

1 Software for Photocopier Businesses

Field Force Tracker

The Most Comprehensive Software



- ➔ *Comprehensive Features for Managing Entire Operation of Sales, Service and Invoicing.*
- ➔ *Custom Photocopier Contract/Warranty Module for Keeping Track of B/W, Color and Scan Counters with Automatic Overage Calculations.*
- ➔ *Secure Cloud Hosted Solution with Advanced Mobile Apps for Field Techs.*
- ➔ *Used in Over 25+ Countries by Businesses Just Like Yours!*

For companies that manufacture, sell and service office equipment such as copier, printers, fax machines, office automation systems or other printing solutions, Field Force Tracker provides a comprehensive set of integrated business solutions to better manage the cost. Companies will be able to increase competitive advantage, top-line revenue. With Field Force Tracker, you run Commercial and Residential Office Equipment Business more efficiently saving you time and money.



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Custom Photocopier Contract/Warranty Module Lets You Set Up Rental Agreements with Separate PPC for B/W, Color and Scan Meters with Industry Specific Terms

COPIERS & PRINTERS

BUY-RENT-LEASE



RICOH
KYOCERA
FUJI XEROX
brother
Canon
OKI

Full Control of Your Parts and Inventory – Keep Track of Repair History, Drum and Toners Usage, Reminders for PM, Mobile Apps for Field Techs to Enter Meters



Comprehensive Reports to Manage Business, Alerts for Contract Renewals, Recurring Billing, Automated Client Balance Letters, Sales Lead Management Module

A Comprehensive Solution for Managing Photocopier Sales, Rental & Service Business

Field Force Tracker's solution is developed with industry experts to deliver the functionality you need to address the specific challenges and unique business needs in your specific industry. Our Custom Photocopier Contract Management modules and service features were designed working closely with several companies with years in the Photocopier business. Today, our software is used to manage a business just like yours in many countries around the world.

Running a busy Office Equipment business can be hard work. Often you'll find yourself up all night trying to manage and organize all of the features of your business, only to lose paperwork or get frustrated with your Office Equipment service software program. There's a better way. You can save yourself countless hours and drastically reduce errors with the Field Force Tracker system – a comprehensive on line software platform that is perfect for controlling the needs of your business.

With unmatched breadth and depth to optimize your service management lifecycle, Field Force Tracker is the solution of choice to improve customer satisfaction, streamline and synchronize processes, and deliver positive financial impact to your organization.



Field Force Tracker Has Become the Software of Choice for Photocopier Rental and Service Companies

Regardless of the size of your company, Field Force Tracker can manage all your processes related to your photocopier equipment service business such as service request, work order scheduling, time sheets, worker availability tracking, service contracts, invoice and quotes, and more. Whether you are a one person operation, or a large company with hundreds of Field Technicians, your business can equally benefit with our software.

“Field Force Tracker with its powerful features custom designed for managing photocopier rental and service management contracts has become the software of choice for photocopier service companies.”

1. Core Features of Field Force Tracker Software

Field Force Tracker has become the leading provider of field service and contract management for field service companies. Many of our current customers have migrated their data from other software. Today, we have more customers in photocopier and office management sector than any other field service software.

It is scalable, and highly customizable and configurable to your needs & company size. Besides, you get one of the most comprehensive features in the industry with cloud hosted software backed by a multi-location team:

1.1. Comprehensive Client Management

- Client Contacts and Addresses
- Multi-location Business Units
- Client Past Work History & Balances
- Client Notes & Build Communication Logs
- Unique Account Numbers & Tax IDs for Clients
- Comprehensive Client History with Import Past History
- Client Service Portal with logins (optional)
- Multiple Contacts per Location
- Gather Client Service Feedback (optional)
- Map Locations on Google/ Bing map
- Client Installed Assets & Repair History
- Import from CSV files

1.2. Advanced Employee Management

- Any size - one employee to hundreds of employees in multiple Service Departments & Company Branches
- Full Employee Records, Jobs History
- Employee Skill Tracking
- Timesheets, Multiple Hourly Billing Rates, Payroll Support
- Advanced Time Tracking - Daily Clock-in and Clock-out with leave management

- Support for Third Party Contractors and Consultant Job Assignments
- GPS Location Tracking
- Push Messaging in the Field
- Leave Management Tracking
- Multiple Service Departments and Company Branches
- Mobile apps for iPhone and Android Phones and Tablet
- Use any device feature for Employees Mobile or Laptops or Tablets
- And many more features

