GARAGE MANAGEMENT SYSTEM

College Name: Sri Vasavi College (self finance wing), Erode

College Code: bru17

TEAM ID: NM2025TMID23365

TEAM MEMBERS:

SAMUNDEESWARI V

Team Leader Name: HARIPRATHAP A

Email:prathaphari8055@gmail.com

Team Member1: PRIYANKA A

Email: apriyanka9994@gmail.com

Team Member2: PRIYANKA A

Email: priyankadhanajan@gmail.com

Team Member3: VAISHNAVI R

Email:pushpavaishnavi175@gmail.com

Team Member4: VELMANI S

Email: veluelavathi0@gmail.com

INTRODUCTION

Project Overview

A Garage Management System (GMS) in Salesforce is a cloud-based application that manages all operations of an automobile garage or service center. It uses Salesforce's CRM features, such as Service Cloud,Sales Cloud, custom apps, automation, and reports, to improve processes

Purpose

The purpose of a garage management system (GMS) is to automate and streamline the daily operations of an automotive repair shop. By replacing manual, paper-based processes with a centralized digital system, a GMS helps increase efficiency, improve customer satisfaction, and boost profitability.

DEVELOPMENT PHASE

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First name: Vaishnavi

Last name: R

Job title: Software

Work email: vaishuthesmartbri

Company: The smart bridge

Country/Region: India

Your org may be provisioned on or migrated to Hyperforce, Salesforce's public cloud infrastructure.

