

# Repair Tracking System

by



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## **Overview:**

Repair Tracking System (RTS) was developed to assist in the repairs of electronic equipment as follows:

- a) Manage jobs
- b) Generation of Job Cards, Quotes and Invoices
- c) Reporting by Job Status and Technician

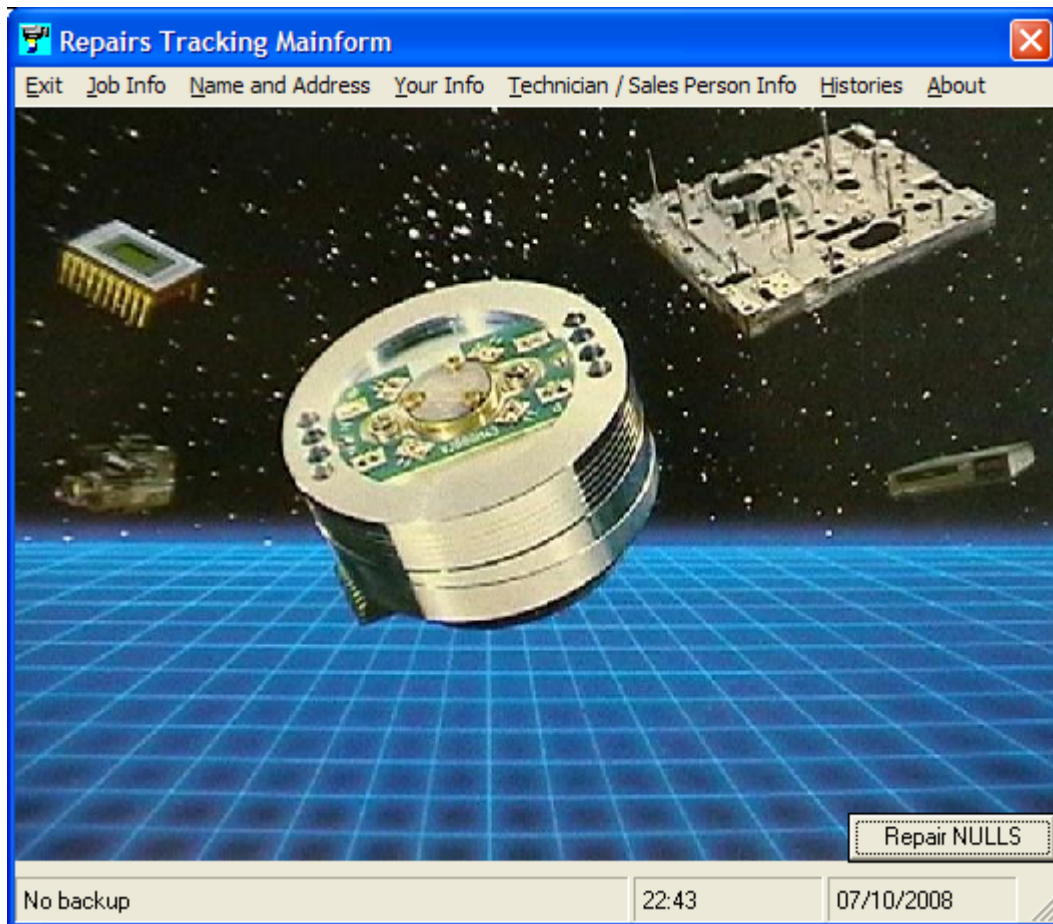
RTS has been operational at a number of very satisfied companies.

Be the next to manage your repairs hassle free!

**Screen shots:**

Main menu

The main menu screen is used to navigate to the various screens within the Repair Tracking System.



## Job Info screen

The Job Info screen allows the user to capture jobs, update jobs, inquire on jobs and print job cards, quotes and invoices for jobs.

The Job No. is auto allocated

.The Job Info screen allows for the user to select Account and Customer Details from the Name and Address collection.

The Job Info screen allows the user to browse/inquire on current jobs on a variety of the fields via the ">>" buttons.

The Job Info screen allows the user to add/remove Appliance and Make via the "<<" buttons.

The Job Info screen allows the user to create Job Stories for comeback units.

The Job Info screen allows the user to capture/supply a the list of parts to fix a unit.

