

Repairs Solution – Management Application

User Manual

Thanks for the purchase of Repairs Solution Management Application. This application is designed to help you to track and maintain the management of repairs.

In order to manage your repairs, 'Repairs Solution' makes it very simple, by including the following:

- Adding new repairs for new and existing customers.
- Updating/Editing Repairs
- Search for repairs or customers.
- Marking repairs as completed and whether you have contacted the customer or not.
- Also, has a “mini” receipt which will print out (optional) to show the total amount the customer is due. Another mini-receipt for the customer to use when he arrives to collect his items.
- Warranty Check Feature – simple feature which detects whether customers still have warranty on their previous repair or not.
- Remove/Delete customers and repairs.

Repairs Solution has all the advanced and basic features needed to maintain a repair shop, as you can keep track of all customer and repairs.

The following pages will consist of the installation guide (how to get the application up and running) and most of all, the User Manual.

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Installation Guide:

For Windows 7:

FIRST OF ALL, MAKE SURE ALL JAVA (JDK) VERSIONS ARE REMOVED FROM THE PC TO ENSURE A CLEAN INSTALL. To do this, :

- **Click Start -> Control Panel -> Uninstall a program -> Uninstall all files which start with 'Java'. Now, move onto the steps below to complete installation.**

1. Make sure you have the latest JDK Version - download from this website (oracle java for JDK): <http://www.oracle.com/technetwork/java/javase/downloads/index.html>
2. Make sure you download 'Windows 7..' version of the JDK. Now, install the JDK once downloaded.
3. To launch application: Double click the 'RepairsSolution' -Executable Jar File.
4. It should Launch now and ask you to enter the serial key you retrieved when purchased.
5. So enter the valid serial key and click 'OK'. The program will now launch.
6. Now, the program is setup for use.

For Mac Lion OSX 10.7.x (any version of Lion OSX)

1. Make sure you have the latest JDK Version - download from this website (oracle java for JDK): <http://www.oracle.com/technetwork/java/javase/downloads/index.html>
2. Make sure you download 'Mac OSX Lion 10.7.x' version of the JDK. Now, install the JDK once downloaded.
3. To launch application: Double click the 'RepairsSolution' -Executable Jar File.
4. It should Launch now and ask you to enter the serial key you retrieved when purchased.
5. So enter the valid serial key and click 'OK'. The program will now launch.
6. Now, the program is setup for use.

Problems Launching APPLICATION

Windows 7

1. Make sure the LATEST JDK Version is installed – link from:
<http://www.oracle.com/technetwork/java/javase/downloads/index.html> - Java Platform JDK 7u4 is the latest JDK as of 05.06.2012. However, later on, new releases will be released of the JDK which you should install.
2. Also, install the Latest 'Java' version.

Mac Lion OSX

1. Make sure the LATEST JDK Version is installed – link from:
<http://www.oracle.com/technetwork/java/javase/downloads/index.html> - Java Platform JDK 7u4 is the latest JDK as of 05.06.2012. However, later on, new releases will be released of the JDK which you should install.
2. Go to Application.
3. Now, Go to Utilities
4. Now double click Java Preferences
5. Ensure **at least Java SE 7** is installed (present in that list).
6. Move Java SE 7 to the **top** of the order (drag to the top of the list).

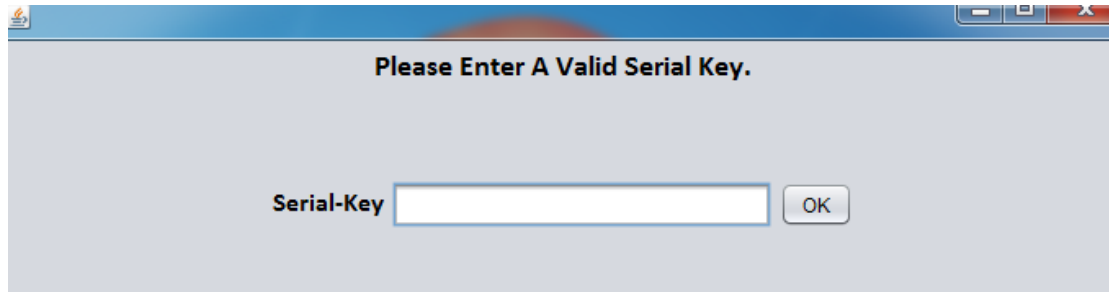
If any of the solutions above don't work, Please contact the developer on:

