



# Warranty Management

for Microsoft Dynamics™ AX



Manage Your  
Customer Service  
Obligations with  
Warranties



Red Maple's Warranty Management is a powerful relationship tool that enables management and tracking of warranty obligations and the delivery of products and services to customers, distributors and suppliers. By extending the powerful features of Microsoft Dynamics™ AX, companies can gain visibility into the entire sales process and efficiently manage the additional costs that are associated with warranties.

## Business Situation

Companies that manufacture, distribute or support products over time must track their obligations to customers through a variety of means. Many companies find that they must accomplish this task using standing orders, back-orders, and paper. The result is an inability to scale operations and poor relationship management.

## SOLUTION

With Warranty Management, companies can streamline the process of creating warranties and tracking products with customers. Companies gain visibility into their production, distribution and support of products over the life of a customer relationship.

Recognizing opportunities for efficiency gains, streamlined processes and improved customer satisfaction within their warranty business, best-in-class companies are taking steps to gain greater control and visibility into their warranty processes and performance.

Red Maple's Warranty Management for Microsoft Dynamics™ AX provides a customer focused system to track warranties from beginning to end, allowing for the management of items from production to sale.

## Warranty Contracts

With Warranty Management, creating contracts can be accomplished in three ways.

- 1. Included at sale.** Warranties can be automatically assigned to inventory items at the time of sale. Items are flagged as warrantable and are thereby automatically tracked once an item is shipped from inventory.
- 2. Sold as item.** Warranties can be included on a sales order and sold as a separate item. This provides companies with additional revenue as customers select to include warranties with their purchase.
- 3. Contract creation.** Warranties can be created manually through an intuitive wizard. Users can select the purchased items that are warranted, creating automatic obligations that the company can easily track.



Companies can now focus on the business of warranties and not the business of creating and tracking warranties.

## Item Tracking

Once an item is sold within Microsoft Dynamics™ AX, the item is tracked in Warranty Management. Warranty status and tracking can be accomplished from numerous areas within the application. For targeted item tracking at a granular level, Red Maple's Warranty Management supports tracking by: serial numbers, lot tracking and batches.

## Accruals

Warranty management software must provide the ability for companies to recognize revenue at the appropriate time. With Red Maple's Warranty Management, revenue can be accrued automatically through accrual journals. Accrual schedules can be created and assigned to warranties using different methodologies. In return, this creates a flexible financial schedule that can be assigned on a customer or product basis. At regular intervals, accrual journals can be created by users to recognize revenue that has been delivered. Each entry is attached to the trade agreement so that both financial and sales teams can accurately track the results of each trade agreement.

## Powerful Inquiries and Reporting

Warranty Management provides powerful inquiries and report generation across the life of a product. Individual items can be viewed for warranty costs and returns. Over time, companies can use the tracking and history to gain powerful insights on a product's total cost and develop projection plans to identify additional future costs or implement production changes to keep costs and quality in line.

## Conclusion

Warranty Management provides a method for managing obligations and requirements for sales warranties. In turn, this adds value and automation to any organization's customer relationships. Companies increase the customer value proposition and gain additional sales as a result. For more information, please contact your Microsoft Dynamics™ AX partner or visit our website at [www.redmaple.com](http://www.redmaple.com).

## Quick information



### *What Modules are required?*

Microsoft Dynamics™ AX Trade Series

### *What Modules are optional?*

Red Maple's Advanced Trade Management



### *Are you on the Internet?*

More information about our products can be found at [www.redmaple.com](http://www.redmaple.com).



### *Who do I contact to get a demonstration or purchase?*

Contact your Microsoft Dynamics™ AX partner for pricing, demonstrations or purchasing information.