The screenshot displays the 'Repairs Tracking' application window. The title bar reads 'Repairs Tracking' with a close button. The menu bar includes 'Exit', 'Screen', 'File', 'Print', and 'ReferenceList'. The toolbar contains icons for 'Exit', 'New', 'Clear', 'Accept', 'Apply', 'Delete', 'Find', 'Browse', and 'Print'. The main window is divided into two tabs: 'Job Details' (active) and 'Repair Information'. The 'Job Details' tab is further divided into several sections:

- Order Information:** Fields for Job No. (with a browse button), Auth. No., Invoice No., Department, Type Of Order (dropdown), Purchase Date, and a checkbox for 'P.O.P. Received'.
- Account Details:** Fields for Account (dropdown), Order No., Store (dropdown), and Store Ref. (with a browse button).
- Status:** A dropdown for 'Current Status' and a checkbox for 'Quote Wanted'.
- Dates:** A grid of date fields for Received, Complete, Pickup, Delivery, Allocate, and Returned.
- Customer:** Fields for Name (with a browse button), Address (text area), Work No., Cell No., Home No., Their Reference (with a browse button), Special Instructions, and Loan.

Repairs Tracking
✕

Exit
Screen
File
Print
ReferenceList

Exit
 New
 Clear
 Accept
 Apply
 Delete

Find
 Browse
 Print

Job Details

**Appliance**

Appliance  <<

Make  <<

Model

Serial No.  >>

Job Story exist for this Serial Number Create

Box                       Scratches  
 Dents                       Bubble Wrap

Accessories

Technician / Sales Person

Fault(s) Description

Repair Information

Repair Information

Parts

...

**Amount Charge**

Parts	R	<input style="width: 100%;" type="text"/>
Labour	R	<input style="width: 100%;" type="text"/>
Other Sales	R	<input style="width: 100%;" type="text"/>
Sundries	R	<input style="width: 100%;" type="text"/>
Call Out Fee	R	<input style="width: 100%;" type="text"/>
Pick Up Fee	R	<input style="width: 100%;" type="text"/>
Delivery Fee	R	<input style="width: 100%;" type="text"/>
<b>Discount</b>	<b>R</b>	<input style="width: 100%;" type="text"/>
<b>Sub Total</b>		<b>R</b> <input style="width: 100%;" type="text"/>
VAT 14 %	R	<input style="width: 100%;" type="text"/>
<b>Total</b>	<b>R</b>	<input style="width: 100%;" type="text"/>

## Repairs Tracking Browse screen

The Repairs Tracking Browse screen allows the user to easily find a particular job from the Job Info screen.

The Repairs Tracking Browse screen allows the user to browse/inquire by all the various Status'.

The Repairs Tracking Browse screen allows the user to print multiple Quotes.

The Repairs Tracking Browse screen allows the user to print Status Listings for all the various Status'.

System No.	Job No.	Invoice No.	Account	Customer	Their Ref.	Appliance
07SEP0901	1	1	Demo Account 1	Demo Customer 1	1	DVD-Player
07SEP0902	2	2	Demo Account 2	Demo Customer 2	1	DVD-Player

## Name And Address screen

The Name And Address screen allows the user to capture, update, view or delete account details for all the parties that is dealt with frequently.