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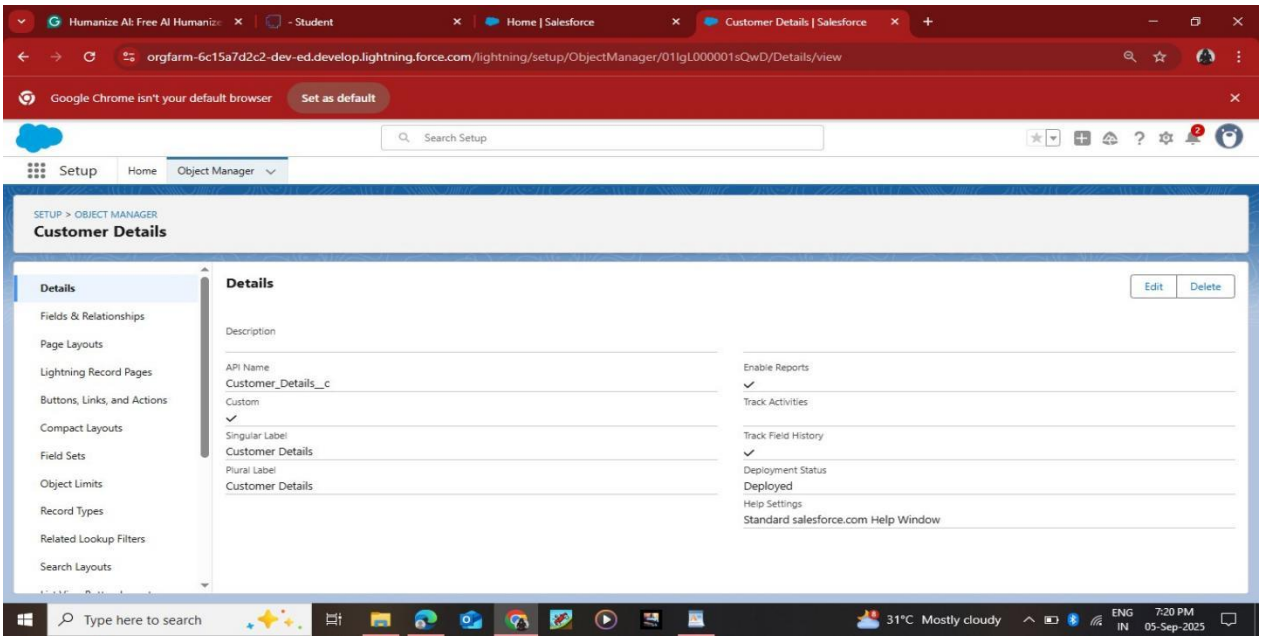
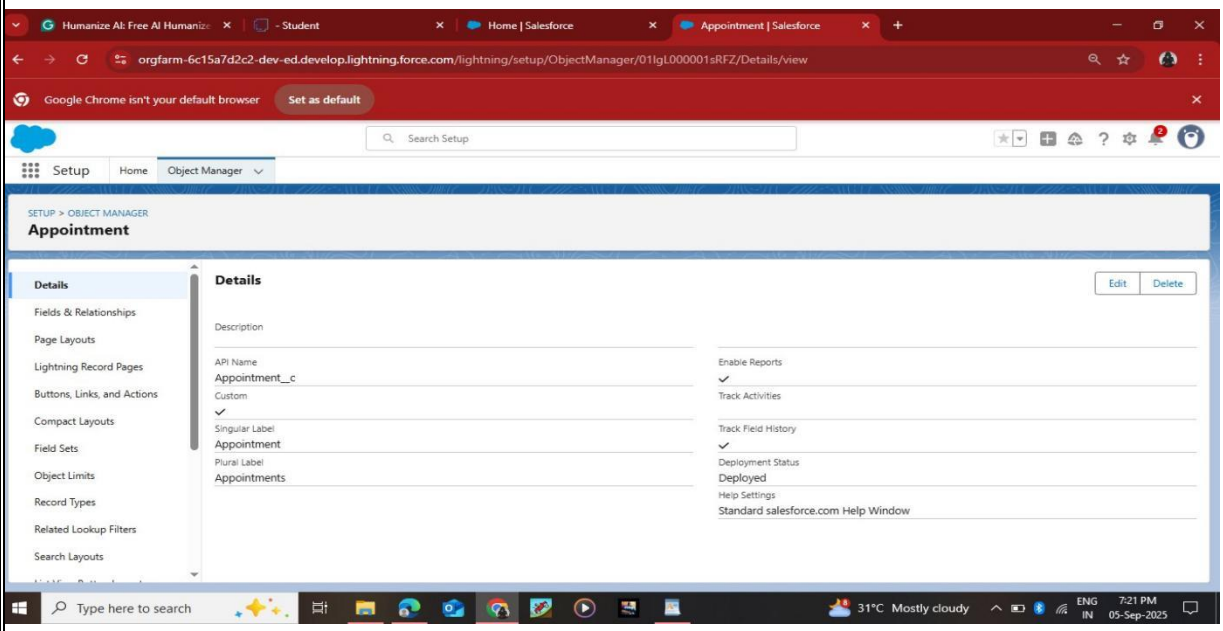
