Slide 1
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In this session we do an example of a complete cycle of a Service Job. This is a walk-in Customer who comes in for a replacement of a set of 4 tyres.

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In this case we start with the Customer Directive. We retrieve a Current CRM Record for this Customer.

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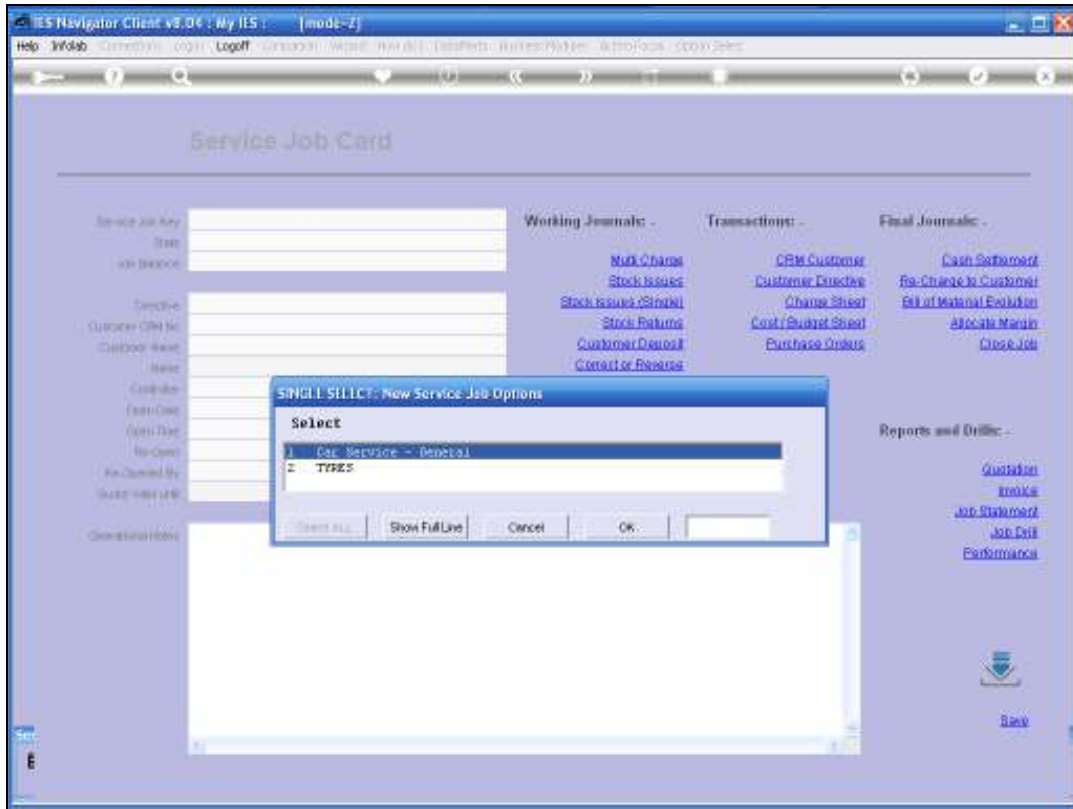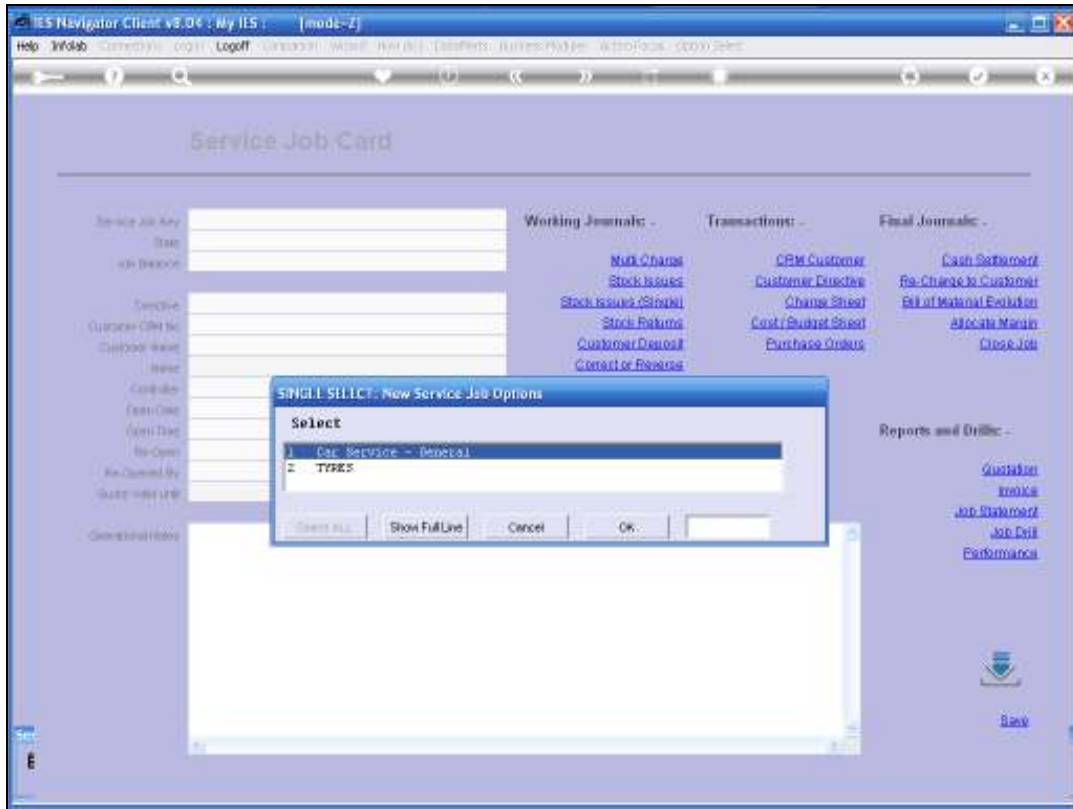And we Record the Customer Instruction.
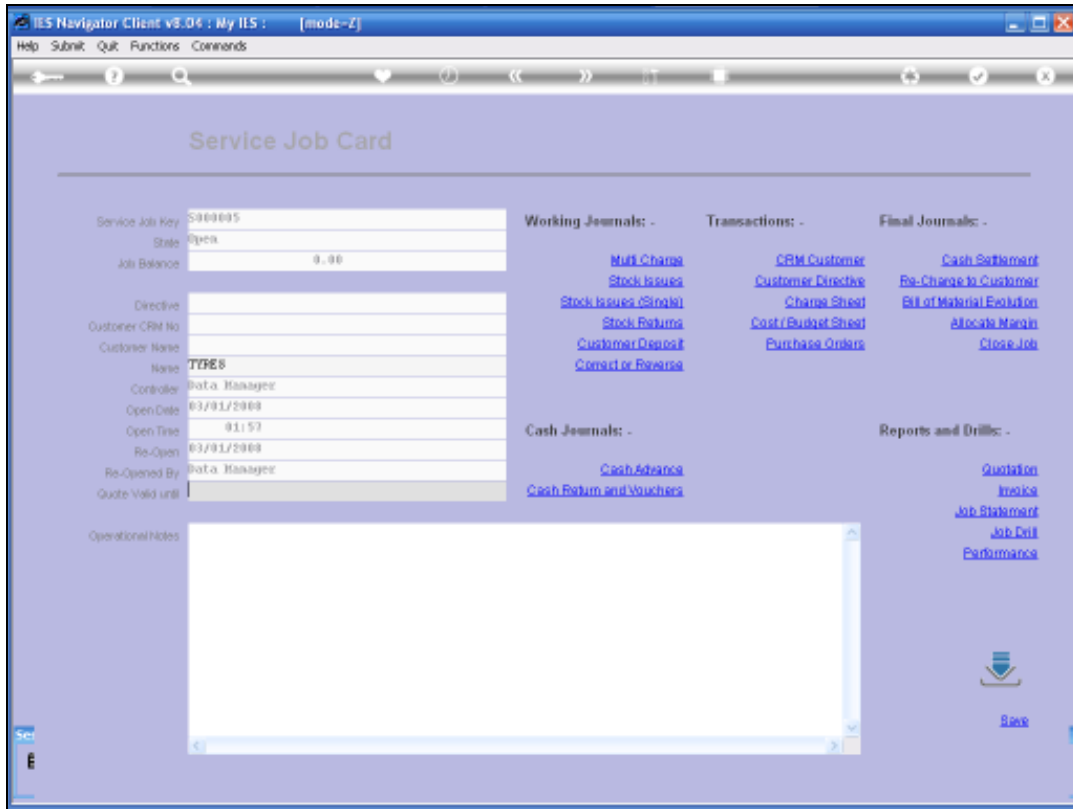
Slide 10
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And now we Open a New Service Job.
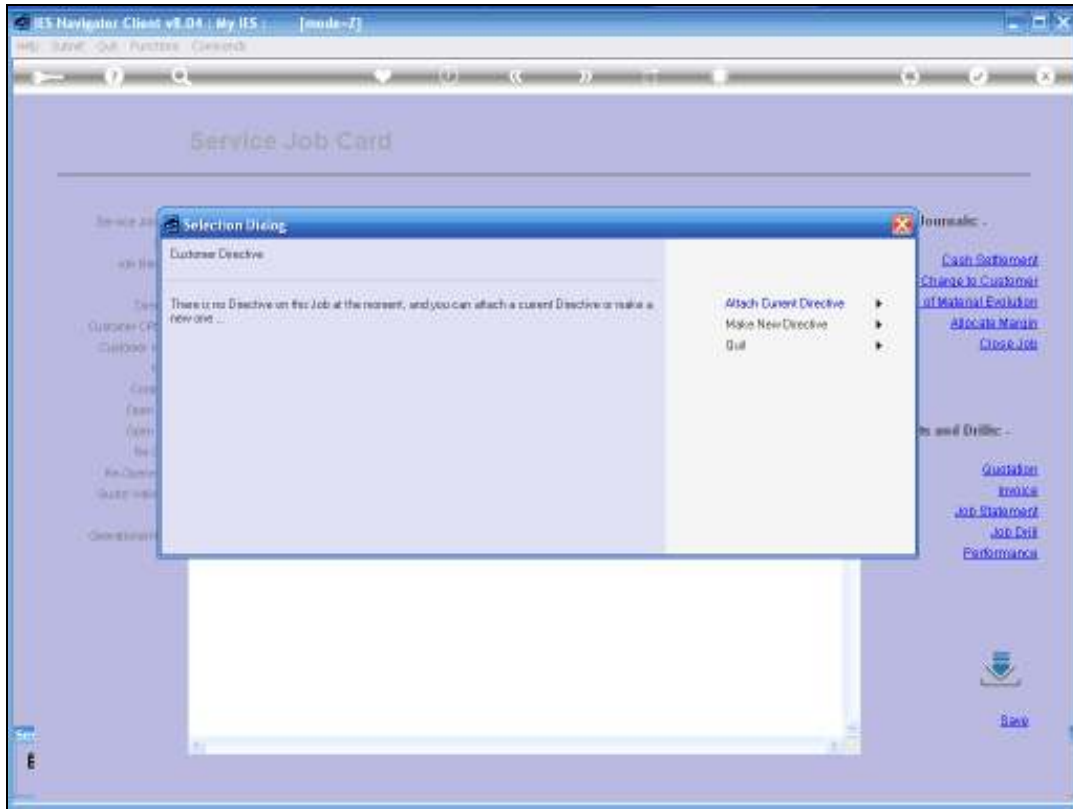
Slide 12
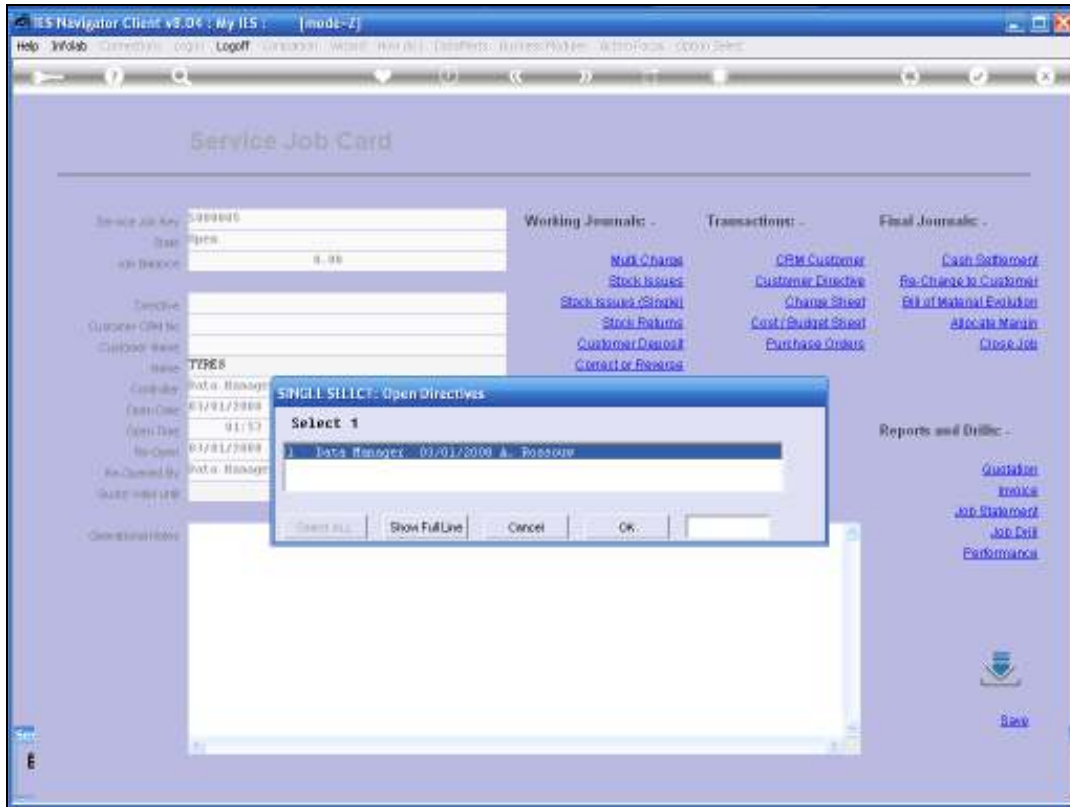Slide notes:

Slide 13
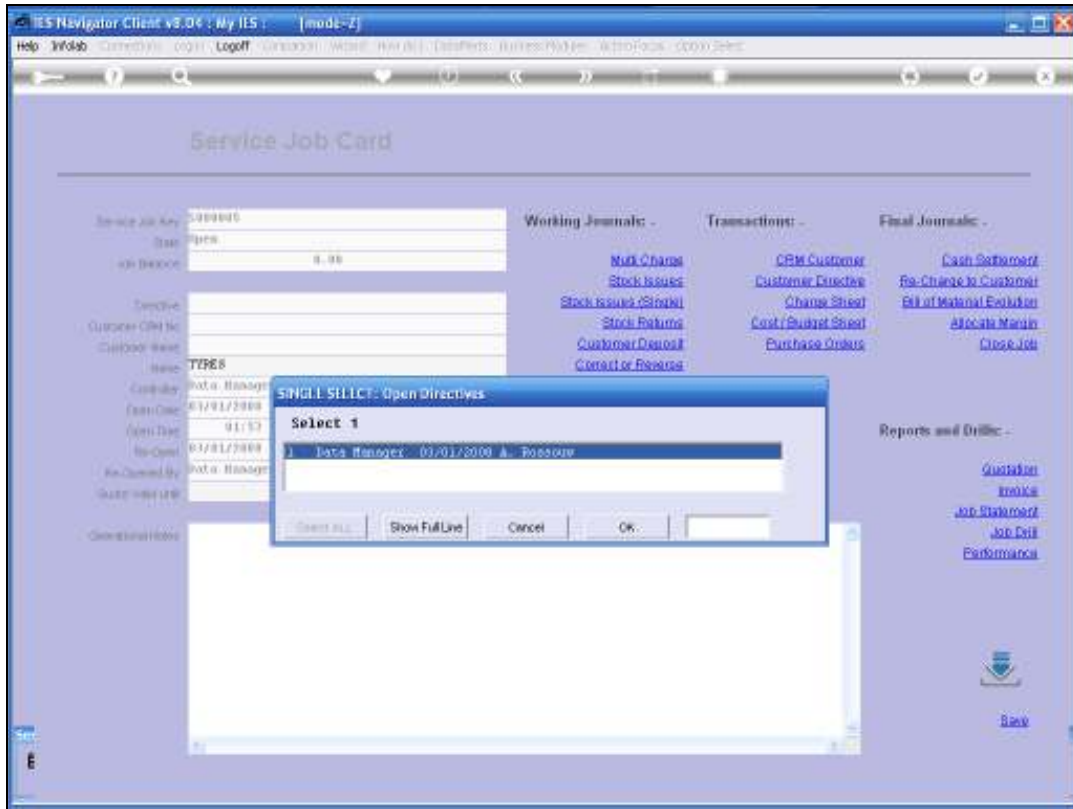Slide notes:

Slide 14
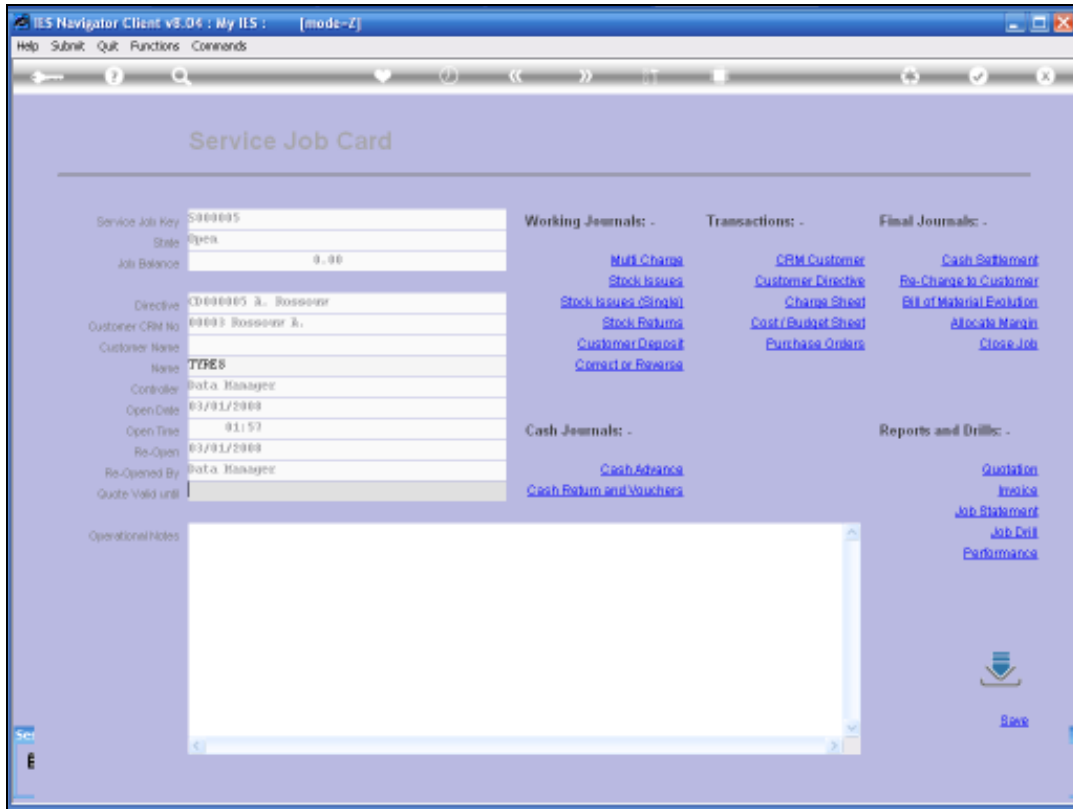Slide notes:

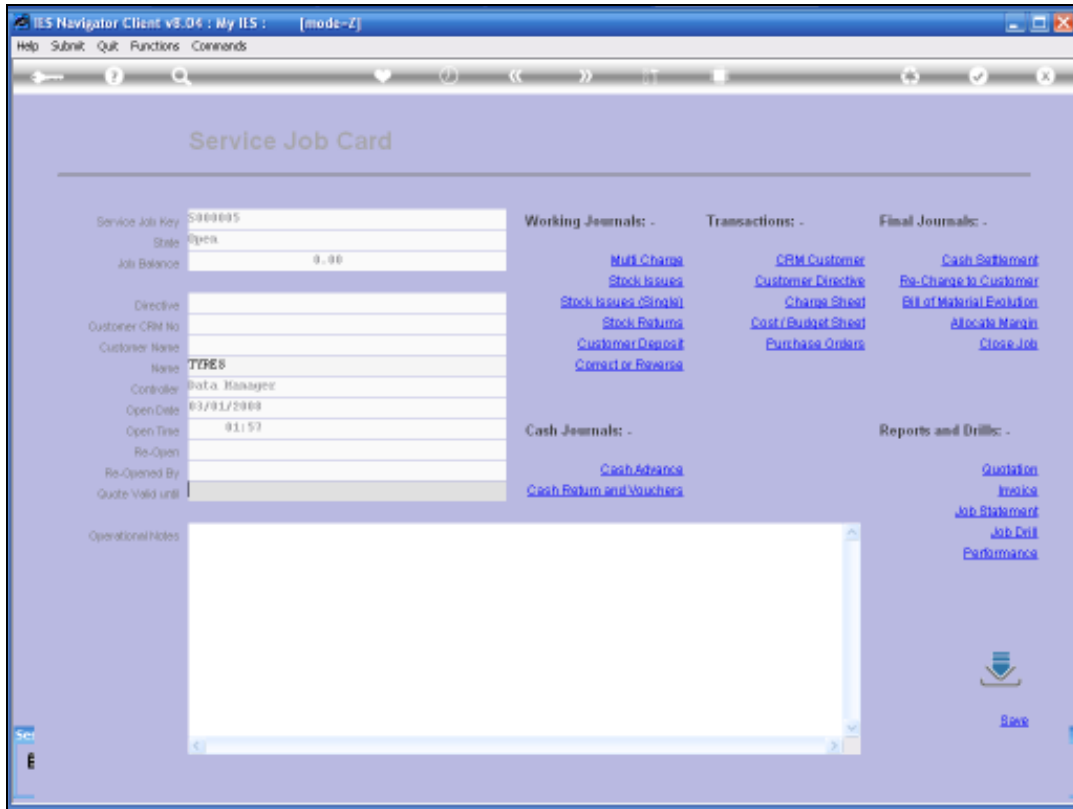We attach the Customer Directive.

