

Stock control



About Service Accent Stock control

Being one of the most important functions of any service provider, stock control can separate a well-organised company from its competitors. Why? Because knowing what you have in stock and where exactly it is can be the difference between a good experience for your customers and a bad one. Providing quicker response times, knowing what your engineers optimum stock levels should be and improving first-time fix rates not only helps improve cash-flow within your own business but also ensures customers receive the highest levels of customer service.

Service Accent Stock control gives you the ability to manage and maintain multiple main stock (branch) locations as well as enabling you to manage, control and replenish engineer van stock. You can even set customers up as stock locations if you need to keep parts on site for immediate access.

Unique minimum stock levels can be set for these individual locations and re-order quantities can also be recorded by location to ensure that you always have just enough stock in at all times. Features such as our Stock Transit Manager mean that you can even see which items are currently in transit, where they came from and where they are going to, allowing you to keep track of your stock at all times.

Control and flexibility

- **Multiple stock locations** don't just manage single or multiple main stores but also manage your engineer/technician vehicle stock, know exactly where everything is all of the time
- **Multiple suppliers** in the present market you need to be able to manage orders and deliveries from multiple suppliers; users need to know which parts are compatible with which products and which alternative parts are suitable if the default part is not in stock
- **Automatic stock replenishment** by setting up minimum and default stock levels you can leave Service Accent to ensure that you never run out of those must-have parts
- **Purchase order processing** track specific orders for specific jobs, order goods in multiple currencies, book-in full and part deliveries and receive automatic notification when job-specific parts are booked into stock
- **Full stock take facilities** perform stock takes against multiple stock locations, analyse parts/stock usage reports and import updated stock-take figures via a simple import/update routine
- **Loan items** easily manage, despatch and recover loan items for warranty/workshop repairs
- **Weighted average pricing** when goods are sold or purchased at a discount depending upon the quantity ordered, it is essential that you can identify a weighted-average price/cost for comparison purposes. Service Accent makes this easy. Cost and RRP Pricing our Price Book facility means that Service Accent users sell and order the correct products and parts at the right prices for the right clients
- **Complete visibility** who ordered what and when? Which job requires which part? How much was it sold for and who installed it? It is the simple things that make the difference
- **Price uplifts** Service Accent offers you the ability to save huge amounts of time by automating this essential task
- **Part requests** easily administer engineer/technician parts requests, track specific job orders and easily identify estimates, parts on order, parts dispatched and parts reserved
- **Faulty stock** do you return and claim for all faulty parts received? our simple to use and intuitive faulty stock tracking facility makes this easy
- **Order tracking** know where your orders are at all times; it is simple to find all parts that require re-ordering with the appropriate Purchase Orders being raised in seconds.

Quick facts

How it works

Service Accent allows you to create and use parts as standard. By adding Stock control, Service Accent provides increased functionality, for example, stock locations and quantities, purchase order processing, part requests, stock taking, loan items, stock housekeeping and so forth.

This increased functionality integrates completely with Service Accent and ensures that you can continue to work as normal, but with the added ability of full stock control.

On top of this, new and enhanced reports ensure that you can stay in control of your stock.