View](#)

Customer: All Open Claims

	Claim #	Your Customer Name	Claim Status	Approval/Rejection Status	Submission Date	Machine Type
View Edit	2606	JOHN SMITH	CLAIM ENTERED	Pending	05/04/2009	HUSVARNA CHAIN SAW
View Edit	2605	CISTECH INC	CLAIM ENTERED	Pending	03/30/2009	MT
View Edit	2604	JOES	CLAIM ENTERED	Pending	04/29/2009	MT
View Edit	2596	A	WEB PORTAL IN-PROGRESS	Pending	04/14/2009	QW
View Edit	2595		WEB PORTAL IN-PROGRESS	Pending	04/14/2009	
View	2577		CLAIM APPROVED - RMA PRODUCED	Approved		
View	2576		CLAIM APPROVED - RMA PRODUCED	Approved		
View	2570		CO/CM POST FAILED	Approved		
View Edit	2568	O	CLAIM ENTERED	Pending	02/26/2009	M

Pre-requisites for WARM: R7, COM, IM, EPDM, PC&C/OBPM, PM, Enterprise Integrator, System Link for Web Portal