Future Star Software Feature Matrix

Category	Origination	Features and Benefits
Customer Management	The company has some employees where spelling has been difficult for them when entering a customer's name, therefore a self-entry form is available. Since, some Accounting Software does not support searching by phone number, what is the easiest way to find a customer...	• **Quick and easy search** by customer name, phone number, email, mailing address, company name, service number. • **Manage customers easily** with centralize database and viewing of history of customer. • **New customers self-service entry** forms to obtain more accurate customer information and eliminate misspellings and incorrect information • **Single screen** of all customer information and history. • **Combine duplicate customer records** into a single record without loss of data
Technician Management	Do you know how important a commission plan can be for the company? Before the Chicago Computer Club had a commission plan, the average service time was about 3 to 5 days. During the busiest season, we had to arrange 3 techs in some stores, and work 6 days a week. After we implemented the commission plan, the average service time was decreased to 1 or 2 days, and techs only needed to work 5 days a week. Saving the company...	• Dramatically **increase the technicians efficienc**y while creating better cooperation between technicians through the break-down process and associated commission planning • Create **commission payment** by actual work performed for each step rather than whole service payment • Offer the ability to track technicians either in the store or **schedule work remotely (on-site) at a customer site** • **Create technician work schedule** • **View technicians' attendance** and work performed on each shift • **Save time** and **improve customer relationships**
Service Management	For business management, there are two important goals: one is automation, and another is to build the process into system.	• **Manage the services more efficiently** by type of classification, e.g. Case, Sales, Layaway and Remote or On-site service. etc. • Create different types of actions to perform • **View status of repairs** by classification type • **Follow up services** can be automated with Auto Call system, e.g. calling customer when repair is complete

		• **Create unique tags** for all the serviced devices • **Create a layaway plan**
Repair Process Management	Imagine you have 10 computers waiting for repair, which one you should work on first? If you are running a commission plan, what if someone received the computer first, but was fixed by another technician, how do you divide the commission for them?	• **View the status of each repair** process by predefined steps • **Improve efficiency** by utilizing a priority list system, which measures each repair by a point system -**unique to the MaNova System** • **Provide better customer service** through **MaNova enhanced priority list system**
Work Order	Imagine that you have a trade-in laptop with broken hard drive. It will need to be fixed and will use the parts from your inventory. It's a internal work order which is similar to a service order for a customer	• **Accurate Inventory** • **Reduce Waste**
Cost Tracking	We have seen so many applications that track the cost by whatever you input into the cost field, or to rely on accounting software to calculate the cost . How can you get the actual "Cost of Goods Sold" by arbitrary input rather than by actual cost on purchase order?	• **Sales assistance** with decisions • **Accurate reporting** for accounting • **Determine precise cost** of each transaction based on purchase price
Purchase Order Management	Have you ever received a package, but you can't find which service you ordered?	• **Create purchase orders** in the system and manage activity of order • **Schedule and assign inventory** at date of purchase order • Manage when and where receiving of order • **Complete vendor managemen**t **system** • **Complete RMA system** included

Inventory Management	Everybody knows that keep an accurate inventory is very important, but the problem is how easy is it to do. If it cost too much, you might think it's not worth to do it.	• **Track all inventory** pieces by store location • **Minimize inventory** holdings • Eliminate shortage between stores • **View inventory** by the quantity at all locations in a single screen • **Inventory suggestion system** to determine amount of order or transfer to another store • **Transfer request** and reply system between stores • **Transfer reminder** for non-inventory items
Multiple Location Support	The company opened second store. By using an Accounting Software, we have no choice but to keep separate databases for each store...	• **Central database** provides single location to keep all information • **Grow your business** with new locations and **view information in the central database** • Provide **better customer service** by accepting payments and product returns at any location • **Manage inventory** more efficiently and view by location • **Transfer inventory** between locations and view the actual transfer information
TAPI Telephone Support	How many phone calls you received each day? How many times you ask the customer for their phone number? How many times you have to dial the key pad to make a call?	• **Identify caller** via the caller-ID system • **Make phone calls** inside system
Auto Call Features	How many times did you call the customer with the same routine message, "dear _____, your computer is ready and the balance is _____" . I used to call 30 customers to remind them to pick-up their computer, I thought I would finish in one day, but it turned out I could only finish 5 that morning....	• **Improve efficiency** of the technician and help desk by providing automated call back feature for the customer • **Provide customer support** via Skype if needed. • Utilize service **automation system**

Customer Referral Program	Referral is the most cheap and effective way to get new customers for local stores.	• A program to **generate new customers** • Increase **current customer sales size** • Print a **referral code** on every receipt • **Print a coupon** on each receipt or invoice • Remind the old customer by **auto call system or via email**
Communication Internal and External	Providing multiple ways to communicate with personnel and customers.	• **Easy communication** • Service automation • **Task Schedule** for future or recurring task • **Email Templates** • eFax • Easy SMTP setup • **Notice and reminder system**
Cash Management	If you have couple of technicians in the store, how do you know if they won't take cash from the drawer? If you're short money, how do you know what happened and by whom?	• **Cash Drawer Management** • **Terminal Transaction Verification**
Report System	All business needs reporting to make business decisions.	• **Print any report** by category or type • Generate multiple reports • **Analyze data** by various criteria • **Customized reporting**
Quickbooks Integration	Import your customer, vendor and inventory from csv files or Quickbooks. Export your financial data to Quickbooks for accounting.	