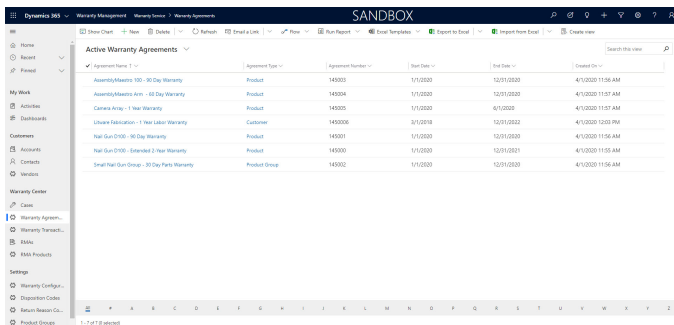


Warranty Tracking for Dynamics 365 Field Service

Manage product life-cycle within Dynamics 365 from quote to cash with unified warranty tracking and returns.

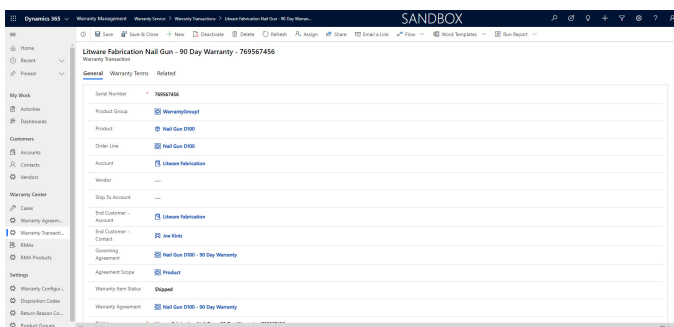
Alithya's Warranty Tracking for Dynamics 365 allows organizations to view, access, manage, and track their warranties for serialized products sold out of an ERP system. This solution leverages Dynamics 365 Field Service to enable tracking of warranty coverage against serialized customer assets not only giving technicians a full view of Work Order history, but also enabling front-line employees in call centers to have full visibility to process claims efficiently.

► Create, Manage, and Process Warranty Agreements



Agreement Name	Product	Agreement Number	Start Date	End Date	Created On
Assembly/Assembly 100 - 90 Day Warranty	Product	145000	1/1/2020	12/31/2020	4/1/2020 11:56 AM
Assembly/Assembly 100 - 180 Day Warranty	Product	145004	1/1/2020	12/31/2020	4/1/2020 11:57 AM
Customer/My - 1 Year Warranty	Product	145005	1/1/2020	4/1/2020	4/1/2020 11:57 AM
License/Fabrication - 1 Year Labor Warranty	Customer	145006	3/1/2019	12/31/2022	4/1/2020 12:00 PM
Nail Gun D100 - 90 Day Warranty	Product	145007	1/1/2020	12/31/2020	4/1/2020 11:56 AM
Nail Gun D100 - Standard 2 Year Warranty	Product	145008	1/1/2020	12/31/2021	4/1/2020 11:56 AM
Small Nail Gun Group - 30 Day Parts Warranty	Product Group	145002	1/1/2020	12/31/2020	4/1/2020 11:56 AM

► Automated Warranty Transaction creation tying a product with a Governing Agreement, Serial Number, Account, Vendor, End Customer, and Terms



Lithware Fabrication Nail Gun - 90 Day Warranty - 769567456

General | Warranty Terms | Related

Serial Number	769567456
Product Group	Lithware/Fabrication
Product	Nail Gun D100
Order Line	Nail Gun D100
Account	Lithware Fabrication
Vendor	
Ship To Account	
End Customer	Lithware Fabrication
End Customer	
Contact	Joe Rife
Governing Agreement	Nail Gun D100 - 90 Day Warranty
Agreement Scope	Product
Warranty Item Status	Shipped
Warranty Agreement	Nail Gun D100 - 90 Day Warranty

Benefits

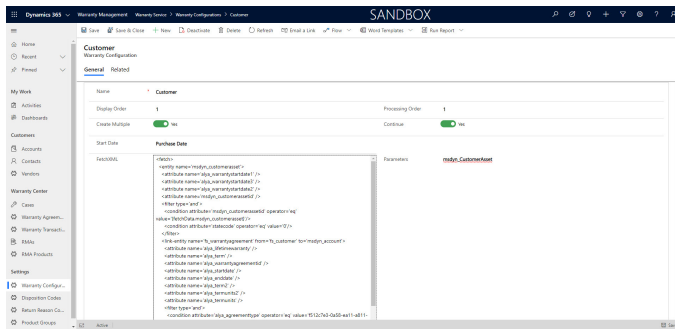
Automated and streamlined warranty management

Increased warranty visibility

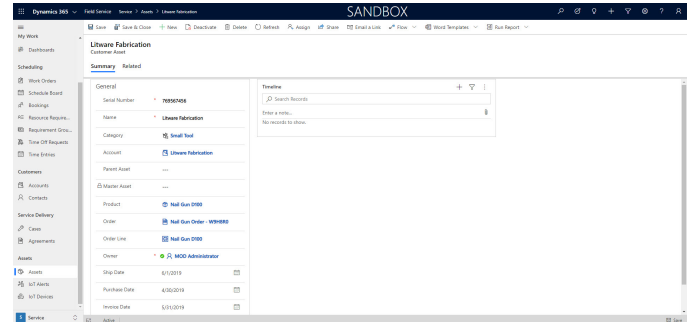
Enhanced customer communication and satisfaction

Seamless RMA management

- Configurable Agreement area to allow for flexible definition of scope of Agreement for example: Customer, Product, Product Group, Customer+Product, Customer+Product Group



- Pre-built integration with Dynamics 365 Supply Chain Management helps keep data in sync and automatically connects Order Lines to Customer Assets
 - Products, Price List, Price List Items
 - Quote, Order, Invoice
 - Product Groups, Disposition Codes, Return Reason Codes



- Out-of-box Return Merchandise Authorization (RMA) that leverages Dynamics 365 Customer Service to enable users to flow from Case to RMA to Return Order seamlessly