Slide 15
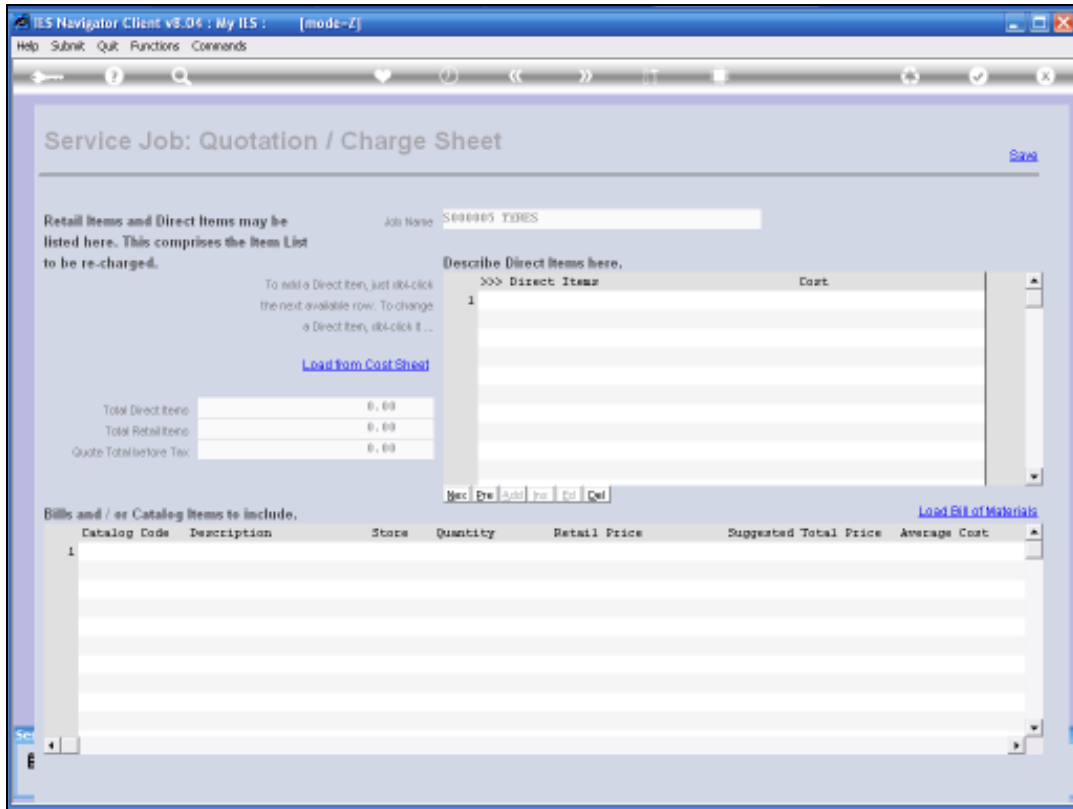Slide notes:

Slide 16
Slide notes:

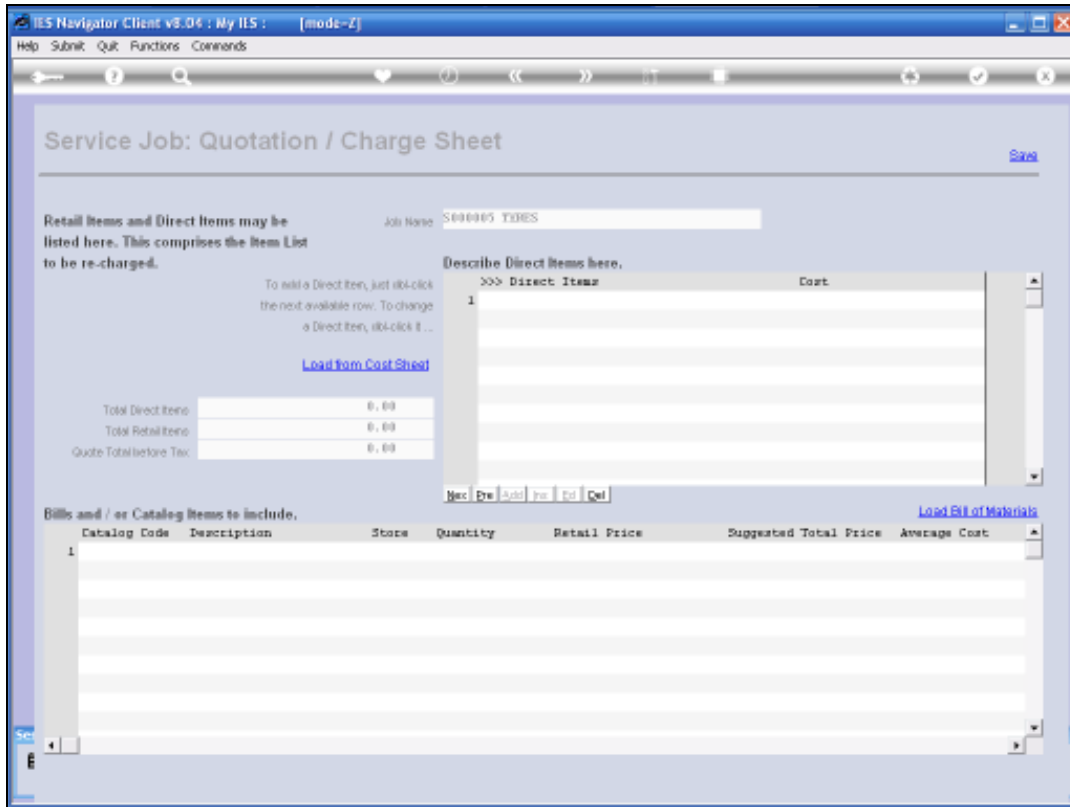Slide 17
Slide notes:

Slide 18
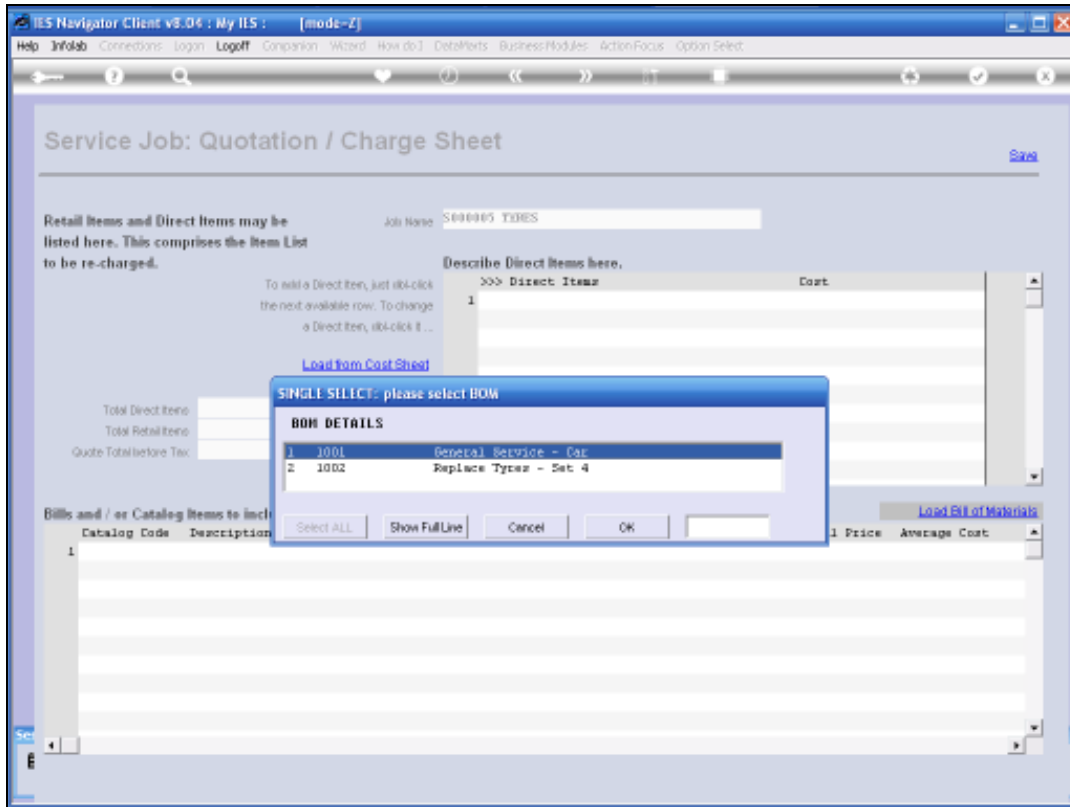Slide notes:

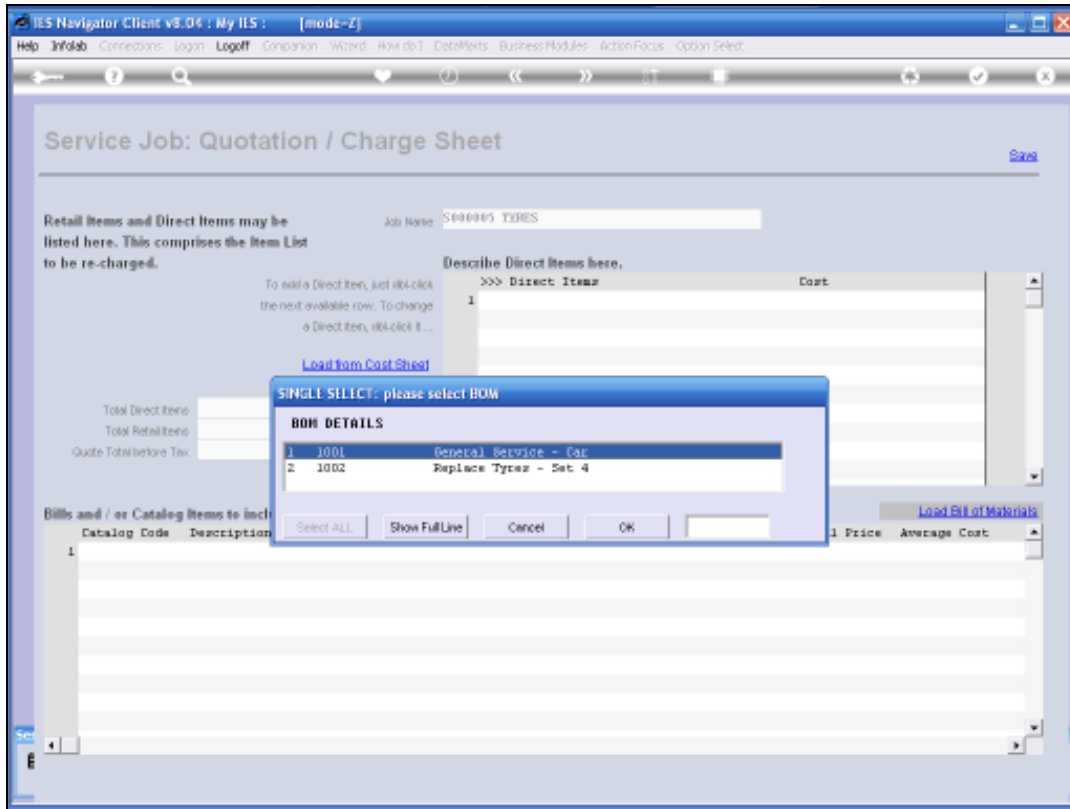Slide 19
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On the Charge Sheet we load a Standard Bill of Materials for the replacement of the 4 Tyres.

