

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.
- **Parts 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.

Stock Control



Purchase order processing

Store	Owner	Source
Glasgow		Main stock
Main stock		[Default source]
Manchester		Main stock

Part No	Description	Good Qty	Faulty Qty	In transit
part2	another part	0	4	2
01-0100-185	ASSY_DSP(LCD),AC256+	0	0	0
ACA5002	MISC 5002	1	0	0
ACA7002	BOARD_A,MP2	1	0	0
AVERYNEWPART	A Very New Part	0	1	0
DCX	Unknown	0	1	1
E01-0001-243	ASSY_LCU 8/8 TO PCEL	0	1	0
F01-0008-090-07	ASSY_TCX870_REAL TIME ...	0	0	3
F01-8000-040	ASSY_SFTWR,SX,LAN,FR...	0	0	8
F01-8000-044	ASSY_SFTWR,SX,S,U,FR...	0	0	4
QUIERTY03	Query part 3	1	0	0
SOCP00	CONTROLLERS	0	0	3
SERPART	Serialized Part	1	0	1

Multiple stock locations

Stock transactions

Price uplifts

Part	Date	Reference	Qty	From	To
SCX920	21/10/2008	2008.10.21/ADMIN/00016	5		Dave Groll
F01-0008-090-07	21/10/2008	2008.10.21/ADMIN/00018	1	Glasgow	Glasgow
F01-8000-044	21/10/2008	2008.10.21/ADMIN/00018	1	Glasgow	Glasgow
DCX	21/10/2008	2008.10.21/ADMIN/00018	1	Glasgow	Glasgow
F01-8000-040	21/10/2008	2008.10.21/ADMIN/00018	1	Glasgow	Glasgow
G01-0004-082	21/10/2008	2008.10.21/ADMIN/00025	1		Main stock
G01-0008-090	21/10/2008	2008.10.21/ADMIN/00026	1		Main stock
G01-0008-209	21/10/2008	2008.10.21/ADMIN/00027	1		Main stock
G01-8000-040	21/10/2008	2008.10.21/ADMIN/00028	1		Main stock
G01-8000-044	21/10/2008	2008.10.21/ADMIN/00029	1		Main stock
F01-0008-090-07	21/10/2008	2008.10.21/ADMIN/00030	2		Main stock
F01-8000-040	21/10/2008	2008.10.21/ADMIN/00031	2		Glasgow
F01-8000-044	21/10/2008	2008.10.21/ADMIN/00032	2		Glasgow
G01-0004-082	21/10/2008	2008.10.21/ADMIN/00033	1		Chris Bennett
G01-0004-082	21/10/2008	2008.10.21/ADMIN/00034	3		Ruth Adams
G01-0004-082	21/10/2008	2008.10.21/ADMIN/00036	1		DAVE PINE
F01-8000-044	21/10/2008	2008.10.21/ADMIN/00037	1		Martin Rogi
G01-0008-209	22/10/2008	2008.10.22/ADMIN/00001	1		Main stock
SERPART	23/10/2008	2008.10.23/ADMIN/00010	1	Glasgow	Glasgow
F01-8000-044	28/10/2008	2008.10.28/ADMIN/00011	1	Glasgow	Glasgow
01-1000-554	29/10/2008	2008.10.29/ADMIN/00001	1	S&A Foods Ltd (Derby)	Manchester
ACA5004	01/11/2008	2008.11.01/ADMIN/00001	1		Main stock
01-0100-185	06/11/2008	2008.11.06/ADMIN/00005	1	Main stock	Glasgow
01-9100-185	06/11/2008	2008.11.06/ADMIN/00001	1	Main stock	Glasgow
F01-8000-040	13/11/2008	2008.11.13/ADMIN/00005	5	Main stock	Glasgow

Managing stock in transit

Stock taking for multiple locations