

Automate your repair operations, Continue growing your business!

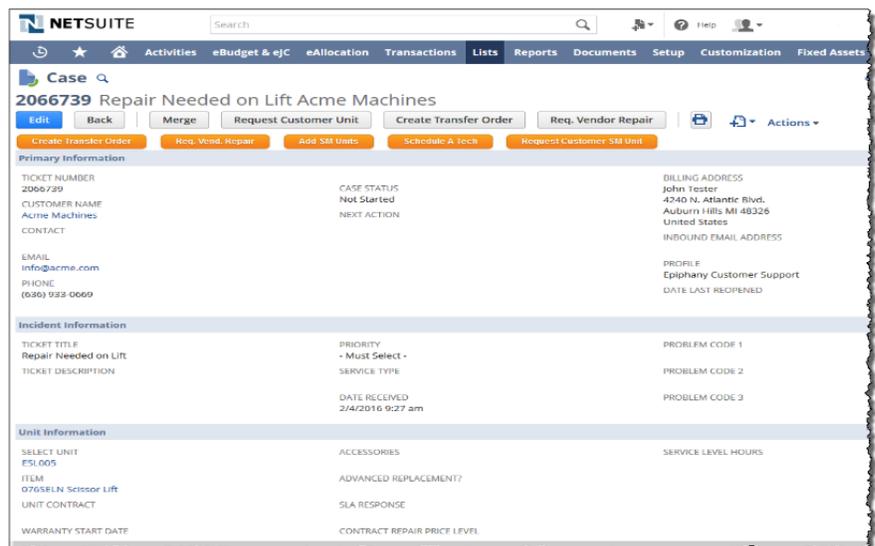
e-Depot Repair include:

- Create Case
- Return Authorization
- Loaners
- Customer Units
- Advanced Replacement
- Repair Customer Unit

For service organizations and manufacturers, repair centers are an integral part of business growth. To stay competitive and profitable, repair operations need to be optimized for revenue and monitored against more advanced, growth-centric KPI's.

Epiphany's e-Depot Repair solution improves productivity, reporting, and cost containment, automating the flow of product through the entire return and repair process, from initial receipt and triage to repair, quality assurance, and shipment.

It integrates seamlessly with NetSuite and consequently, delivers a complete view of customers, products, and service records.



The screenshot shows a NetSuite interface for Case 2066739, titled "Repair Needed on Lift Acme Machines". The interface includes a navigation bar with tabs like Activities, eBudget & eJC, eAllocation, Transactions, Lists, Reports, Documents, Setup, Customization, and Fixed Assets. Below the navigation bar, there are several action buttons: Edit, Back, Merge, Request Customer Unit, Create Transfer Order, and Req. Vendor Repair. There are also several status indicators: Create Transfer Order, Req. Vend. Repair, Add SBT Units, Schedule A Tech, and Request Customer SBT Unit.

The main content area is divided into several sections:

- Primary Information:**

TICKET NUMBER 2066739	CASE STATUS Not Started	BILLING ADDRESS John Tester 4240 N. Atlantic Blvd. Auburn Hills MI 48326 United States
CUSTOMER NAME Acme Machines	NEXT ACTION	INBOUND EMAIL ADDRESS
CONTACT		PROFILE Epiphany Customer Support
EMAIL info@acme.com		DATE LAST RECEIVED
PHONE (630) 933-0669		
- Incident Information:**

TICKET TITLE Repair Needed on Lift	PRIORITY - Must Select -	PROBLEM CODE 1
TICKET DESCRIPTION	SERVICE TYPE	PROBLEM CODE 2
	DATE RECEIVED 2/4/2016 9:27 am	PROBLEM CODE 3
- Unit Information:**

SELECT UNIT ES1005	ACCESSORIES	SERVICE LEVEL HOURS
ITEM 0705RLN Scissor Lift	ADVANCED REPLACEMENT?	
UNIT CONTRACT	SLA RESPONSE	
WARRANTY START DATE	CONTRACT REPAIR PRICE LEVEL	

If your **depot repair** center performs repairs on returned goods, sends them to the manufacturer/outside contractor, or if you simply need to return the goods to stock, e-**Depot Repair** controls the entire process, including billing or crediting your customer while tracking repair times and parts used.

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Business Benefits and Features

Depot Repair	
Business Benefits	Features
<ul style="list-style-type: none"> Track repair time, including with and without hold times. Reduce inventory carrying costs. Gain real-time visibility into the repair cycle including location, status, warranty and ownership. Limit the risk of overstocking or shorting parts Base decisions on qualified repair center information, including accurate cost accounting. Increase product quality through repeat repair information Integration with the NetSuite, the leading cloud-based business management platform means You get a complete view of customers, products, and service records 	<ul style="list-style-type: none"> Track all your repairs Track advanced replacement Track loaners Issue and Follow-Up on RMAs Track RMAs Issued but not Received Obtain current repair status Manage receiving & shipping of repaired items Perform Inspections of Received Items Repair/Replace Items Returned Send/Receive To/From Vendors Return to Stock Establish Warranties by RMA Issue Date, Received Date, In-Service Date and more Apply Labor, Use Parts from Inventory, and Apply Tasks to Repair Items Notify your customers on status Manage warranty & non-warranty items Manage exchanges Manage outsourced repair items Provide the appropriate billing price Provide workflow & approval processes Create service codes, status, repair conditions, history logging Track inventory orders, parts, bin locations, etc

Additional Epiphany Products

Epiphany can help you manage every aspect of your service business, no matter what size or type of business you have.

Make sure to ask about these additional Epiphany solutions:

- e-Rentals Management**
- e-Contract Management**
- e-HR Management**
- e-Project Budget Management**
- e-Integration**