Slide 21
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Slide notes:
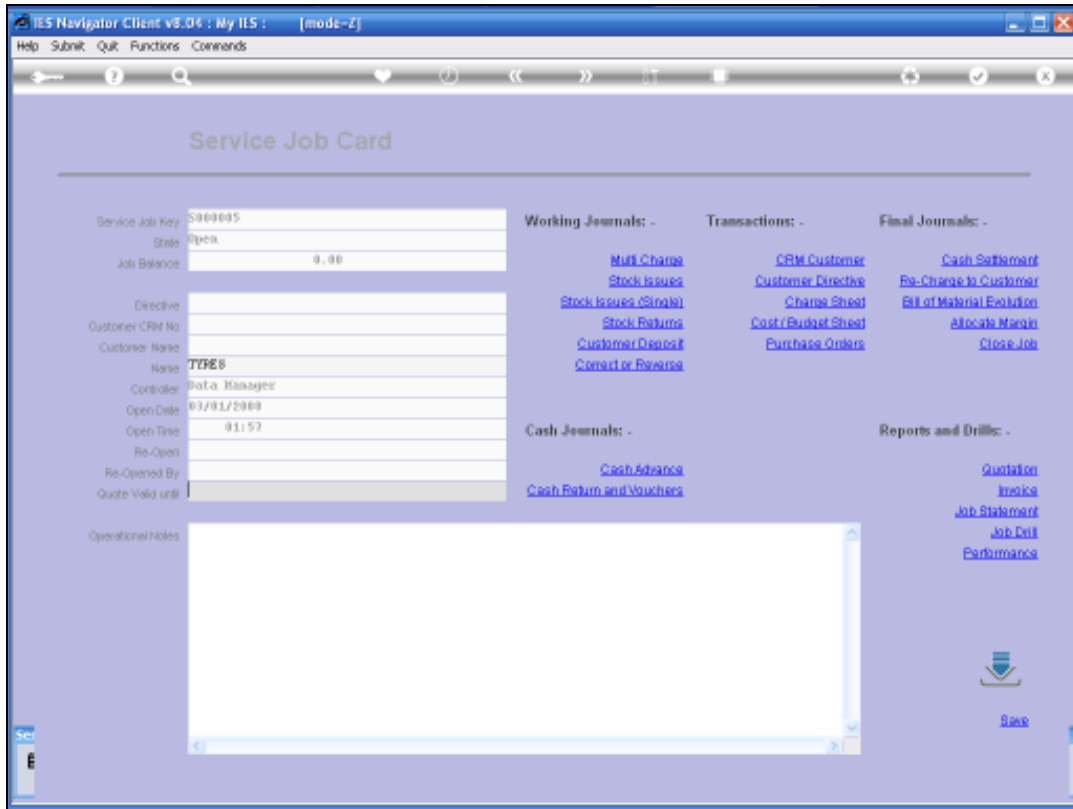
Slide 26
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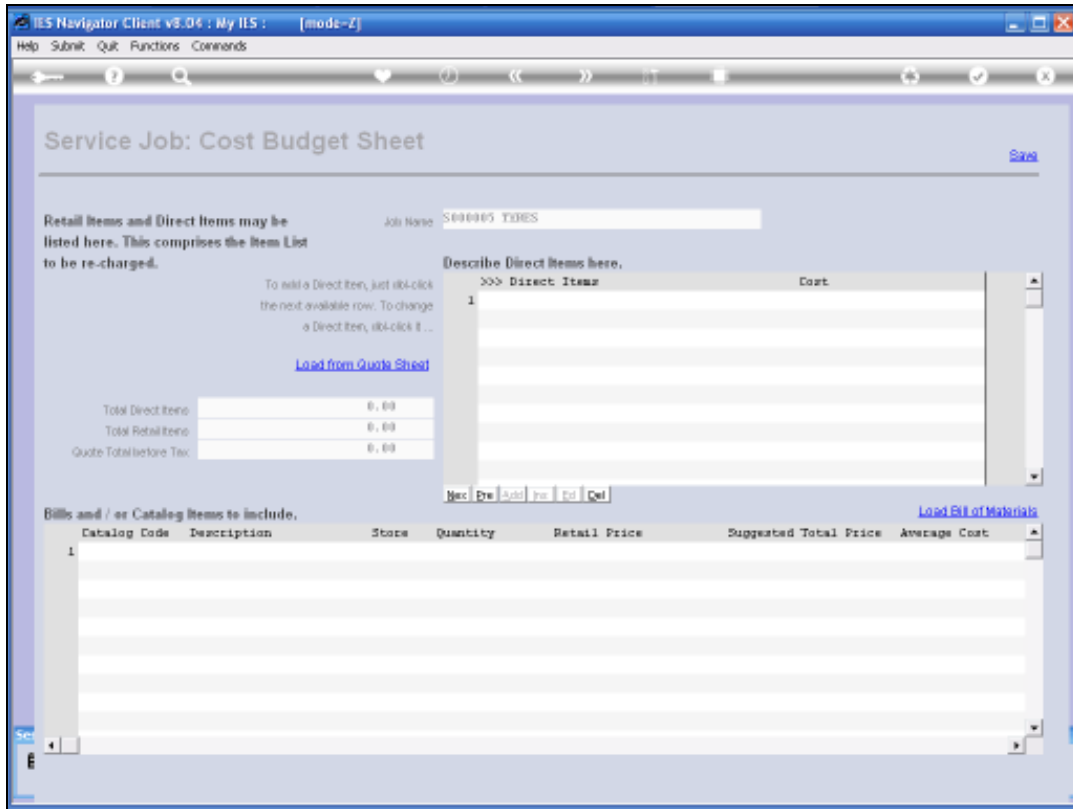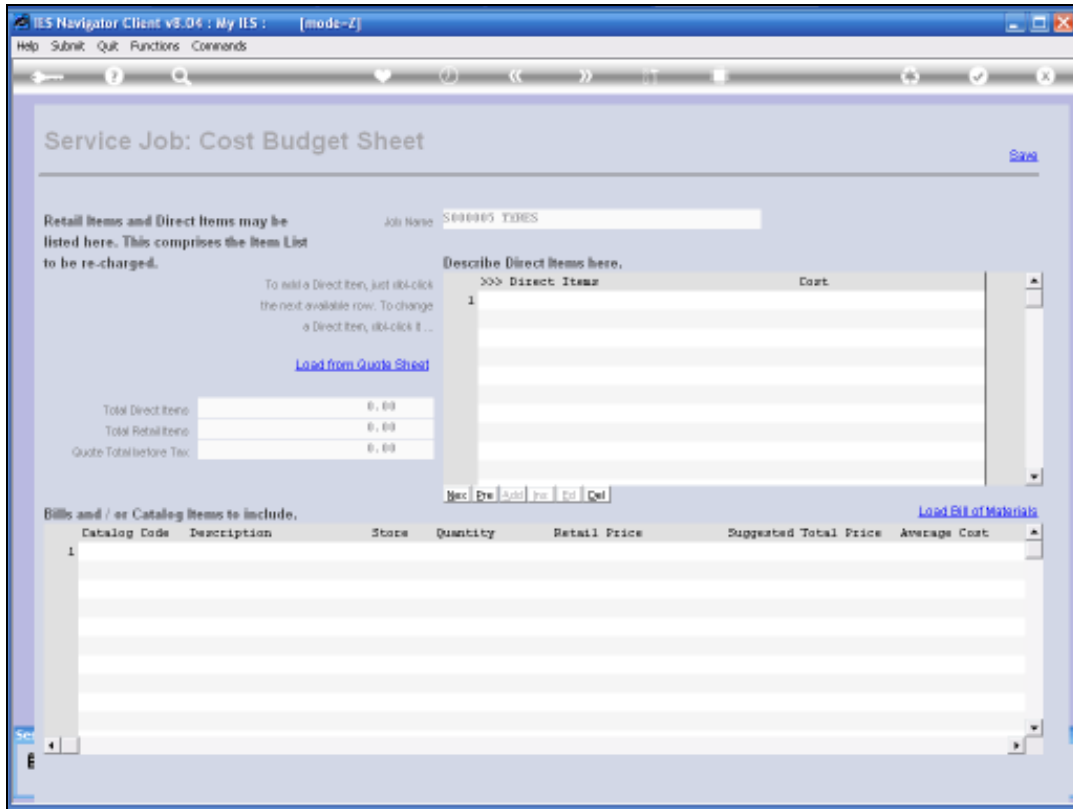The Cost Sheet is mirrored to the Charge Sheet.