1.3. Flexible Jobs Dashboard with Multi-Calendar Scheduling and Dispatching

- Real-time visibility into your business
- Provides an immediate snapshot into your business
- Clean and simple interface with Drag and Drop Interface
- Advanced Dashboard with Many Filters and Color Coded Jobs
- Multiple Calendars with easy Drag and Drop Scheduling
- Manage jobs in a GPS map view
- Color coding & icons indicate real-time job type and status
- Custom views with one click configuration
- Recurring and Group Jobs with Options
- Job Check Lists for Completion Checks
- Jobs Profitability Analysis
- Support for Third Party Contractors and Consultant Job Assignments
- Support for Jobs from Contracting Entities
- Auto Job Assignments for Large operations
- Smart and Intelligent Job Scheduler

1.4. Client's Installed Products Management

- Keep Track of your client's installed products or equipment's
- Track Repair History and Install Locations
- Barcode reader integrated for large operations
- Advanced Tracking of all Assets with Repair History

- Separate Repair Notes for All Installed Products
- Equipment Without Contracts and Equipment With Service Agreements
- Clean and simple interface
- Track Group Jobs, Custom Projects
- Extend Product Tables With Custom Fields
- Bar Code Reader Support
- Product search and History

1.5. Company Asset Management

- Keep Track of Your Own Company Assets
- Track Locations and Maintenance Cost
- Clean and simple interface
- Issue Assets to Jobs and Projects
- Asset Return to Base Tracking
- Service Costs & Schedule Tracking
- Photos and Images

1.6. Comprehensive Invoicing & Job Quotes with Multi-Page Extended Quotes Options

- Advanced Invoices and Billing for Work Order, Sales and Contracts
- Invoice immediately upon completion
- Option to email invoices
- Customizable Layout and Logos
- Advance Features for Quote Customizations
- Group Quotes for Multi-option Quotes
- Advanced Quotes With Detailed Scope of the Work
- Attachments, Images and Documents
- Integration to QuickBooks and Other accounting packages
- Data Exports to Excel

1.7. Advanced Parts & Inventory Management

- Management of Parts and Products Inventory
- Automatic Tracking of Warehouse Parts Checkout, Return and Usage

- Barcode reader Support for Larger Organizations for checkouts
- Track Parts by Trucks or Service Vans
- Parts Use History by Clients and Work Orders
- Individual Parts Margin Set Up
- Track Multi-Vendor Pricing for Parts for Buying Cheapest Parts
- Parts Shipment Tracking
- Purchase Orders Issuing to Vendors/Suppliers
- Parts Return Management to Warehouse
- Track Assets by Vehicle and More
- Automatic Adjustments of Inventory
- Serialized Parts Support
- Barcode Reader Integration
- And Many More Features.

1.8. Feature Rich Native Mobile Apps for iPhone and Android

- Most Advanced Native Apps for Field Service Employees
- Connects technicians to their jobs in the field
- Connect the field techs with the office staff
- Natively developed mobile app
- Available for iPhone, iPad or Android
- Dramatically improves accuracy of work orders
- View new jobs immediately
- GPS map location of job
- Create ad hoc or after-hours jobs
- Access customer information
- Call or email customers directly
- Built-in job time stamping
- Electronic signature capture
- Diagnostic and Completion Notes
- Push Notifications
- Attach Photo from the App or From the Gallery
- Document & Photo Attachments With Automatic Compression

1.9. Professional Quotes Management with Sales Status Tracking

- Generate quotes for service requests
- Create in the office or the field
- Convert to Work Orders upon acceptance
- **Generate Group Quotes**
- **Quotes with Options**
- **All Digital Delivery of Quotes with Customer Signatures**
- Full Online Status Management, Tracking and Updates

1.10. Service Contracts and Maintenance Agreements

- Generate Service Contracts with Different duration
- Create in the office or the field
- **Preventive Maintenance Planning and Scheduling**
- **Service Alert and Reminders**
- Recurring Invoicing Support built-in
- Contract Cost and Profitability Analysis
- **Special Module for Photocopier and Printer Service Companies**

1.11. Multiple Service Departments, Locations and Branches

- Feature for Large Businesses with Many Service Branches
- Full Support for Multiple Service Departments
- **Multiple Product Lines and Departments**
- **Multiple Service Locations with Separate views**
- Intelligent Scheduling
- Auto Scheduling for Large Teams