aaqibdeveloper@hotmail.com

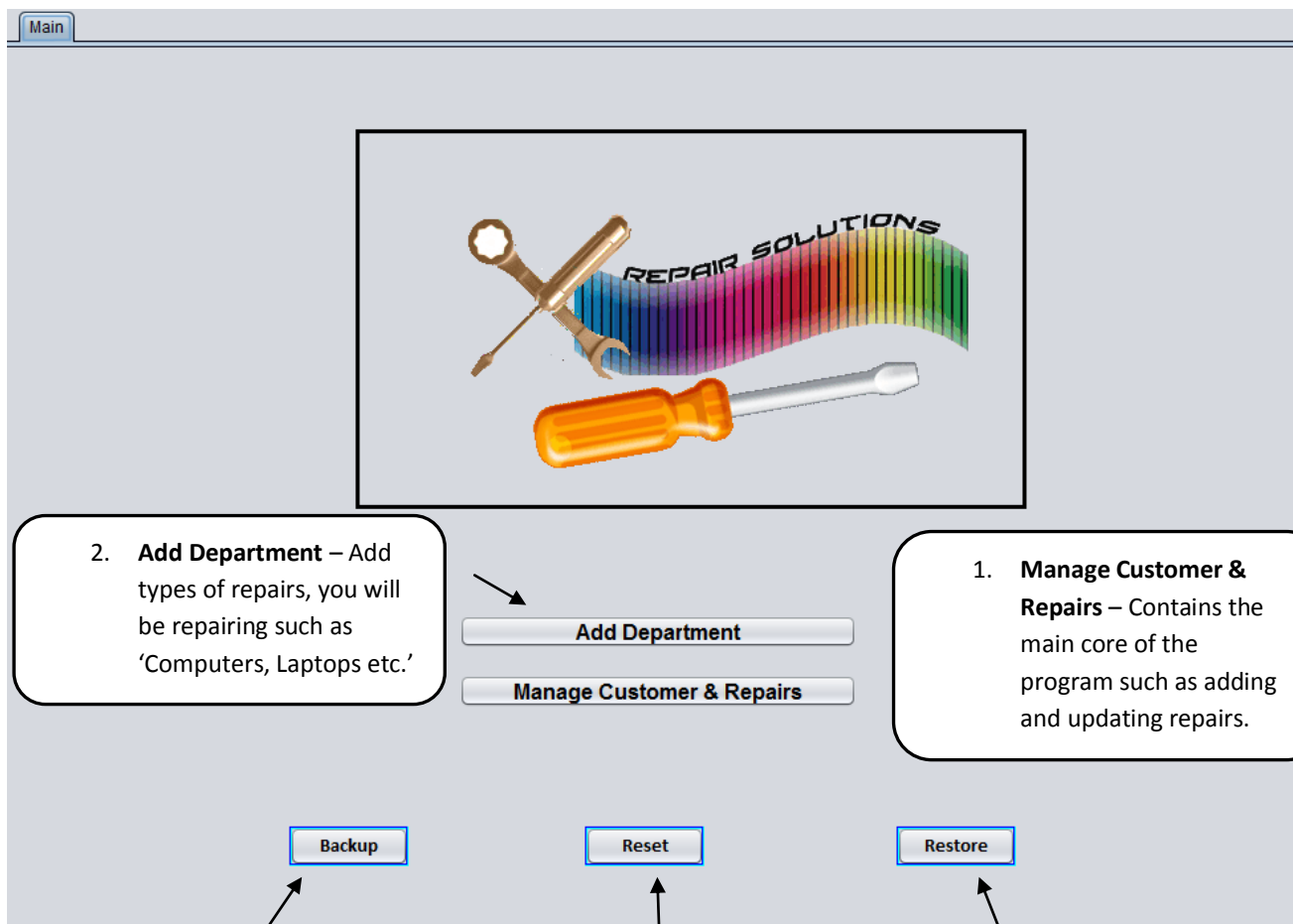
for immediate reply and customer service.

