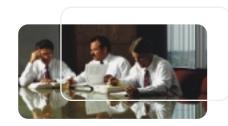*The invoice module allows the user to produce user defined invoices or invoice data from seven different data sources.*

Service Calls Invoicing is for processing all completed billable or time and material service calls. The user is prompted for multiple selections and FSR lines are updated as the invoice data is inserted in the invoice tables. Here the invoices can be printed or data output.

Current service contracts are also invoiced through this module. Again with the use of multiple selections the service contracts are updated and the invoice data is processed to the invoice tables ready for exporting or invoice printing.

Serialized Product Invoicing is designed to pick up all equipment that is added to a current contract. Within a user criteria the system will find all these items, calculate the pro rata rate and update the contract. As before invoice tables are updated ready for invoice printing/data export.

Processed Sales Orders are also invoiced by this module. The system handles both regular and contract controlled sales orders. The system updates sales order lines and adds processed data to invoice tables ready for invoicing or data extraction.

Tesseract 'Service Centre' has been successfully implemented in many different industries.

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Supplying service solutions for over 15 years

Product Brief

7

Company Overview

Tesseract was formed in 1985 to develop, market, sell and support specialized 'Problem Management Systems' for the Service Industry. Our singular commitment to Service Management ensures that we are in touch with the requirements of our customers not only for today, but for the future. Our development within the field of Service Management leads the way for the next generation of Service Operations.

SERVICE CENTRE, our service management package, has evolved over the last 15 years and can now boast over 350 successful installations in 27 countries.

OnLine **4.2** Demo

www.tesseractUSA.com

continued from overleaf:

As with meter contracts meter billing handles three different types; usage, block and minimum. The system also offers the user a selection of reading types, requirements and date and contract range. During invoicing all selected contracts are processed and invoice tables updated. Repair Job Invoicing processes all completed billable workshop Jobs. Multiple selection criteria are given to the user and Workshop Report lines are updated as the job is processed together with the invoice tables.
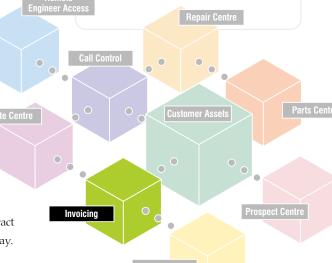
PM Contract invoicing is the last invoice type. This checks a user defined selection of contracts for outstanding maintenance calls. The system will update the contract and invoice tables in the usual way.
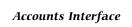
SERVICE CENTRE is a modular product and designed to integrate in a range of configurations to meet specific customer requirements.

Remote Engineer Access

Repair Centre

Call Control

Quote Centre

Customer Assets

Parts Centre

Invoicing

Prospect Centre

Meter Billing

TESSERACT

CUSTOMER DETAILS
PARTS DETAILS
INVOICE DETAILS
PARTS REQUEST

ACCOUNTS SYSTEM

Invoicing Module 7

Accounts Interface

The Tesseract Accounts Interface allows data to be transferred to and from the Tesseract System. Data that can be read into the Tesseract system includes Customer details and Parts information.

Information exported from Tesseract to accounts include customer invoice details with parts used, parts requests and supplier invoice details.

All this information transfer will be handled in batch or real time mode according to the Tesseract and accounts database.

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