**Name and Address**

Exit Screen File Print

Exit New Clear Accept Apply Delete Find Browse Print

**Name and Address**

Name

Contact Person

Postal Address

Physical Address

E-Mail Address

**Type**

Customer  
 Account  
 Store

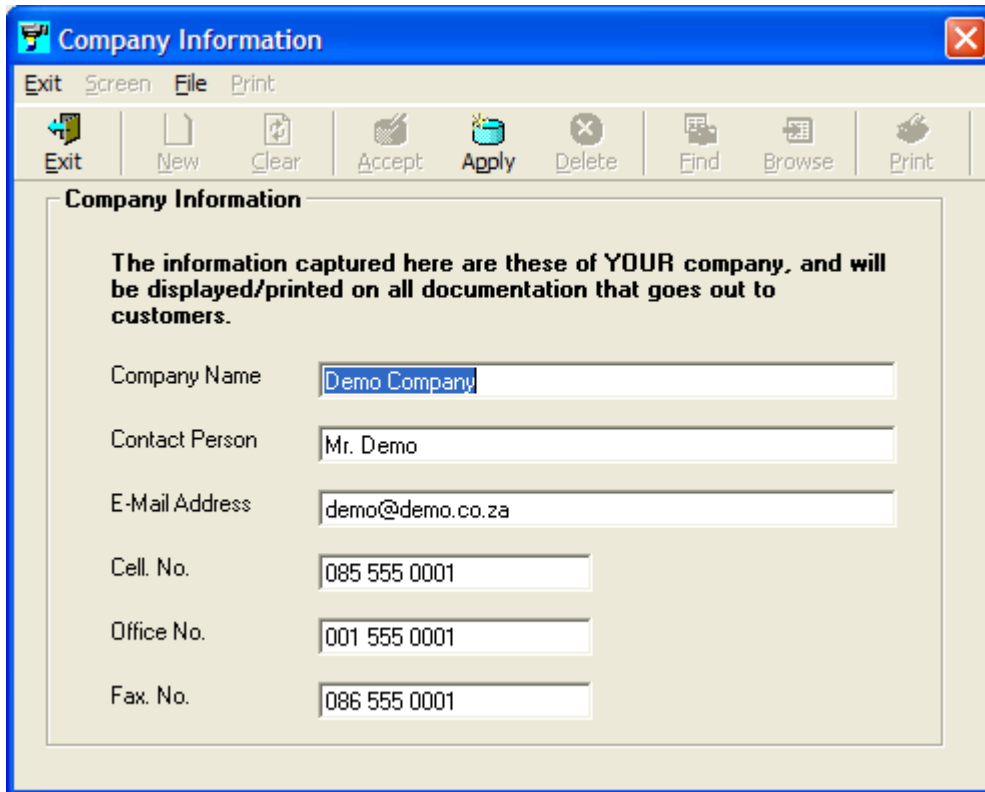
Office No.

Cell. No.

Fax. No.

## Company Information screen

The Company Information screen allows the user to capture, amend and view your company's information.



The screenshot shows a window titled "Company Information" with a menu bar (Exit, Screen, File, Print) and a toolbar (Exit, New, Clear, Accept, Apply, Delete, Find, Browse, Print). The main content area is titled "Company Information" and contains a warning message: "The information captured here are these of YOUR company, and will be displayed/printed on all documentation that goes out to customers." Below the message are six input fields:

Company Name	Demo Company
Contact Person	Mr. Demo
E-Mail Address	demo@demo.co.za
Cell. No.	085 555 0001
Office No.	001 555 0001
Fax. No.	086 555 0001

## Technician / Sales Person Info screen

The Technician / Sales Person Info screen allows the user to capture, amend and view the technicians / sales persons information.

**Technician / Sales Person Info**

Exit Screen File Print

Exit New Clear Accept Apply Delete Find Browse Print

**Technician / Sales Person**

Name

Date Of Birth

Cell. No.

Home No.

Work/Ext. No.

## Technician / Sales Person Performance Listing screen

The Technician / Sales Person Performance Listing screen allows the user to print Performance Listings by Technician / Sales Person and Period.



**Technician / Sales Person Performance Listing**

Exit Screen File Print

Exit New Clear Accept Apply Delete Find Browse Print

**Print Criteria**

Please select the year and the month for which you want a performance listing, based on the "Invoice No".

Year (ccyy)  Month

## History screen

The History screen allows the user inquire on jobs and print quotes and invoices for jobs.

The History screen allows the user to browse/inquire on history jobs on a variety of the fields via the “>>” buttons.

The screenshot shows a software window titled "History" with a menu bar (Exit, Screen, File, Print) and a toolbar (Exit, New, Clear, Accept, Apply, Delete, Find, Browse, Print). The main area is divided into two tabs: "Job Details" and "Repair Information".