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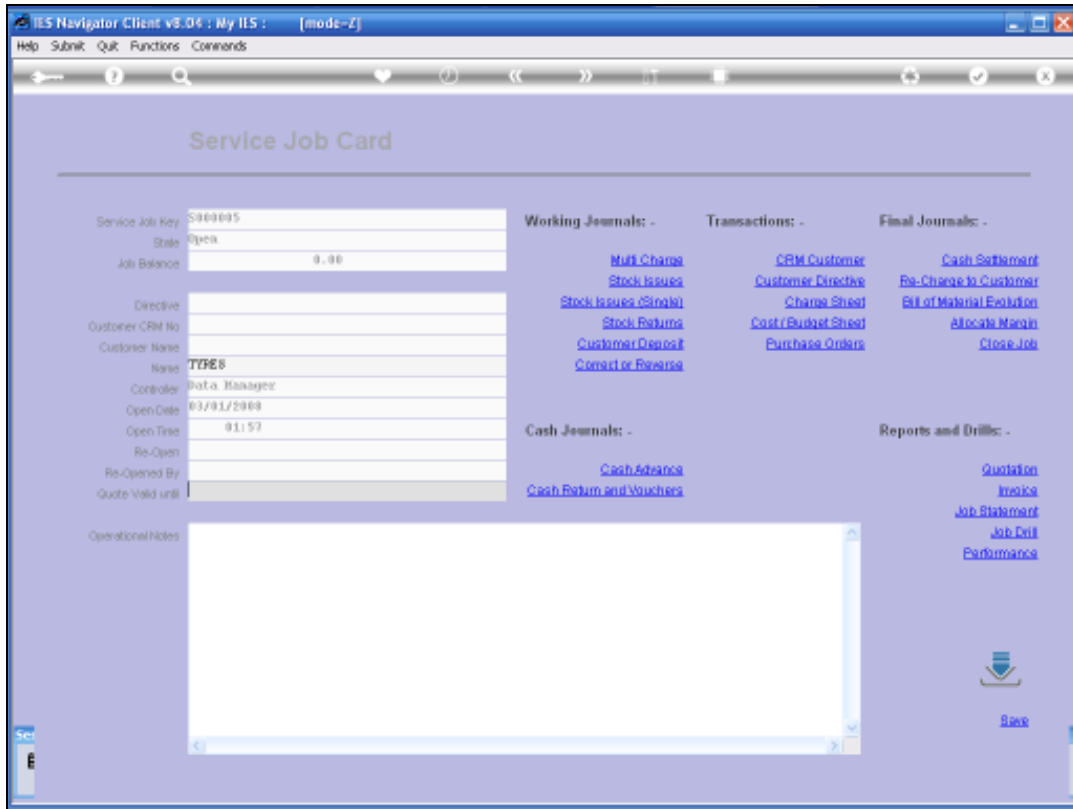
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We process the Labor Charges automatically from the Cost Sheet.
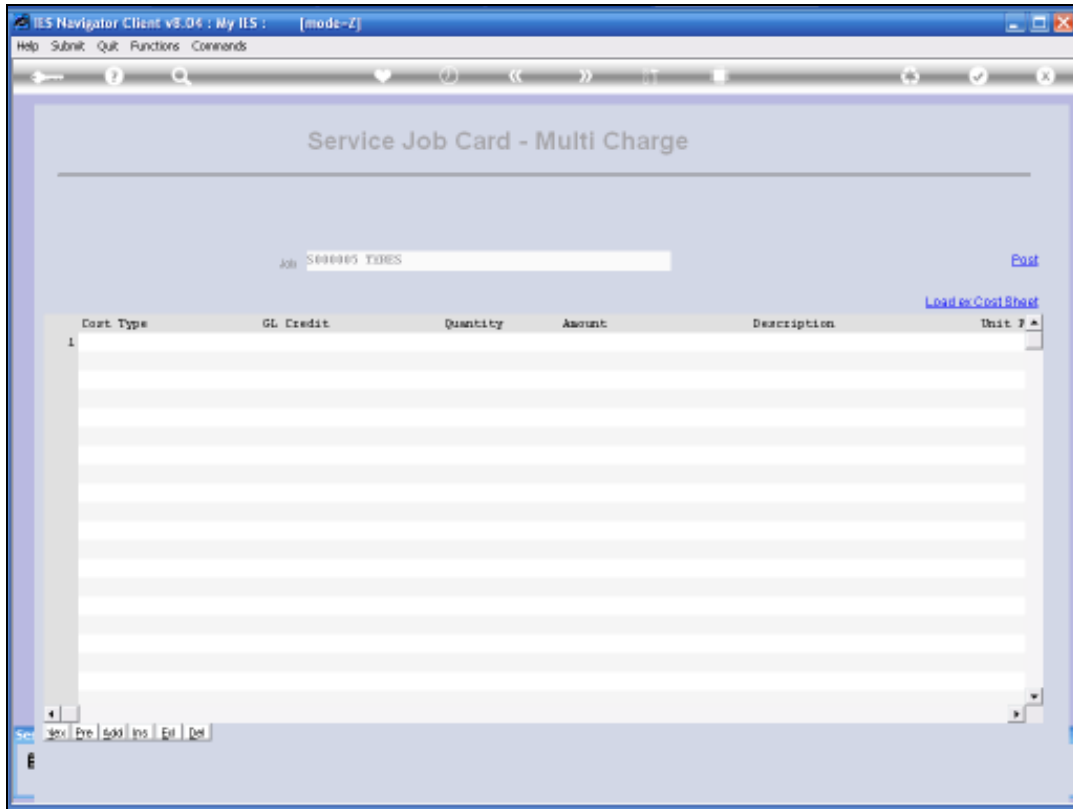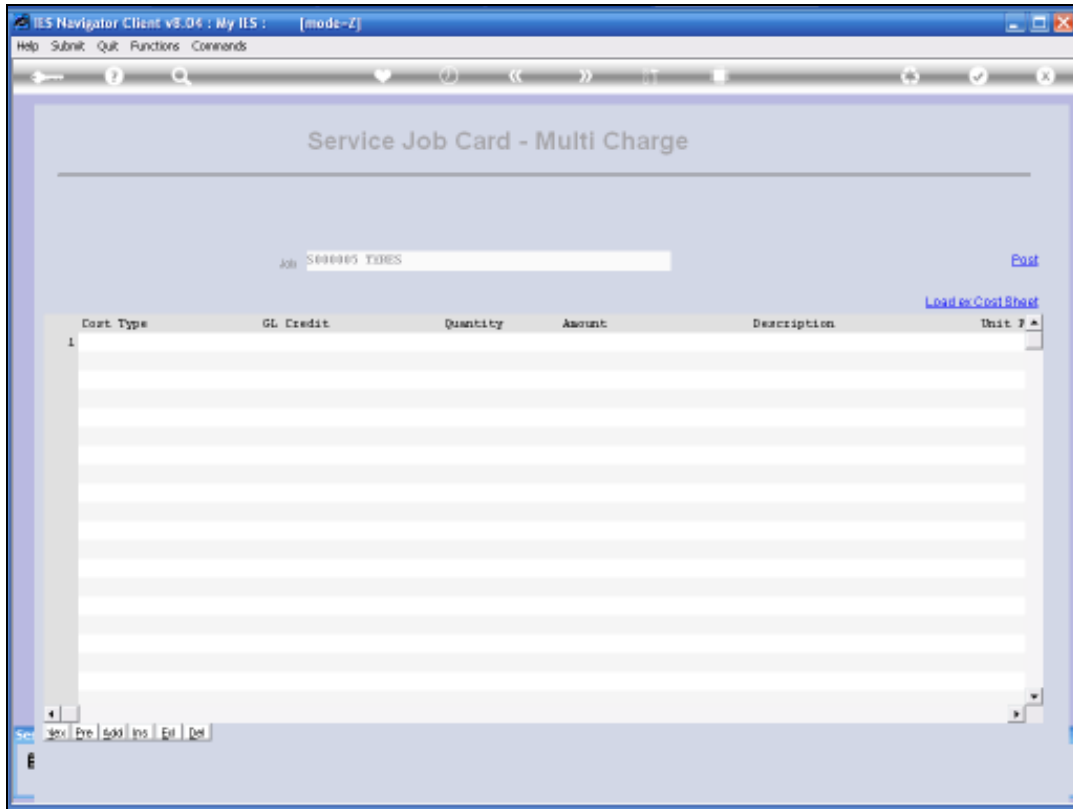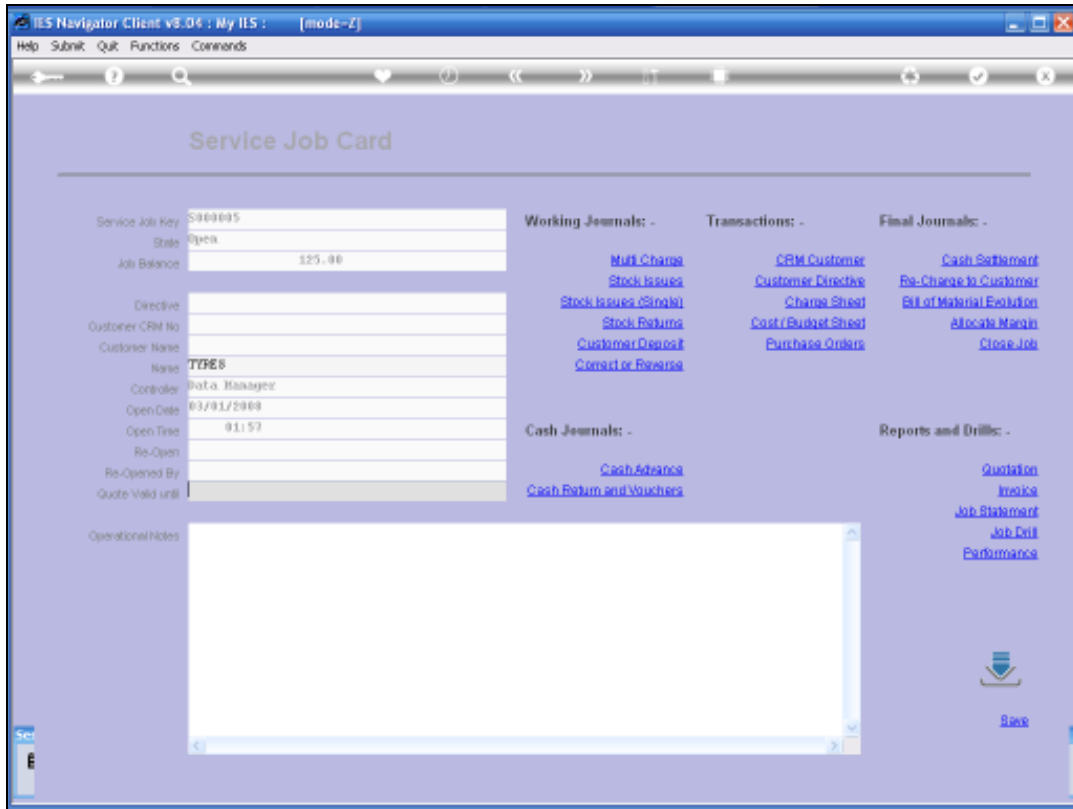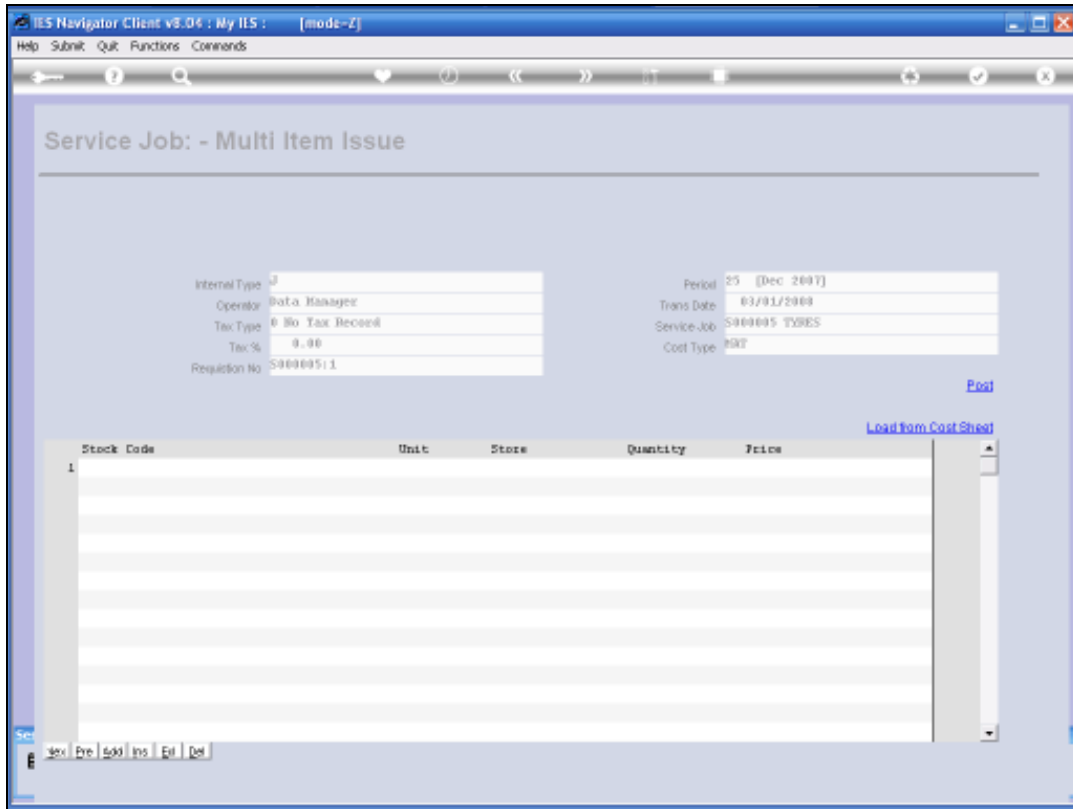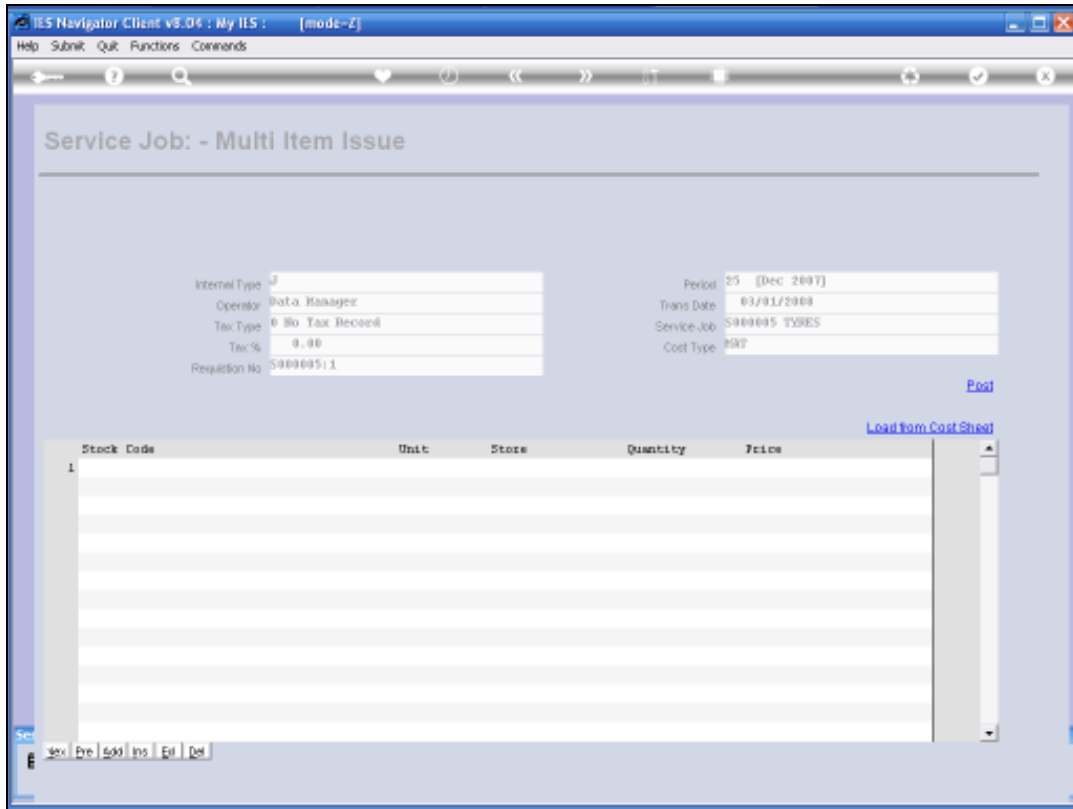
Slide 34
Slide notes:

Slide 35
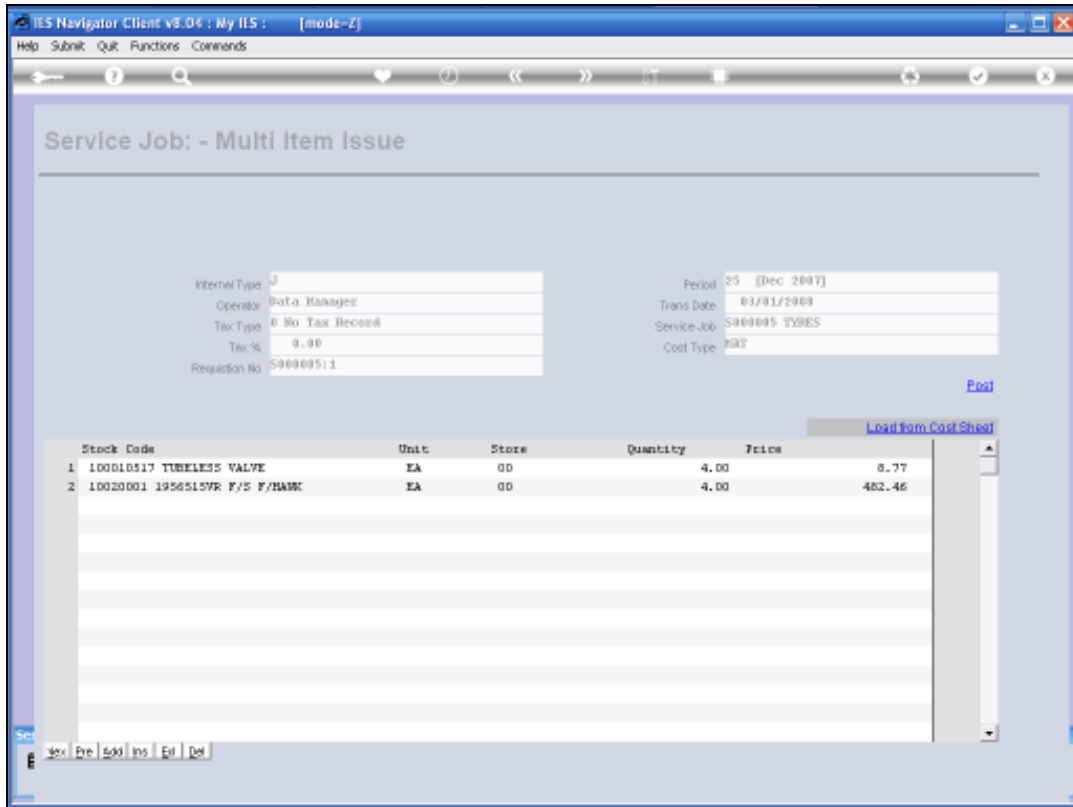Slide notes:
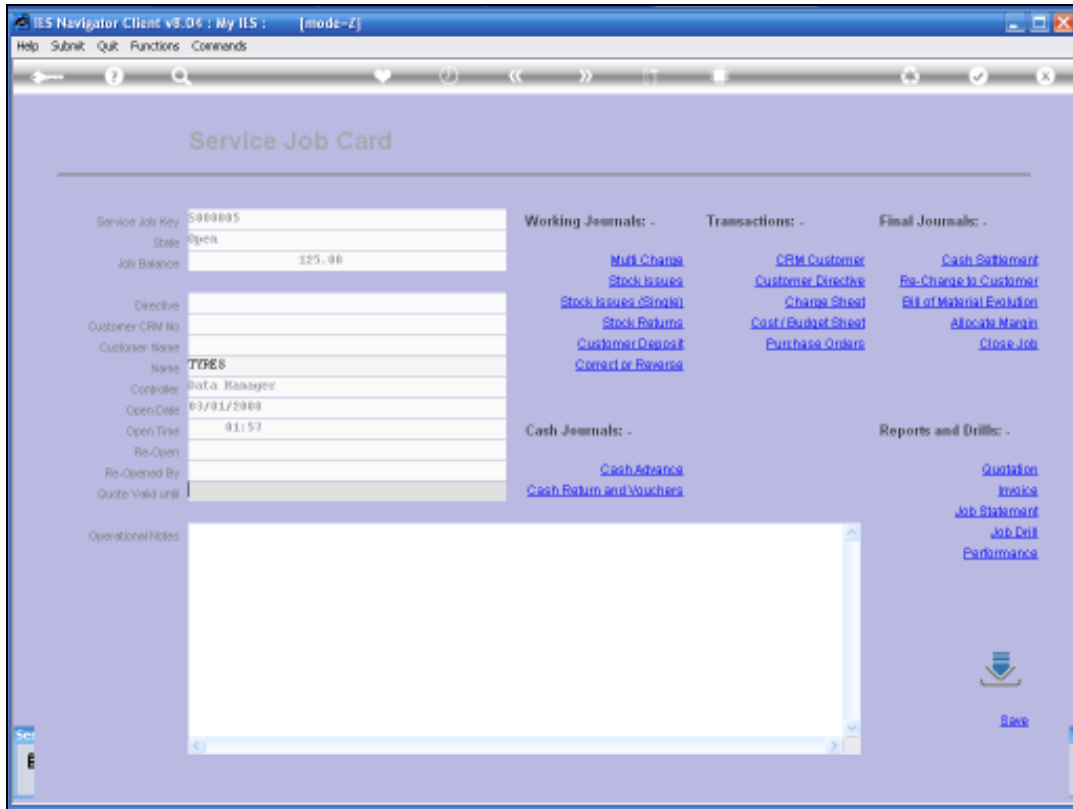
Slide 36
Slide notes:
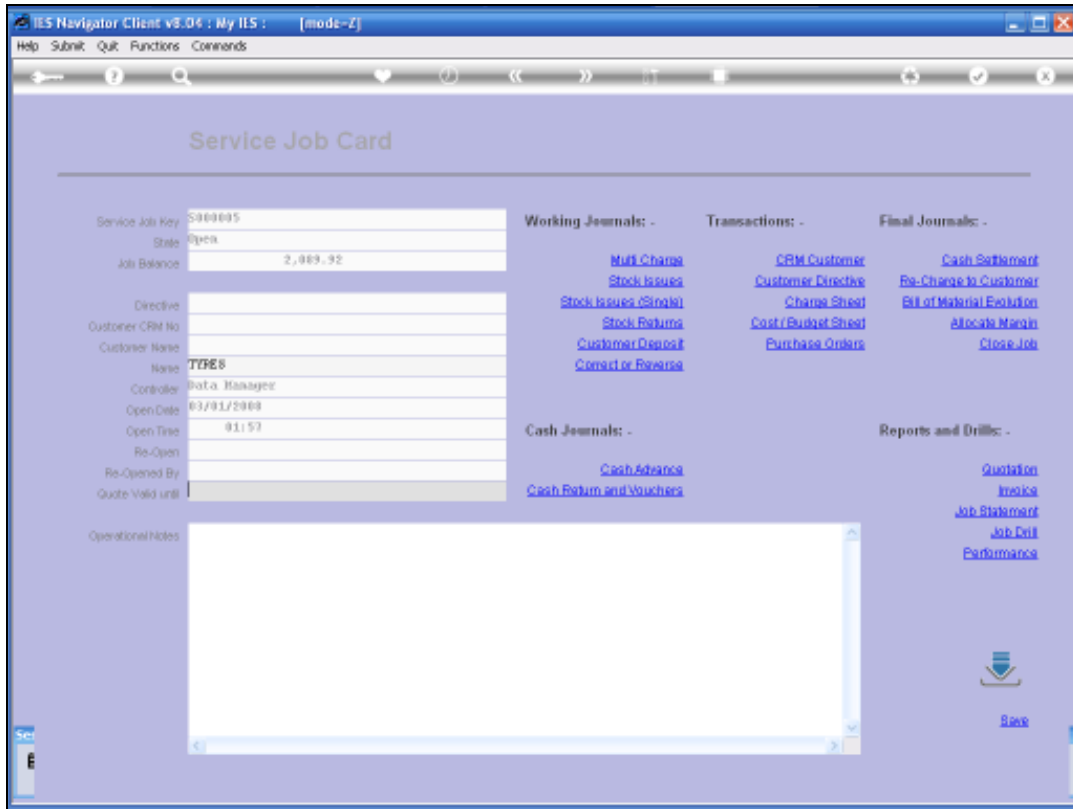
Slide 37
Slide notes:
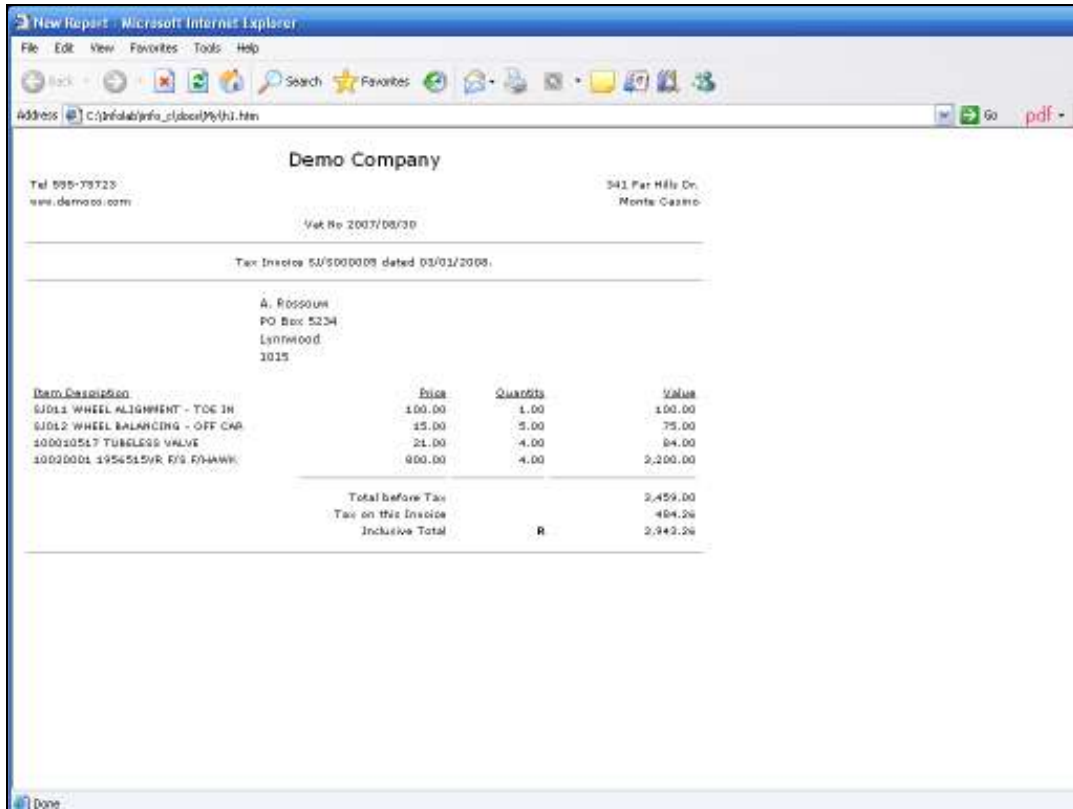
And we Issue the Stock also from the Cost Sheet.
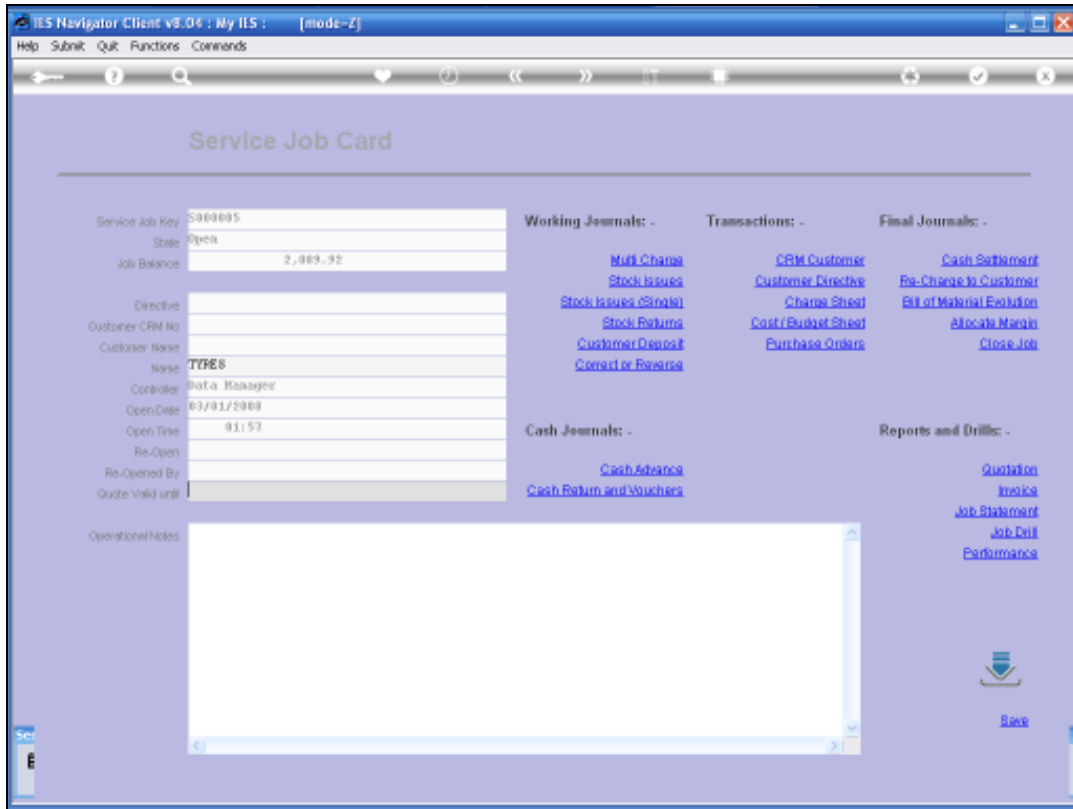
Slide 38
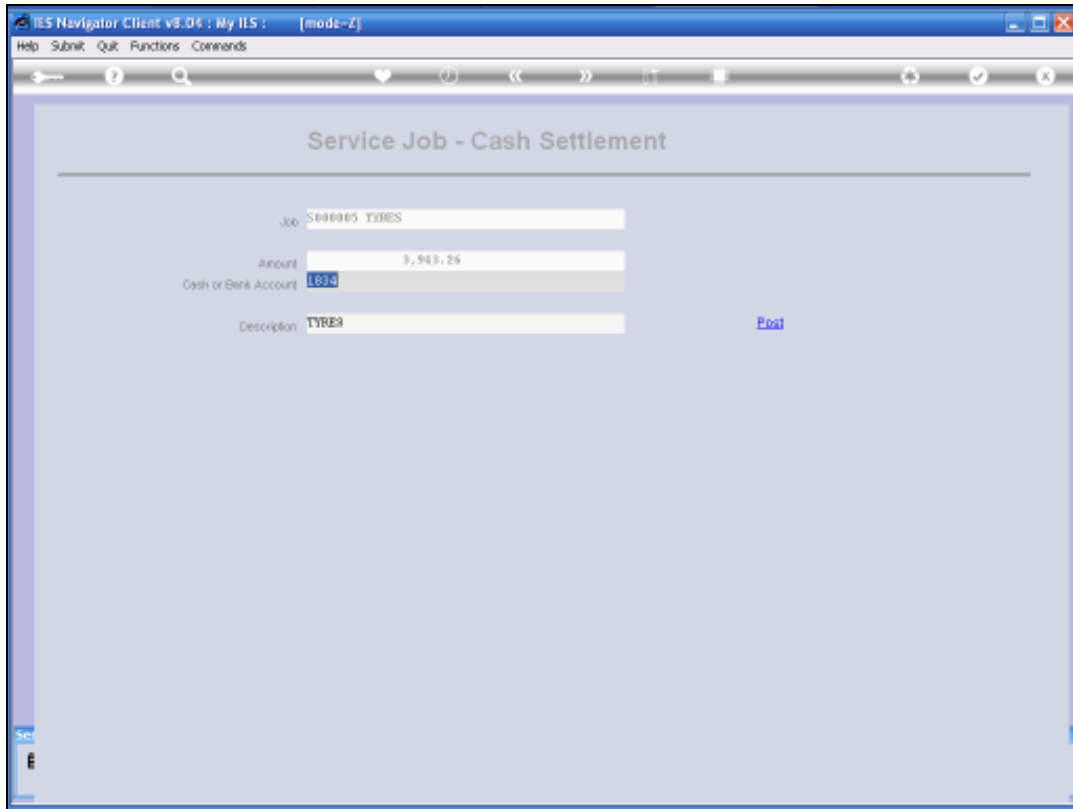Slide notes:

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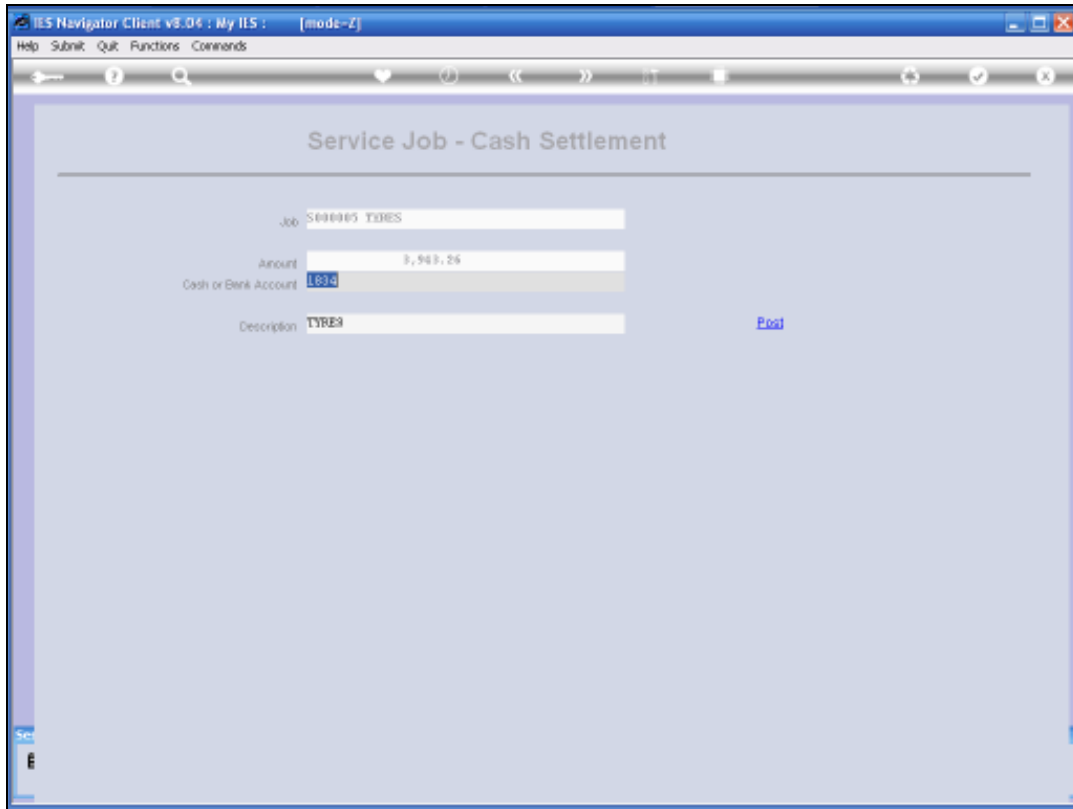Slide notes:

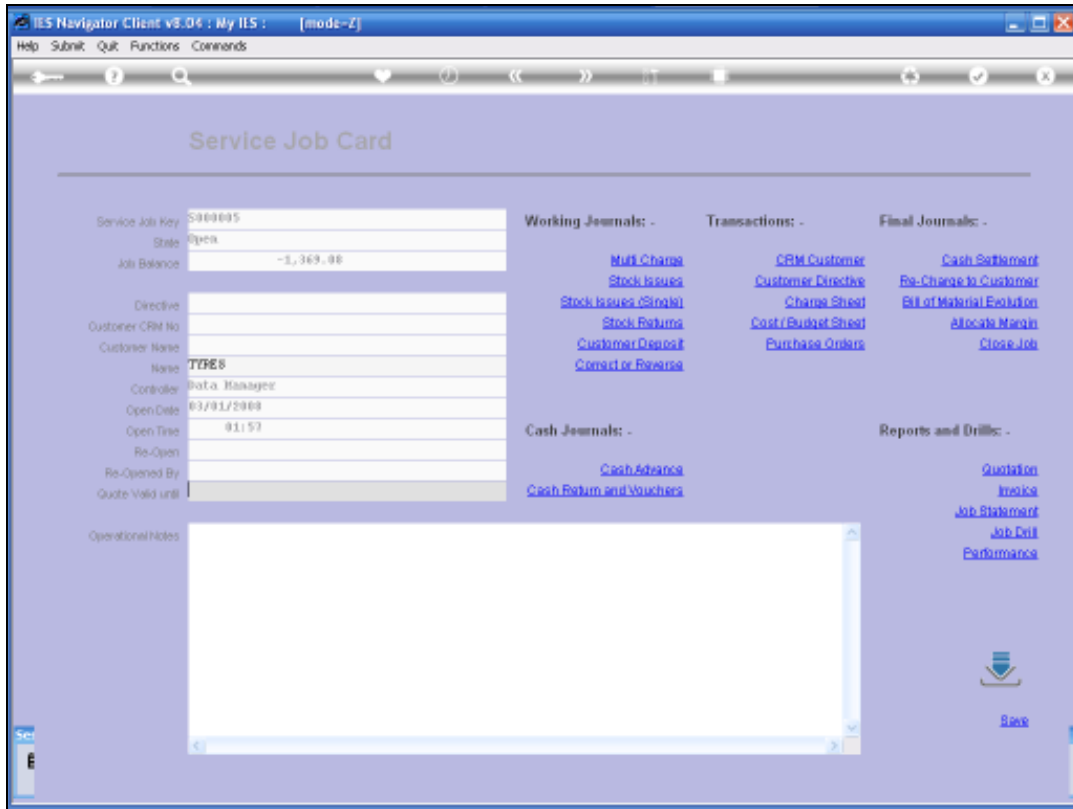We produce an Invoice.

