



tesseract service management software
core component v.8.1



tesseract

corecomponent



meter billing module

The tesseract service management system has a fully integrated **Meter Collection** and invoicing module.

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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.

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.

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service center 5

A true end-to-end web product

Developed using Microsoft.Net technology, **SC 5.0** is a browser based software supporting a range of databases and allowing for a 'zero footprint client'.



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supplying service solutions
for over 25 years

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