**Job Details**

**Order Information**

System No. [ ] ... >> Type Of Order [ ]  
Job No. [ ] >> Purchase Date [ ]  
Invoice No. [ ] >>  P.O.P. Received

**Account Details**

Account [ ]  
Order No. [ ] >>  
Store [ ]  
Store Ref. [ ] >>

**Status**

Current Status [ ]  
 Quote Wanted

**Dates**

Received	[ ]	Complete	[ ]
Pickup	[ ]	Delivery	[ ]
Allocate	[ ]	Returned	[ ]

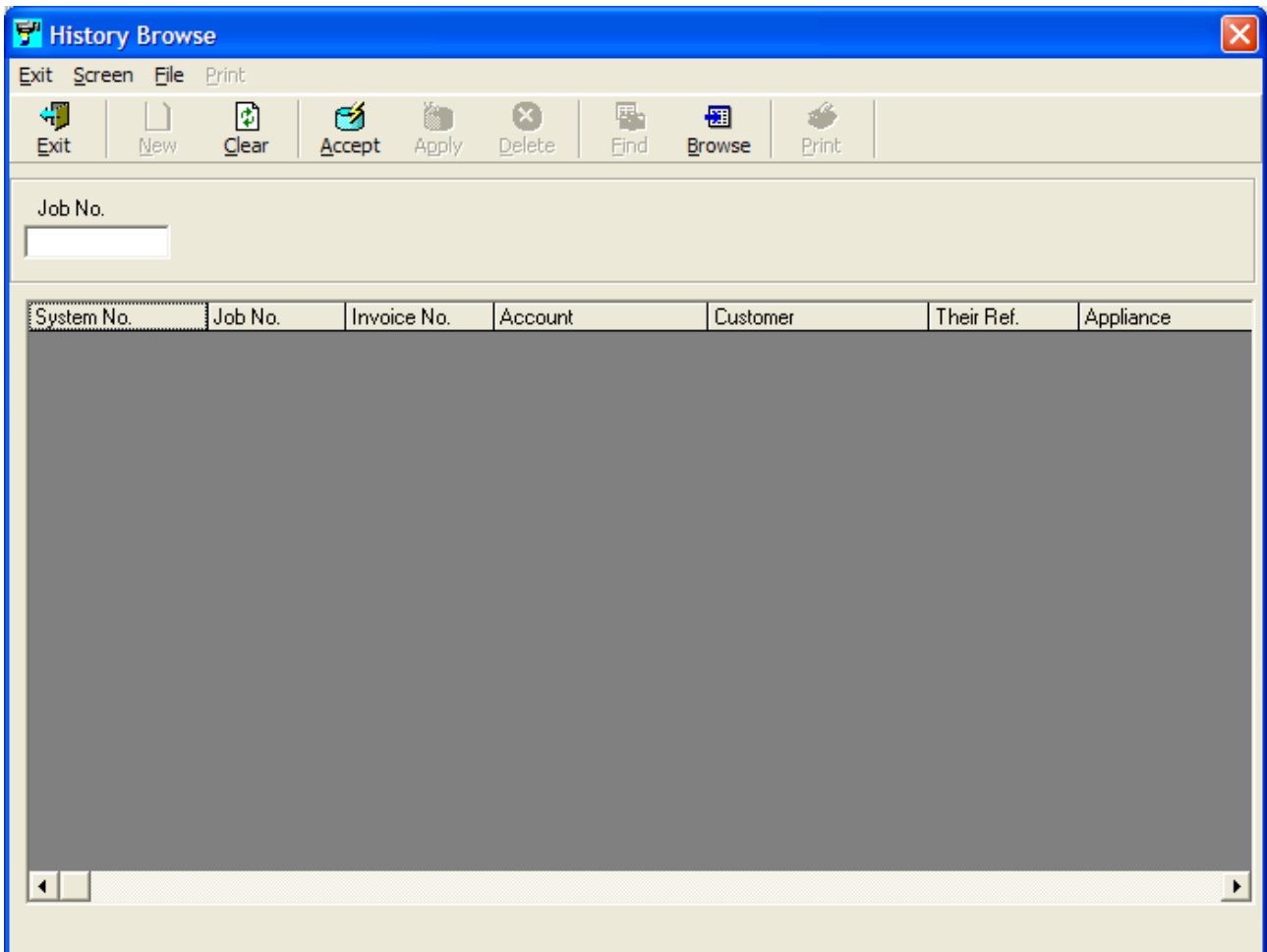
**Repair Information**

**Customer**

Name [ ] >>  
Address [ ]  
Work No. [ ]  
Cell No. [ ]  
Home No. [ ]  
Their Reference [ ] >>  
Special Instructions [ ]  
Loan [ ]