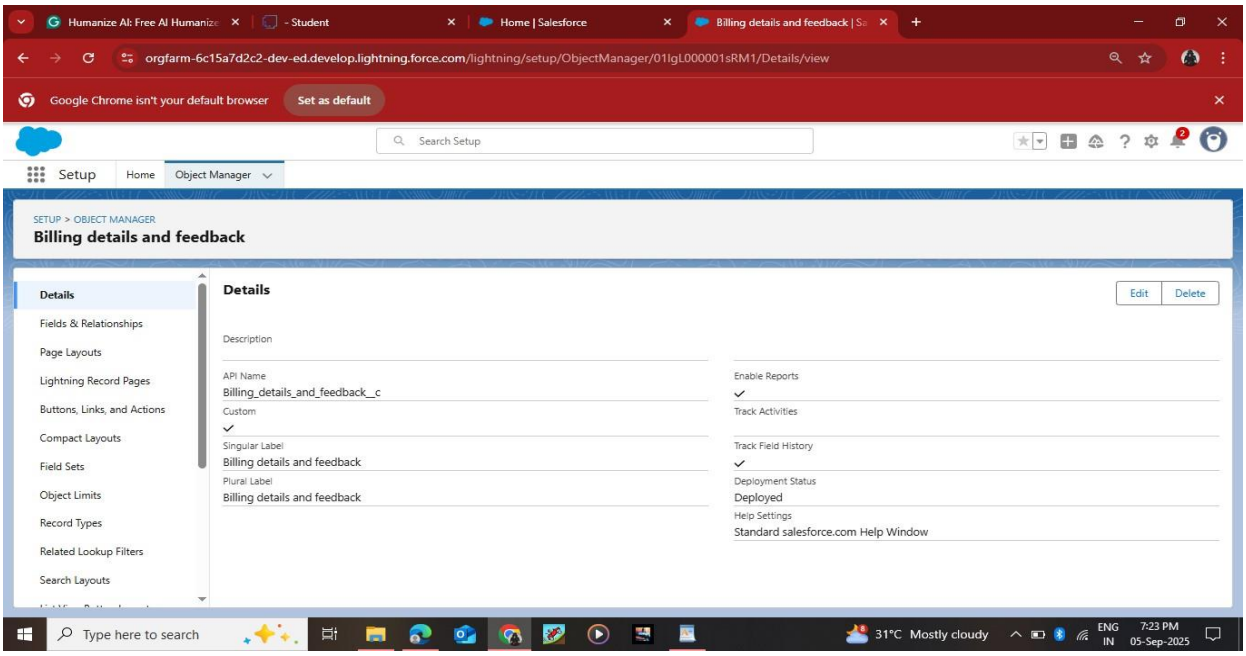
- Creating Objects: Customer Details, Appointment, Service Records, Billing Details and Feedback