Starting Up Program – Initial Start Up.

1. When launching the 'RepairsSolution(JAR File)', You will be prompted to enter your serial key given:



2. Once entered your 12 character 'Serial –Key', You will be prompted to the Main Program (as shown below):



2. **Add Department** – Add types of repairs, you will be repairing such as 'Computers, Laptops etc.'

1. **Manage Customer & Repairs** – Contains the main core of the program such as adding and updating repairs.

Click to Backup Database. You can make a backup of your current database file so you can restore at later date.

Click to Reset Database. – If you want to delete everything, click the reset database button. Your application will restart like a 'fresh copy'.


Click to Restore Database. You can restore your backup by clicking on the restore button and following the simple process.

ADDING DEPARTMENTS


First Option should be: Adding Departments. – Why? Because you need to add, what types of repairs you will be dealing with. For example, you might be repairing items such as computers, DVD players, TV's, etc. So you need add them to the list and specify your price you are going to ask from customers.

Using 'Add Departments', you can change the details and prices shown in the table in-case you entered it by mistake. In Addition to, there is quick and easy delete option to delete any departments you added.

Another simple effective feature, 'LIVE SEARCH', you can quickly search for any departments you repair so you can quote a price for the customer.

Main Add Stock 

Add Department Type

Add Department Types you will be repairing (e.g DVD, TV's, etc) and Price for each. 

Department Type:

Price:

Add Item

Add in your Department such as 'Laptops' and the **price** for each repair of 'Laptops'.

LIVE Search

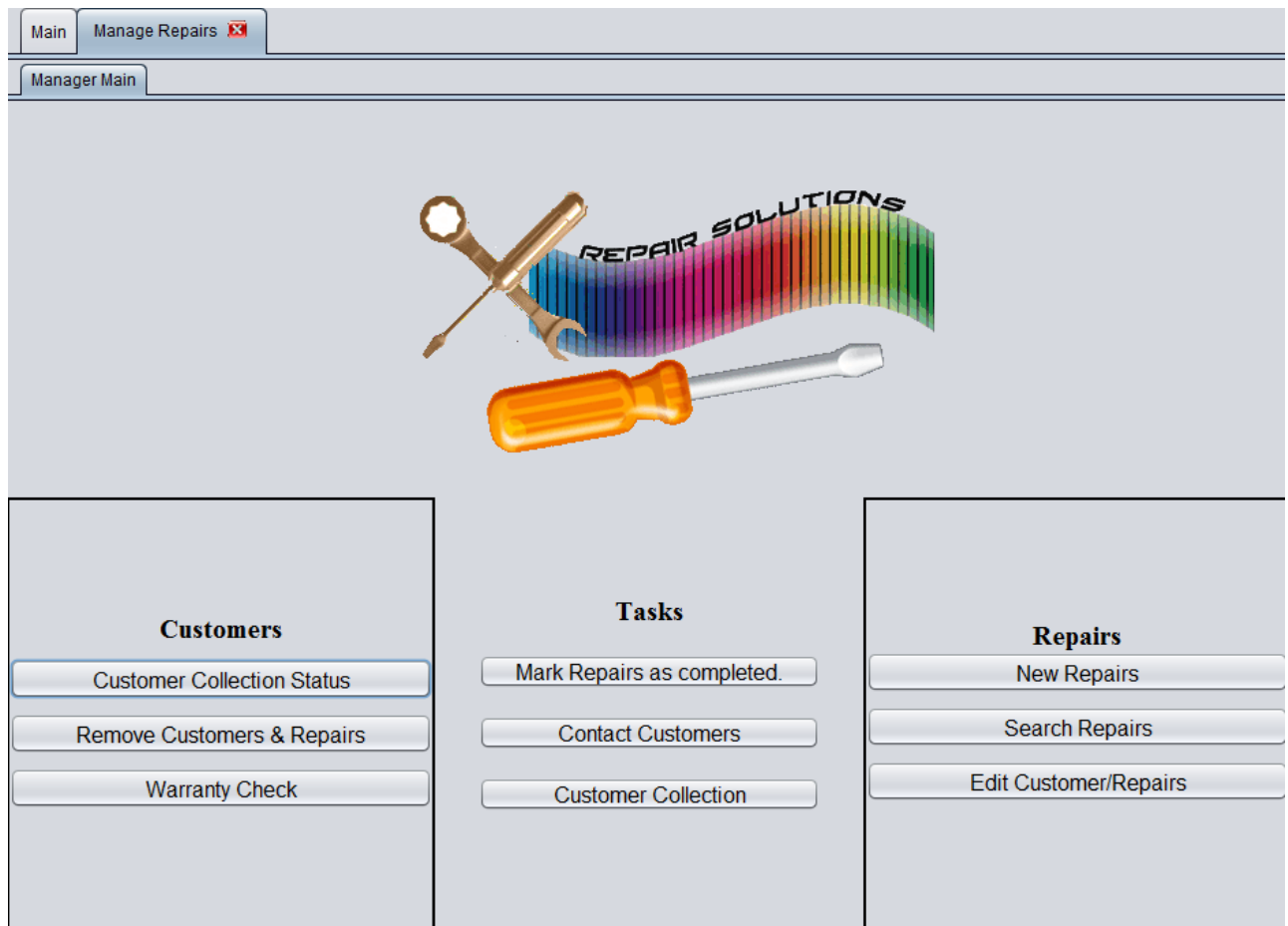
Use '**LIVE SEARCH**', to search for **any** items in the table or a certain price.

You can edit and delete items using the table below.

- 1. To EDIT a particular item: Click on the desired row/column to edit.
- 2. To DELETE a particular item: Click on the delete column/row

Department_Type	Price	Delete_Row
Computers	30.50	--Delete--

Manage Repairs



Manage Repairs is divided into three sections:

- **Customers** – Remove customers & repairs, check warranty status of customers and check if customers have or haven't collected their items.
- **Tasks** – Marking repairs as completed once completed. Contacting Customers and when a Customer arrives for collection, the button, 'Customer Collection' should be clicked.
- **Repairs** – When a customer arrives for a repair to be handed in, the 'Repairs' column is mandatory. Such as, 'New Repairs' should be clicked and if an error is made, the edit repairs should be clicked.

New/Existing Repairs – Adding Customers

Main Manage Repairs

Manager Main Repair Choice New Repairs

Adding Customer/Repair Details

Customer Details:

First Name:

Last Name:

Address:

City:

Postcode:

Contact No:

Repair Information:

Product Type:(list):

Manufacturer:

Fault with item:

Other information(if any):

Add Repair Update Repair Add Additional Repairs

Add Repair – Adding a single repair only.

Update Repair – When editing or updating customer repair details.

Add Additional Repairs – Add another repair for same customer.

After adding new repairs for a particular customer, you can either search for repairs or edit the repair in case you made a mistake in the process.

SEARCH CUSTOMER & REPAIRS

MainManage Repairs

Manager MainSearch Repairs

Search Customers And Repairs

Refresh

Refreshes whole interface.

You can either search by Customer ID, Repair ID or Name.

Customer ID2

Search Using Customer ID

Repair ID

Search Using Repair ID

☐ All☐ Completed

Customers Table: **LIVE Customers Search**

CUST_ID	F_NAME	L_NAME	Address	City	Postcode	Contact_No	Delete_Row
2	User	One	8 Manchester Road	Manchsester	M00987	12345678	0

Repairs Table: **LIVE Repairs Search**

REP_ID	CUST_ID	Product_Type	Manufacturer	Start_Date	Details_Fault	Other_Info	Repair_Status	CheckBox
2	2	Computers	HP	2012-06-06	Doesnt Turn on		Uncompleted	0

- You can search for repairs using a variety of different options such as customer id, repair id or 'LIVE search'.
- Using LIVE Search is the simplest way of searching due to you can search for any particular details/information in the table shown.
- So if you want to search for a particular name called 'User' then type in "User " (in live search) and it will instantly show all users containing the name user. It is not case sensitive, so it capital or non-capital won't affect the results of live search.

EDIT REPAIRS OR CUSTOMER DETAILS

The screenshot shows a web application interface for editing repairs. At the top, there are two tabs: 'Main' and 'Manage Repairs' (with a red 'X' icon). Below these, there are two sub-tabs: 'Manager Main' and 'Edit Repairs' (also with a red 'X' icon). The main content area is titled 'Edit Repairs' and contains the instruction 'Enter Repair ID (REPID) to edit details' followed by a pencil icon. Below this, there is a text input field labeled 'Repair ID' containing the number '2', a 'Done' button, and a blue link that says 'Forgot Repair ID? Click here'. A callout box in the top right corner points to the link with the text: 'Click 'Forgot Repair ID...', IF, the customer doesn't know his repair ID.' Another callout box at the bottom points to the 'Repair ID' field with a list of instructions.

Click 'Forgot Repair ID...', IF, the customer doesn't know his repair ID.

Enter Repair ID (REPID) to edit details

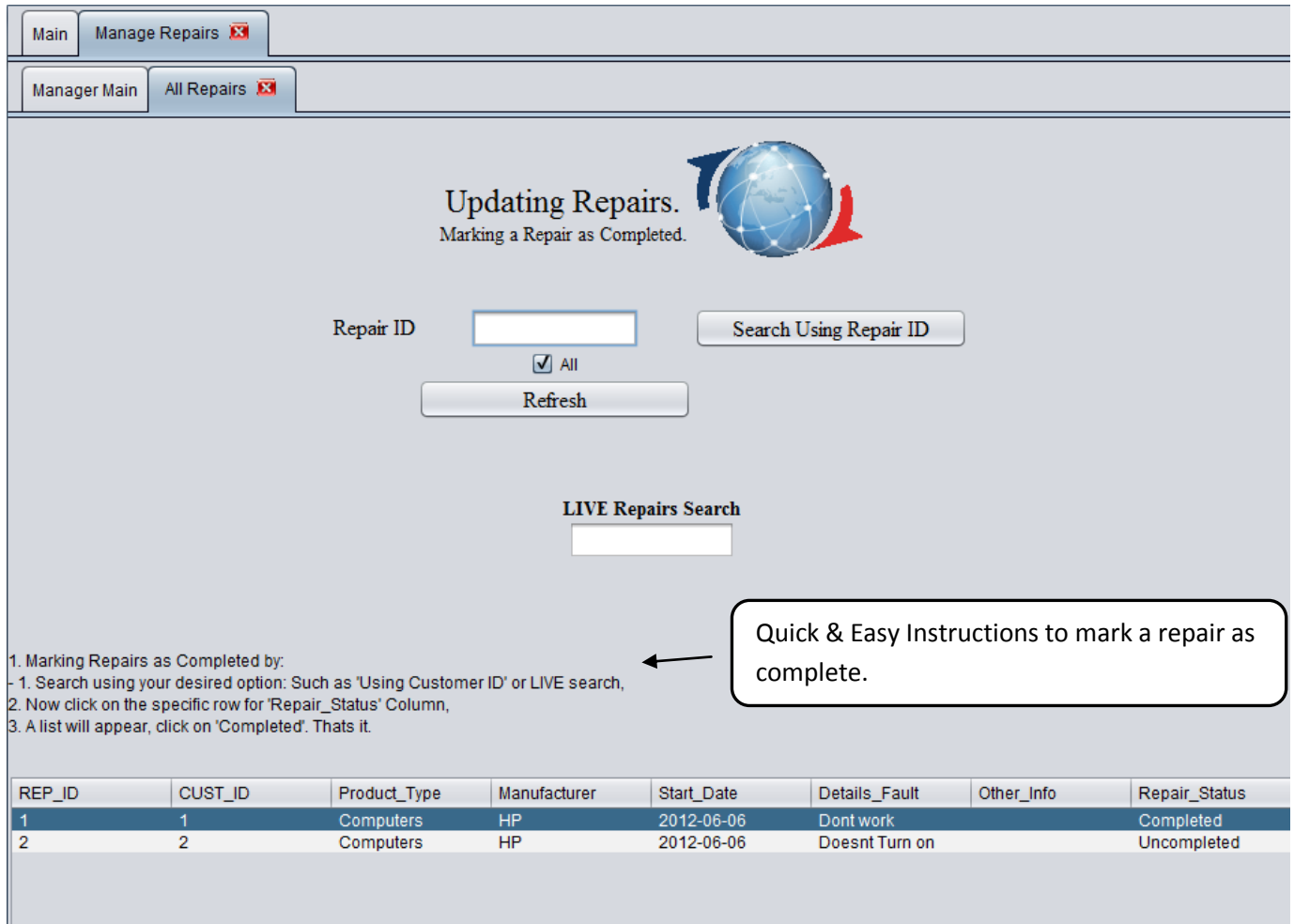
Repair ID [Forgot Repair ID? Click here](#)

- You can only search by customers' 'repair ID'.
- Click the 'DONE' button to navigate to the next page.
- You will then be navigated to the customer and repairs detail for that particular repair ID.

- Edit Repairs makes it simple by searching using a particular repair ID from the customer, so, you can edit his repair and customer details in one page.
- Don't worry, if you don't know his/her repair ID as a nice and easy process will retrieve the forgotten repair ID.

TASKS

MARKING REPAIRS AS COMPLETED



Updating Repairs.
Marking a Repair as Completed.

Repair ID

☒ All

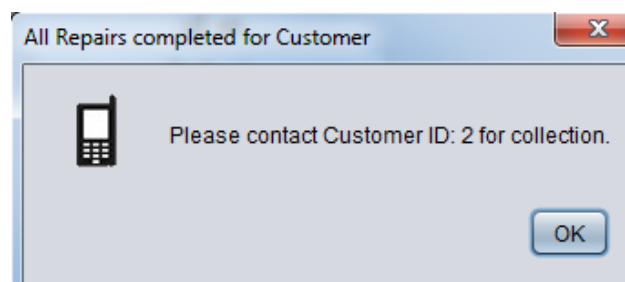
LIVE Repairs Search

1. Marking Repairs as Completed by:
- 1. Search using your desired option: Such as 'Using Customer ID' or LIVE search,
2. Now click on the specific row for 'Repair_Status' Column,
3. A list will appear, click on 'Completed'. That's it.

Quick & Easy Instructions to mark a repair as complete.

REP_ID	CUST_ID	Product_Type	Manufacturer	Start_Date	Details_Fault	Other_Info	Repair_Status
1	1	Computers	HP	2012-06-06	Dont work		Completed
2	2	Computers	HP	2012-06-06	Doesnt Turn on		Uncompleted

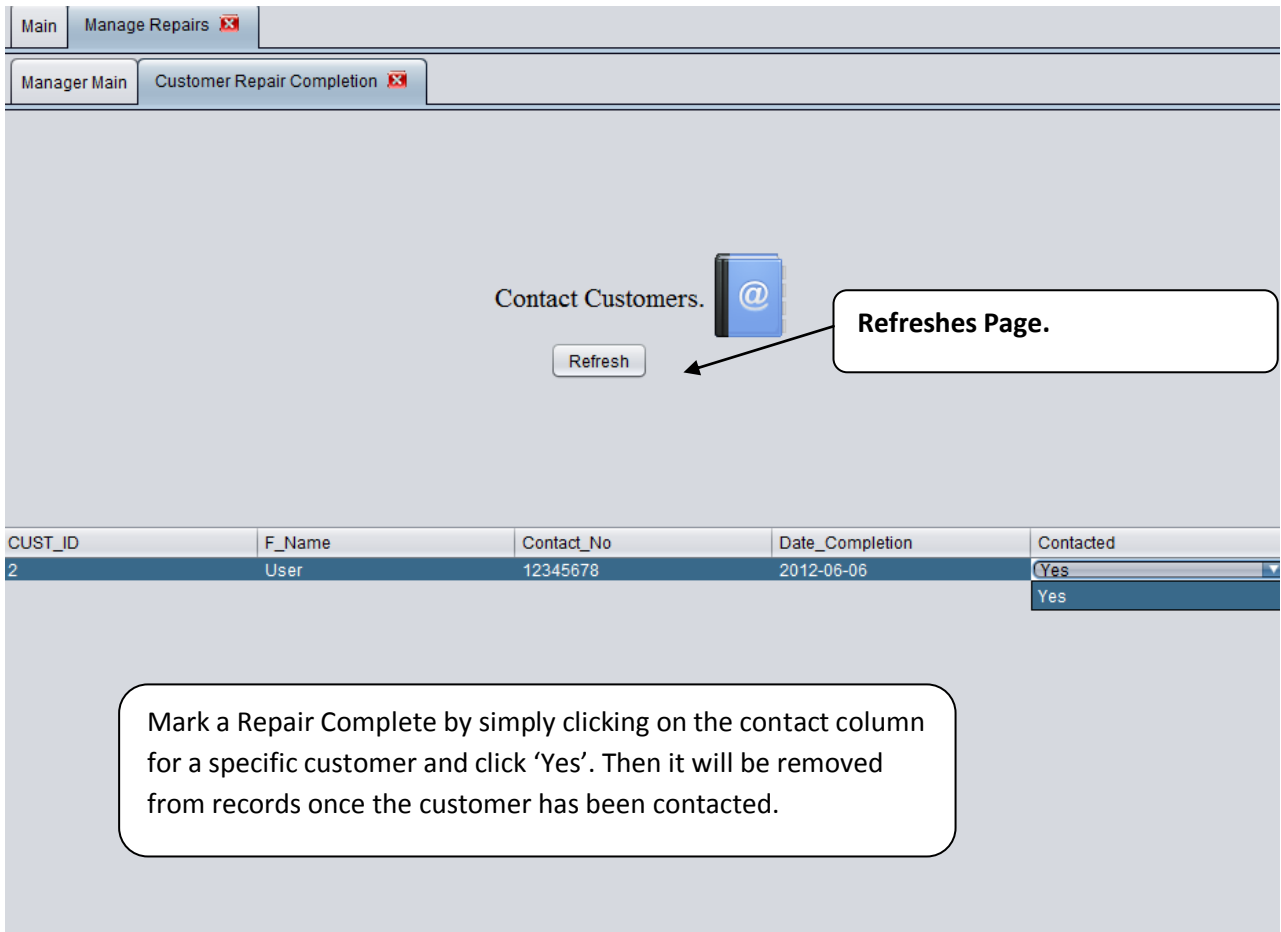
- Once you have marked a repair as complete, you will be given a confirmation message that it's been done.
- If all Repairs for a particular customer is completed, then you will receive another confirmation after the previous confirmation, to tell you to **contact the customer**.



If you have received this message, then move onto the '**Contact Customer**' button, so you ensure you contact the customer!

CONTACT CUSTOMERS

You should only contact customers, once all repairs for customers are completed. Then the customer records for contacting will be shown in the 'Contact Customers' Page (below).



Manager Main Customer Repair Completion

Contact Customers. @

Refresh

Refreshes Page.

CUST_ID	F_Name	Contact_No	Date_Completion	Contacted
2	User	12345678	2012-06-06	Yes

Mark a Repair Complete by simply clicking on the contact column for a specific customer and click 'Yes'. Then it will be removed from records once the customer has been contacted.

- **HINT:** Even though the customer records will be removed from this particular table as shown, you can contact him again in-case he doesn't come and collect it by going to the 'Customer Collection Status' which was on the 'Manage Repair' section.

CUSTOMER COLLECTION

MainManage Repairs

Manager MainUpdate Repairs

Customer Collection

Update Customer Repair Progress? Please enter Customer ID or Repair ID to continue.

Customer ID1

Search Using Customer ID

Forgot Customer ID? Click here

--This is the Customers table for the specific Customer ID. Shows the Information of the Customer.

CUST_ID	F_NAME	L_NAME	Address	City	Postcode	Contact_No	Delete_R...
1	Aaqib	Hafeez	2 Grendo...	Oldham	OL8 4HT	01616282...	0

This is the repairs table for the specific Customer ID/Repair ID.