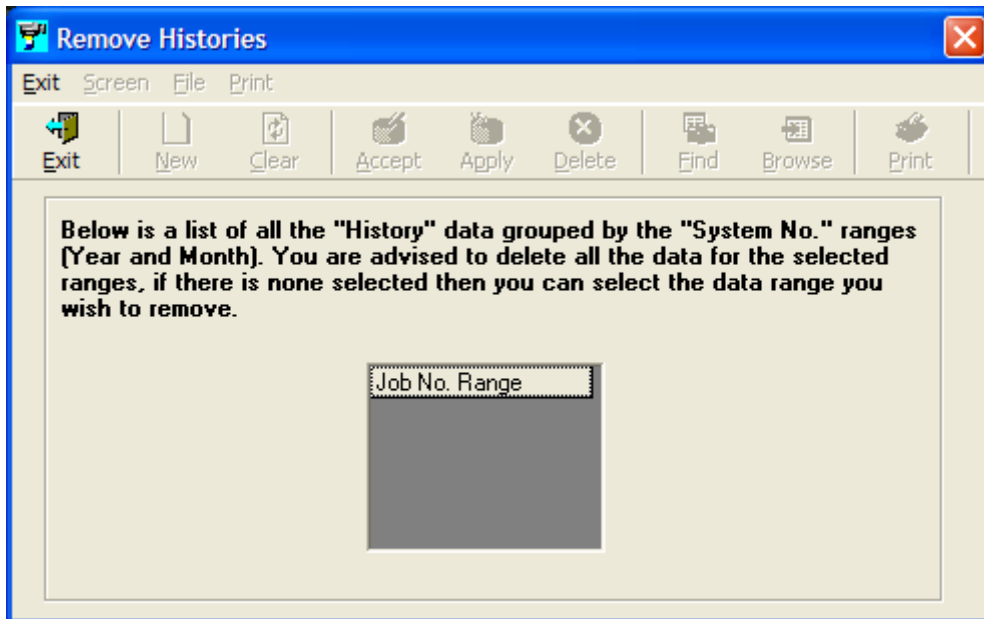
## History Browse screen

The History Browse screen allows the user to easily find a particular job from the History screen.



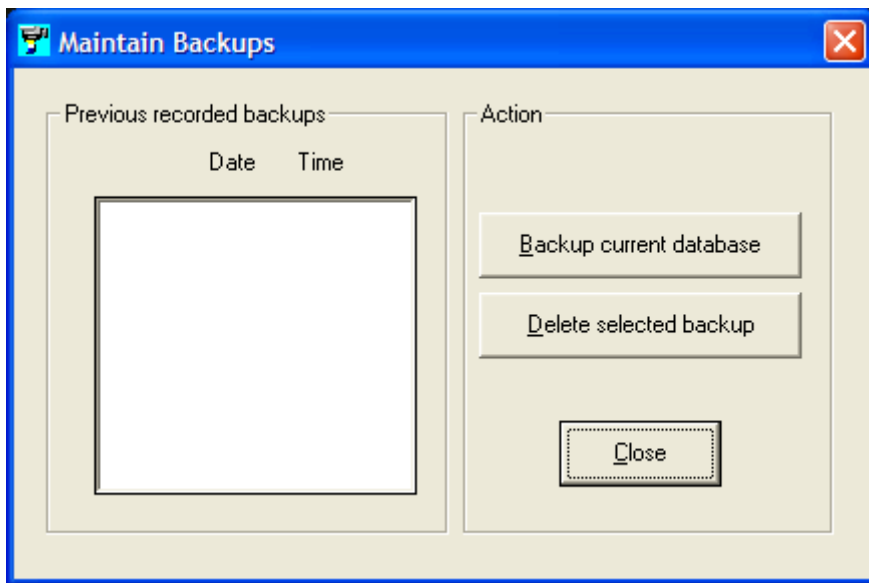
## Remove History screen

The Remove History screen allows the user to delete/remove History data from the database.



## Maintain Backups screen

The Maintain Backups screen allows the user to manage backups of databases.



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