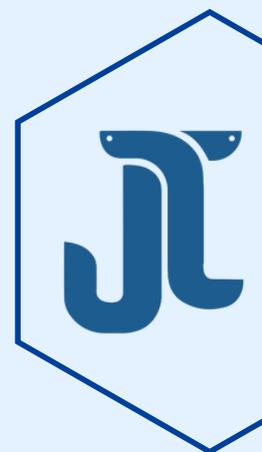


COMMERCIAL SERVICE APPLICATION

USER GUIDE FOR COMPLETE SERVICE APPLICATION



Service Management

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Overview

The Service Management Module for repair centers is a complete solution designed to streamline the repair process and enhance operational efficiency. Developed by Jupical Technologies, this module includes service tickets management and the ability to manage and track the status of items brought in for repair. The repair process is segmented into various stages, ensuring clear communication and status updates. This module also helps to efficiently handle purchase orders and sale orders.

One of the key features of the module is the spare part picking list, which aids in the efficient management and allocation of parts required for repairs. It also supports warranty management and maintains a detailed service history for each item, providing valuable insights for future diagnostics and ensuring efficient handling of warranty claims.

This module includes an overall reporting system with a report menu that offers insights into open tickets, SP Gap, and service center delivery orders, providing valuable data to improve service delivery and operational efficiency. The Service Management Module is an essential tool for repair centers aiming to provide efficient, reliable, and customer-centric services.

Features

These are key features of Our Service management system:

Service Ticket:

- Here one can create a service ticket for a product to repair.
- This gives a detailed description of the product and customer and state of the service.
- This also tracks the service efficiently and makes it easy to communicate.

Purchase:

- Here one can create a Request for Quotation of a product and when it is confirmed it is a purchase order.
- This makes it easy to handle purchase done for service and keep record of all purchase.

Sale:

- Similar to purchase we can also keep track of quotation and sale order in this module.
- We can directly create quotations from the service ticket menu.

Parts Picking List:

- When we click on require material in service ticket form then that forms a record in parts picking list
- This shows all the records of the parts required in service with details of the product and service ticket.

Products:

- This product menu keeps track of all the current stock of product in the inventory and spare parts.

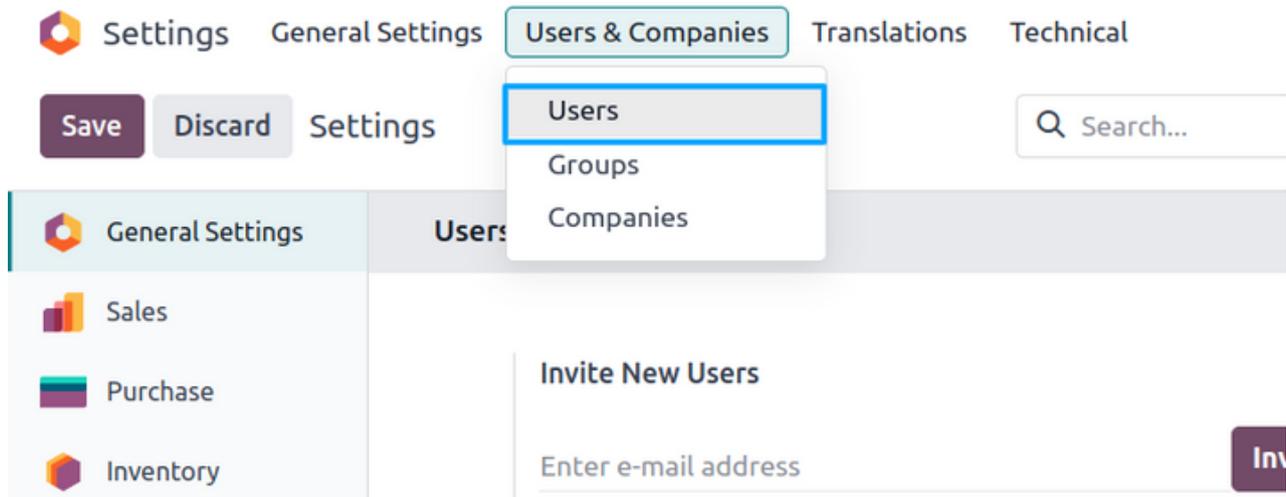
Reports:

- There are reports here to give data about Open Tickets SP Gap i.e. the spare parts that are needed for the service, for tickets that are listed here and if you select a particular record or all list then you can place a po by going to actions -> Auto create PO.
- PO is only created if the quantity in open ticket SP gap of equal to or more then the forcasted quantity of the product.
- Service center delivery orders report shows details of the service center orders that are delivered.

Configuration:

- Finally, there is a facility for pre-configured settings to streamline repetitive tasks. This includes configuring product brand, location , action type, categories, service center.
- There is a tool sub menu to import tickets and view pivot view of tickets.

Configuration(Access Rights)



Go to settings -> User & Companies -> Users, to configure different access right to the user.

The screenshot shows the 'Users' management page. The top navigation bar includes 'Settings', 'General Settings', 'Users & Companies', 'Translations', and 'Technical'. The page title is 'New Users' with a gear icon. There is a search bar with 'Internal Users' and a search icon. The table below lists users with columns for Name, Login, Language, Latest authentication, Company, and Status. The 'Demo user' row is highlighted with a blue border.

Name	Login	Language	Latest authentication	Company	Status
<input type="checkbox"/> Demo user	demo@gmail.com	English (US)	08/16/2024 12:46:56	My Company (San Francisco)	Confirmed
<input type="checkbox"/> Marc Demo	demo	English (US)		My Company (San Francisco)	Never Connected
<input type="checkbox"/> Mitchell Admin	admin	English (US)	08/16/2024 12:52:42	My Company (San Francisco)	Confirmed

Select the user to configure the service user.

The screenshot shows the 'Users' form view for 'Demo user' in the 'Access Rights' tab. The form includes the following fields and sections:

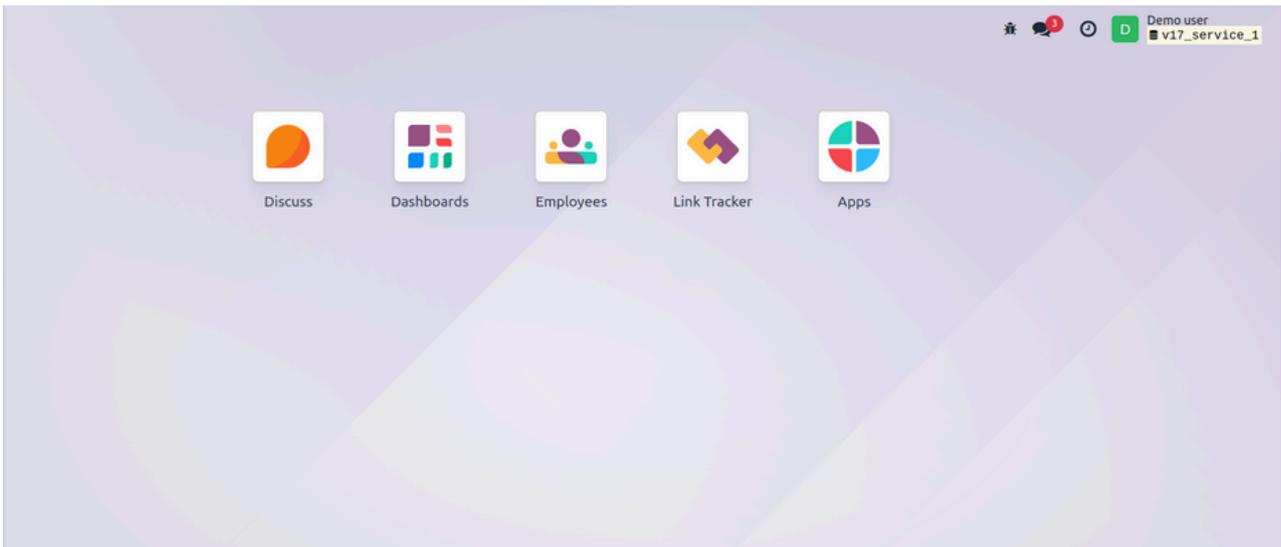
- Name:** Demo user
- Email Address:** demo@gmail.com
- Related Partner:** Demo user
- Service Center:** Screens Service center
- Access Rights:** Preferences, Account Security
- MULTI COMPANIES:** Allowed Companies: My Company (San Francisco) X

Go to form view of that user and go to access right page. It is required to set the service center in the user.

The screenshot shows the 'Users' form view for 'Demo user' in the 'Access Rights' tab, with the 'Service Management' section highlighted. The form includes the following fields and sections:

- MULTI COMPANIES:** Allowed Companies: My Company (San Francisco) X, Default Company: My Company (San Francisco)
- USER TYPE:** User types: Internal User (selected), Portal, Public
- SALES:** Sales
- ACCOUNTING:** Invoicing, Bank
- SERVICE MANAGEMENT:** Service Management (highlighted)
- INVENTORY:** Inventory, Purchase

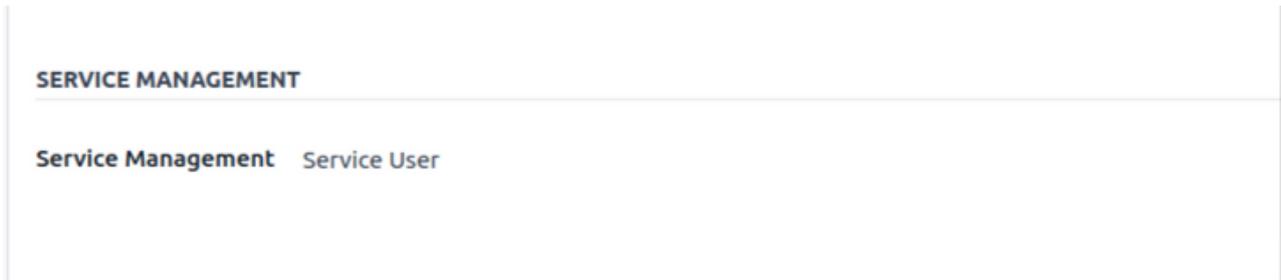
Now go to service management, if none of the role is selected then the service module is not visible.



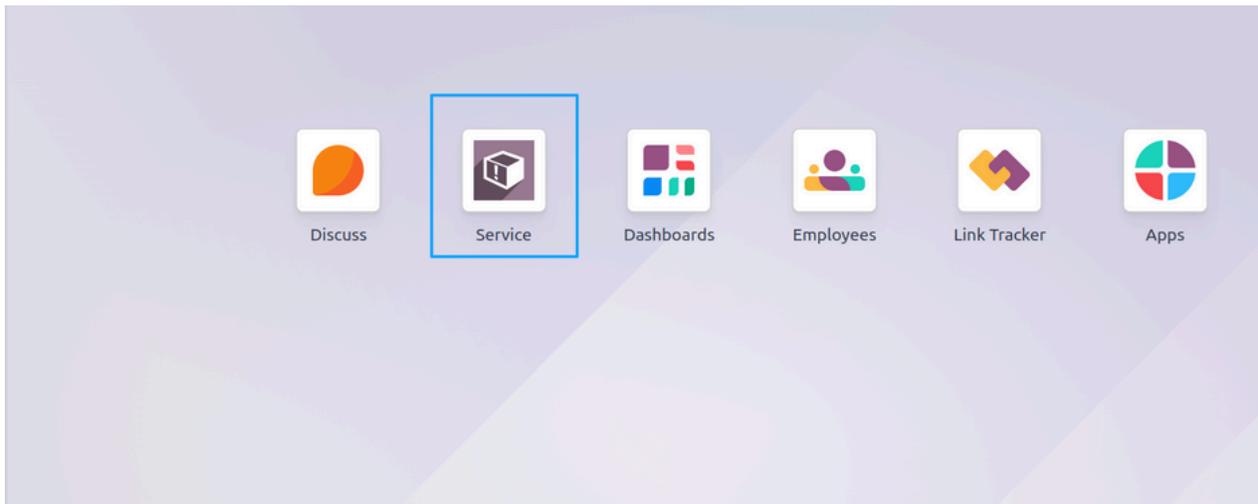
Here we can see there is no service module, because we have not selected any role for service management module.



Here we can see there are 3 option to select from for service management 'Service User', 'Service Manager', 'Service Admin'.



Now if we select 'Service User' in service management



Here we can see service module and it has access right of service user.

 Service Tickets Product

New Service Tickets 

<input type="checkbox"/>	Ticket Num...	Serial Num...	Date	Customer
<input type="checkbox"/>	Ticket-24-0055	T0005	08/16/2024 12:19:25	Deco Addict. Brandon

There are 2 menu in service management module as service user Ticket and Product.

SERVICE MANAGEMENT

[Service Management ?](#) [Service Manager](#)

Now if we select 'Service Manager' in service management

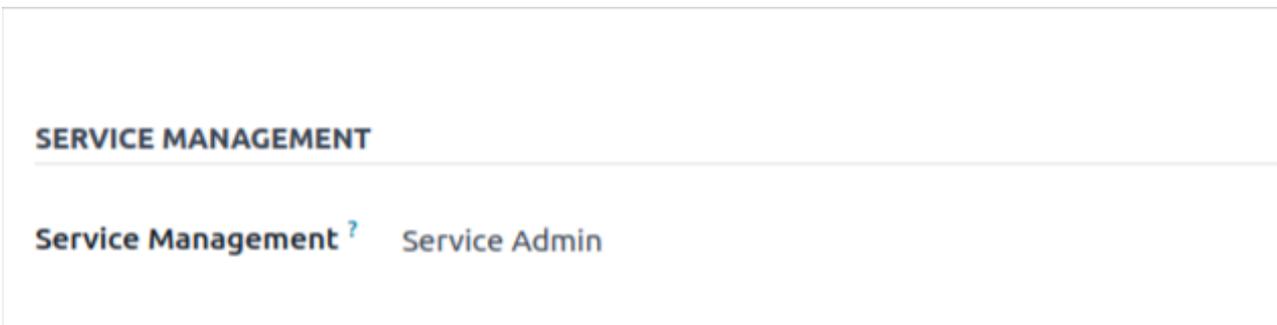
Service Tickets Purchase Part Picking List Product Report

New Service Tickets ⚙️

Q Search...

<input type="checkbox"/>	Ticket Number	Serial Number	Date	Customer	Service Engineer
<input type="checkbox"/>	Ticket-24-0055	T0005	08/16/2024 12:19:25	Deco Addict, Brandom	Mitchell Admin
<input type="checkbox"/>	Ticket-24-0054	T0005	08/16/2024 12:08:13	Deco Addict, Brandom	Mitchell Admin
<input type="checkbox"/>	Ticket-24-0053	T0004	08/16/2024 11:35:19	Anita Oliver	Mitchell Admin

There are 5 menu in service management module as service user Ticket, Purchase, Part Picking List, Product and Report.



Now if we select 'Service Admin' in service management

Service Tickets Purchase Sale Part Picking List Product Report Configuration

New Service Tickets ⚙️

Q Search...

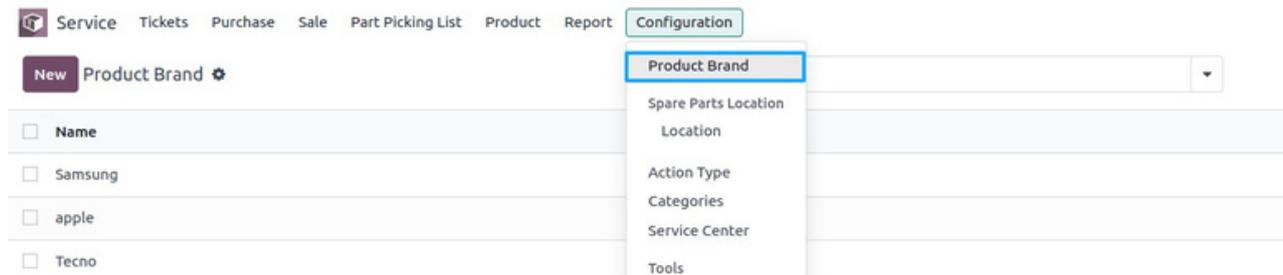
<input type="checkbox"/>	Ticket Number	Serial Number	Date	Customer	Service Engineer
<input type="checkbox"/>	Ticket-24-0055	T0005	08/16/2024 12:19:25	Deco Addict, Brandom	Mitchell Admin
<input type="checkbox"/>	Ticket-24-0054	T0005	08/16/2024 12:08:13	Deco Addict, Brandom	Mitchell Admin
<input type="checkbox"/>	Ticket-24-0053	T0004	08/16/2024 11:35:19	Anita Oliver	Mitchell Admin
<input type="checkbox"/>	Ticket-24-0052	T0004	08/16/2024 11:31:41	Azure Interior	

There are 6 menu in service management module as service user Ticket, Purchase, Part Picking List, Product, Report and Configuration.

Workflow

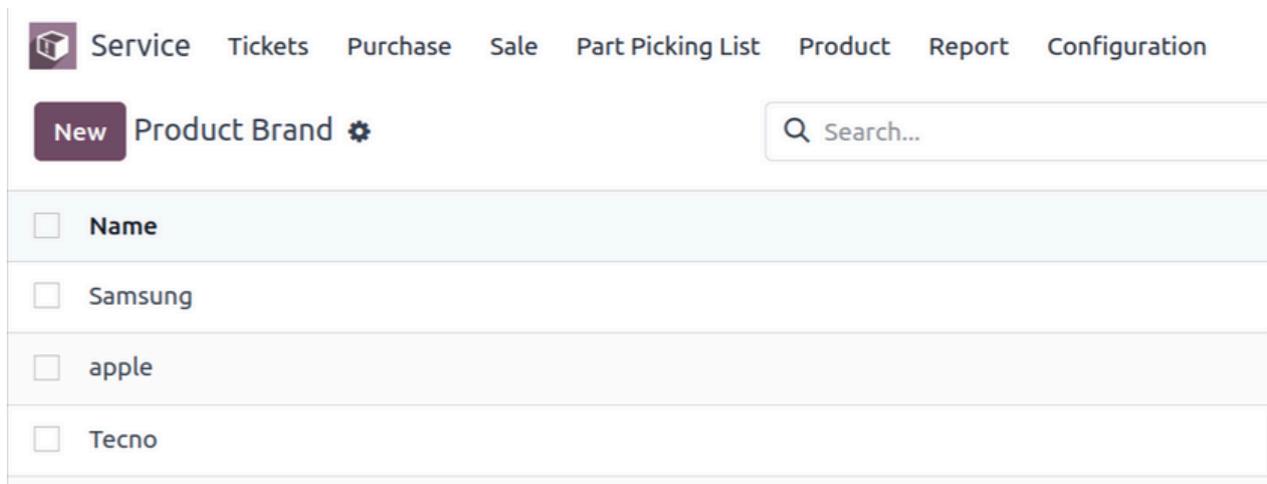
Configuration

Product Brand



When you click on configuration menu -> product brand to configure different product brands

Product Brand List view:



Here in the list we can see all the brands that are created

Product Brand Form view:

Service Tickets Purchase Sale Part Picking List Product Report Configuration

New Product Brand Samsung ⚙️

Name ? Samsung

In the name field add the brand name that you want to create.

Location

Service Tickets Purchase Sale Part Picking List Product Report Configuration

Spare Parts Location ⚙️

Product	Quantity	Unit of Measure	Location	Lot/Serial Number
▶ Charging Port (1)	20.00			

Product Brand
Spare Parts Location
Location
Action Type
Categories
Service Center

One can view and configure the location and the details of the location here.

Location view:

Service Tickets Purchase Sale Part Picking List Product Report Configuration

Wahih Business Administrator

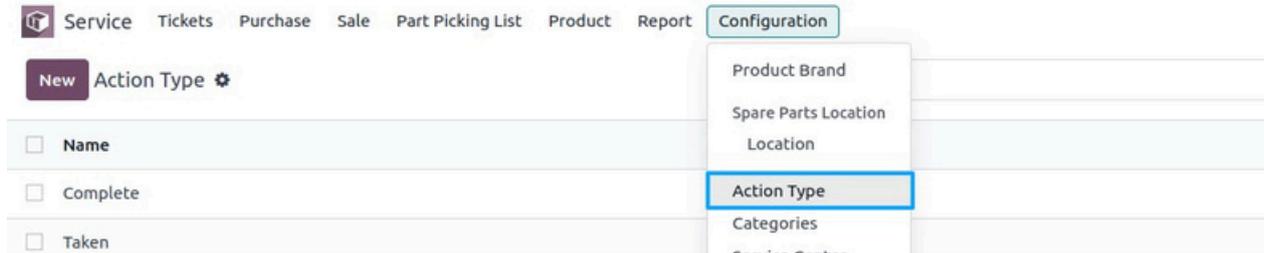
Spare Parts Location ⚙️

Internal Locations Search...

Product	Quantity	Unit of Measure	Location	Lot/Serial Number	Package	Incoming Date	Company
▼ [Charging Port] Charging Port (1)	20.00						
▼ WH/Stock1 (1)	20.00						
<input type="checkbox"/> [Charging Port] Charging Port	20.00	Units	WH/Stock1	103		08/01/2024 12:53:56	Wahih Business

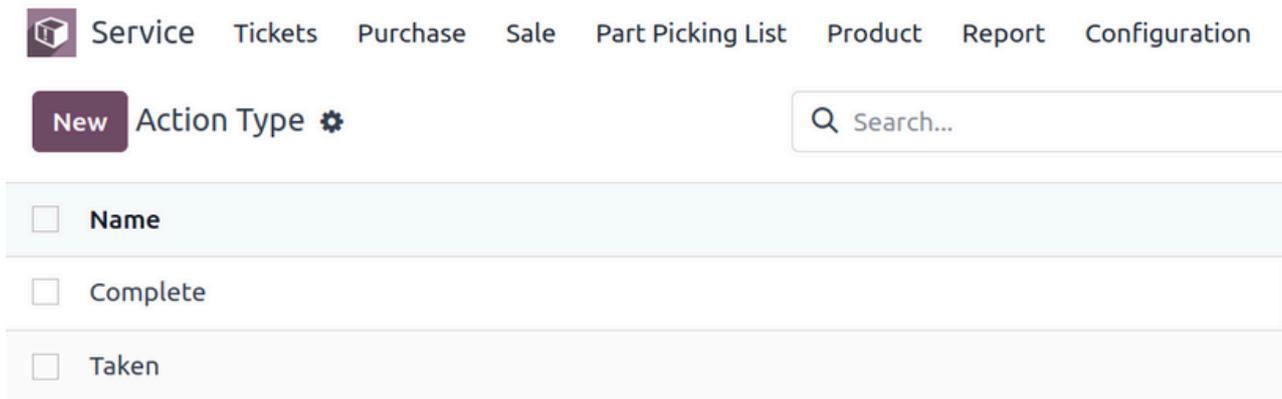
Here in the location view one can see all location details of spare parts and also other details like quantity, lots and serial number ,etc

ActionType



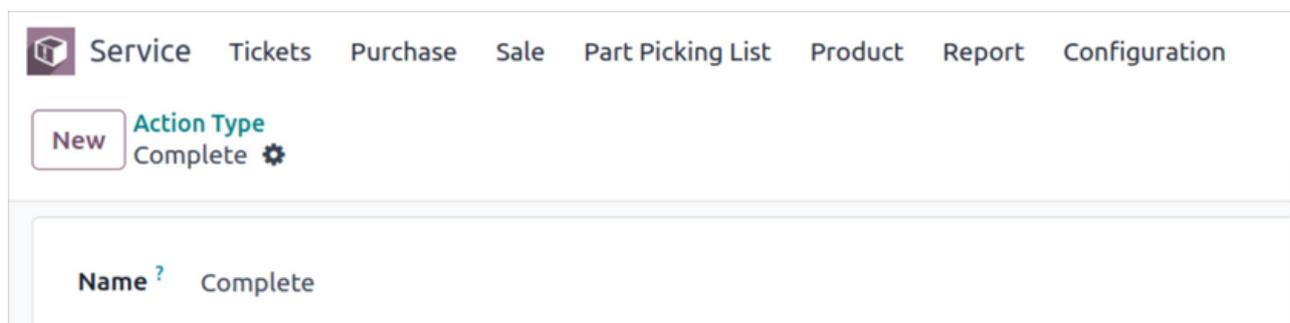
When you click on configuration menu -> Action Type to configure different action type to be performed during the service process.

Action Type Action view:



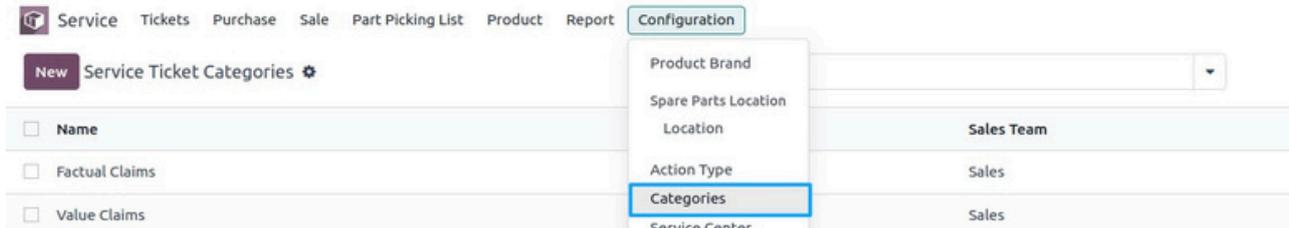
Here in the list we can see all the action types that are created

Action Type Form view:



Here one configure action type that is to be implemented on the product service, which is selected in the action page of service ticket form view.

Categories



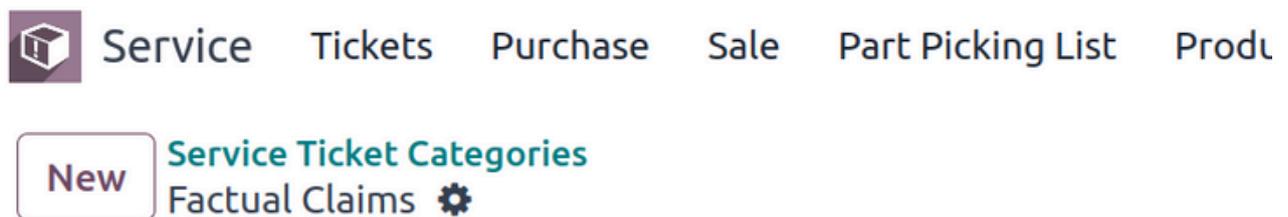
When you click on configuration menu -> categories to configure different categories like claim for service of product.

Categories List view:

Name	Sales Team
Factual Claims	Sales
Value Claims	Sales
Policy Claims	Sales

Here in the list we can see all the categories that are created.

Categories Form view:

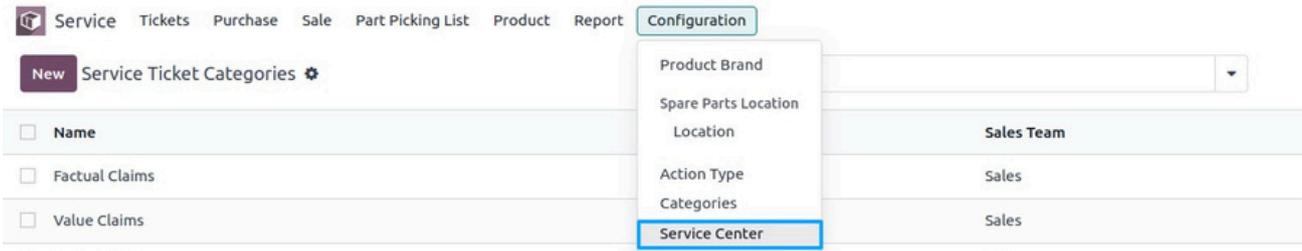


Name [?] Factual Claims

Sales Team [?] Sales

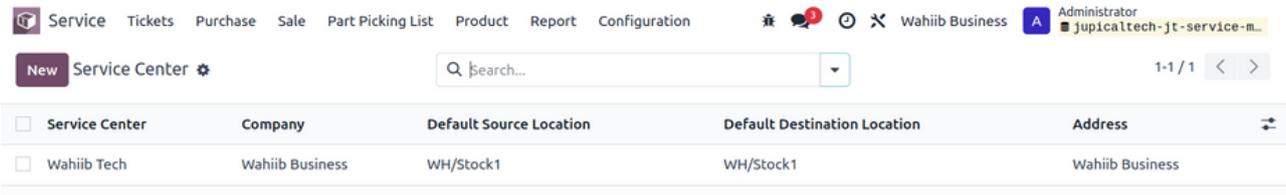
Here one can configure different categories of claims.

Service Center



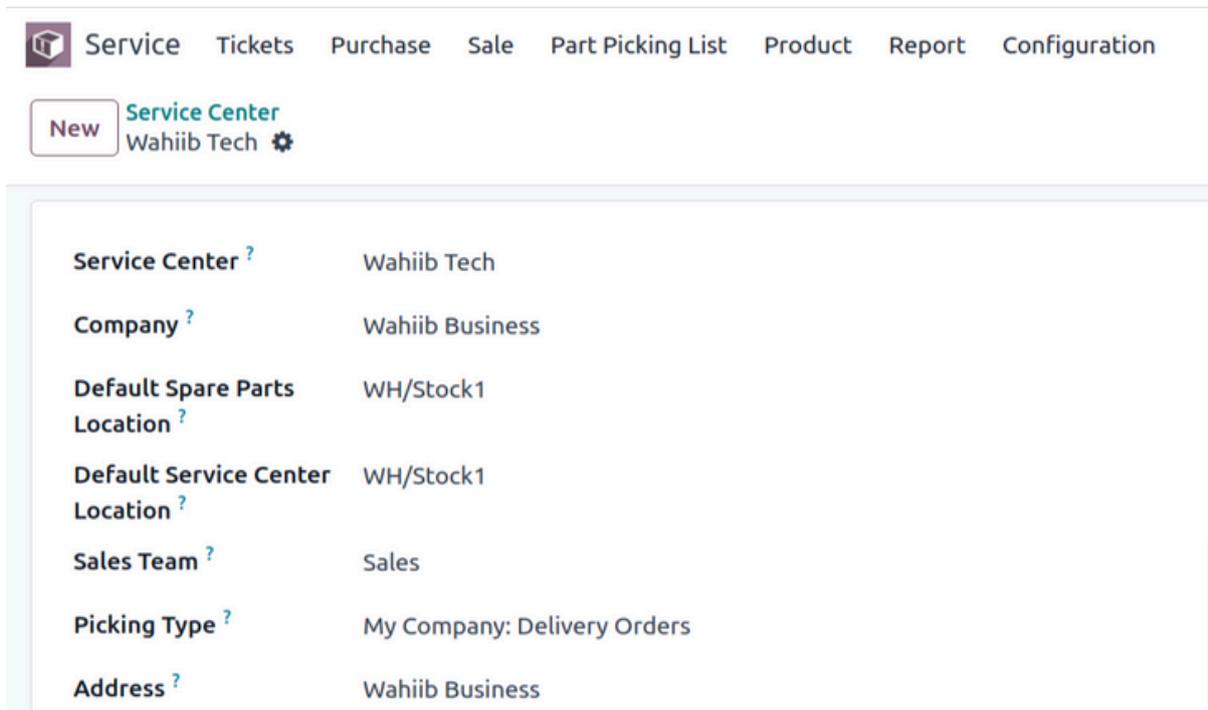
When you click on configuration menu -> service center to configure different service centers according to company.

Service Center List view:



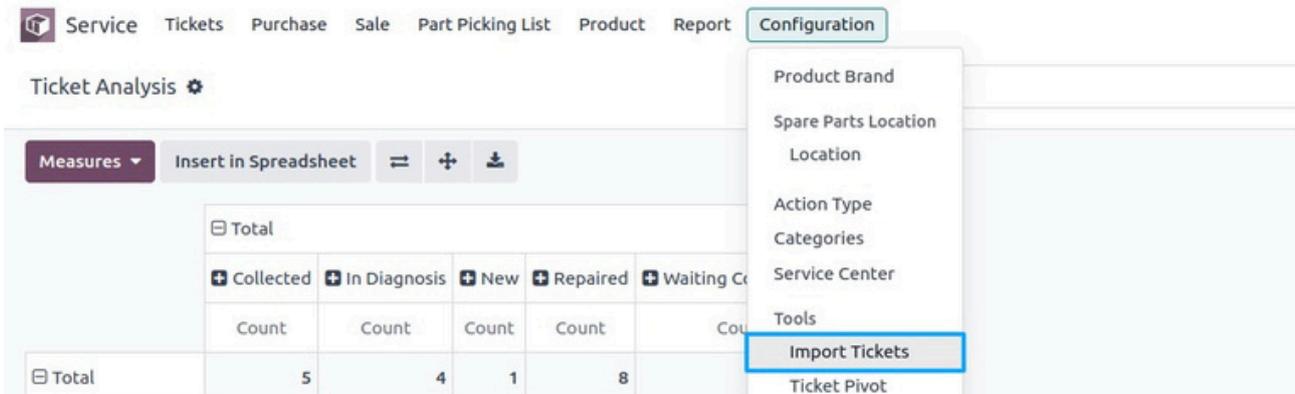
Here in the list we can see all the service centers with their location that are created.

Service Center Form view:

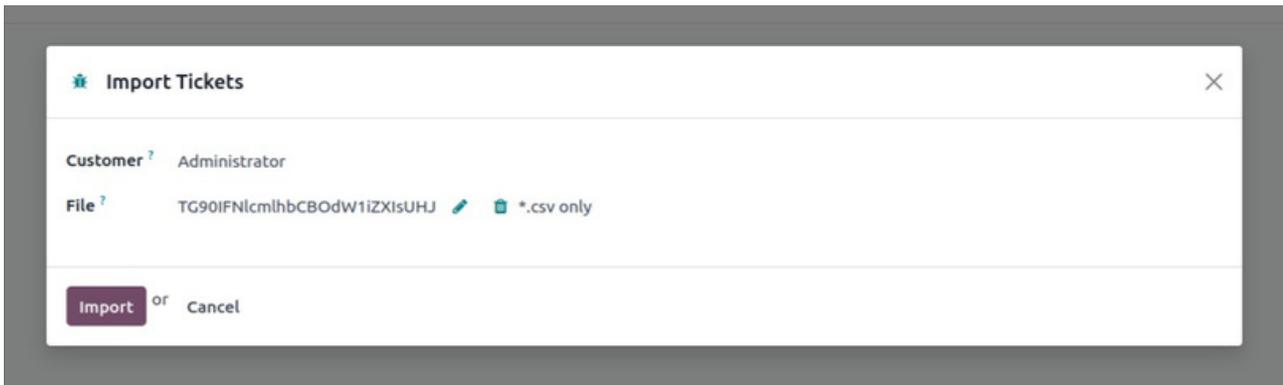


Here one has to add all details of the service center like company list location, etc.

Import Tickets



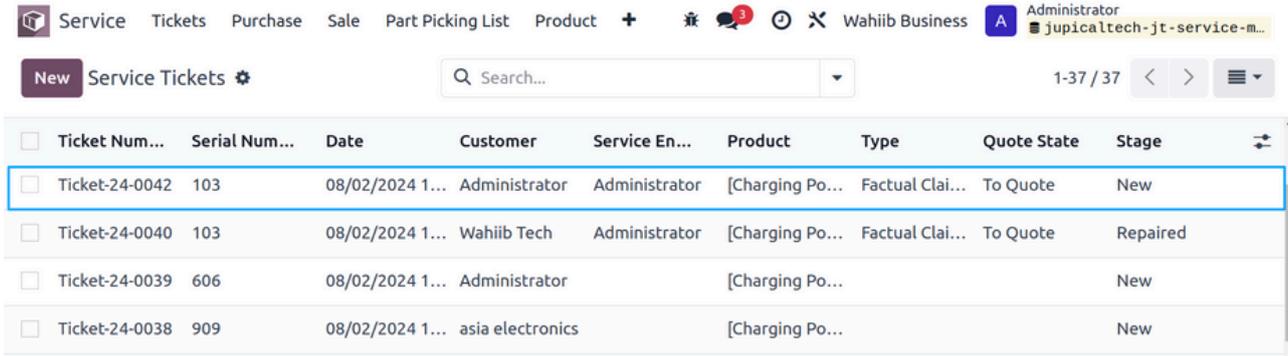
When you click on configuration menu -> Import Tickets to import tickets from in csv view that will be added to the service ticket.



Import csv file to import the tickets

	A	B	C	D	E	F	G
1	Lot Serial Number	Product Internal Reference					
2		103 Charging Port					
3							
4							
5							
6							

Enter lots and serial number and product internal reference of product to import the file.

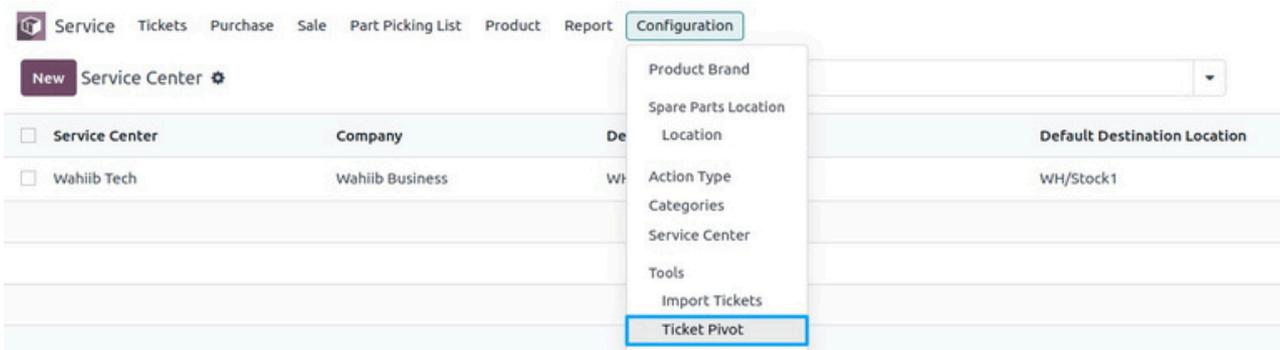


The screenshot shows a web application interface for 'Service Tickets'. At the top, there are navigation tabs: Service, Tickets, Purchase, Sale, Part Picking List, Product, and a plus sign. The user is logged in as 'Administrator' for 'Wahii Business'. Below the navigation is a search bar and a 'New Service Tickets' button. The main area displays a table of tickets with columns: Ticket Num..., Serial Num..., Date, Customer, Service En..., Product, Type, Quote State, and Stage. The first row is highlighted in blue.

Ticket Num...	Serial Num...	Date	Customer	Service En...	Product	Type	Quote State	Stage
Ticket-24-0042	103	08/02/2024 1...	Administrator	Administrator	[Charging Po...	Factual Clai...	To Quote	New
Ticket-24-0040	103	08/02/2024 1...	Wahii Tech	Administrator	[Charging Po...	Factual Clai...	To Quote	Repaired
Ticket-24-0039	606	08/02/2024 1...	Administrator		[Charging Po...			New
Ticket-24-0038	909	08/02/2024 1...	asia electronics		[Charging Po...			New

Here we can view the record imported.

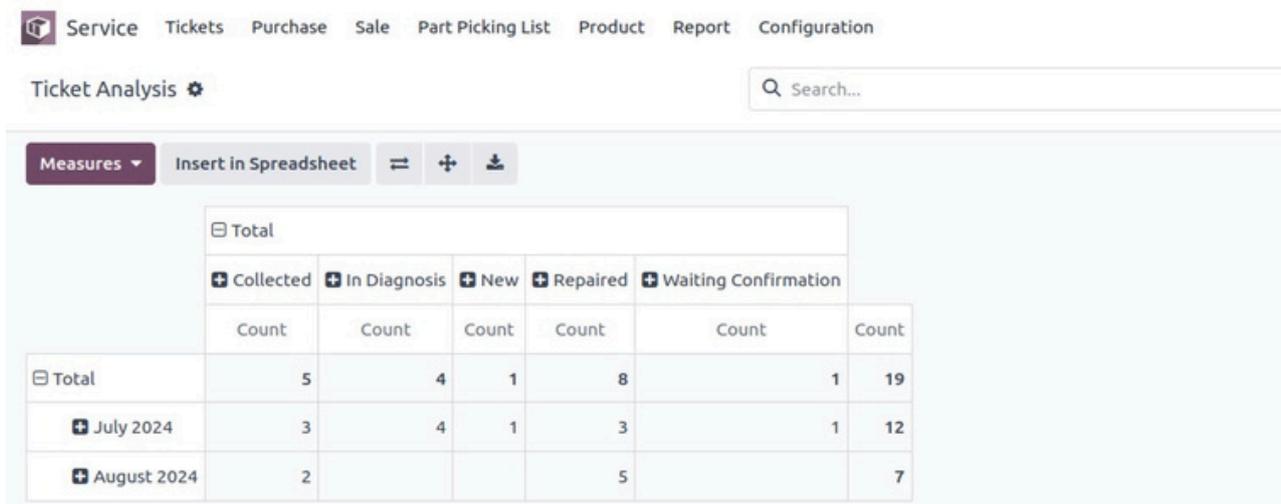
Ticket Pivot



The screenshot shows the 'Configuration' menu in the application. The menu is open, showing options: Product Brand, Spare Parts Location, Location, Action Type, Categories, Service Center, Tools, Import Tickets, and Ticket Pivot. The 'Ticket Pivot' option is highlighted with a blue border.

When you click on configuration menu -> ticket pivot to view pivot view of the service ticker details.

Tickets Pivot view:



The screenshot shows the 'Ticket Analysis' pivot table. The table has columns for 'Total', 'Collected', 'In Diagnosis', 'New', 'Repaired', 'Waiting Confirmation', and 'Count'. The rows are grouped by month: 'Total', 'July 2024', and 'August 2024'.

Total	Collected	In Diagnosis	New	Repaired	Waiting Confirmation	Count
Total	5	4	1	8	1	19
July 2024	3	4	1	3	1	12
August 2024	2			5		7

Here you can see the details id service ticket in pivot view according to month.

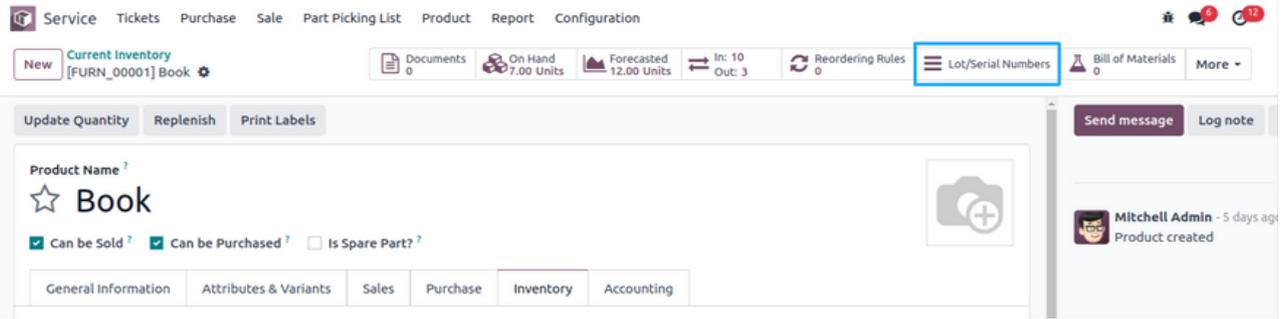
There is a configuration for the product to process product that will be used in service.

The screenshot shows the configuration page for a product named 'Television'. The interface includes a top navigation bar with options like 'Service', 'Tickets', 'Purchase', 'Sale', 'Part Picking List', 'Product', 'Report', and 'Configuration'. The user is logged in as 'Mitchell Admin' for 'My Company (San Francisco)'. The product is identified as 'Television' with internal code 'FURN_00001'. It is currently in 'Current Inventory' with 7.00 units on hand and 12.00 units forecasted. The configuration is divided into several tabs: 'General Information', 'Attributes & Variants', 'Sales', 'Purchase', 'Inventory', and 'Accounting'. The 'General Information' tab is active, showing details such as 'Product Type' (Storable Product), 'Invoicing Policy' (Ordered quantities), 'Sales Price' (\$1.00), 'Customer Taxes' (15%), 'Cost' (\$0.00), 'Product Category' (All), 'Internal Reference' (FURN_00001), 'Brand' (Brand 1), and 'Spare Part Of'.

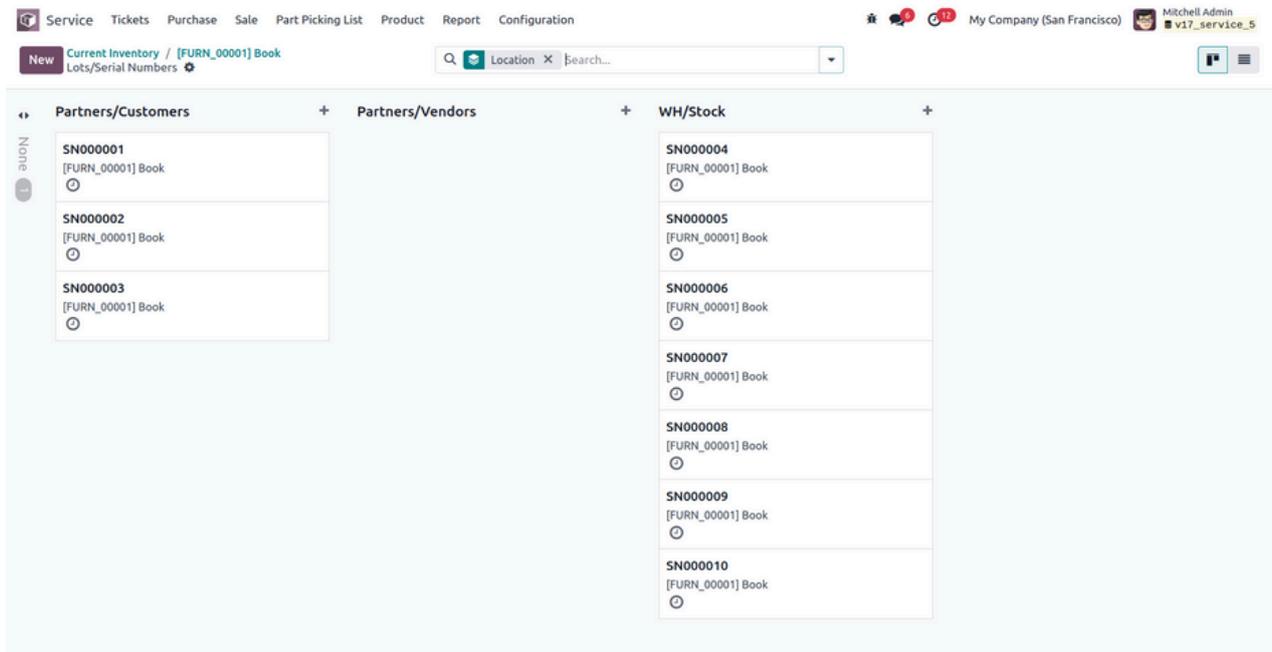
Go to the product that you want to configure.

The screenshot shows the configuration page for a product named 'Book'. The interface is similar to the previous one, with the user logged in as 'Mitchell Admin'. The product is identified as 'Book' with internal code 'FURN_00001'. The 'Inventory' tab is highlighted in blue. The 'OPERATIONS' section shows 'Routes' with 'Buy' selected and 'Manufacture' unselected. The 'TRACEABILITY' section is highlighted with a blue box, showing 'Tracking' with 'By Unique Serial Number' selected. The 'LOGISTICS' section shows 'Responsible' (Mitchell Admin), 'Weight' (0.00 kg), 'Volume' (0.00 m³), and 'Customer Lead Time' (0 days). The 'COUNTERPART LOCATIONS' section shows 'Production Location' (Virtual Locations/Production) and 'Inventory Location' (Virtual Locations/Inventory adjustment).

Go to inventory and select 'By unique serial number' in inventory to have unique serial number for each product so it is easy in service ticket, when you enter serial number all details of product will be automatically be entered in the other fields.



Here you can see button of lots and serial number.



Here is the product by unique lots and serial number.

Tickets

Ticket Menu List view:

<input type="checkbox"/>	Ticket Number	Serial Num...	Date	Customer	Service Engin...	Product	Type	Quote State	Stage	
<input type="checkbox"/>	Ticket-24-0065	0000001	08/20/2024 15:...	Anita Oliver	Mitchell Admin	[FURN_6666] A...	Factual Clai...	Quoted	Collected	☆☆☆
<input type="checkbox"/>	Ticket-24-0068	LOT-000001	08/21/2024 12:...	Azure Interior		[FURN_5555] C...			New	☆☆☆
<input type="checkbox"/>	Ticket-24-0067	0000001	08/21/2024 11:...	Anita Oliver	Mitchell Admin	[FURN_6666] A...	Factual Clai...	Quoted	In Diagnosis	☆☆☆
<input type="checkbox"/>	Ticket-24-0069	0000002	08/21/2024 15:...	Beth Evans	Mitchell Admin	[FURN_5800] C...	Factual Clai...	Not Quoted	In Diagnosis	☆☆☆
<input type="checkbox"/>	Ticket-24-0063	0000002	08/20/2024 15:...	Beth Evans	Mitchell Admin	[FURN_5800] C...	Factual Clai...	Confirmed Order	Collected	☆☆☆
<input type="checkbox"/>	Ticket-24-0066	0000001	08/20/2024 15:...	Anita Oliver	Mitchell Admin	[FURN_6666] A...	Factual Clai...	Quoted	In Diagnosis	☆☆☆
<input type="checkbox"/>	Ticket-24-0064	0000002	08/20/2024 15:...	Beth Evans	Mitchell Admin	[FURN_5800] C...	Factual Clai...	Confirmed Order	Collected	☆☆☆

This is list off all the service tickets created and here we can also see its details like customer, stage, etc

Service Tickets
Ticket-24-0054

Picking List 0 Quotation 0

16 / 69

New Diagnosed Repaired Unrepairable Ready for Collection **Collected**

Ticket Number ?
Ticket-24-0054

Serial Number ? T0005

Product ? [FURN_9666] Table

Brand ? T Table

Customer ? Deco Addict, Brandom

Service Center ? Screens Service center

Warranty Status ? Under Warranty

Ticket Date ? 08/16/2024 12:08:13

Service Engineer ? Mitchell Admin

Date Sold ? 08/16/2024

Quote State ?

Order Reference ?

Repair Date ?

Priority ? ☆☆☆

Description Actions Spare Parts List Warranties

Category ? Factual Claims

Description ?

Here it shows form view of service ticket, enter details of product or serial number, ticket date, service center, warranty status as required.

Date
Repair Date 08/01/2024 17:11:46

Description Spare Parts List Warranties

Category Factual Claims

Enables efficient and reliable power transfer for charging devices, designed with durability and safety features to ensure optimal performance.

Enter all details of description, spare part list and Warranties. Description includes detail of the category of claims and its description. Then when we click on the assigned ticket button after entering all the details the ticket will be assigned to that product for service.

Description Spare Parts List Warranties

SPARE PARTS (USED OR REQUESTED)

Part	Description	Qty	State
port22	port22	1.00	New

[Add a line](#)

Inside this there are a list of spare parts that will be required in the service of this product.

Purchase Orders Products Reporting Configuration

New Vendor

Requests for Quotation
Purchase Orders
Vendors

Search..

azure interior
Services
Fremont, United States
azure.Interior24@example.com
13 \$ 10

Abigail Peterson
abigail.peterson39@
4 \$ 5

Go to purchase module -> Orders -> Vendors to configure warranty of the vendors

Purchase Orders Products Reporting Configuration

My Company (San Francisco) Mitchell Admin v17_service_1

New Vendors Search... 1-58 / 58

Azure Interior Services Fremont, United States azure.interior24@example.com 13 \$ 10	Abigail Peterson abigail.peterson39@example.com 4 \$ 5	Anita Oliver anita.oliver32@example.com 1 \$ 5
Audrey Peterson audrey.peterson25@example.com 1 \$ 3	Azure Interior, Brandon Freeman Creative Director at Azure Interior Fremont, United States brandon.freeman55@example.com	Azure Interior, Colleen Diaz Business Executive at Azure Interior Fremont, United States colleen.diaz83@example.com
Azure Interior, Nicole Ford Director at Azure Interior Fremont, United States nicole.ford75@example.com	Beth Evans beth.evans77@example.com 3 \$ 10	Deco Addict Vendor / Desk Manufacturers Pleasant Hill, United States deco_addict@yourcompany.example.com 1 \$ 5
Deco Addict, Addison Olson Sales Representative at Deco Addict	Deco Addict, Douglas Fletcher Functional Consultant at Deco Addict	Deco Addict, Floyd Steward Analyst at Deco Addict

This is the list of all vendors, select the vendor of which you want to configure the warranty

Purchase Orders Products Reporting Configuration

My Company (San Francisco) Mitchell Admin v17_service_1

New Vendors Azure Interior

Sales 10 Purchases 13 100% On-time Rate Invoiced \$ 0.00 Vendor Bills 4 1 / 58

Individual Company

Azure Interior

Company Name...

Contact 4557 De Silva St
Street 2...
Fremont California (US) 94538
United States

Tax ID ? US12345677

Job Position ? e.g. Sales Director

Phone ? (870)-931-0505

Mobile ?

Email ? azure.interior24@example.com

Website ? http://www.azure-interior.com

Title ? e.g. Mister

Tags ? Services X

Contacts & Addresses Sales & Purchase Invoicing Internal Notes

SALES PURCHASE

When you select a vendor, then go to sale & purchase page in the form view of that vendor.

The screenshot shows a vendor configuration page for 'Azure Interior'. The interface is divided into two main sections: SALES and PURCHASE. In the SALES section, the 'Customer Warranty (month's)' field is highlighted with a blue box and contains the value '8'. In the PURCHASE section, the 'Supplier Warranty (month's)' field is also highlighted with a blue box and contains the value '10'. Other visible fields include 'Salesperson', 'Sales Team', 'Payment Terms' (set to 'End of Following Month'), 'Avalara Code' (set to 'Contact 14'), 'Buyer', 'Payment Method', 'Receipt Reminder' (checked, set to '1 day(s) before'), and 'FISCAL INFORMATION' (Fiscal Position).

Here one can see 2 fields to add supplier warranty and customer warranty tin months this will automatically set the fields of warranty in the ticket when a product of that vendor is selected according to serial number.

Description	Spare Parts List	Warranties
Warranty Start Date ?	08/16/2024	Supplier Warranty Start Date ? 08/17/2024
Warranty End Date ?	04/16/2025	Supplier Warranty End Date ? 06/17/2025
		Supplier Warranty Status ? Under Warranty

Here you can see warranties are set according to serial number and vendor of that product.

The screenshot shows a web application interface for managing service tickets. At the top, there is a navigation menu with items: Service, Tickets, Purchase, Sale, Part Picking List, Product, Report, and Configuration. On the right, there are icons for notifications, a clock, and a user profile labeled 'Wahib Business'. Below the navigation, there is a 'New Service Tickets' section with the ticket ID 'Ticket-24-0045'. To the right of this, there are two buttons: 'Picking List' with a truck icon and 'Quotation' with a dollar sign icon, both showing a count of 0. Further right, there is a pagination indicator '1/1' with left and right arrows. The main content area features a status bar with buttons: 'Assign Ticket' (highlighted with a red box), 'New', 'Diagnosed', 'Repaired', 'Unrepairable', 'Ready for Collection', and 'Collected'. Below the status bar, the ticket details are displayed in a grid format:

Ticket Number	Ticket-24-0045		
Serial Number ?	103	Ticket Date	08/06/2024 09:36:32
Product	[Charging Port] Charging Port	Service Engineer	Administrator
Brand	Samsung	Date Sold	
Customer	Wahib Tech	Quote State	
Service Center	Wahib Tech	Order Reference	
Warranty Status	Under Warranty	Repair Date	

At the bottom of the details section, there are three tabs: 'Description', 'Spare Parts List', and 'Warranties'. Below the tabs, there are two rows of data: 'Warranty Start Date' 04/01/2024 and 'Supplier Warranty' 03/01/2024.

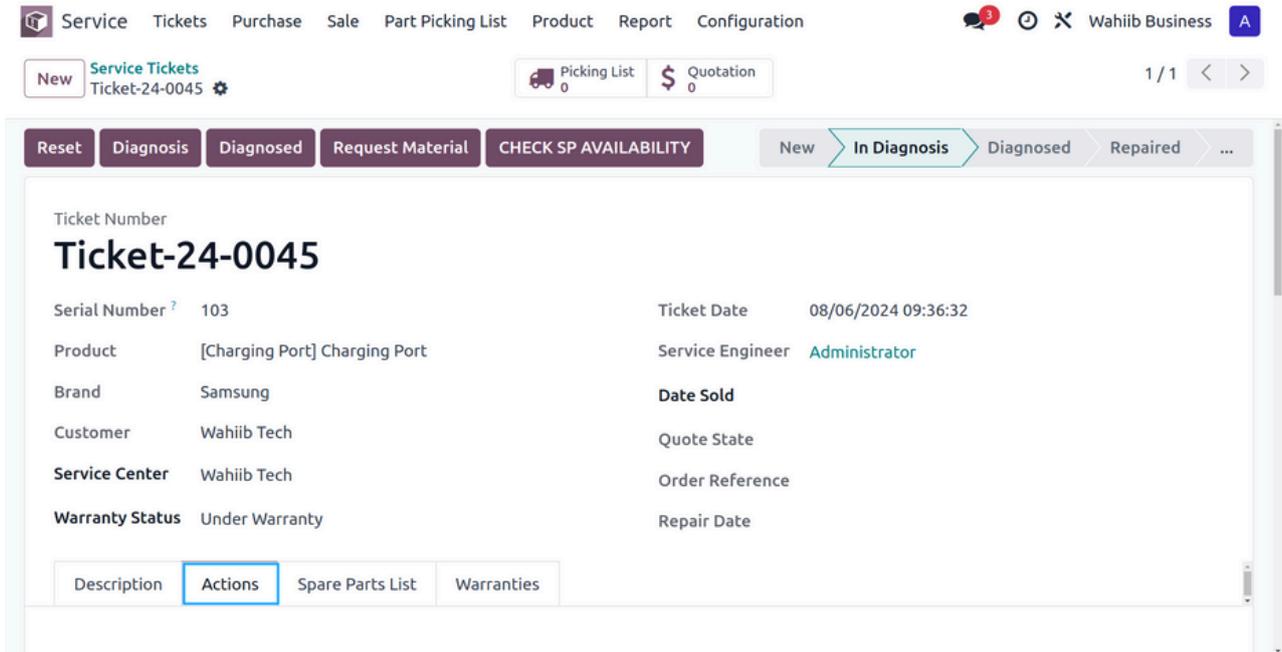
Click on assign ticket after entering all the details.

This screenshot shows the same interface as the previous one, but the status bar now has 'Reset' and 'Start Diagnosis' (highlighted with a red box) buttons. The 'Assigned' status button is also highlighted with a red box. The ticket details grid is identical to the previous screenshot:

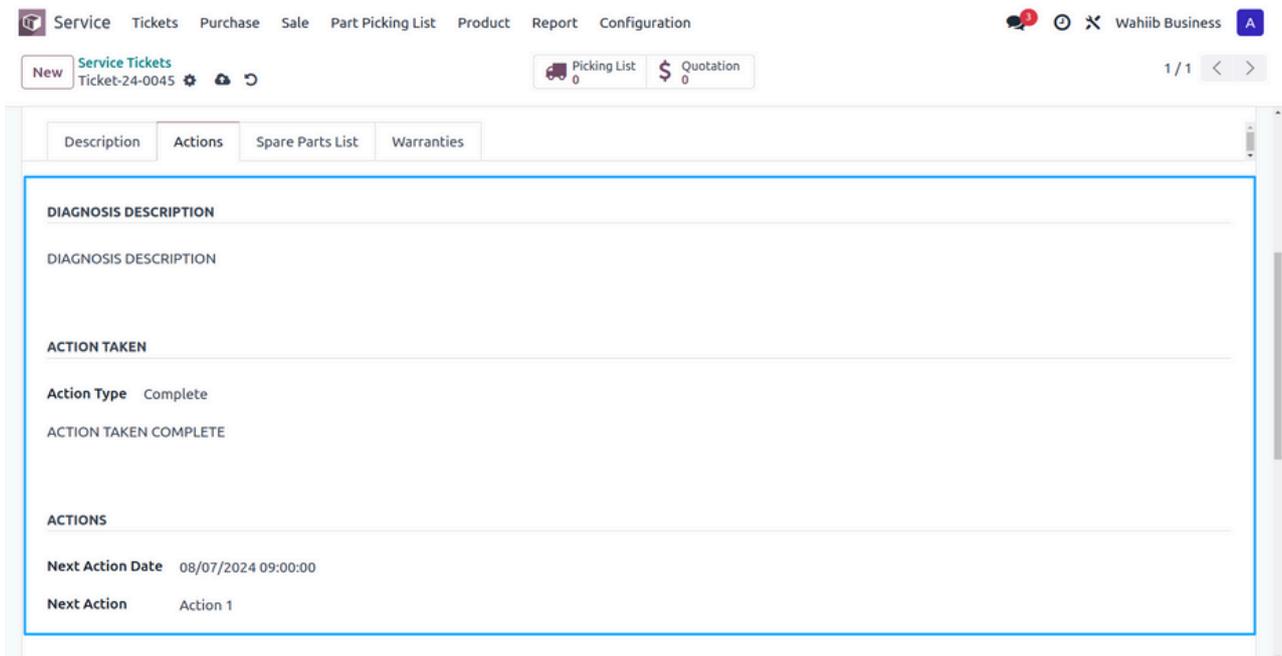
Ticket Number	Ticket-24-0045		
Serial Number ?	103	Ticket Date	08/06/2024 09:36:32
Product	[Charging Port] Charging Port	Service Engineer	Administrator
Brand	Samsung	Date Sold	
Customer	Wahib Tech	Quote State	
Service Center	Wahib Tech	Order Reference	
Warranty Status	Under Warranty	Repair Date	

The tabs and bottom data rows are also the same as in the previous screenshot.

Then there is a button to start diagnosis of a product that is there for service, so click on it to start diagnosis.



When you click on start diagnosis, a page of action is added that has details of the action to be taken for service of the product.



Actions include diagnosis of description, action taken on product that includes action type and its description and also details.

Service Tickets Purchase Sale Part Picking List Product Report Configuration

New Service Tickets Ticket-24-0045

Picking List 0 Quotation 0

Reset **Diagnosis** Diagnosed Request Material CHECK SP AVAILABILITY

New In Diagnosis Diagnosed

Ticket Number
Ticket-24-0045

Serial Number ?	103	Ticket Date	08/06/2024 09:36:32
Product	[Charging Port] Charging Port	Service Engineer	Administrator
Brand	Samsung	Date Sold	
Customer	Wahib Tech	Quote State	
Service Center	Wahib Tech	Order Reference	

When the details of the action are filled then one can start diagnosis. When you click on diagnosis it will have 3 options of action to be selected from that are repairable, unrepairable and approval required.

Diagnosis State ×

Action **Repaired**

Submit or **Cancel**

Status Under Warranty Repair Date

This is the popup to select action for the service, here we have selected required

Service Tickets Purchase Sale Part Picking List Product Report Configuration Wahib Business

New Service Tickets Ticket-24-0045 Picking List 0 Quotation 0 1/1

Reset Ready for Collection **Create Quotation** Add to existing Quotation New Diagnosed **Repaired** Unrepairable Ready for Collection Collected

Ticket Number
Ticket-24-0045

Serial Number ? 103 Ticket Date 08/06/2024 09:36:32
 Product [Charging Port] Charging Port Service Engineer Administrator
 Brand Samsung Date Sold
 Customer Wahib Tech Quote State To Quote
 Service Center Wahib Tech Order Reference
 Warranty Status Under Warranty Repair Date 08/06/2024 10:08:10

Description Actions Spare Parts List Warranties

SPARE PARTS (USED OR REQUESTED)

Part	Description	Qty	State
part??	part??	1.00	New

When one select option is required then we will have new options that are Ready for collection, Create Quotation and Add to existing quotation. The state is changed to 'To Quote' that shows we have to create quotations for the service.

Service Tickets Purchase Sale Part Picking List Product Report Configuration Wahib

New Service Tickets Ticket-24-0045 Picking List 0 Quotation 1

Reset Ready for Collection New Diagnosed **Repaired** Unrepairable Ready for Collection

Ticket Number
Ticket-24-0045

Serial Number ? 103 Ticket Date 08/06/2024 09:36:32
 Product [Charging Port] Charging Port Service Engineer Administrator
 Brand Samsung Date Sold

Here we can see when we click on create quotation a quotation is created and we can navigate to see details of the quotation by clicking on smart button of 'Quotation' in service ticket form view

Number	Creation Date	Customer	Salesperson	Activities	Company	Total	Status
S00023	08/02/2024 11:36:27	Wahiiib Tech	Administrator		Wahiiib Business	\$ 6.90	Quotation

After clicking quotation button you will see this view click on the quotation of which you want to view the details if there are multiple quotation

S00023

Customer ? Wahiiib Tech
Hargeisa
Somalia WG 09010
United States

Expiration ? 09/01/2024
Quotation Date ? 08/02/2024 11:36:27
Payment Terms ?

Quotation Template ?

Product	Description	Quantity	UoM	Packaging Quantity	Packaging	Unit Price	Taxes	Tax excl.
port22	port22	1.00	Units			3.00	15%	\$ 3.00
port22	port22	1.00	Units			3.00	15%	\$ 3.00

Here are details of the quotation formed and when we click on confirm button quotation is bocemes to purchase order.

Service Tickets Purchase Sale Part Picking List Product Report Configuration Wahib Business Administrator

New S00023 Delivery 1 1/1

Create Invoice Send by Email Unlock Preview Quotation Quotation Sent **Sales Order**

S00023 Locked

Customer ? Wahib Tech Order Date ? 08/06/2024 10:18:01
 Hargeisa Payment Terms ?
 Somalia WG 09010
 United States

Quotation Template ?

Order Lines	Other Info	Customer Signature								
Product	Description	Quantity	Delivered	Invoiced	UoM	Packaging Quantity	Packaging	Unit Price	Taxes	Tax excl.
port22	port22	1.00	0.00	0.00	Units			3.00	15%	\$ 3.00
port22	port22	1.00	0.00	0.00	Units			3.00	15%	\$ 3.00

We can see all details of the sale order of that particular product for service.

Service Tickets Purchase Sale Part Picking List Product Report Configuration Wahib Business Administrator

New Service Tickets Ticket-24-0045 Picking List Quotation 0 1 2/35

Reset **Ready for Collection** New Diagnosed **Repaired** Unrepairable Ready for Collection Collected

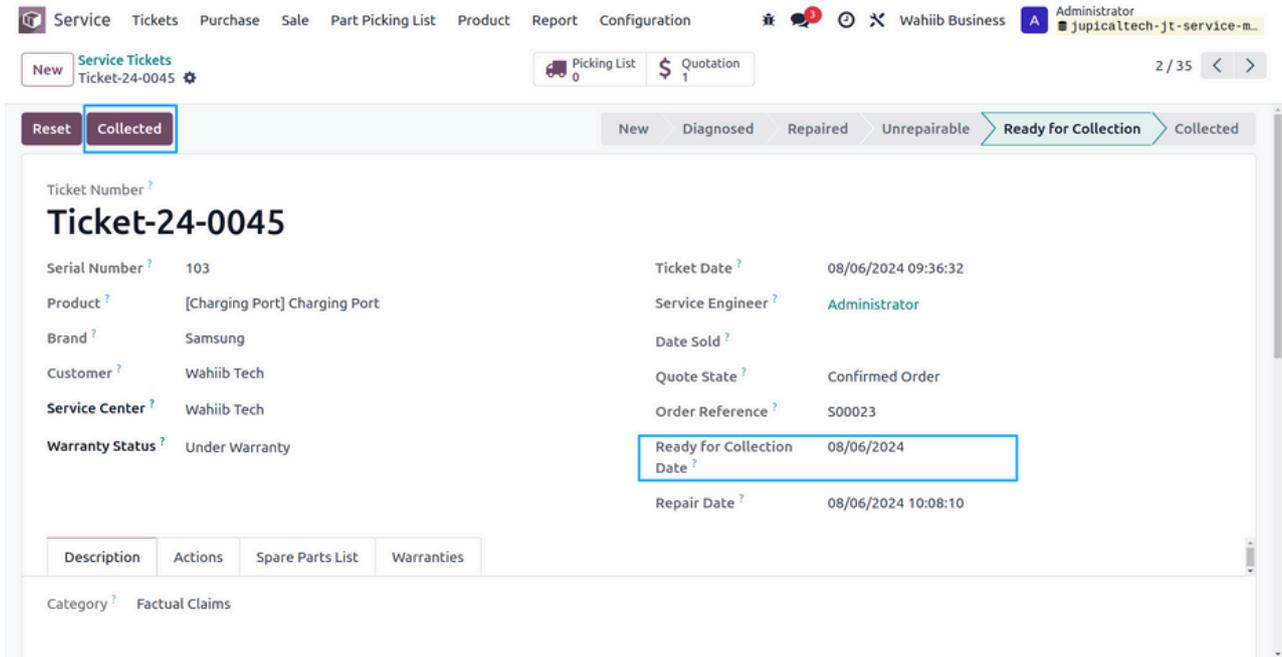
Ticket Number ?
Ticket-24-0045

Serial Number ? 103 Ticket Date ? 08/06/2024 09:36:32
 Product ? [Charging Port] Charging Port Service Engineer ? Administrator
 Brand ? Samsung Date Sold ?
 Customer ? Wahib Tech Quote State ? Confirmed Order
 Service Center ? Wahib Tech Order Reference ? S00023
 Warranty Status ? Under Warranty Repair Date ? 08/06/2024 10:08:10

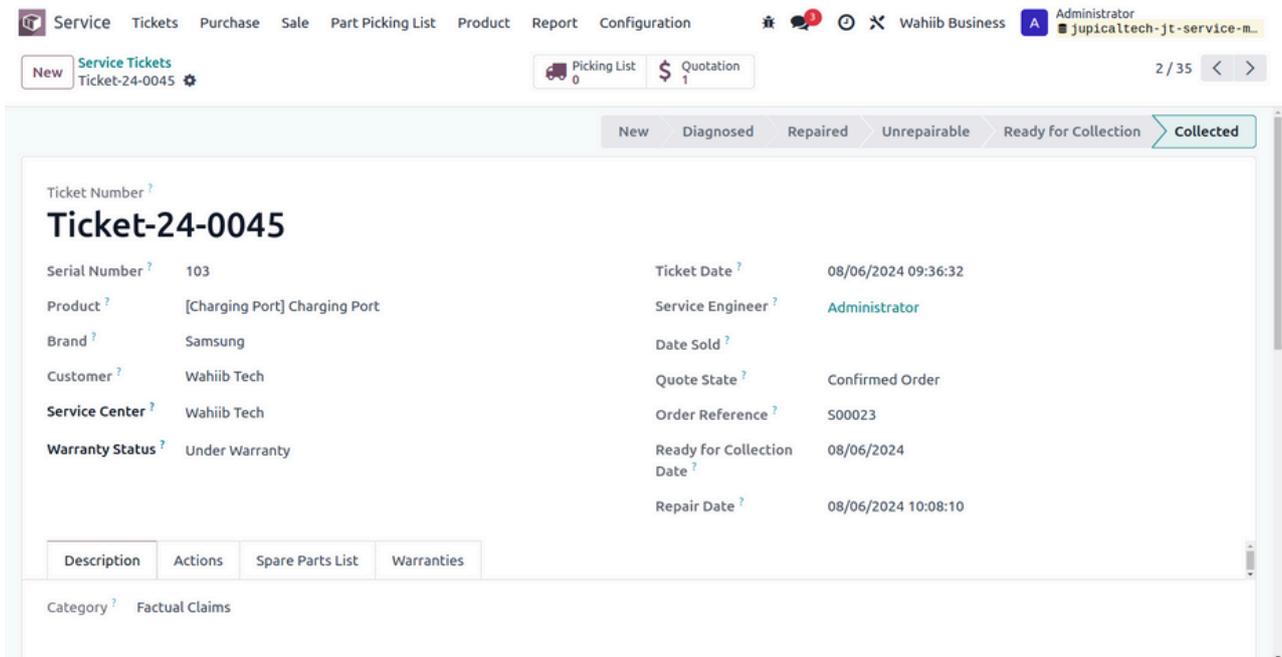
Description Actions Spare Parts List Warranties

Category ? Factual Claims

Once the sale order is created we can see the state changed to 'Quoted' and order reference number is generated. And again when we want to view that sale order we can easily view it by clicking on the quotation button. And then we can click on the ready to collect button if the product is ready.



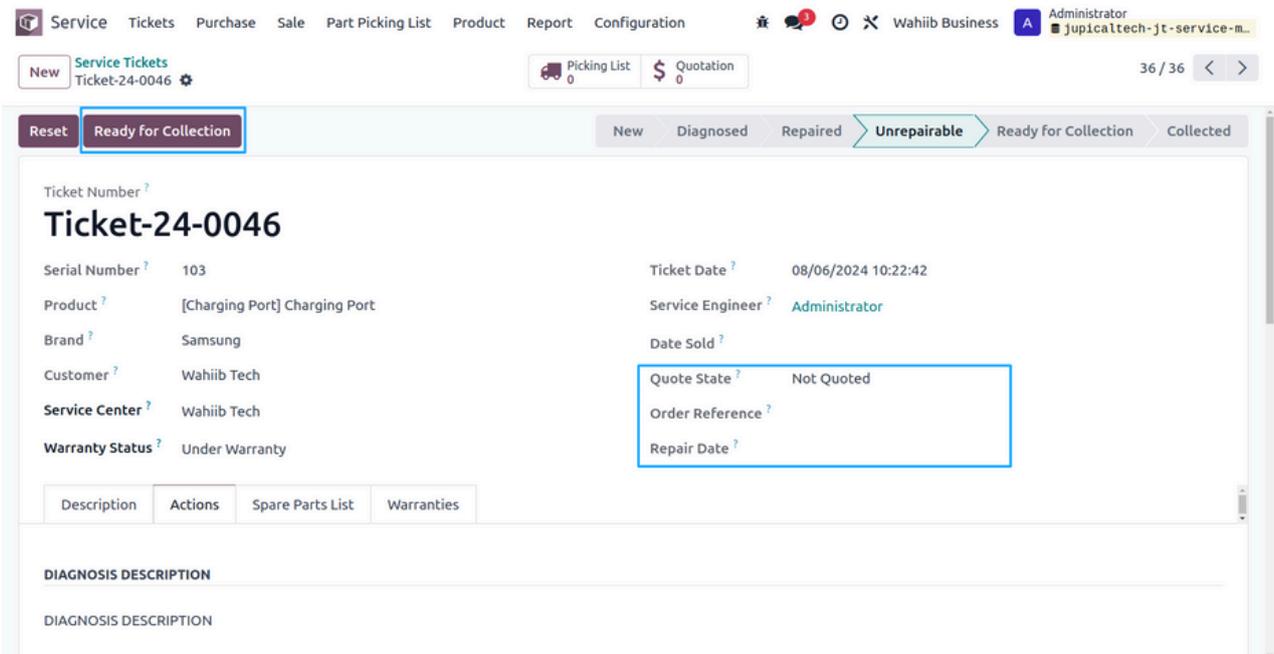
Here we can see quote state id changed to confirmed order and when product is collected click on collected to complete the process.



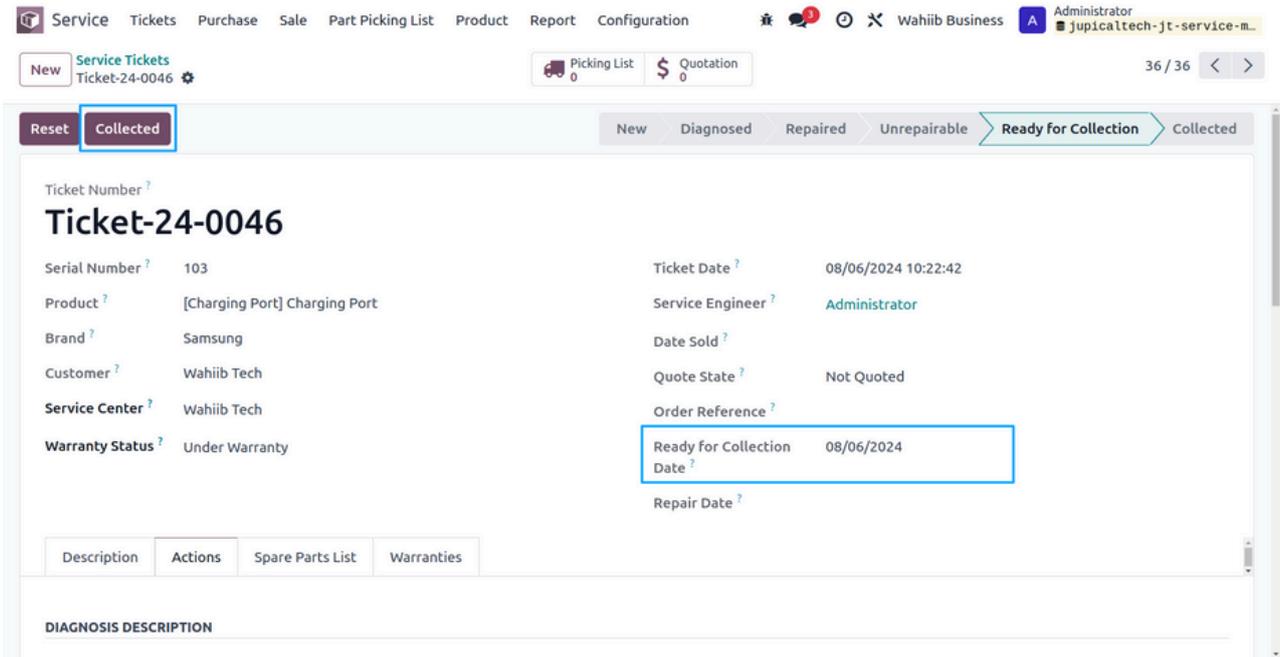
Here we can see the process id completed and the service ticket is in collected state.



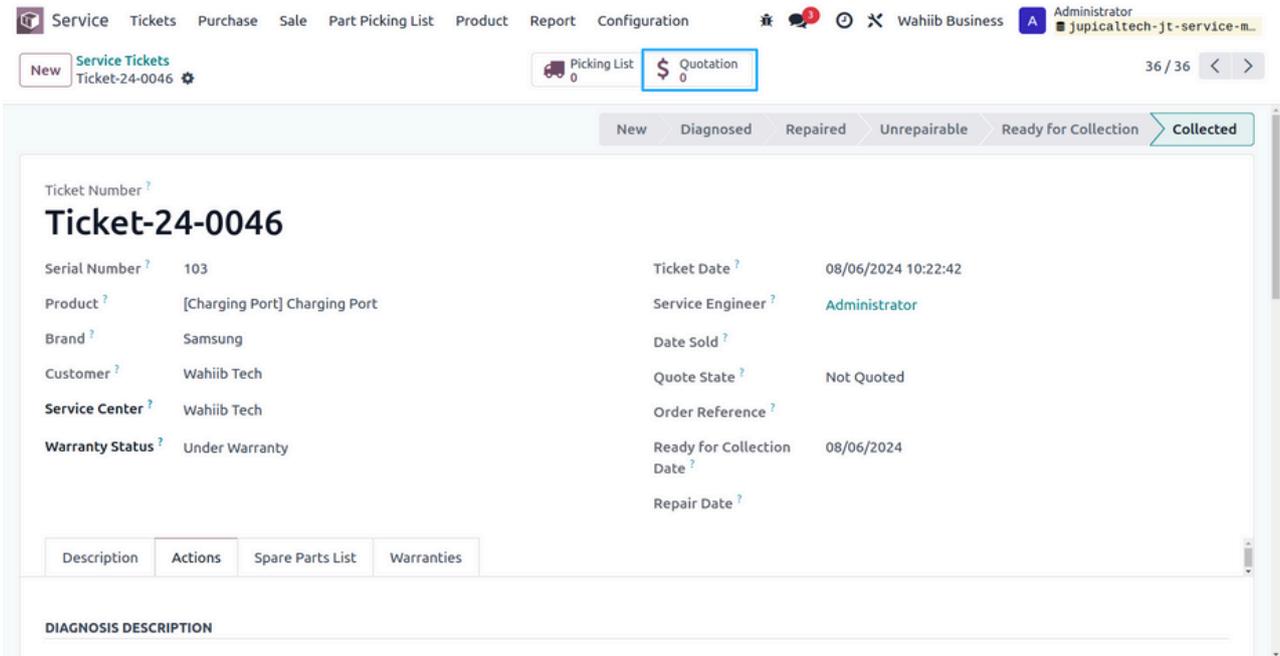
Now if one selects unrepairable as an action in diagnosis.



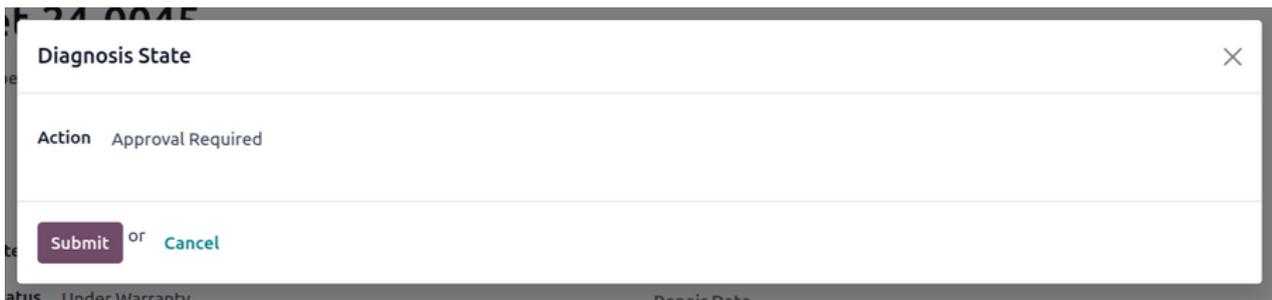
As the product is unrepairable it has to be collected from the service center so click on ready to collect button and quote state is not quoted because there is no requirement to form a quotation.



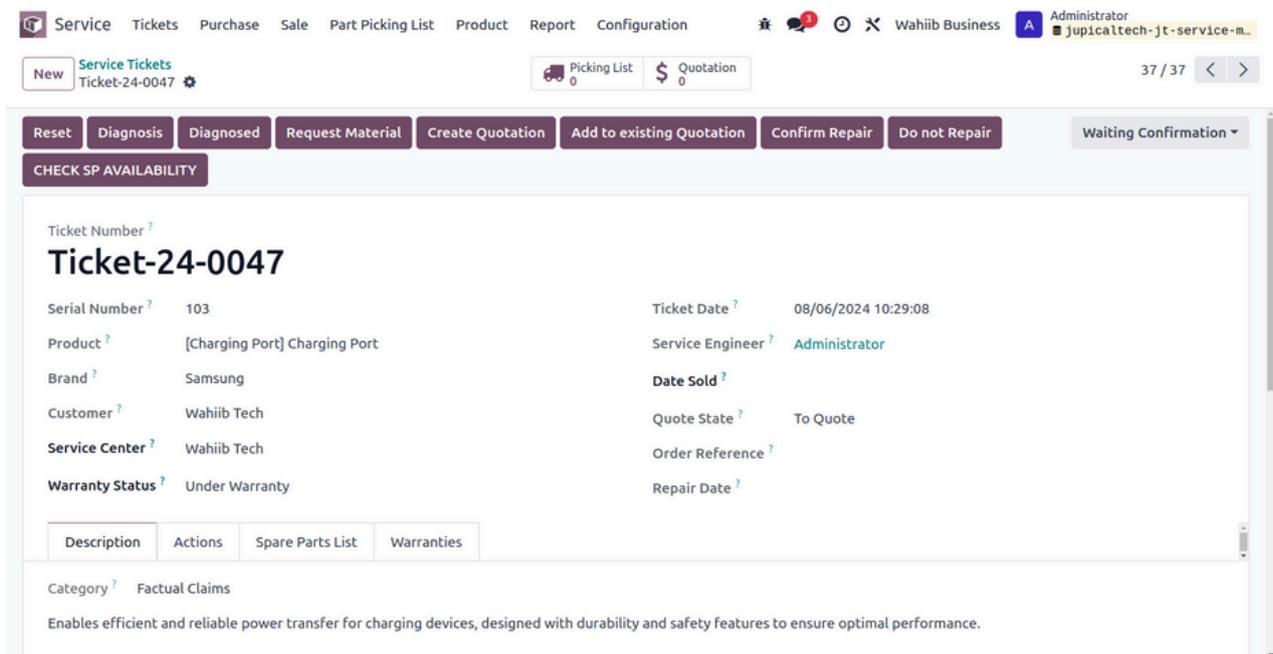
Here we can see quote state id changed to not quotated and when product is collected click on collected to complete the process.



Here we can see the state is not quoted and quotation count is zero.



Now if one selects approval required as an action in diagnosis.



After selection of approval required there are any options like required material, confirm repair, do not repair, check spare part availability, create quotation and add to existing quotation.

The screenshot shows the 'Service Tickets' interface for Ticket-24-0047. The top navigation bar includes 'Service', 'Tickets', 'Purchase', 'Sale', 'Part Picking List', 'Product', 'Report', and 'Configuration'. The user is logged in as 'Administrator' with the email 'jupicaltech-jt-service-m...'. The ticket details are as follows:

Ticket Number	Ticket-24-0047		
Serial Number	103	Ticket Date	08/06/2024 10:29:08
Product	[Charging Port] Charging Port	Service Engineer	Administrator
Brand	Samsung	Date Sold	
Customer	Wahib Tech	Quote State	To Quote
Service Center	Wahib Tech	Order Reference	
Warranty Status	Under Warranty	Repair Date	

The 'Confirm Repair' button is highlighted in blue. Below the ticket details, there are tabs for 'Description', 'Actions', 'Spare Parts List', and 'Warranties'. The 'Description' tab is active, showing the category 'Factual Claims' and a description: 'Enables efficient and reliable power transfer for charging devices, designed with durability and safety features to ensure optimal performance.'

When you want to confirm the repair of the product then click on confirm repair button and then you will get the view that is shown below.

The screenshot shows the 'Service Tickets' interface for Ticket-24-0047. The top navigation bar is the same as in the previous screenshot. The user is still logged in as 'Administrator'. The ticket details are the same, but the 'Quote State' is now 'Repair Confirmed'. The 'Create Quotation' button is highlighted in blue. Below the ticket details, there are tabs for 'Description', 'Actions', 'Spare Parts List', and 'Warranties'. The 'Description' tab is active, showing the category 'Factual Claims' and the same description: 'Enables efficient and reliable power transfer for charging devices, designed with durability and safety features to ensure optimal performance.'

From here it is the same process to create a quotation or add to existing quotation. When you click on create quotation it will create a quotation for that particular service ticket.

Service Tickets Purchase Sale Part Picking List Product Report Configuration Wahii Business Administrator jupicaltech-jt-service-m

New Service Tickets Ticket-24-0047 Picking List 0 Quotation 1 37 / 37

Reset Diagnosis Diagnosed Request Material CHECK SP AVAILABILITY New In Diagnosis Diagnosed Repaired Unrepairable ...

Ticket Number ?
Ticket-24-0047

Serial Number ? 103 Ticket Date ? 08/06/2024 10:29:08
Product ? [Charging Port] Charging Port Service Engineer ? Administrator
Brand ? Samsung Date Sold ?
Customer ? Wahii Tech Quote State ? Quoted
Service Center ? Wahii Tech Order Reference ? S00025
Warranty Status ? Under Warranty Repair Date ?

Description Actions Spare Parts List Warranties

Here one can view the quotation and state is changed to quoted.

Service Tickets Purchase Sale Part Picking List Product Report Configuration Wahii Business Administrator jupicaltech-jt-service-m

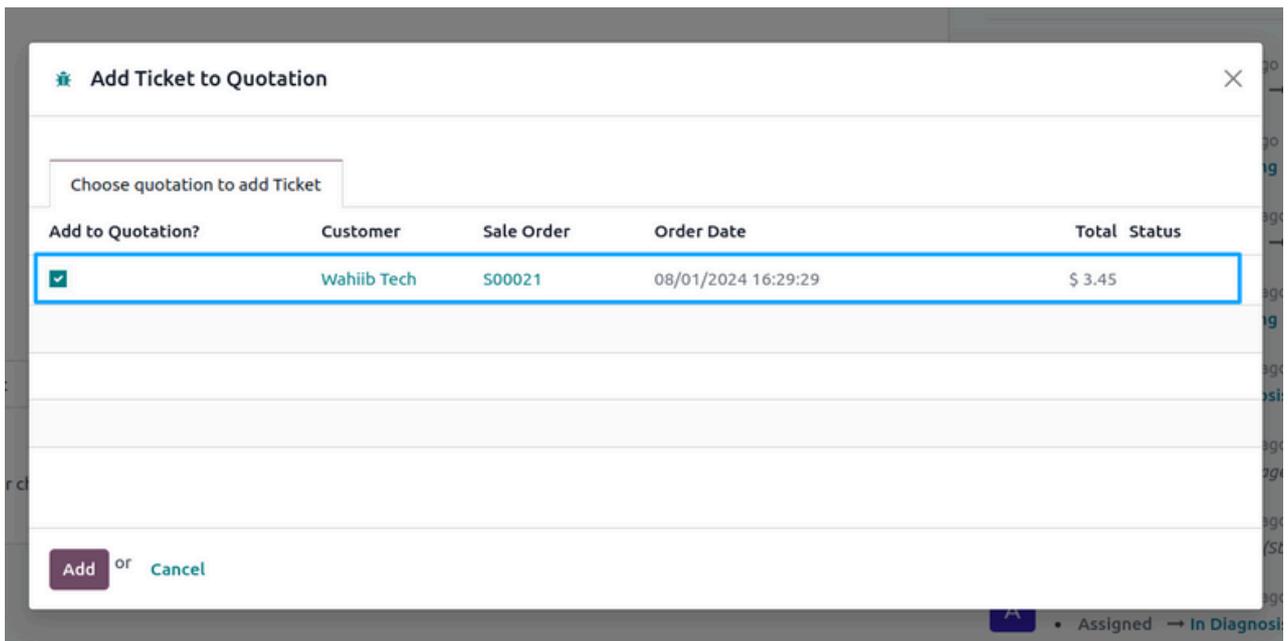
New Service Tickets Ticket-24-0047 Picking List 0 Quotation 1 0 / 35

Reset Diagnosis Diagnosed Request Material Create Quotation Add to existing Quotation CHECK SP AVAILABILITY In Diagnosis

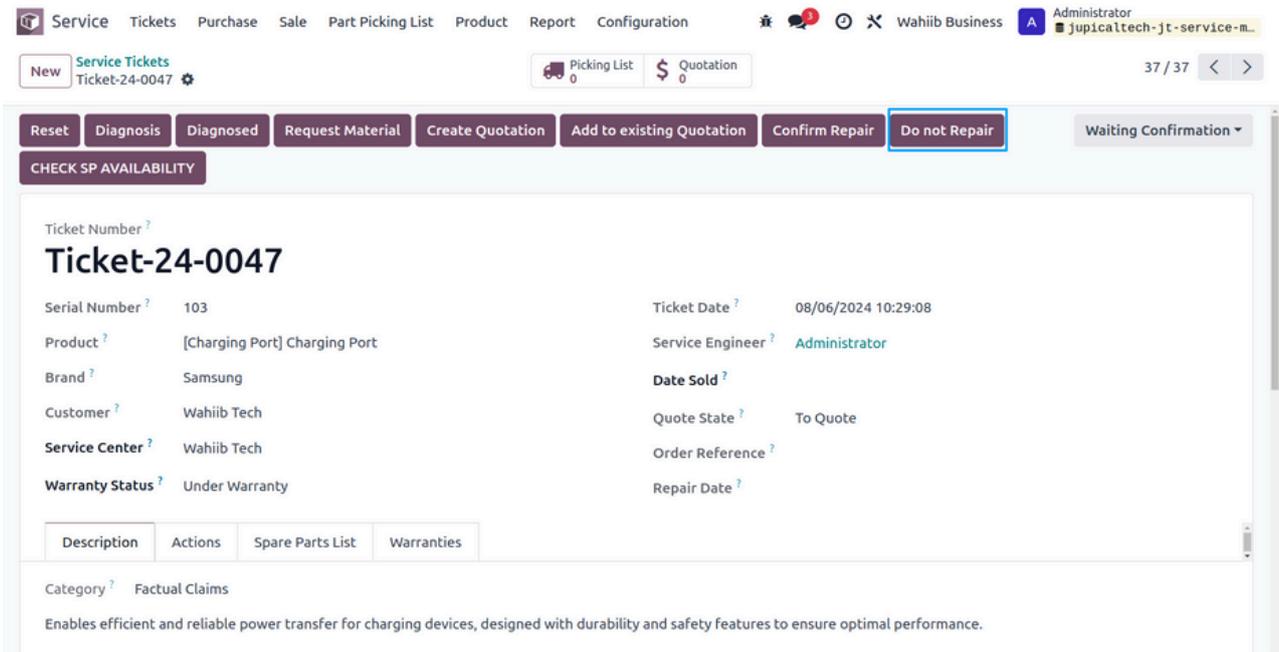
Ticket Number ?
Ticket-24-0047

Serial Number ? 103 Ticket Date ? 08/06/2024 10:29:08
Product ? [Charging Port] Charging Port Service Engineer ? Administrator
Brand ? Samsung Date Sold ?
Customer ? Wahii Tech Quote State ? Repair Confirmed
Service Center ? Wahii Tech Order Reference ? S00025

Now there is already one quotation and one does not want to make a new quotation then click on add to existing quotation button.



It will show a popup to select the quotation in which you want it to include the service and it will be included to that existing quotation.



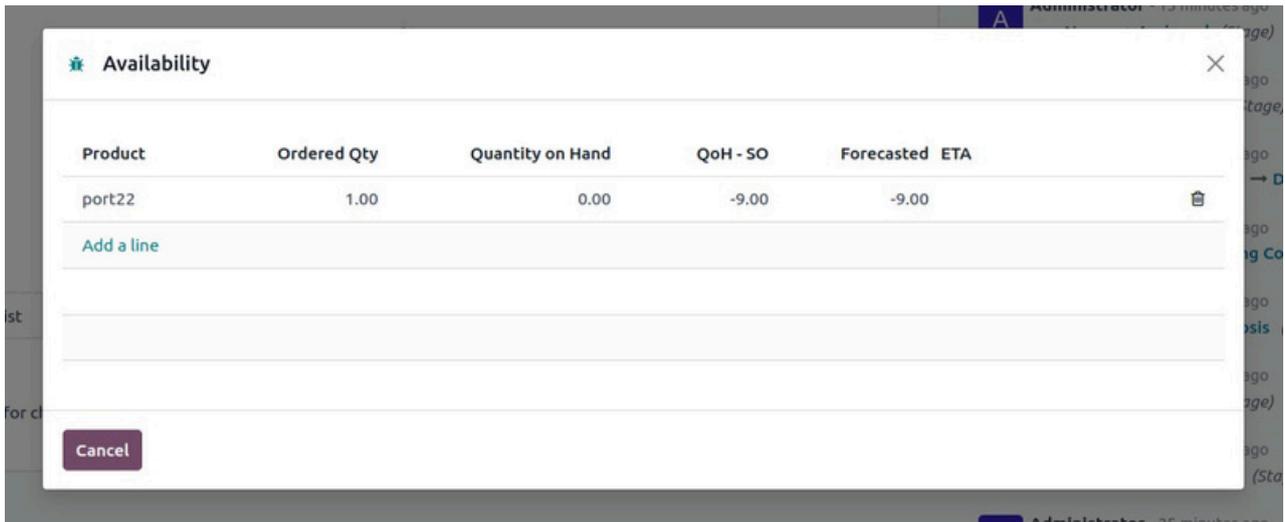
Now if you click on the do not repair button that means the product is not to be repaired.

The screenshot shows the top navigation bar with 'Service Tickets' selected. Below it, there's a 'New Service Tickets' section with 'Ticket-24-0047' and a gear icon. To the right, there's a 'Picking List' with '0' items. A row of buttons includes 'Reset', 'Ready for Collection', 'Create Quotation', 'Add to existing Quotation', and 'New'. The main content area displays 'Ticket Number ?' as 'Ticket-24-0047', 'Serial Number ?' as '103', 'Product ?' as '[Charging Port] Charging Port', and 'Brand ?' as 'Samsung'.

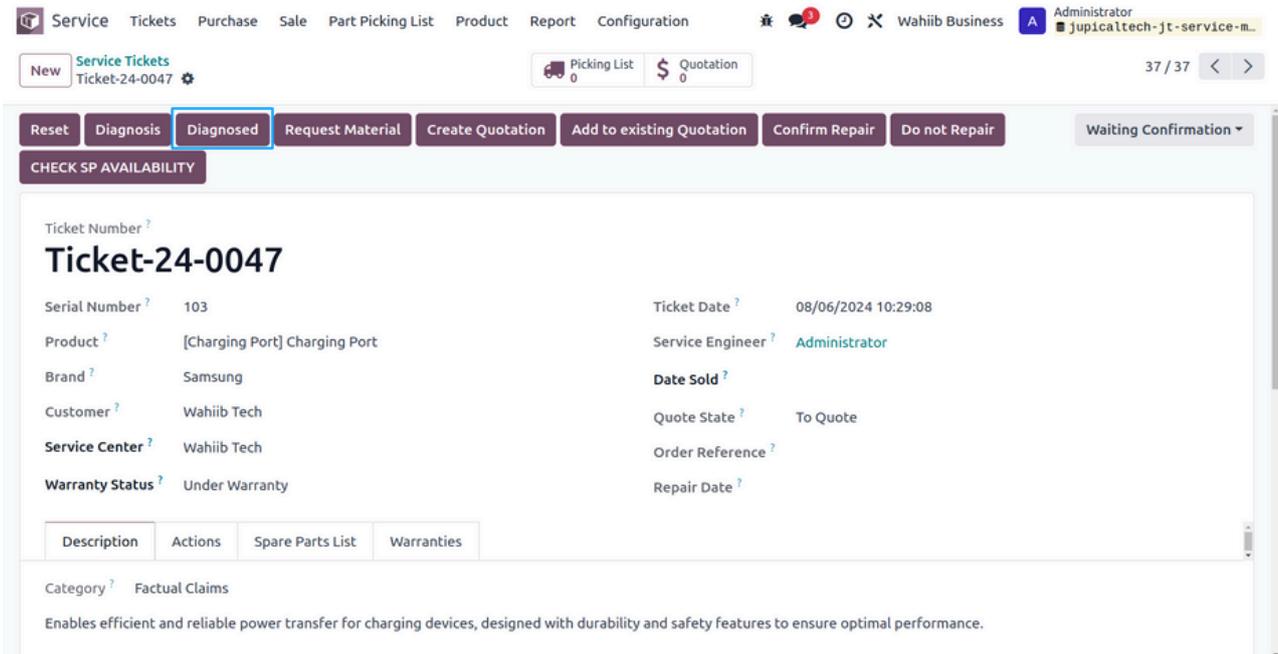
You get this view when clicked on the do not repair button, and continue with further process

This screenshot shows the 'Do not Repair' button highlighted in the previous view. The 'CHECK SP AVAILABILITY' button is now visible and highlighted with a red box. The main content area displays ticket details: 'Ticket Number ?' as 'Ticket-24-0047', 'Serial Number ?' as '103', 'Product ?' as '[Charging Port] Charging Port', 'Brand ?' as 'Samsung', 'Customer ?' as 'Wahib Tech', 'Service Center ?' as 'Wahib Tech', and 'Warranty Status ?' as 'Under Warranty'. It also shows 'Ticket Date ?' as '08/06/2024 10:29:08', 'Service Engineer ?' as 'Administrator', 'Date Sold ?', 'Quote State ?' as 'To Quote', 'Order Reference ?', and 'Repair Date ?'. At the bottom, there's a 'Description' tab with 'Factual Claims' and a detailed description: 'Enables efficient and reliable power transfer for charging devices, designed with durability and safety features to ensure optimal performance.'

One can check the availability of spare parts by clicking on the check SP availability button.



Here we can see the available quantity of the spare parts and can also add it if required.



When you click on the Diagnosed button, it shows the product is diagnosed for the service.

The screenshot shows the 'Service Tickets' interface for Ticket-24-0047. The ticket is currently in the 'Diagnosed' state, highlighted in the top navigation bar. The interface includes a 'CHECK SP AVAILABILITY' button and a 'New' button. The ticket details displayed are: Ticket Number: Ticket-24-0047, Serial Number: 103, and Ticket Date: 08/06/2024 10:29:08.

State is changed to Diagnosed and then you can do further process of diagnosis.

The screenshot shows the 'Service Tickets' interface for Ticket-24-0047. The ticket is now in the 'Diagnosed' state. The 'Request Material' button is highlighted in blue. The interface includes a 'CHECK SP AVAILABILITY' button and a 'Waiting Confirmation' dropdown. The ticket details displayed are: Ticket Number: Ticket-24-0047, Serial Number: 103, Ticket Date: 08/06/2024 10:29:08, Product: [Charging Port] Charging Port, Brand: Samsung, Customer: Wahiiib Tech, Service Center: Wahiiib Tech, Warranty Status: Under Warranty, Service Engineer: Administrator, Date Sold, Quote State: To Quote, Order Reference, and Repair Date. The category is 'Factual Claims'.

When you click on the Diagnosed button, it shows the product is diagnosed for the service.

The screenshot shows a 'Spares Location' dialog box. It displays the 'Default Spare Parts Location' as 'WH/Stock1'. At the bottom, there are 'Submit' and 'Cancel' buttons.

Here one can see the location of the spare parts, and submit your requirement. To see its complete details by clicking on location.

Service Tickets Purchase Sale Part Picking List Product Report Configuration Wahii Business Administrator jupicaltech-jt-servi

New Service Tickets Ticket-24-0047 Picking List 1 Quotation 1 1/37

Reset Diagnosis Diagnosed Request Material Confirm Repair Do not Repair CHECK SP AVAILABILITY Waiting Confirmati

Ticket Number ?
Ticket-24-0047

Serial Number ?	103	Ticket Date ?	08/06/2024 10:29:08
Product ?	[Charging Port] Charging Port	Service Engineer ?	Administrator
Brand ?	Samsung	Date Sold ?	
Customer ?	Wahii Tech	Quote State ?	Quoted
Service Center ?	Wahii Tech	Order Reference ?	S00026
Warranty Status ?	Under Warranty	Repair Date ?	

When you click on submit, a record is created in the picking list. To view its details, click on picking list button.

Service Tickets Purchase Sale Part Picking List Product Report Configuration Wahii Business Administrator jupicaltech-jt-service-m

Service Tickets / Ticket-24-0047 WH/INT/00006 1/1

Draft Waiting **Ready** Done

WH/INT/00006

Contact ?		Scheduled Date ?	08/06/2024 10:59:58
Source Location ?	WH/Stock1	Source Document ?	Ticket-24-0047
Destination Location ?	WH/Stock1		
Operation Type ?	My Company: Internal Transfers		

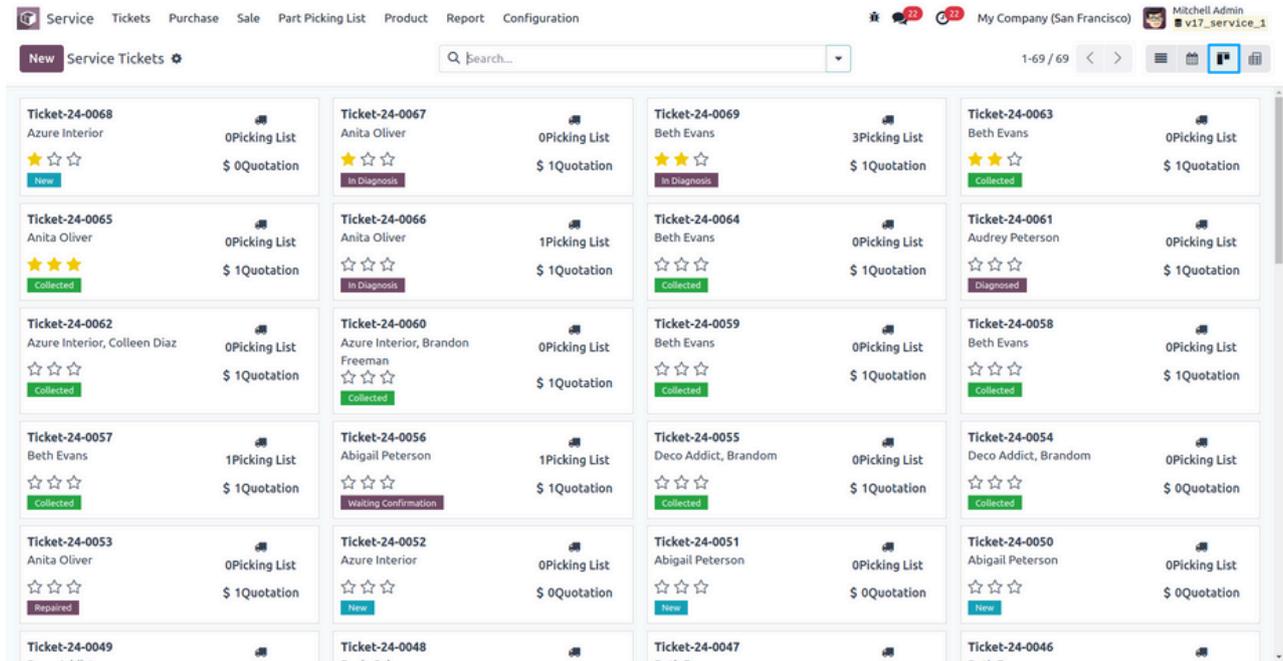
Additional Info Note

Shipping Policy ?	As soon as possible	Company ?	Wahii Business
		Procurement Group ?	
		Priority ?	Normal

Send message Log note Activities Following

Here is a detailed view in the picking list of that particular service ticket.

Ticket Menu Kanban view:



This is the kanban view of the ticket menu

Ticket Menu Pivot view

The screenshot shows a pivot table view of the ticket menu. The table has columns for various ticket statuses and rows for different ticket categories. The total count for all tickets is 69.

	Collected	Diagnosed	In Diagnosis	New	Ready for Collection	Repaired	Unrepairable	Waiting Confirmation	
Total	20	2	17	7	4	14	3	2	69
Abigail Peterson				2		1		1	4
Anita Oliver	8		6			9	2	1	26
Audrey Peterson	1	1	1		1				4
Azure Interior	1		1	3		1			6
Azure Interior, Brandon Freeman	1			1					2
Azure Interior, Colleen Diaz	1		1						2
Beth Evans	6	1	7		3	3	1		21
Deco Addict			1						1
Deco Addict, Brandom	2								2
Doris Cole				1					1

This is the pivot view of the ticket menu by default this shows details of

Service Ticket Report :

Service Tickets
Ticket-24-0063

Picking List 0 Quotation 1

4 / 69

Print
Print Ticket Label
Service Ticket Report
Duplicate
Delete
Update Status of WT

Ticket Number ?
Ticket-24

Serial Number ? 0000002 Ticket Date ? 08/20/2024 15:09:56

Product ? [FURN_5800] Cable Management Box Service Engineer ? Mitchell Admin

Brand ? Box Brand Date Sold ?

New Diagnosed Repaired Unrepairable Ready for Collection **Collected**

We can print a pdf report of the service tickets to have details of customer, service center, product, etc of that service ticket.

Pdf Report

Your logo

My Company (San Francisco)
250 Executive Park Blvd, Suite 3400
San Francisco CA 94134
United States

Ticket-24-0065

Customer:
Anita Oliver

Service center:
Screens Service center

Service Date:
08/20/2024 15:47:20

Product:
Acoustic Bloc Screens

Brand:
Screens Brand

Action Type:
Complete

Description:

Product	Description	Quantity	Status
Screw	Screw	1.0	New

Purchase

Ticket Number	Serial Number	Date	Customer	Service Engineer
Ticket-24-0021	103	08/01/2024 16:23:50	Wahib Tech	Administrator
Ticket-24-0019	103	08/01/2024 14:48:23	Wahib Tech	Administrator
Ticket-24-0018	103	08/01/2024 14:48:23	Wahib Tech	Administrator
Ticket-24-0020	103	08/01/2024 14:48:23	Wahib Tech	Administrator
Ticket-24-0017	103	08/01/2024 12:57:38	Wahib Tech	Administrator

When you click on purchase menu -> service request for quotation this show the list of quotaion that are created and its details

Service Request for Quotation Menu List view:

Reference	Confirmation Date	Vendor	Company	Buyer	Source Document	Total	Status	Expected Arrival
P00007		asia electronics	Wahib Business	Administrator		\$ 8.05	RFQ	08/05/2024 15:06:47
P00006		asia electronics	Wahib Business	Administrator		\$ 8.05	RFQ	08/05/2024 13:15:09
P00005	07/31/2024 15:32:02	Administrator	Wahib Business	Administrator		\$ 0.00	Purchase Order	07/31/2024 15:31:43
P00004	08/01/2024 17:24:27	asia electronics	Wahib Business	Administrator		\$ 1.15	Purchase Order	07/31/2024 15:19:12
P00003	07/31/2024 15:18:00	Wahib Business	Wahib Business	Administrator		\$ 0.00	Purchase Order	07/31/2024 15:16:22
P00002		asia electronics	Wahib Business	Administrator		\$ 5.75	RFQ	07/31/2024 01:29:17
						\$ 23.00		

This shows list of all the request for quotation created.

Service Request for Quotation Menu Form view:

Service Tickets Purchase Sale Part Picking List Product Report Configuration

Wahib Business Administrator jupicaltech-jt-service-m...

New Service Requests for Quotation P00006 2 / 6

Send by Email Print RFQ **Confirm Order** Cancel

RFQ RFQ Sent Purchase Order

Request for Quotation
☆ P00006

Vendor ? asia electronics

Order Deadline ? 08/05/2024 13:15:09

Vendor Reference ?

Expected Arrival ? 08/05/2024 13:15:09 100% On-Time Delivery

Ask confirmation

Deliver To ? My Company: Receipts

Products Other Information

Product	Description	Quantity	UoM	Packaging Quantity	Packaging	Unit Price	Taxes	Tax excl.
Charger port	Charger port	7.00	Units	7.00	Wak s	1.00	15%	\$ 7.00

Add a product Add a section Add a note Catalog

Define your terms and conditions ...

Untaxed Amount: \$ 7.00
Tax 15%: \$ 1.05
Total: \$ 8.05

When one clicks on the confirm button in request for quotation it forms a purchase order.

Service Tickets Purchase Sale Part Picking List Product Report Configuration

Wahib Business Administrator jupicaltech-jt-service-m...

New Service Requests for Quotation P00006 Receipt 1 2 / 6

Receive Products Send PO by Email Confirm Receipt Date Create Bill Cancel Lock

RFQ RFQ Sent **Purchase Order**

Purchase Order
☆ P00006

Vendor ? asia electronics

Confirmation Date ? 08/06/2024 11:19:24

Vendor Reference ?

Expected Arrival ? 08/05/2024 13:15:09

Ask confirmation

Deliver To ? My Company: Receipts

Products Other Information

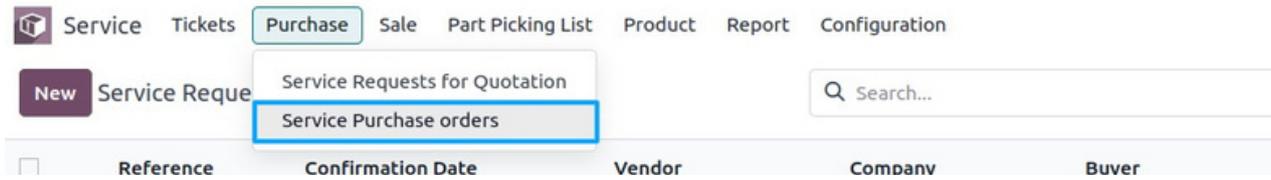
Product	Description	Quantity	Received	Billed	UoM	Packaging Quantity	Packaging	Unit Price	Taxes	Tax excl.
Charger port	Charger port	7.00	0.00	0.00	Units	7.00	Wak s	1.00	15%	\$ 7.00

Add a product Add a section Add a note Catalog

Define your terms and conditions ...

Untaxed Amount: \$ 7.00
Tax 15%: \$ 1.05
Total: \$ 8.05

Here we can see the purchase order of a product.



When you click on purchase menu -> service purchase order this show the list of purchase order that are created and its details.

Service Purchase Order Menu Form view:

Reference	Confirmation Date	Vendor	Company	Buyer	Source Document	Total	Status	Expected Arrival
P00007	08/06/2024 11:10:44	asia electronics	WahiiB Business	Administrator		\$ 8.05	Purchase Order	08/05/2024 15:06:47
P00006		asia electronics	WahiiB Business	Administrator		\$ 8.05	RFQ	08/05/2024 13:15:09
P00005	07/31/2024 15:32:02	Administrator	WahiiB Business	Administrator		\$ 0.00	Purchase Order	07/31/2024 15:31:43
P00004	08/01/2024 17:24:27	asia electronics	WahiiB Business	Administrator		\$ 1.15	Purchase Order	07/31/2024 15:19:12
P00003	07/31/2024 15:18:00	WahiiB Business	WahiiB Business	Administrator		\$ 0.00	Purchase Order	07/31/2024 15:16:22
P00002		asia electronics	WahiiB Business	Administrator		\$ 5.75	RFQ	07/31/2024 01:29:17
						\$ 23.00		

This shows list of all the purchase order created.

Service Purchase Order Menu Form view:

Purchase Order
 ☆ P00006

Vendor: asia electronics
 Confirmation Date: 08/06/2024 11:19:24
 Expected Arrival: 08/05/2024 13:15:09
 Deliver To: My Company: Receipts

Product	Description	Quantity	Received	Billed UoM	Packaging Quantity	Packaging	Unit Price	Taxes	Tax excl.
Charger port	Charger port	7.00	0.00	0.00 Units	7.00	Wak s	1.00	15%	\$ 7.00

Define your terms and conditions ...

Summary:
 Untaxed Amount: \$ 7.00
 Tax 15%: \$ 1.05
 Total: \$ 8.05

This is the purchase order and all the details related to purchase.

Sale

Quotations - sc Menu Form view:

The screenshot shows the 'Sale' menu in a software application. The 'Sale' menu item is highlighted, and a dropdown menu is open, showing 'Quotations - SC' and 'Sales Orders - SC'. Below the menu, there is a search bar and a table of quotations.

Number	Order Date	Customer	Salesperson
S00024	08/02/2024 11:38:25	Administrator	Administrator
S00023	08/02/2024 11:36:27	Wahiiib Tech	Administrator
S00014	07/31/2024 17:08:38	Wahiiib Business	Administrator

When you click on sale menu -> service sale quotation-sc this show the list of sale quotation that are created and its details.

Quotations-sc Menu List view:

The screenshot shows the 'Quotations-sc' menu list view. The 'Sale' menu item is highlighted, and a dropdown menu is open, showing 'Quotations - SC'. Below the menu, there is a search bar and a table of quotations with invoice status.

Number	Order Date	Customer	Salesperson	Activities	Company	Total	Invoice Status
S00026	08/06/2024 10:56:19	Wahiiib Tech	Administrator		Wahiiib Business	\$ 3.45	Nothing to Invoice
S00024	08/02/2024 11:38:25	Administrator	Administrator		Wahiiib Business	\$ 3.45	Nothing to Invoice
S00014	07/31/2024 17:08:38	Wahiiib Business	Administrator		Wahiiib Business	\$ 1.15	Nothing to Invoice
						\$ 8.05	

This is list of all the sale quotaion there are created with its invoice status.

Quotations-sc Menu Form view:

Service Tickets Purchase Sale Part Picking List Product Report Configuration Wahiih Business Administrator jupicaltech-jt-service-m...

New Quotations - SC S00026 1/3 < >

Send by Email **Confirm** Preview Cancel Quotation Quotation Sent Sales Order

S00026

Customer ? Wahiih Tech
Hargeisa
Somalia WG 09010
United States

Expiration ? 09/05/2024
Quotation Date ? 08/06/2024 10:56:19
Payment Terms ?

Quotation Template ?

Order Lines Optional Products Other Info Customer Signature

Product	Description	Quantity	UoM	Packaging Quantity	Packaging	Unit Price	Taxes	Tax excl.
port22	port22	1.00	Units			3.00	15%	\$ 3.00

Add a product Add a section Add a note Catalog

Terms and conditions...

Untaxed Amount: \$ 3.00
Tax 15%: \$ 0.45
Total: \$ 3.45
Margin ? : \$ 1.00 (33.33%)

When one clicks on the confirm button in quotation it forms a sale order.

Service Tickets Purchase Sale Part Picking List Product Report Configuration Wahiih Business Administrator jupicaltech-jt-service-m...

New Quotations - SC S00026 Delivery 1 1/3 < >

Create Invoice Send by Email Unlock Preview Quotation Quotation Sent **Sales Order**

S00026 Locked

Customer ? Wahiih Tech
Hargeisa
Somalia WG 09010
United States

Order Date ? 08/06/2024 11:21:28
Payment Terms ?

Quotation Template ?

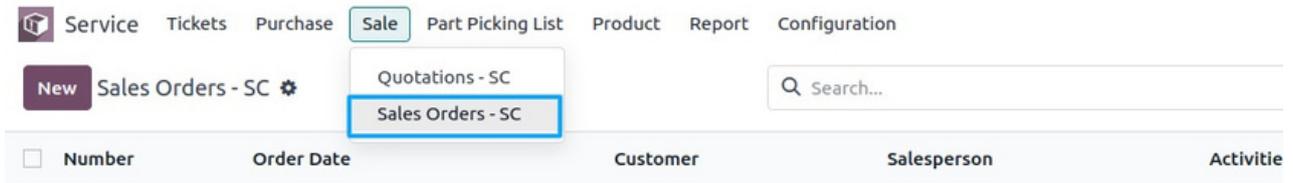
Order Lines Other Info Customer Signature

Product	Description	Quantity	Delivered	Invoiced	UoM	Packaging Quantity	Packaging	Unit Price	Taxes	Tax excl.
port22	port22	1.00	0.00	0.00	Units			3.00	15%	\$ 3.00

Terms and conditions...

Untaxed Amount: \$ 3.00
Tax 15%: \$ 0.45
Total: \$ 3.45
Margin ? : \$ 1.00 (33.33%)

Here we can see the purchase order of a product.



When you click on sale menu -> service sale order-sc this show the list of sale orders that are created and its details.

Sales order-sc Menu List view:

Number	Order Date	Customer	Salesperson	Activities	Company	Total	Invoice Status
S00026	08/06/2024 11:21:28	Wahii Tech	Administrator		Wahii Business	\$ 3.45	To Invoice
S00023	08/06/2024 10:18:01	Wahii Tech	Administrator		Wahii Business	\$ 6.90	To Invoice
S00022	08/02/2024 11:22:42	Wahii Tech	Administrator		Wahii Business	\$ 6.90	To Invoice
S00021	08/01/2024 17:26:58	Wahii Tech	Administrator		Wahii Business	\$ 10.35	To Invoice

This is list of all sale order created and it all shows invoice status of that sale order.

Sales order-sc Menu Form view:

The screenshot shows the form view for sales order S00026. It includes a navigation bar with 'Create Invoice', 'Send by Email', 'Unlock', and 'Preview' buttons. The order details are as follows:

- Order Number: S00026 (Locked)
- Customer: Wahii Tech, Hargeisa, Somalia WG 09010, United States
- Order Date: 08/06/2024 11:21:28
- Payment Terms: (empty)

Product	Description	Quantity	Delivered	Invoiced	UoM	Packaging Quantity	Packaging	Unit Price	Taxes	Tax excl.
port22	port22	1.00	0.00	0.00	Units			3.00	15%	\$ 3.00

Summary:

- Untaxed Amount: \$ 3.00
- Tax 15%: \$ 0.45
- Total: \$ 3.45
- Margin: \$ 1.00 (33.33%)

Here you can see all the details of sale order and also details of its delivery and invoice.

Part Picking List

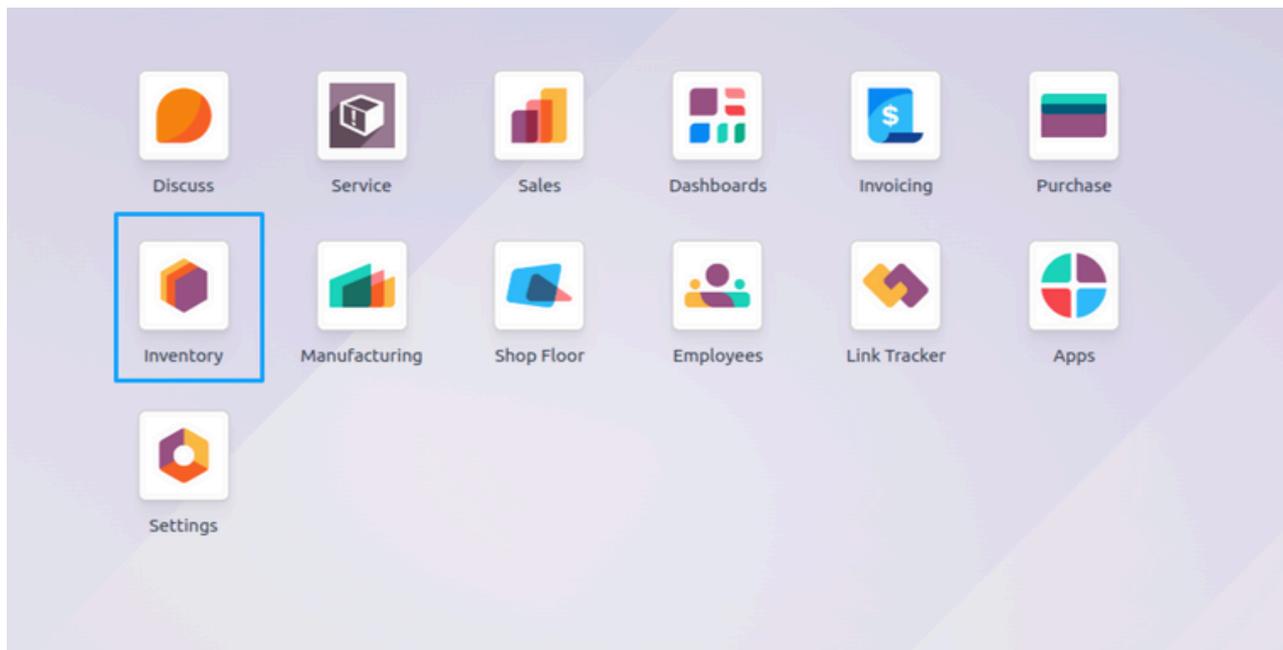
Part Picking List Menu List view:

Service Tickets Purchase Sale **Part Picking List** Product + 6 12 My Company (San Francisco) Mitchell Admin v17_service_5

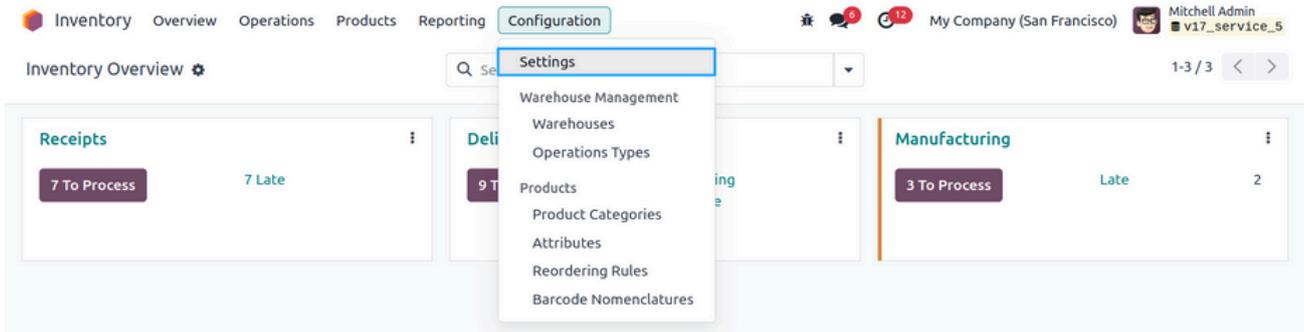
Parts Picking List 1-20 / 20 < >

<input type="checkbox"/>	Reference	Destination Location	Contact	Scheduled Date	Source Document	Back Order of	Status
<input type="checkbox"/>	WH/INT/00002	WH/Stock		08/30/2024 10:18:46	Ticket-24-0011		Ready
<input type="checkbox"/>	WH/INT/00003	WH/Stock		08/30/2024 10:25:37	Ticket-24-0010		Cancelled
<input type="checkbox"/>	WH/INT/00004	WH/Stock		08/30/2024 10:33:17	Ticket-24-0011		Ready
<input type="checkbox"/>	WH/INT/00005	WH/Stock		08/30/2024 10:36:08	Ticket-24-0012		Ready
<input type="checkbox"/>	WH/INT/00006	WH/Stock		08/30/2024 11:28:31	Ticket-24-0016		Ready
<input type="checkbox"/>	WH/MO/00016	WH/Stock		08/30/2024 11:55:35	Ticket-24-0017		Ready
<input type="checkbox"/>	WH/INT/00007	WH/Stock		08/30/2024 11:58:10	Ticket-24-0017		Done
<input type="checkbox"/>	WH/INT/00008	WH/Stock		08/30/2024 12:48:39	Ticket-24-0018		Ready
<input type="checkbox"/>	WH/INT/00009	WH/Stock		08/30/2024 15:04:19	Ticket-24-0019		Ready
<input type="checkbox"/>	WH/INT/00010	WH/Stock		08/30/2024 15:04:35	Ticket-24-0019		Done

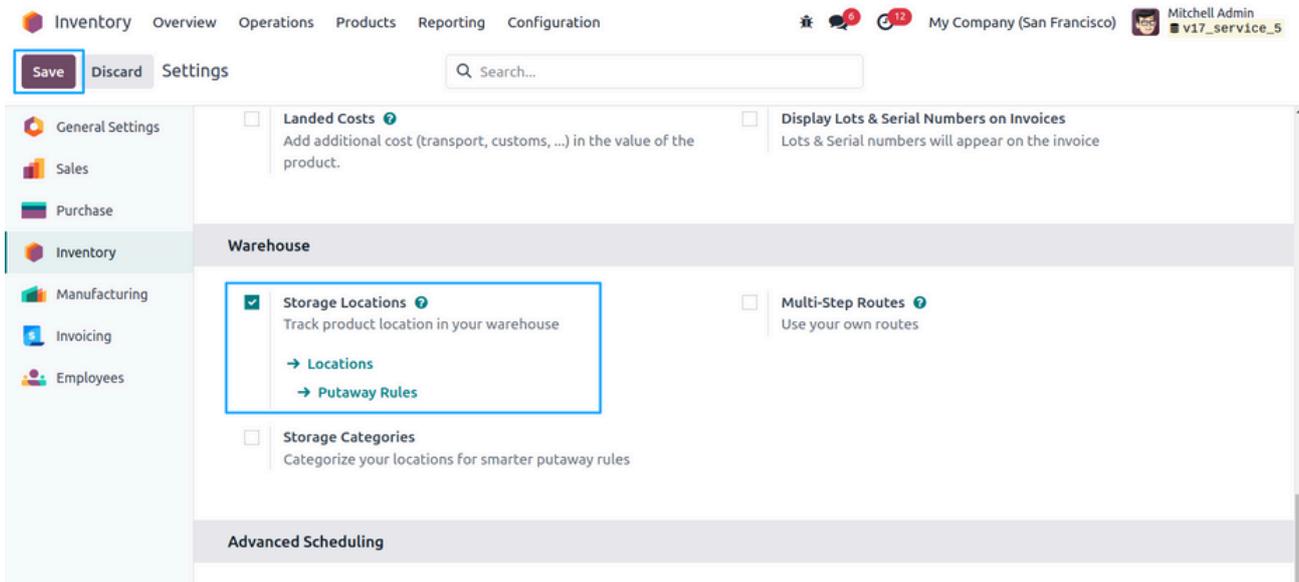
When you go to part picking menu you can view list of all the spare part that are required or were ordered.



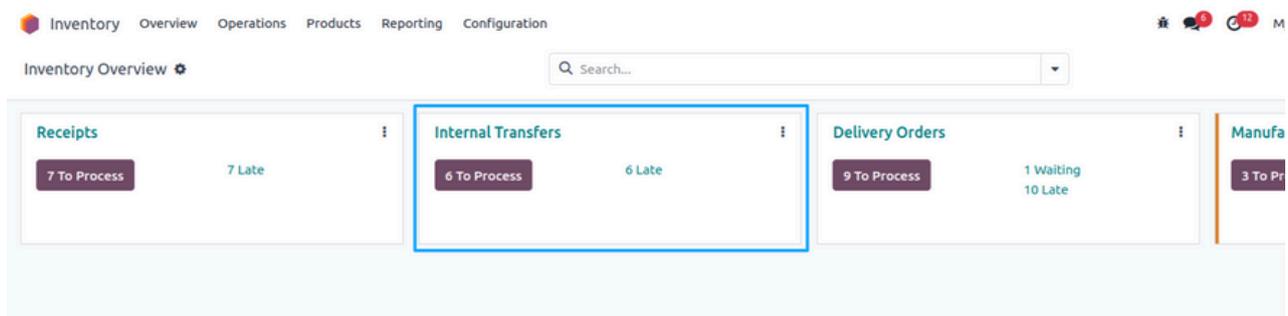
Go to inventory for the process of product picking.



Go to configuration -> settings



Activate the storage location option under warehouse and click on save button



here you can see internal transfer after you activate storage location option in inventory settings. For further process click on internal transfer.

<input type="checkbox"/>	Reference	From	To	Contact	Scheduled Date	Source Docum...	Company	Status
<input type="checkbox"/>	☆ WH/MO/00011	WH/Stock	WH/Stock		5 days ago	Ticket-24-0008	My Company (Sa...	Rea...
<input type="checkbox"/>	☆ WH/MO/00012	WH/Stock	WH/Stock		5 days ago	Ticket-24-0008	My Company (Sa...	Rea...
<input type="checkbox"/>	☆ WH/MO/00013	WH/Stock	WH/Stock		5 days ago	Ticket-24-0008	My Company (Sa...	Rea...
<input type="checkbox"/>	☆ WH/MO/00014	WH/Stock	WH/Stock		5 days ago	Ticket-24-0009	My Company (Sa...	Rea...
<input type="checkbox"/>	☆ WH/MO/00015	WH/Stock	WH/Stock		4 days ago	Ticket-24-0010	My Company (Sa...	Rea...
<input type="checkbox"/>	☆ WH/INT/00002	WH/Stock	WH/Stock		4 days ago	Ticket-24-0011	My Company (Sa...	Rea...
<input type="checkbox"/>	☆ WH/INT/00004	WH/Stock	WH/Stock		4 days ago	Ticket-24-0011	My Company (Sa...	Rea...

This is list view of internal transfer click on the record you want to process.

WH/INT/00006

Contact ? Scheduled Date ? 08/30/2024 11:28:31

Source Location ? WH/Stock Source Document ? Ticket-24-0016

Destination Location ? WH/Stock

Product	Demand	Quantity
Test SP	1.00	1.00

Here you can see the record with the ticket number to validate the internal transfer.

Inventory Overview / Your Company: Internal Transfers
 WH/INT/00006

Print Labels Print Return Draft Waiting Ready Done

☆ WH/INT/00006

Contact ? Scheduled Date ? 08/30/2024 11:28:31
 Source Location ? WH/Stock Effective Date ? 09/03/2024 11:57:47
 Destination Location ? WH/Stock Source Document ? Ticket-24-0016

Operations Additional Info Note

Product	Demand	Quantity
Test SP	1.00	1.00

Send message Log note Activities

Today

Mitchell Admin

When you click on validate the transfer state is set to done.

Service Tickets Purchase Sale Part Picking List Product +

Parts Picking List

Reference	Destination Location	Contact	Scheduled Date	Source Document	Back Order of	Status
<input type="checkbox"/> WH/INT/00002	WH/Stock		08/30/2024 10:18:46	Ticket-24-0011		Ready
<input type="checkbox"/> WH/INT/00003	WH/Stock		08/30/2024 10:25:37	Ticket-24-0010		Cancelled
<input type="checkbox"/> WH/INT/00004	WH/Stock		08/30/2024 10:33:17	Ticket-24-0011		Ready
<input type="checkbox"/> WH/INT/00005	WH/Stock		08/30/2024 10:36:08	Ticket-24-0012		Ready
<input type="checkbox"/> WH/INT/00006	WH/Stock		08/30/2024 11:28:31	Ticket-24-0016		Done
<input type="checkbox"/> WH/MO/00016	WH/Stock		08/30/2024 11:55:35	Ticket-24-0017		Ready
<input type="checkbox"/> WH/INT/00007	WH/Stock		08/30/2024 11:58:10	Ticket-24-0017		Done
<input type="checkbox"/> WH/INT/00008	WH/Stock		08/30/2024 12:48:39	Ticket-24-0018		Done
<input type="checkbox"/> WH/INT/00009	WH/Stock		08/30/2024 15:04:19	Ticket-24-0019		Ready
<input type="checkbox"/> WH/INT/00010	WH/Stock		08/30/2024 15:04:35	Ticket-24-0019		Done

Here we can see in the service -> part picking list the record that we validate is set to done stste in the part picking list.

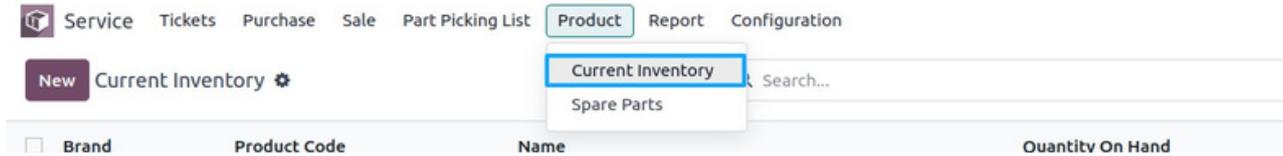
Part Picking List Menu Form view:

The screenshot shows a software interface for a 'Part Picking List'. At the top, there is a navigation menu with items: Service, Tickets, Purchase, Sale, Part Picking List, Product, Report, and Configuration. On the right, there are notification icons, the company name 'My Company (San Francisco)', and the user 'Mitchell Admin v17_service_5'. Below the navigation, the page title is 'Parts Picking List' and the specific form ID is 'WH/INT/00006'. A status bar at the top right of the form area shows '15 / 20' and navigation arrows. The main form area has a title 'WH/INT/00006' and a status bar with 'Draft', 'Waiting', 'Ready', and 'Done' buttons. The form contains several fields: 'Contact', 'Source Location' (WH/Stock), 'Destination Location' (WH/Stock), 'Operation Type' (YourCompany: Internal Transfers), 'Scheduled Date' (08/30/2024 11:28:31), 'Effective Date' (09/03/2024 11:57:47), 'Source Document' (Ticket-24-0016), 'Shipping Policy' (As soon as possible), 'Company' (My Company (San Francisco)), 'Procurement Group', and 'Priority' (Normal). At the bottom, there are buttons for 'Send message', 'Log note', and 'Activities', along with search, share, and follow icons.

When you go to part picking menu you can view list of all the spare part that are required or were ordered.

Product

Current Inventory



When you click on product menu -> current inventory this shows the current stock of products in the inventory.

Current Inventory List view:

Brand	Product Code	Name	Quantity On Hand	Purchase Orders	Sales Orders	Forecasted Quantity
Samsung		Charger port	0.00	15.00	7.00	8.00
Samsung	Charging Port	Charging Port	20.00	0.00	0.00	20.00
apple		IpHONE 12(256GB)	0.00	0.00	0.00	0.00

This shows the current inventory state and its details like purchase order, sale order, etc. of all products.

Current Inventory Form view:

The screenshot shows the form view for a product named 'Charging Port'. The form is divided into several sections: General Information, Attributes & Variants, Sales, Purchase, Inventory, and Accounting. The 'General Information' section includes fields for Product Name, Product Type (Storable Product), Invoicing Policy (Ordered quantities), Unit of Measure (Units), and Purchase UoM (Units). The 'Sales' section includes Sales Price (\$1.00), Customer Taxes (15% X), and Cost (\$0.00 per Units). The 'Purchase' section includes Product Category (All), Internal Reference, Barcode, Brand (Samsung), Spare Part Of, Product Template, Tags, and Company. The 'Inventory' section includes On Hand (20.00 Units) and Forecasted (20.00 Units). The 'Accounting' section includes In: 0, Out: 0, and Reordering Rules. The form also has a search bar and a 'New' button.

This is form view of product to view and enter product details

Spare Parts



When you click on product menu -> spare parts this shows all details of spare parts used for service.

Spare Parts List view:

The screenshot shows the 'Spare Parts' list view. It includes a search bar and a table with the following data:

Brand	Product Code	Name	Quantity On Hand	Purchase Orders	Sales Orders	Forecasted Quantity
<input type="checkbox"/>	Samsung	Charger port	0.00	15.00	7.00	8.00
<input type="checkbox"/>	Samsung	Charging Port	20.00	0.00	0.00	20.00
<input type="checkbox"/>	Samsung	port22	0.00	0.00	18.00	-18.00

This shows the current inventory state and its details like purchase order, sale order, etc. of all spare parts

Spare Parts Form view:

The screenshot shows the 'Spare Parts' form view for 'Charging Port'. The 'Is Spare Part?' checkbox is checked and highlighted with a blue box. The form includes various fields for product details:

- Product Name:** Charging Port
- Can be Sold:**
- Can be Purchased:**
- Is Spare Part?:**
- Product Type:** Storable Product
- Sales Price:** \$1.00 (= \$ 1.15 Incl. Taxes)
- Customer Taxes:** 15% X
- Cost:** \$0.00 per Units
- Product Category:** All
- Internal Reference:**
- Barcode:**
- Brand:** Samsung
- Spare Part Of:**
- Product Template Tags:**
- Company:**

This is form view of product to view and enter spare part details and if you are entering details of spare part the check on 'is spare part' box.

Report

Open ticket SP Gap:

Brand	Product Code	Name	Quantity On Hand
<input type="checkbox"/> Samsung		Charger port	0.00
<input type="checkbox"/> Samsung		Charging Port	20.00

When you go to report menu -> open ticket SP gap menu it shows spare parts required for open tickets that are not available.

Open Tickets SP Gap view:

Vendor	Product	Quantity
<input type="checkbox"/> Beth Evans	Test Spare part	9.00
<input type="checkbox"/> Azure Interior	Test SP 2	24.00

This is view that shows what is the product and what is the quantity needed

Vendor	Product	Quantity
<input type="checkbox"/> Audrey Peterson	Test SP	21.00
<input type="checkbox"/> Anita Oliver	Test SP2	5.00
<input type="checkbox"/> Azure Interior	Test SP3	5.00
<input type="checkbox"/> Beth Evans	Test SP4	3.00
<input type="checkbox"/> Doris Cole	Test SP5	5.00

Service Tickets Purchase Sale Part Picking List Product + My Company (San Francisco) Mitchell Admin v17_service_6

Open Tickets SP Gap 6 selected Actions 1-6/6

Vendor	Product	Quantity
Audrey Peterson	Test SP	21.00
Anita Oliver	Test SP2	5.00
Azure Interior	Test SP3	5.00
Beth Evans	Test SP4	3.00
Doris Cole	Test SP5	5.00
Marc Demo	Test SP6	5.00

Export
Delete
Auto Create PO

Service Tickets Purchase Sale Part Picking List Product + My Company (San Francisco) Mitchell Admin v17_service_6

New Service Requests for Quotation Search... 1-17/17

Reference	Confirmati...	Vendor	Company	Buyer	Source Do...	Total	Status	Expected ...
P00033		Azure Interior	My Company...	Mitchell Ad...		\$ 0.00	RFQ	09/02/2024 ...
P00032		Anita Oliver	My Company...	Mitchell Ad...		\$ 0.00	RFQ	09/02/2024 ...
P00031		Audrey Pete...	My Company...	Mitchell Ad...		\$ 0.00	RFQ	09/02/2024 ...
P00030		Azure Interior	My Company...	Mitchell Ad...		\$ 0.00	RFQ	09/02/2024 ...
P00029		Anita Oliver	My Company...	Mitchell Ad...		\$ 0.00	RFQ	09/02/2024 ...

PO is only create dif the quantity in the Open ticket SP gap is more then or equal to the Forecasted quantity of the product.

Service Center Delivery Orders:

Service Tickets Purchase Sale Part Picking List Product Report Configuration

Service Center Delivery Orders

Delivery Order Reference Number	Customer	Date
Service Center Delivery Order # 24-0005	Wahib Business	08/C

Open Tickets SP Gap
Service Center Delivery Orders
Print Report
Receipt/Delivery

This shows the delivery orders that are collected.

Service Center Delivery Orders List view:

Delivery Order Reference Number	Customer	Date	Status
Service Center Delivery Order # 24-0005	WahiiB Business	08/01/2024 05:30:00	Collected
Service Center Delivery Order # 24-0008	WahiiB Tech	08/02/2024 05:30:00	Collected
Service Center Delivery Order # 24-0009	WahiiB Business	08/02/2024 05:30:00	Collected

This is list of all the delivery order that are collected and whose dilevery order is also printed in receipt/delivery menu.

Service Center Delivery Orders Form view:

Service Center Delivery Orders
Service Center Delivery Order # 24-0005

Delivery Order Reference Number ?	Service Center Delivery Order # 24-0005
Customer ?	WahiiB Business
Date ?	08/01/2024 05:30:00
Status ?	Collected

Details of all service center delivery orders.

Print Report

Delivery Order Reference Number	Customer
Service Center Delivery Order # 24-0005	WahiiB Business
Service Center Deliverv Order # 24-0008	WahiiB Tech

This is used to print receipt or delivery reports of the tickets.



If you select the report type as receipt then it will print a receipt of that particular ticket id that is selected.

Service Center Receipt

Customer : Brandom 77 Santa Barbara Rd Pleasant Hill , United States TRN US12345673 Attention : Brandom	Date : 16-Aug-2024
---	---------------------------

Ticket #	Product Name	Serial Number	Description	Status
Ticket-24-0054	[FURN_9666] Table	T0005	Factual Claims	new

Received by: Name: _____ Signature: _____	Delivered by: Name: _____ Signature: _____
--	---

Print Report

Report Type ? Delivery

Customer ? Deco Addict, Brandom

Tickets ? Ticket-24-0054 X

Print or Cancel

If you select the report type as a receipt then it will print a receipt of that particular delivery receipt the tickets selected and that tickets state will change to collected and there will be an entry of this in the service center delivery order menu.

Service Center Delivery Order # 24-0016

Customer : Brandom 77 Santa Barbara Rd Pleasant Hill , United States TRN US12345673 Attention : Brandom	Date : 16-Aug-2024
---	---------------------------

Ticket #	Product Name	Serial Number	Action Taken	Order Reference	Status
Ticket-24-0055	[FURN_9666] Table	T0005	Active : ACTION TAKEN	500066	repaired

Received by: Name: _____ Signature: _____	Delivered by: Name: _____ Signature: _____
--	---

Schedule Actions

The screenshot shows the 'Settings' menu with 'Technical' selected. A dropdown menu is open, highlighting 'Scheduled Actions'. The left sidebar shows 'General Settings' selected, and the main content area shows 'Users' and 'Languages' sections.

Go to settings -> Technical -> Scheduled Actions to run the created scheduled actions

1. Notification for Service Center

The screenshot shows a table of scheduled actions. The row for 'Reminder for Service Center' is highlighted with a blue border.

Priority	Action Name	Model	Next Execution Date	Interval Number	Interval U...	Number of Ca...	Active
5	Payroll: Generate pdfs	Pay Slip	08/06/2024 12:23:19	1	Hours	-1	<input checked="" type="checkbox"/>
5	Payroll: Update data	Pay Slip	08/20/2024 08:30:19	1	Months	-1	<input checked="" type="checkbox"/>
5	Procurement: run scheduler	Procurement Group	08/06/2024 20:48:45	1	Days	-1	<input checked="" type="checkbox"/>
5	Purchase reminder	Purchase Order	08/06/2024 20:48:55	1	Days	-1	<input checked="" type="checkbox"/>
5	Reminder for Service Center	After Sales	08/06/2024 20:49:15	1	Weeks	-1	<input checked="" type="checkbox"/>
5	SMS: SMS Queue Manager	Outgoing SMS	08/06/2024 12:48:28	1	Hours	-1	<input checked="" type="checkbox"/>

Using this schedule action notification or reminder is sent to service department employees based on different roles and responsibilities.

Settings General Settings Users & Companies Translations Technical

New Scheduled Actions
Reminder for Service Center ⚙️

Run Manually

Reminder for Service Center

TECHNICAL SETTINGS

Model ? After Sales

Allowed Groups ?

ACTION DETAILS

Scheduler User ? OdooBot

Execute Every ? 1 Weeks

Active ?

Next Execution Date ? 08/06/2024 20:49:15

Number of Calls ? -1

Priority ? 5

Repeat Missed ?

Code Help

```
1 model.send_notification_to_service_center()
```

Click on Run Manually button to send remainder to service center department.

2.Email notification when item received/collected by customer

Settings General Settings Users & Companies Translations Technical

New Scheduled Actions ⚙️

Search...

1-39 / 39

Priority	Action Name	Model	Next Execution D...	Interval Num...	Interval U...	Number of Ca...	Active
<input type="checkbox"/>	5 Create Reordering Rules for Spareparts	Product	08/06/2024 20:49:15	1	Weeks	-1	<input checked="" type="checkbox"/>
<input type="checkbox"/>	5 Currency: rate update	Companies	08/06/2024 20:48:50	1	Days	-1	<input checked="" type="checkbox"/>
<input type="checkbox"/>	5 Digest Emails	Digest	08/06/2024 22:48:29	1	Days	-1	<input checked="" type="checkbox"/>
<input type="checkbox"/>	5 Discuss: channel member unmute	Channel Member	08/06/2024 20:48:17	1	Days	-1	<input checked="" type="checkbox"/>
<input type="checkbox"/>	5 Email Notification for Collected ticket	After Sales	08/06/2024 20:49:15	1	Days	-1	<input checked="" type="checkbox"/>
<input type="checkbox"/>	5 Email Notification for ticket created	After Sales	08/06/2024 20:49:15	1	Days	-1	<input checked="" type="checkbox"/>
<input type="checkbox"/>	5 Generate Missing Work Entries	Employee Contract	08/07/2024 03:23:16	1	Days	-1	<input checked="" type="checkbox"/>
<input type="checkbox"/>	5 HR Contract: update state	Employee Contract	08/07/2024 03:23:14	1	Days	-1	<input checked="" type="checkbox"/>

Using this schedule action the email notification is sent to the customer when an item is collected by the customer.

Settings General Settings Users & Companies Translations Technical

New Scheduled Actions
Email Notification for ticket created ⚙️

Run Manually

Email Notification for ticket created

TECHNICAL SETTINGS

Model [?] After Sales

Allowed Groups [?]

ACTION DETAILS

Scheduler User [?] OdooBot

Execute Every [?] 1 Days

Active [?]

Next Execution Date [?] 08/06/2024 20:49:15

Number of Calls [?] -1

Priority [?] 5

Repeat Missed [?]

Code Help

```
1 model.send_notl_ticket_created()
```

Click on Run Manually button to send an email notification to the customer when the product is collected.

3.Email notification on ticket registration

Settings General Settings Users & Companies Translations Technical

New Scheduled Actions ⚙️

Search...

1-39 / 39

Priority	Action Name	Model	Next Execution D...	Interval Num...	Interval U...	Number of Ca...	Active
5	Discuss: channel member unmute	Channel Member	08/06/2024 20:48:17	1	Days	-1	<input checked="" type="checkbox"/>
5	Email Notification for Collected ticket	After Sales	08/06/2024 20:49:15	1	Days	-1	<input checked="" type="checkbox"/>
5	Email Notification for ticket created	After Sales	08/06/2024 20:49:15	1	Days	-1	<input checked="" type="checkbox"/>
5	Generate Missing Work Entries	Employee Contract	08/07/2024 03:23:16	1	Days	-1	<input checked="" type="checkbox"/>
5	HR Contract: update state	Employee Contract	08/07/2024 03:23:14	1	Days	-1	<input checked="" type="checkbox"/>

Using this schedule action we can send email notification on ticket registration inside system.

Settings General Settings Users & Companies Translations Technical

New Scheduled Actions
Email Notification for ticket created ⚙️

Run Manually

Email Notification for ticket created

TECHNICAL SETTINGS

Model [?] After Sales

Allowed Groups [?]

ACTION DETAILS

Scheduler User [?] Odoobot

Execute Every [?] 1 Days

Active [?]

Next Execution Date [?] 08/06/2024 20:49:15

Number of Calls [?] -1

Priority [?] 5

Repeat Missed [?]

Code Help

```
1 model.send_noti_ticket_created()
```

Click on Run Manually button to send email notification on ticket registration inside system.

4. Email Notification for available spare parts.

Settings General Settings Users & Companies Translations Technical

New Scheduled Actions ⚙️

Q Search...

1-39 / 39

Priority	Action Name	Model	Next Execution D...	Interval Num...	Interval U...	Number of Ca...	Active
5	Account: Post draft entries with auto_post enabled and accounting da...	Journal Entry	08/07/2024 07:30:38	1	Days	-1	<input checked="" type="checkbox"/>
3	Base: Auto-vacuum internal data	Automatic Vacuum	08/06/2024 20:45:16	1	Days	-1	<input checked="" type="checkbox"/>
5	Base: Portal Users Deletion	Users Deletion Request	08/06/2024 20:45:16	1	Days	-1	<input checked="" type="checkbox"/>
5	Create Reordering Rules for Spareparts	Product	08/06/2024 20:49:15	1	Weeks	-1	<input checked="" type="checkbox"/>
5	Currency: rate update	Companies	08/06/2024 20:48:50	1	Days	-1	<input checked="" type="checkbox"/>
5	Digest Emails	Digest	08/06/2024 22:48:29	1	Days	-1	<input checked="" type="checkbox"/>

Using this schedule action one can send notification for spare parts availability.

Settings General Settings Users & Companies Translations Technical

New Scheduled Actions
Create Reordering Rules for Spareparts ⚙️

Run Manually

Create Reordering Rules for Spareparts

TECHNICAL SETTINGS

Model ? Product

Allowed Groups ?

ACTION DETAILS

Scheduler User ? OdooBot

Execute Every ? 1 Weeks

Active ?

Next Execution Date ? 08/06/2024 20:49:15

Number of Calls ? -1

Priority ? 5

Repeat Missed ?

Code Help

```
1 model.set_mtn_max()
```

Click on Run Manually button to send notification for spare parts availability.

5. Update warranty in tickets

<input type="checkbox"/>	5 Sales: Send pending emails	Sales Order	08/17/2024 09:59:08	1 Days	-1	<input checked="" type="checkbox"/>
<input type="checkbox"/>	5 Send invoices automatically	Journal Entry	08/17/2024 09:58:21	1 Days	-1	<input checked="" type="checkbox"/>
<input type="checkbox"/>	5 Snailmail: process letters queue	Snailmail Letter	08/16/2024 12:58:08	1 Hours	-1	<input checked="" type="checkbox"/>
<input type="checkbox"/>	5 Update Warranty in tickets	After Sales	08/17/2024 09:59:14	1 Days	-1	<input checked="" type="checkbox"/>
<input type="checkbox"/>	5 Users: Notify About Unregistered ...	User	08/17/2024 09:57:54	1 Days	-1	<input checked="" type="checkbox"/>

Settings General Settings Users & Companies Translations Technical

New Scheduled Actions Update Warranty in tickets ⚙️

Run Manually

Update Warranty in tickets

TECHNICAL SETTINGS

Model [?] After Sales

Allowed Groups [?]

ACTION DETAILS

Scheduler User [?] OdooBot

Execute Every [?] 1 Days

Active [?]

Next Execution Date [?] 08/17/2024 09:59:14

Number of Calls [?] -1

Priority [?] 5

Repeat Missed [?]

Code Help

```
1 model.cron_update_warranty()
```

Click on Run Manually button to update the warranty status of the tickets.

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