REP_ID	CUST_ID	Product_Type	Manufacturer	Start_Date	Details_Fault	Other_Info	Repair_Status	CheckBox
1	1	Computers	HP	2012-06-06	Dont work		Completed	0

This table is used when the Customer collects his item.
Once customer has arrived to collect his item, Then You:
For each repair ID, 'Click' the 'Checkbox' and it should update automatically for each repair. Do this For all repairs.

REP_ID	Repair_Collected	Full_Repair_Status	CheckBox
1	No	-	<input type="checkbox"/>

Click Receipt button once ALL repairs have been completed for the customer


Receipt

Simple Instructions for updating repairs


1. Mark all repairs have been 'checked' -> "Repair_Collected" column should be 'Yes'.
2. Now, click on "Receipt" button. This will print out a **"mini-receipt"** for the customer to use as a warranty to ensure he has collected his item and will state the amount he has to pay.
3. **For warranty tracking** -> Click the 'Warranty Status' button on Manage Repairs.

CUSTOMER COLLECTION STATUS

Main



Manage Repairs 

Manager Main

Collection Check 

Repair - Collection Check For Completed Repairs!

Shows Collected And Non-Collected Repairs.



☐ Both ☐ Collected ☒ Not Collected

List of options to select from:
Both: Shows Repairs which have been collected and still yet to be collected.
Collected: Shows All Repairs which have been collected.
Not Collected: All Repairs which haven't been collected.


All the repairs which are Not Collected

REP_ID	CUST_ID	Product_Type	Manufacturer	Start_Date	Details_Fault	Other_Info	Repair_Status	CheckBox
1	1	Computers	HP	2012-06-06	Dont work		Completed	0
2	2	Computers	HP	2012-06-06	Doesnt Turn on		Completed	0


- Provides Useful information to show which repairs have been collected and which haven't.
- You can ring the customer again if he hasn't collected his items by using his customer ID in the 'search repairs' section. – You will find his details there.

Remove Customers/Repairs

Main

Manage Repairs 

Manager Main

Remove Customers 


Delete Customers and Repairs.

You can search by Customer ID to delete specific records.

Customer ID

Search By Customer ID

☐ All Customers



Search by Customer ID

This is the 'Customers' Table. You can delete specific rows by clicking the 'Delete' column.

CUST_ID	F_NAME	L_NAME	Address	City	Postcode	Contact_No	Delete_Row
2	User	One	8 Manchester Road	Manchester	M00987	12345678	<input type="checkbox"/>

This is the 'Repairs' Table. You can delete specific rows by clicking the 'Checkbox' column.

REP_ID	CUST_ID	Product_Type	Manufacturer	Start_Date	Details_Fault	Other_Info	Repair_Status	CheckBox
2	2	Computers	HP	2012-06-06	Doesnt Turn on		Completed	<input type="checkbox"/>

You can either delete/remove by:


- Clicking the 'Delete' Checkbox from the customers table. This will **remove all repairs** associated with the customer.
- Or clicking the 'Checkbox/Delete' Checkbox from the repairs table. This will **only remove** the particular repair associated with the customer.

WARRANTY STATUS

MainManage Repairs

Manager MainWarranty Status

Warranty Status



Please enter customer ID to retrieve warranty info.

Customer ID:

OK

Set Warranty For All Products

Warranty (in days):

Set Warranty Status

Once Warranty is set it will automatically configure for all items

REP_ID	CUST_ID	Warranty_Start_Date	Warranty_End_Date	In_Warranty
1	1	2012-06-06	2012-06-07	No
2	2	2012-06-06	2012-06-09	Yes

- To set warranty for all products – Click the ‘Sort Warranty For All Products’ -> Then another panel will occur. Now, type in the amount of days you want the warranty to be set for. -> Now, click ‘Set Warranty Status’. That’s it.
- So, whenever, a repair is completed and the customer collects his items. A warranty will be set automatically.
- It will update automatically when it is out of warranty (past the end of warranty date).

CONTACT – HELP

Please contact the developer for any issues with the application on:

aaqibdeveloper@hotmail.com

Please rate the application and any issues with the program please contact the developer (contact given above) as the developer will issue instant updates thoroughly and will support the users with instant fixes.

- Trial Version – Please purchase to access the Full Version Copy as there's a lot more additional features added.