

Service and Repair Order Setup

Performing a little set up in your Eagle system helps ensure that your service and repair business runs like clockwork. By properly configuring the terms and conditions, signature capture device, adding service package SKUs and creating repair types, you can effectively run your Service and Repair Department.

Prior to using the Service and Repair feature, verify your options settings and enabled security bits. These are listed in the Course Materials section of the Service and Repair Orders Overview and this class. You can then define the Terms and Conditions. From the Eagle Browser, select System Management, and then Options Configurations.

You can also type OPT in the Eagle Launch Bar. Now select Misc. from the Ribbon Menu. Under the Maintain heading, select User-Defined Notes/Text. Prior to using the Service and Repair feature, verify your options settings and enabled security bits. These are listed in the Course Materials section of the Service and Repair Orders Overview and this class. You can then define the Terms and Conditions.

From the Eagle Browser, select System Management, and then Options Configurations. You can also type OPT in the Eagle Launch Bar. Now select Misc. from the Ribbon Menu. Under the Maintain heading, select User-Defined Notes/Text. Select Add. Enter SERVICE in the Note ID field and press OK. You can now enter the terms and conditions that apply to your company's services and repair department. Press OK to save your changes. Update Option ID 9332 with the word SERVICE and a Service Order transaction will trigger the signature capture pad to display this information.

Locate the Point of Sale terminal that has a signature capture device connected and verify Point of Sale is not running. From the Utilities folder of the Eagle Browser, select Device Configuration. Click the Misc. button. Select Update Signature Capture for Terms and Conditions.

Here you can view which terms and conditions have already been set up. Select Download to begin downloading the terms and conditions to the signature capture device. The download will take around a minute to complete.

In the confirmation window select Yes to begin the download. The signature pad version screen will display. After the download has completed, select OK. This step will take about ten minutes to complete. The signature pad will reboot when the process is finished.

Creating service package SKUs produces a drop-down list of your businesses' available services. To begin, you will need to set up a single service department or individual departments for specific service types. Open Inventory Maintenance and click the department link. We will create a screen repair department.

Update the Dept. Name field and press Add. Now we can add the service package SKUs. These can be specific things such as repairing a hole, cutting screen, or replacing a frame. Identify department SR and update the retail on the Pricing tab if this work is a set amount. Add any other SKU's needed to represent the services you perform in your business.

On Eagle Software Release 27 and higher you can create multiple service repair types. Ensure that Option 1759 is set to yes and press Go To from the ribbon bar. Then select Maintain Service Order Repair Types. Press Add.

Enter a Letter or number to identify your service order repair type and add a description. We will use S to create a screen repair type. When using Multiple service order repair types, Best Practice is to create a specific service package department for each one.

Add any questions you would like the clerk to ask your customer in the Prompt 1, 2 and 3 fields. We will ask for the screen size and the mesh type. Identify these prompts as Required by setting the values to Y here and then press OK. Press cancel to exit. Add your new Repair Type to the list found in Options ID 1755. Now when you create a service order, you can select the type of repair.

You should now understand the steps and settings needed to help Eagle grow your store's service and repair business. By defining your terms and conditions and configuring your signature capture pads you can ensure that your customers have a positive experience. When you create service package SKUs and use multiple repair types, you can enhance reporting and make better informed service center decisions.

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