

SERVICE CONTRACTS

“The ability to have a streamlined solution like FORZA, one that manages consolidated billing, is a huge time saving asset to maximize our workflow.”

- Patrick Adesso, CIO of Dex/Emerge

MWA FORZA, built on SAP Business One®, provides support for service, sales, and contract management, allowing you to proactively manage your customer interaction for maximum business gain.



Provides easy access to customer information in one place



Access service call history, service contracts, and meter history



Create service calls & supply orders



Manage meter group logic for consolidated billing



Manage multiple bill dates and billing frequencies per machine, meter code, or meter



Flexible meter groups per contract for consolidated meter billing

Service Contracts are the heartbeat of FORZA, providing an easy, robust, and flexible platform never before seen in the imaging industry. Whether you want to define different billing cycles by machine, by meter, by base and overage, or any combination of these types, it's as easy as a click of a mouse! Eliminating the confusion around pooled/grouped billing has never been easier with an industry designed interface that puts all of the information on a single screen.

Managing what is covered in a contract with a customer has always been a laborious and confusing process - not anymore! With FORZA, you don't have to sell every service contract the same way to make it easy to manage. FORZA allows you to sell your contracts the way you need to remain competitive and serve your customer's needs.



Contact us today for a demo!



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Individually driving the information into the service contract is the equipment card. The equipment card contains all the information related to that specific piece of equipment. Not only does it contain all of its current information but also its history; whether that is multiple past service contracts, meters, parts usage or billing information, you have a complete look at that device since you received the first time.

For the first time, a dealership can now view a profitability report down to the click based on the service contract, the equipment serial number, or the customer over any period of time. Reports can be run in a detail or summary view and also contain the original sale for overall profitability.



Reports will also be linked directly to all of the invoices that generated revenue and all of the expenses that have been consumed servicing each piece of equipment.

EQUIPMENT		INVOICES		SERVICE CALLS		EXPENSES		ANALYSIS									
Manuf S/N	Internal S/N	Number	Date	Revenue	Number	Type	Date	Meter Reading	Equip	Lease	Supplies	Services	Travel	Labor	EXPENSES	TOTAL	Profit
Service Contract # 3 (1104 Kenilworth Drive, Towson, MD)																	
Equipment Types: CWPERS																	
Meter Codes: BLACK																	
Locations: 1104 Kenilworth Drive Suite 300 Towson MD 21204																	
Equipment Codes: B2P4B 363SP Manufacturers: -No Manufacturer-																	
Description: UE17960990 F2001																	
		18	06/02/14	6.99	410	999	05/01/14	10									
					353		05/17/14	888									
					609		06/01/14	1,233	0.00	0.00	15.87	0.00	0.00	30.00	45.87		
UE17960091	F2002	18	06/02/14	15.95	410		05/01/14	3									
					609		06/01/14	1,322									
UE17960092	F2003	18	06/02/14	18.48	422		05/08/14	3									
					609		06/01/14	1,467									
B2P4B 363SP				\$41.42	Copies		1,072		0.00	0.00	15.87	0.00	0.00	30.00	\$45.87		-\$4.45
Equipment Codes: HPC 4501 Manufacturers: -No Manufacturer-																	
Description: SLN9007610 F2004																	
		18	06/02/14	67.00	422		05/08/14	58									
					609		06/01/14	1,390									
SLN9007611	F2005	18	06/02/14	103.31	422		05/08/14	45									
					533	999	05/17/14	2,914	0.00	0.00	12.85	25.00	0.00	0.00	37.85		
SLN9007612	F2006	18	06/02/14	66.81	442		05/08/14	15									
					609		06/01/14	2,242									
SLN9007613	F2007	18	06/02/14	65.37	442		05/08/14	32									
					609		06/01/14	2,211									
HPC 4501				\$300.49	Copies		9,123		0.00	0.00	12.85	25.00	0.00	30.00	\$47.85		\$232.64
1104 Kenilworth Drive Suite 300																	
Towson MD 21204																	
BLACK				\$341.91	Copies		10,195		0.00	0.00	28.72	25.00	0.00	60.00	\$113.72		\$228.19
1104 Kenilworth Drive Suite 300																	
Towson MD 21204																	
BLACK				\$341.91	Copies		10,195		0.00	0.00	28.72	25.00	0.00	60.00	\$113.72		\$228.19

1.800.875.2371
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