



Explore Warranty Management System

Management of warranty data often requires significant manual effort for organizations selling serialized inventory. The process involves capturing and storing warranty and serial number information in the NetSuite customer record in order to streamline the repair, replacement, and returns processes.

The Solution

The Explore Warranty Management System provides a sophisticated, dynamic Suitelet-based online form that gathers customer information, survey data, and the serial number of their product. Following the submission of the form, the customer is alerted if their serial number has already been registered or has been entered incorrectly and notifies them of either success or failure immediately. In addition, if that customer record does not already exist in NetSuite, a new customer record will be created and associated with the warranty registration custom record.

Some major benefits of the Explore Warranty Management System include:

- Eliminates the paper warranty registration process
- Provides a fully automated process, enhancing the customer experience and eliminating back-office interactions
- Allows you to capture and store survey questions within the customer record, which can be used to generate marketing reports from the data
- Provides real-time validation against existing serial numbers, and instant response to customers indicating success or failure due to invalid serial number entry or duplicate entry
- Can be easily deployed and incorporated into any existing website
- Can be customized to meet specific organizational needs

Pricing

The Explore Warranty Management System is available for a one-time deployment fee of \$2,400.

This includes:

- Customizable survey questions
- Incorporation of dynamic list values
- Selection of color scheme
- One-click deployment via NetSuite Bundler