Slide 42
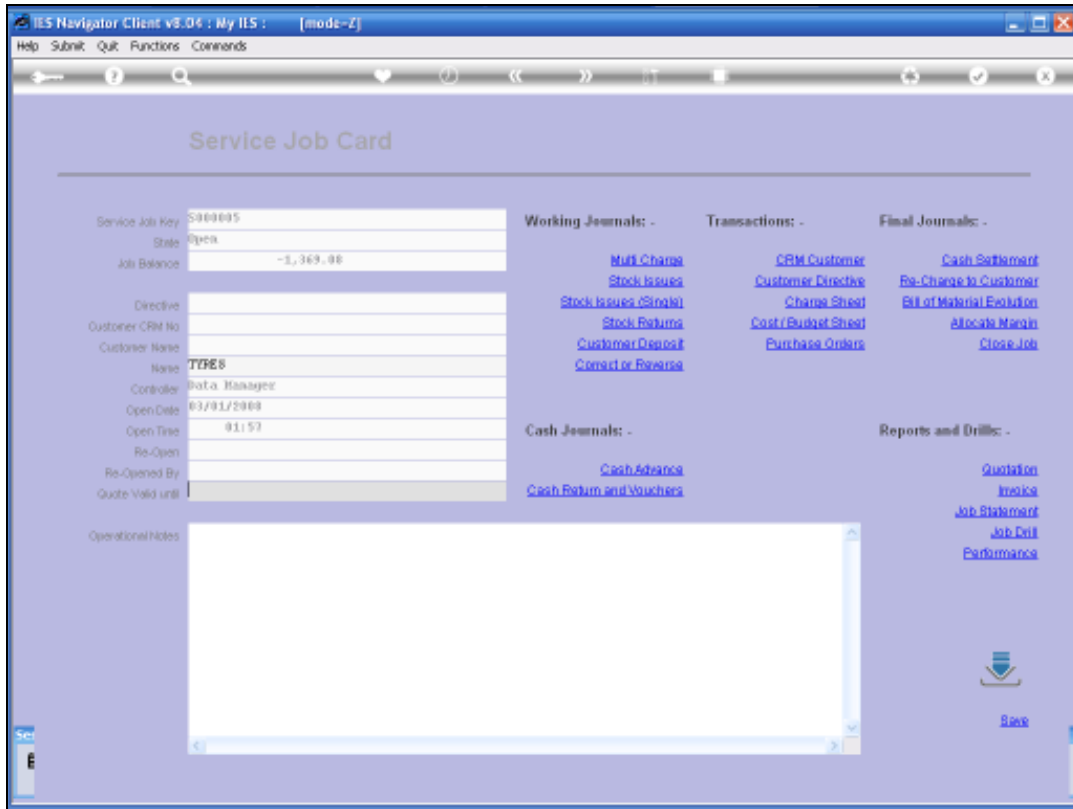Slide notes:

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The Customer Settles the Amount.
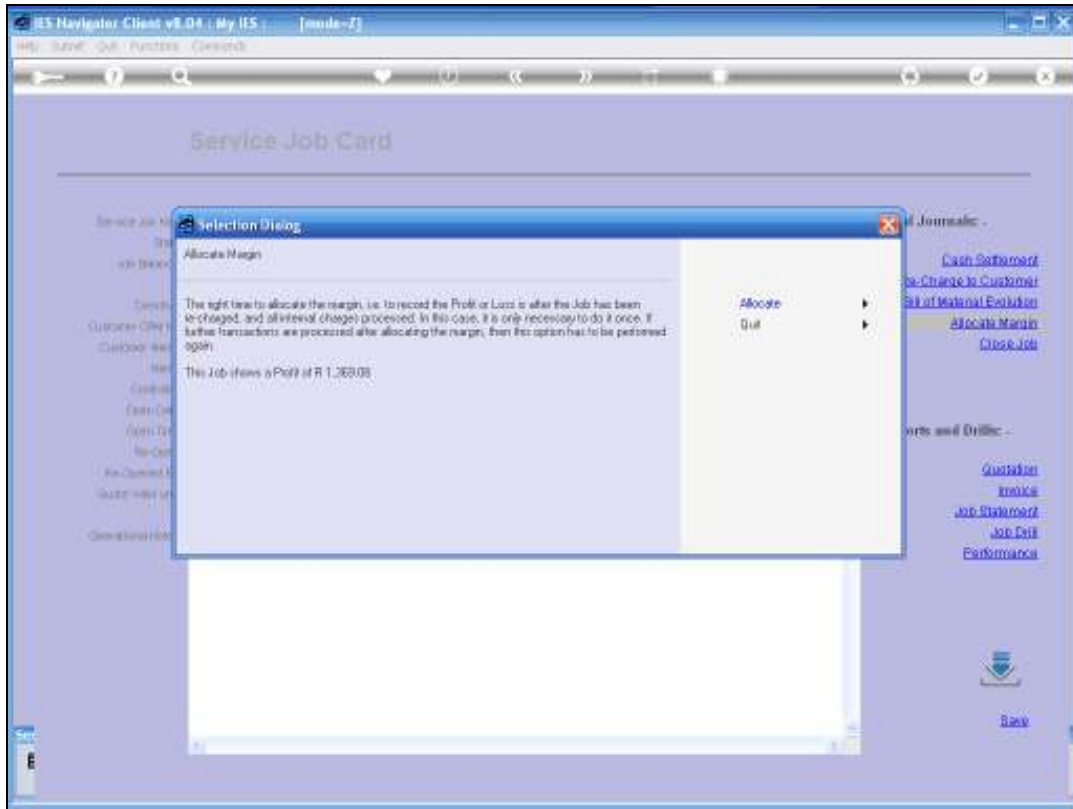
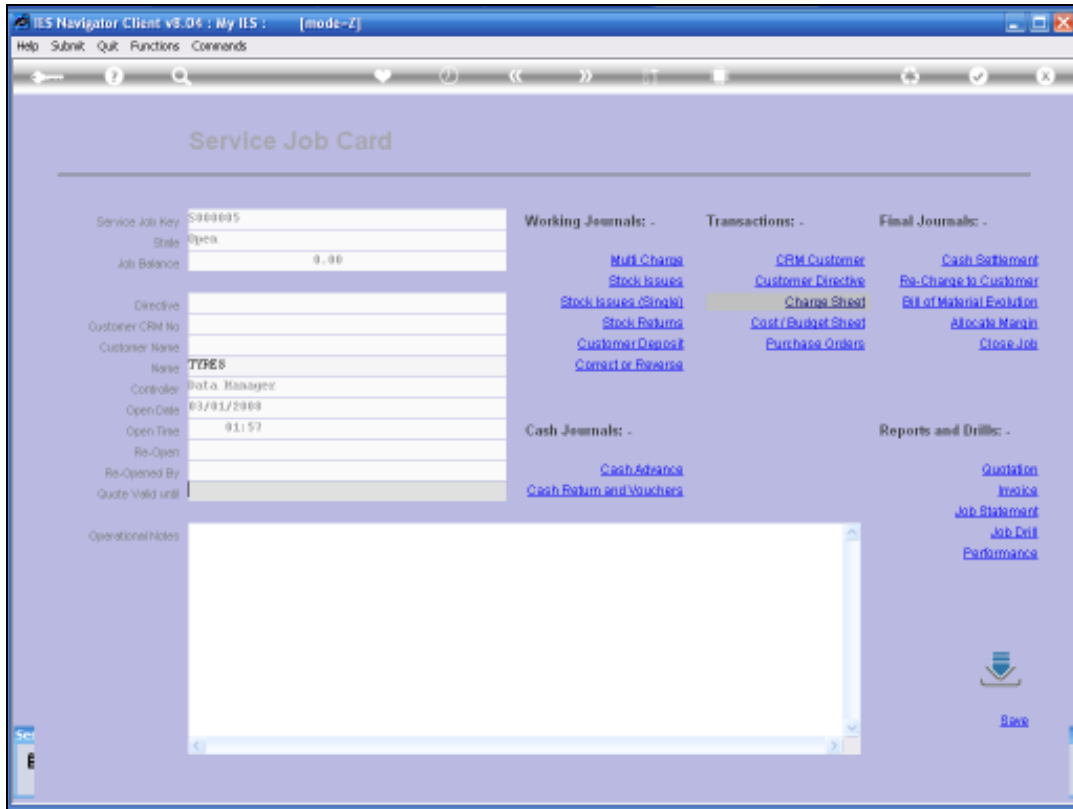Slide 44
Slide notes:

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Slide notes:

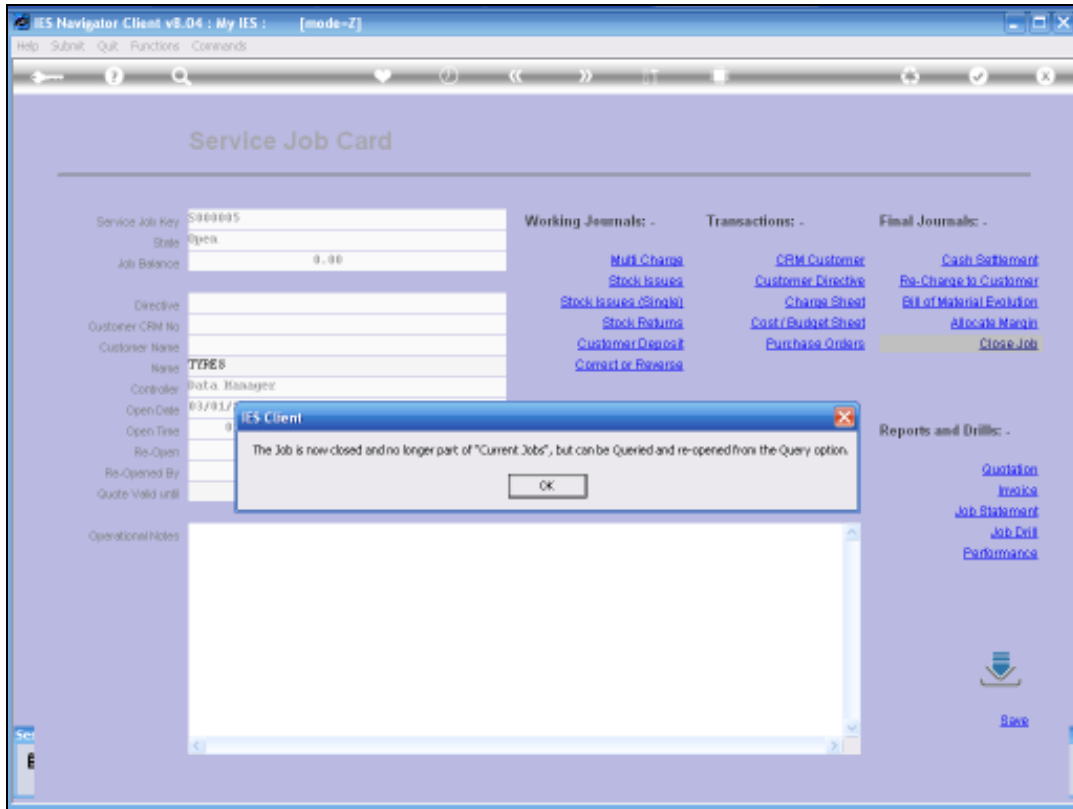Slide 46
Slide notes:

We allocate the Margin.

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And we close the Job.

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Slide notes:

Now it is all done.

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Slide notes: