

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 |
| PROFITABILITY by Customer DETAIL - 06/23/14 CUSTOMER: Johnson S. Johnson (005) SERVICE CONTRACT: # 3 (1104 Kenilworth Drive, Towson, MD) | | | | | | | | | | | | | | | | | |
| 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: SLN0007610 F2004 | | | | | | | | | | | | | | | | | |
| | | 18 | 06/02/14 | 67.00 | 422 | | 05/08/14 | 58 | | | | | | | | | |
| | | | | | 609 | | 06/01/14 | 1,390 | | | | | | | | | |
| SLN0007611 | 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 | | |
| SLN0007612 | F2006 | 18 | 06/02/14 | 66.81 | 442 | | 05/08/14 | 15 | | | | | | | | | |
| | | | | | 609 | | 06/01/14 | 2,242 | | | | | | | | | |
| SLN0007613 | 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 |

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