METER billing

4.2 Global Service Management System

The Tesseract Service management system has a fully integrated meter collection and invoicing module. The contract system supports three basic types of meter contract.

Usage or actual meter billing is processed in arrears. Actual meter readings are collected from customers or the system can estimate based on past usage. The user can also set up a price banding structure.

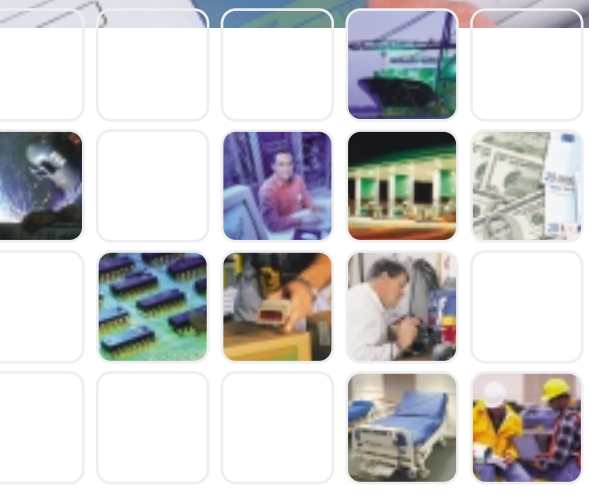
Block billing allows the user to bill in advance for a specific quantity of copies. The system will then re-invoice the full amount when an agreed percentage has been used. Usage is input by manual entry, estimates or service readings.

Minimum billing allows the user to set up a minimum amount to be billed and a separate rate for excess copies. Minimum billing is in advance and excess billing in arrears. Excess copies can be set up with a price banding structure.

All three types of contract support multiple meters. The system allows the user to link these meters with a weighting so that a total count can be calculated.

Also with all meter contracts, inclusive parts can be set up. These inclusive parts are, in fact, items that are FOC with the contract. This can also take the form of a fixed entitlement with an agreed price for any additional usage. The inclusive parts function can also monitor different parts that have a weighting with each other thereby working out total usage.

continued overleaf:



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

www.tesseractUSA.com

tesseract

Supplying service solutions for over 15 years

Product Brief 8

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.

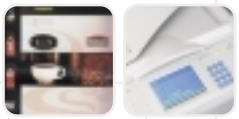
METER billing

4.2 Global Service Management System

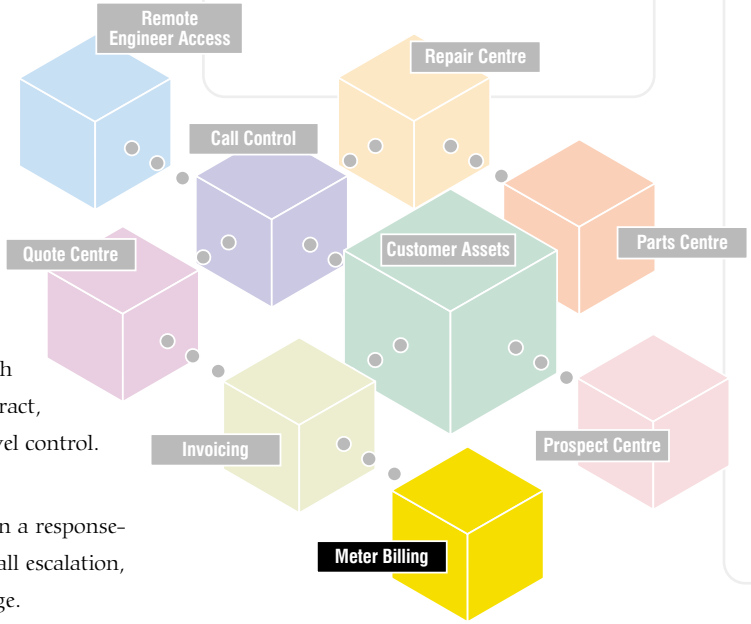
continued from overleaf:

Inclusive parts usage and update is reflected in sales orders. Once the customers contract is selected the sales order process will interrogate the parts usage and adjust the price accordingly. Here the contract will also be updated.

In addition to the suite of standard reports, Crystal Reports provides a powerful end user tool to modify or add customer reports, as required.



SERVICE CENTRE is a modular product and designed to integrate in a range of configurations to meet specific customer requirements.



Product Overview

Customer Assets

Comprehensive records of multiple site, customer equipment installations with configuration options, contract, sub-contract and service level control.

Call Control

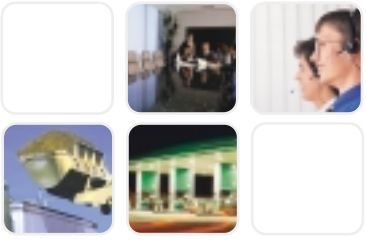
Effective call management in a response-critical environment with call escalation, service diary and parts usage.

Repair Centre

A flexible workshop module including job tracking, escalation, batch book-in/ship-out and workflow; all with bar coding.

Parts Centre

An integrated multi-location stock control system specifically designed for the control of service stock from warehouse to van.



Quote Centre

A contract quotation module allowing for re-quotes based on existing quotations, quotes based on existing contracts and new contract quotations.

Prospect Centre

This module handles both new and known (customer) sales prospects. Actions are logged against each prospect and salesman's to-do list generated.

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