1.12. Project Management for Larger Jobs

- Create projects for long running jobs
- **Aggregate Data for Projects**
- **Track Jobs by Projects and Analyze profitability**

- Customizations Available
- Data Export to Excel

1.13. Sales Lead Management

- Sales CRM for Service Companies
- Manage Sales Leads and Appointments
- Manage Sales Life Cycle fully within the System
- **Sales Lead Management fully Integrated within Mobile Apps**
- **Call Center Application Support**
- Telephony Integration (optional and add on CRM feature)

1.14. Comprehensive Reporting and Summarizations

- At-A-Glance dashboard metrics
- Dozens of built-in reports
- Service performance metrics
- **Worker productivity metrics**
- **Profitability metrics**
- **Business performance analytics**
- Customizable column layouts
- Extensive filtering options
- and many more reports ...

1.15. Easy Job Flow Customizations to Your Needs

- Numerous Settings to customize Job flows
- Settings for Invoices, Work Orders and Quotes
- **Setting for Time zones, Branches and Departments**
- **Customizations for Invoices, Quotes and Work Orders**
- and many more ways to customize ...

1.16. Even More Advanced Optional Features Modules

- Many Optional Modules - Not listed above
- **Payroll module to compute hourly payroll**

- **Sales Lead Management Module** – To Track and Manage Sales Leads
- **Client Portal** – Allow Clients to Login to their custom pages.
- **Web Service Tickets** – Allow Help Desk Like Service Tickets via Your Website.
- **Custom Mobile Data Forms** for Special Needs.
- Integration with QuickBooks and More
- Web Service API for Integration

2. Going Beyond Basics – Organize and Control Even the Most Complex Service Operation

Field Force Tracker is designed to support complete service operation of an enterprise. Priced at a fraction of a comparable solution, it delivers you a long list of features whether you are a small business with a few employees or a large enterprise for thousands of users.

It is a bundled solution that consists of modules that can be implemented individually or as an integrated solution to enable all elements of a service business. Field Force Tracker has modules to support the following major functions:



- **Service Call Center Integration** – Use our API to integrate with your call centers. Full service calls center solution for tracking the resolution of customer issues. We allow bulk import of jobs.
- **Manage Service Entitlements** – Define and deliver Field service according to service level agreements ranging from simple to extremely complex
- **Field Employee Tracking & Time Management** - Track your work force in the field
- **Intelligent Scheduling & Dispatching** – Optimize service dispatch, time and resource assignments and coordinate the arrival of parts and people
- **Advanced Inventory Management** – Go beyond listing parts in the Database. Ship, track and manage service parts and service inventory locations

- **Field Service Portal** – Integrate partners, field managers and technicians with this easy-to-use web portal
- **Customer Service Portal** – Customers can create cases, view and update status and generate reports
- **Mobile Services** – Communicate seamlessly with mobile techs using full-service mobility solution
- **Service Contracts and Warranties** - Service contracts and warranties
- **Customer Service Feedback** Gather Customer Feedback for the Field Service
- **Billing, Invoicing and Service Estimates**– Automatically bill for services delivered and integrate with back end finance systems
- **Reporting** – Create, manage and share critical business data with employees and customers

Field Force Tracker delivers advanced field service solutions that meet the needs of service customers, whether in the telecommunications, utilities, high-tech, manufacturing, or other industries.

3. Photocopier Service Contract Management

Field Force Tracker has designed special contract module which has been designed in close consultation with photocopier service businesses just like yours. With this module, you can set up photocopier contracts, keep track of copier services, track trade-ins, generate recurring monthly invoices, keep track of drum, toner and fuser installation dates and repair history and more.

It can take the major efforts to maintain useful information to manage large number of service contracts and machines, and invoice them every month. But, with field force tracker, you can manage hundreds of contracts easily. The system automates most useful functions such as computing overages, creating recurring invoices with suitable rental and overages added together, renewing expiring contracts, and generating client balance letters to your clients for mailing them.

3.1. Rental Agreement/ Warranty Management

Our custom built photocopier module will help you in keep track of your current and past service and maintenance contracts, their terms and conditions; photocopier counter monthly (or yearly) limits, and client and a machine's service history. It can automatically compute overages for each machine as per the contract terms. You can also set up recurring invoices, and the system will remind you when to create generate and send invoices.

This special module lets you take care of three main things that a photocopier maintenance company needs to take care of:

1. Create a Photocopier Contract with page limit information during the rental/ leasing period. A contract can have multiple units in a single contract. Your payment terms can be monthly, quarterly, yearly or a single invoice or no invoice (warranty). The system will automatically set up necessary invoices as per your contract term settings, and the total value of the contract.

