

Automate your repair operations, Continue growing your business!

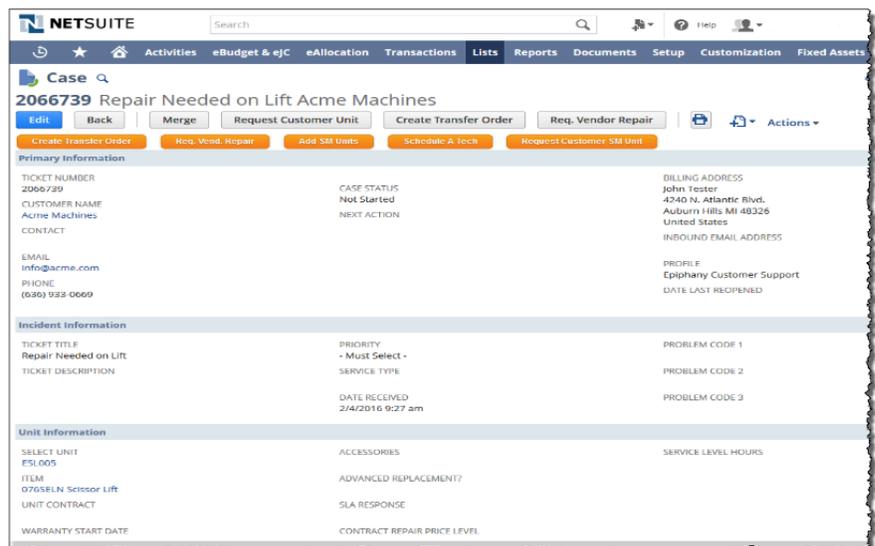
eDepot Repair include:

- 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 eDepot 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.



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, **eDepot 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:

eRentals Management

eContract Management

eCost Management

eIntegration

