Dashboard	RepairsTracker provides the following dashboard features: ● Actions ○ Create reminders/notes/appointments ○ Approve expense forms ○ Approve employee vacation ○ Today’s stats ○ Critical tickets for follow-up ○ Tickets with risks ○ Tickets awaiting parts/purchase orders ● Tickets: Data for ticket performance and benchmark ● Customers: Data for customer management and GEO location ● Suppliers: Data for supplier management and Purchase Orders ● Inventory: Data for inventory usage and defects history ● Finances: Data for income/expenses/profit and debtors ● My Assets: Data for assets usage
Estimates	Estimates is an optional feature and allows the shop owner to: ● Create quick estimates ● Assign employees ● Option for free/paid estimates ● Add parts/inventory ● Accept/refund payments ● Email status updates(public view) to customers ● Print PDF estimates and invoices ● Review estimates timeline ● Advanced search ● Convert estimates to tickets ● Accept payment from Stripe ● Refund Payment ● Customizations: ○ Rename estimates to any suitable names for your industry. E.g survey or booking. ○ Add/modify/hide/disable any labels ○ Create custom form and fields
Tickets	Tickets is a core feature and allows the shop owner to: ● Create tickets or convert existing estimates(flagged as “new”) ● View the ticket timer for SLA (as defined by the shop owner) ○ Early, Normal, Late, Expired ● Flag tickets on the dashboard ● Trash/Restore tickets ● Parent/Child relationship ○ Enable/Disable feature in setup ○ Parent ticket data is dependent on child updates ○ Parent ticket data summarizes ticket information ● Progress slider ● Assign employees/subscribers ● Add parts/inventory ○ Create a new part

<table>
<tr><td></td><td>
Create a new Purchase Order for a missing part
Accept payment from Stripe
Refund Payment
Email status updates(public view) to customers
Print Work Orders, Invoices and QR sticker format labels
Advanced search (by location, priority, status, date range)
Tabs
Timelogs: Assign one or multiple employees to the ticket and log the total effort per ticket. The total time is used for billing the client. This value can be manually overridden
Comments: Post internal or public comments for each ticket. Customers will see the public comments via the status update page. Visual notifications are posted to the ticket list view for new comments. File upload feature in comments.
Incidents: Manage any risks/decision/actions specific to tickets. Any risks will show in the dashboard for actions
Quality Control: Have your checklist with comments and pictures before and after your repairs/projets/installations
Timeline: Review the ticket activity from initiation until completion
RMA(Return Merchandize Authorization): Manage and issue defects within your ticket/project back to suppliers
Expenses: Track any expenses related to your repairs or project
Re-open tickets with comments
Rate tickets
Download offline/printable version of ticket
Customizations:
Rename tickets to any suitable names for your industry. E.g job sheet or work order.
Add/modify/hide/disable any labels
Create custom form and fields
</td></tr>
<tr><td>Scheduling</td><td>Scheduling is a core feature within RepairsTracker with the following views:
Agile Board: Drag and drop estimates/tickets and add comments
Calendar: Organize estimates/tickets and add comments
</td></tr>
<tr><td>Customer</td><td>Customer Management is a core feature with the following:
Mass import from CSV file
Add/Edit/Delete customers
Add label/tag customers
Organize customer types (displayed as a tag on the ticket)
Provide customer specific discount rates
GEO location mapping
Track payment methods
Organize customers into membership groups for discounts
</td></tr>
<tr><td>Supplier</td><td>Supplier Management is a core feature with the following:</td></tr>
</table>

	● Mass import from CSV file ● Add/Edit/Delete suppliers ● Tag suppliers as wholesalers ● Track payment terms and methods ● Track Purchase Orders ● Track RMA RMA ● Print RMA Purchase Order(PO) ● Add/Edit/Delete Purchase Orders ● Deliver to alternate locations ● Track payment types ● Track PO status ● Print/Email ● Auto-update stock on receiving PO ● Track shipping details
Employee	● Add/Edit/Delete Employees ● Track personal details ● Manage emergency contacts ● Manage bank details ● Add Work Shifts ● Assign a supervisor/manager (with more access) ● Track vacations ● Organize employee benefits ● Organize training details ● Track employee incidents ● Review payroll
Inventory	Inventory is a core feature with the following: ● Mass import from CSV file ● Add/Edit/Delete Inventory ● Add image ● Track shelf location ● Track minimum quantity ● Auto-calculate selling price as per custom profit margin ● Customizations: 　○ Create custom fields
Point of Sale(POS)	● Add/Edit/Delete Sale ● Print sale orders ● Optional customers for inventory sale ● Accept payment from Stripe ● Refund Payment
Setup & Settings	● Wizard

	○ This quick setup feature allows shop owners to add basic information to quickly organize their account in less than 10 minutes. ● Locations ○ Add/Edit/Delete/Disable locations or sites ○ Default location is used for PDF and invoices ● Employees ○ Add/Edit/Delete/Disable employee ○ Generate account password ○ Assign employees to location/site ○ Assign subordinates to managers ○ Allocate vacation days ○ Send welcome email for account creation ● Estimate Settings ○ Customize the SLA for estimates completion ○ Define the hourly rate ○ Custom form builder ○ Customize estimate form for tabs, sections and fields ● Ticket Settings ○ Enable/Disable SLA ○ Customize the SLA for tickets completion ○ Define the hourly rate ○ Enable/Disable auto refresh of tickets management screen ○ Enable/Disable Parent/Child feature ○ Customize ticket form for tabs, sections and fields ○ Custom form builder ○ Custom quality control form builder ○ Customize quality control form ● Purchase Order Settings ○ Customize PO form for tabs and fields ● KPI Setup ○ Ticket Settings: ■ Define early, normal and late SLA ■ Define maximum daily repair targets ■ Define average repair time targets ○ Customer Settings: ■ Define repeated repairs ■ Define happy calls ○ Finance Settings: ■ Define expenditures ■ Define salaries ■ Define rentals ■ Defien assets repayment ■ Define POS

<table>
<tr><td></td><td>
Define refunds
HR Settings:
Define maximum repair time
Define maximum vacation time
Label rename - changed throughout the application
Estimate
Ticket
Inventory
Employee
RMA
Taxes
Inventory Settings
Define profit margin
Customize Inventory form for fields
Custom form builder
Invoice and Tax Settings
Customize PDF form footer notes
Define Tax 1
Define Tax 2
Terms and Conditions
Define short form - on screen within the estimate/ticket form
Define long form - added to the emails sent to customers
Inventory Settings
Define profit margin
Customize Inventory form for fields
Custom form builder
Manage Membership
Define memberships
Define rates
Store Settings
Add store logo
</td></tr>
<tr><td>My Assets</td><td>
Tools: Track tools and its depreciation value
Rentals: Manage shop rentals
Utilities: Manage shop utility bills and expenses
Supplies/Consumables: Track supplies
Appointments/Notes: Track reminders and show them on the dashboard.
</td></tr>
<tr><td>API</td><td>GEO Location, Address completion and validation, Stripe Payment, Google Login</td></tr>
</table>

Others	Create new client accounts using a front-end UI

Note : Reminder emails are sent to users on day 3, 6, and 9 once the account is created.