**Step 2: Consolidation of Business Functions:**

**Consolidation of Business Functions:**

**Provide Customer Service**

* Customer purchases equipment
* Enter new customer information/ Gather old customer information
* Customer purchases equipment
* Fill the equipment sale form
* Generate purchase agreement and provide a copy to the customer
* Customer Returns Defective/ Unwanted Item
* Receive return request
* Verify proof of purchase
* Verify the defect is not done by the customer
* Determine the return is made within time (90 days)
* Fill out equipment return form
* Process returned equipment to send it to supplier/ update inventory
* Customer requests equipment service or maintenance
* Receive damaged equipment to maintain
* Verify the customer is in the customer list
* Fill out customer entry form
* Record the problem to maintain
* Provide rough estimation of time and price
* Fill service entry form
* Provide service agreement form to customer
* Provide service entry form to customer
* Receive payment and provide repair service detail form

**Maintain Inventory**

* Process returned inventory (or does this belong with Customer returns defective/unwanted equipment?)
* Generate current equipment inventory report
* Order new inventory (equipment)
* Process new inventory

**Generate Reports**

* Generate sales report
* Generate salesperson sales/commission report
* Generate service summary report
* Generate technician service report