2. Keep Track of Monthly black and white, color and scan counters. You or your technician can record monthly counters for each machine. The system will automatically calculate the overages based on your per page cost settings for this machine, and add that to monthly invoices.
3. You can add any additional parts charges (if any), and send to the client electronically or by printing it.

The system will also automatically remind you about contract renewals and expiry. Also, you can print prepared contract or send the contract as a link for the customer to sign electronically.

Core Features of the Photocopier Service Contract Module

- Rental Agreement with Monthly, Quarterly or Yearly Billing
- Tracking of Black and White, Color and Scan Counters for Each Photocopier Machine
- Set Per Page Cost (PPC) for Overage calculations (per page cost over allowed monthly page limits) for each machine in the contract
- Multiple Machines (no limits of the machines) in a single lease/ rental / warranty/ service contract
- Tracking of Parts and Labor Usage for each work order and machine
- Automatic Overage Computation for Recurring Monthly Invoices based on monthly counters added for the machine
- Service Contract Reminders and Renewal Alerts for preparing/ setting contract renewals and sending them electronically to the customers
- Setting of Preventive Maintenance Reminders for each client
- Electronic Signature for Contracts and Work orders for record keeping
- Mobile Apps Support separate machine repair notes, and meter/ counter updates in the field
- Multiple Install locations for multiple machines for large customers in a single contract.
- Generation of Client Balance Letters and Electronic mailing to save cost
- Automatic generation of recurring invoices with page overage cost calculations.
- Large number of business reports (including profitability analysis) to manage your business

Please Enter Correct Information

Product Name :	Canon Printer (PR980412)
Page Counter Limits : ☒ Monthly ☐ Annual ☐ End of Term (This setting defines whether contract imposes monthly page limits, annual page limits or the End of Term for overage calculations.) For Monthly Limits: Monthly counter readings will be used for overage calculations. For Yearly Counter Limits: Yearly counter readings will be used for the overage calculations. End of Term: The end of Term counter readings will be used for the overage calculations. End of Term can deal with random period contracts like for 3, 6 months or 9 months. Calculations will be same as.	
Rental Cost : (Monthly or Yearly or Total Contract Cost)	
B/W Copies Allowed : (Copies included as part of rental agreement before overages apply.)	
B/W Cost Per Page(CPC) : (Enter per page cost for overage without a currency (\$) sign like 0.0132)	
Color Copies Allowed : (Copies included as part of rental agreement before overages apply.)	
Color Cost Per Page(CPC) : (Enter per page cost for overage without a currency (\$) sign like 0.0132)	
Scan Copies Allowed : (Copies included as part of rental agreement before overages apply.)	
Scan Cost Per Page(CPC) : (Enter per page cost for overage without a currency (\$) sign like 0.0132)	

Figure 1: Shows adding of the Rental Terms information in the contract.

Contract Inclusions & Exclusions :

Parts :	☐ YES ☐ NO
Labor :	☐ YES ☐ NO
Drum :	☐ YES ☐ NO
Fusers :	☐ YES ☐ NO
Toner :	☐ YES ☐ NO
Developer :	☐ YES ☐ NO
Paper :	☐ YES ☐ NO

[CLOSE X](#)

Figure 2: Shows adding of the Rental Terms information in the contract.

Add Meter Reading

(Enter starting and then monthly meter reading for this machine. They will be used for calculating monthly overages at the end of month.)

Reading Date : *

B/W Meter :

Color Meter :

Scan Meter :

Notes :
(Max 100 characters allowed.)

Submit

Figure 3: Shows Updating of Meter Counters

3.2. Comprehensive Inventory Management for Your Business

Harnessing its over 15 years of experience serving field service companies around the world, Field Force Tracker build all-inclusive inventory management software as parts of its service functions. A company does not need to invest in third party software as all advanced features are already available in the field service software.

A service organization can keep track of all its parts, consumables, vendors, and cost of those parts. It can deal with many advance inventory functions such as keeping track of serialized parts and multi-vendor pricing.

Any photocopier service company needs to track its parts and consumables inventory. Parts and Inventory management in a warehouse involves complex operations of issuing parts, returning parts, shipping parts between warehouses, keeping track of parts used and discarded as well as buying parts from parts vendors.



Exceptional by Design, Secured by Experts, Supported by a Global Engineering Team!