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Billing details and feedback | Sa
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Setup
Home
Object Manager
SETUP > OBJECT MANAGER
Billing details and feedback
Details
Fields & Relationships
Page Layouts
Lightning Record Pages
Buttons, Links, and Actions
Compact Layouts
Field Sets
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Record Types
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Details
Edit
Delete
Description
API Name
Billing_details_and_feedback__c
Custom
Singular Label
Billing details and feedback
Plural Label
Billing details and feedback
Enable Reports
Track Activities
Track Field History
Deployment Status
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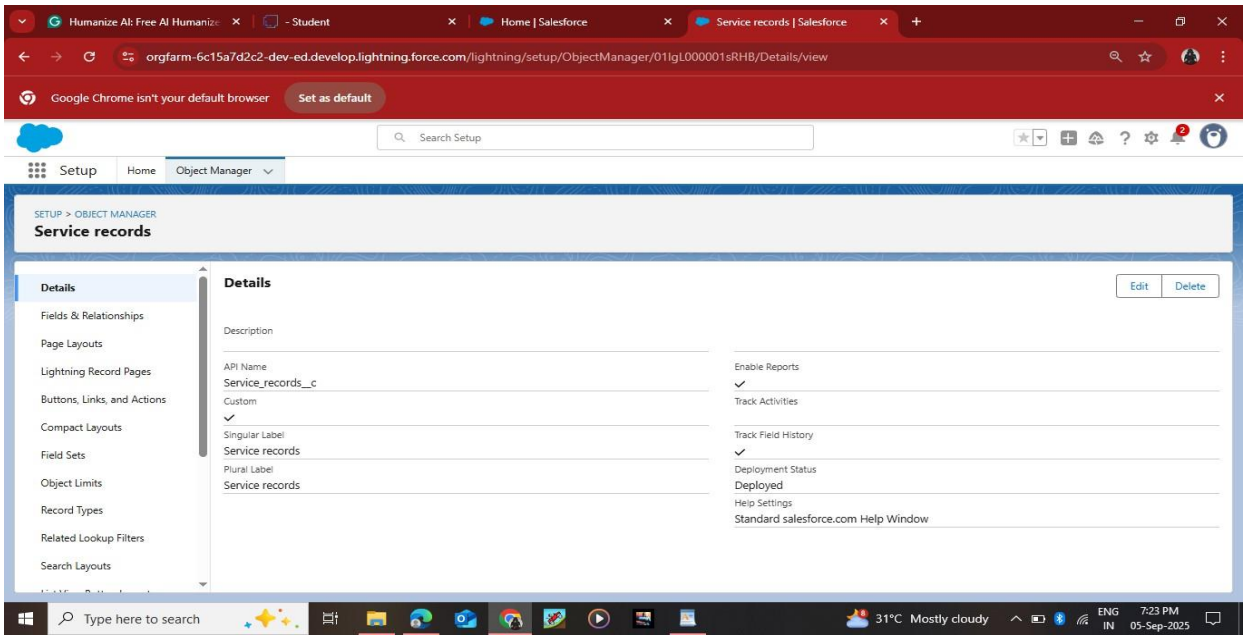
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Service records
Details
Fields & Relationships
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Service records
Enable Reports
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Deployment Status
Deployed
Help Settings
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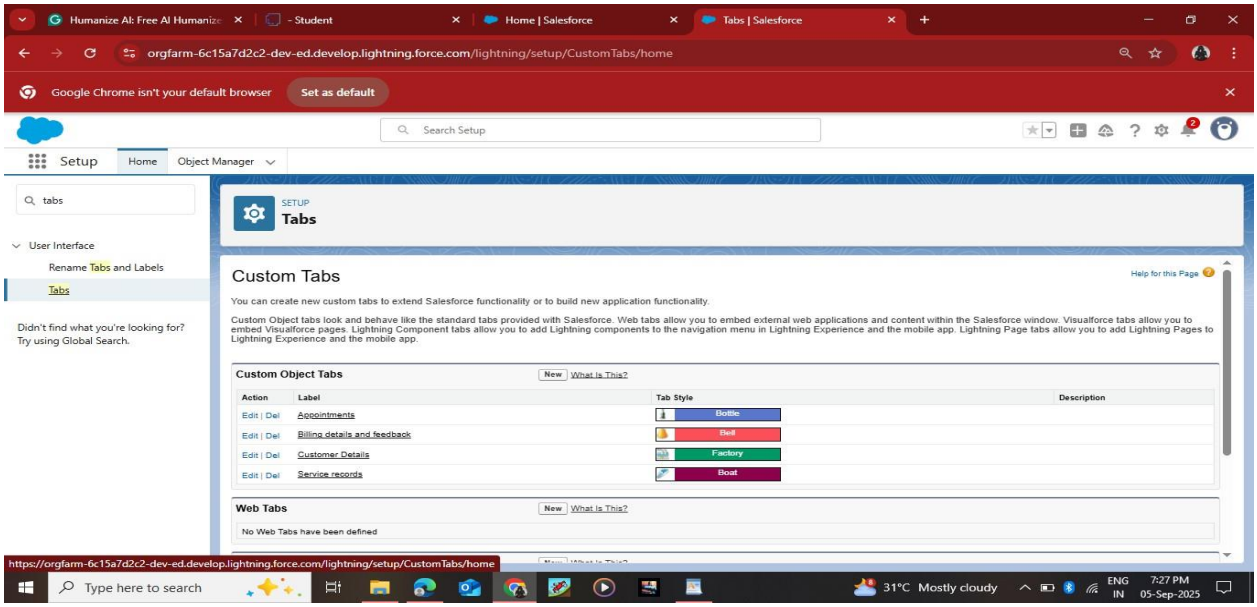
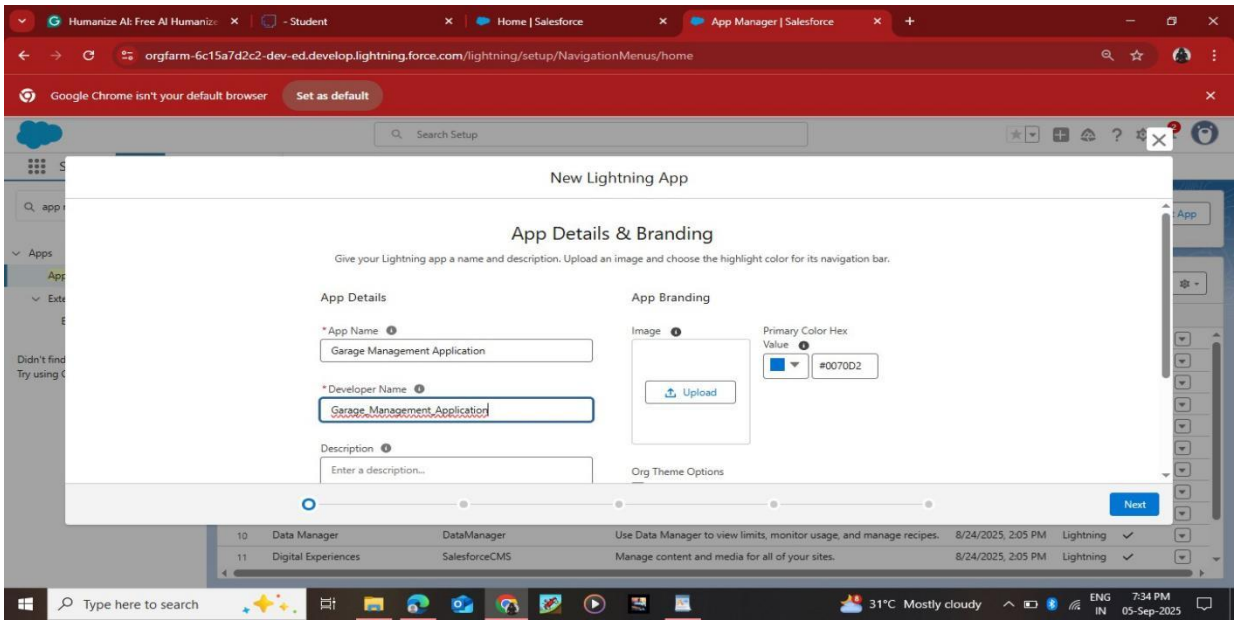
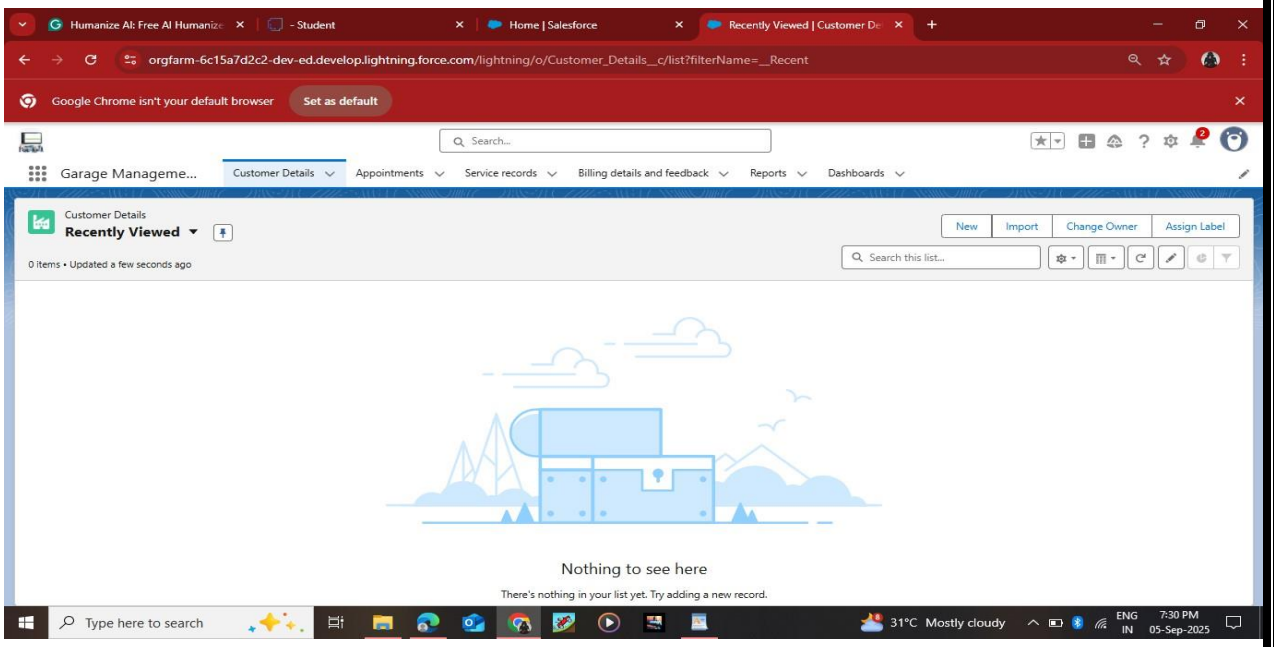
- Creating Tabs for those objects:

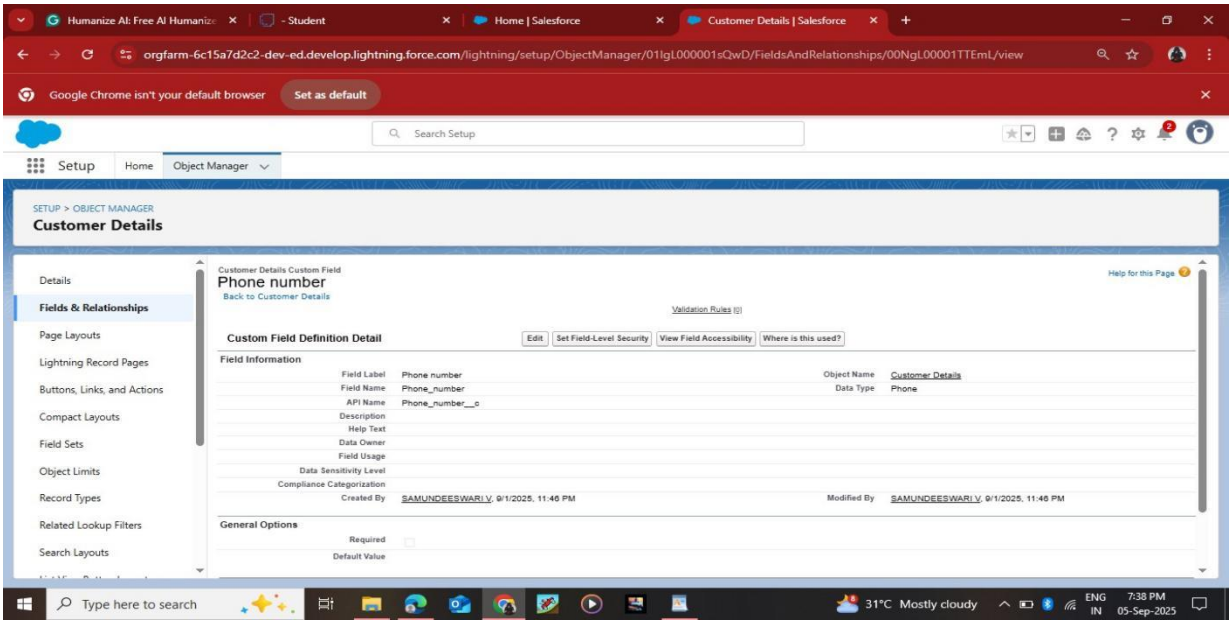


- Developed Lightning App with relevant tabs





- Created Fields for Objects: Lookup, Checkbox, Date, Currency, Text, Picklist Value, Formula



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SETUP > OBJECT MANAGER

Customer Details

- Details
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Customer Details Custom Field

Gmail

Back to Customer Details

Help for this Page

Validation Rules [0]

Custom Field Definition Detail | Edit | Set Field-Level Security | View Field Accessibility | Where is this used?

Field Information

Field Label	Gmail	Object Name	Customer Details
Field Name	Gmail	Data Type	Email
API Name	Gmail__c		
Description			
Help Text			
Data Owner			
Field Usage			
Data Sensitivity Level			
Compliance Categorization			
Created By	SAMUNDEESWARI V, 9/1/2025, 11:48 PM	Modified By	SAMUNDEESWARI V, 9/1/2025, 11:48 PM

General Options

Required	
Unique	
External ID	

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Appointment

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Appointment Custom Field

Customer Details

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Help for this Page

Validation Rules [0]

Custom Field Definition Detail | Edit | Set Field-Level Security | View Field Accessibility | Where is this used?

Field Information

Field Label	Customer Details	Object Name	Appointment
Field Name	Customer_Details	Data Type	Lookup
API Name	Customer_Details__c		
Description			
Help Text			
Data Owner			
Field Usage			
Data Sensitivity Level			
Compliance Categorization			
Created By	SAMUNDEESWARI V, 9/1/2025, 11:49 PM	Modified By	SAMUNDEESWARI V, 9/1/2025, 11:49 PM

Lookup Options

Related To	Customer Details	Child Relationship Name	Appointments
Related List Label	Appointments		
Required			

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Service records Custom Field

Appointment

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Help for this Page

Validation Rules [0]

Custom Field Definition Detail

Edit | Set Field-Level Security | View Field Accessibility | Where is this used?

Field Information

Field Label	Appointment	Object Name	Service records
Field Name	Appointment	Data Type	Lookup
API Name	Appointment__c		
Description			
Help Text			
Data Owner			
Field Usage			
Data Sensitivity Level			
Compliance Categorization			
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Lookup Options

Related To	Appointment	Child Relationship Name	Service_records
Related List Label	Service records		
Required	✓		

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Billing details and feedback

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Billing details and feedback Custom Field

Service records

Back to Billing details and feedback

Help for this Page

Validation Rules [0]

Custom Field Definition Detail

Edit | Set Field-Level Security | View Field Accessibility | Where is this used?

Field Information

Field Label	Service records	Object Name	Billing details and feedback
Field Name	Service_records	Data Type	Lookup
API Name	Service_records__c		
Description			
Help Text			
Data Owner			
Field Usage			
Data Sensitivity Level			
Compliance Categorization			
Created By	SAMUNDEESWARI V, 9/3/2025, 8:54 AM	Modified By	SAMUNDEESWARI V, 9/3/2025, 8:54 AM

Lookup Options

Related To	Service records	Child Relationship Name	Billing_details_and_feedback
Related List Label	Billing details and feedback		
Required	☐		

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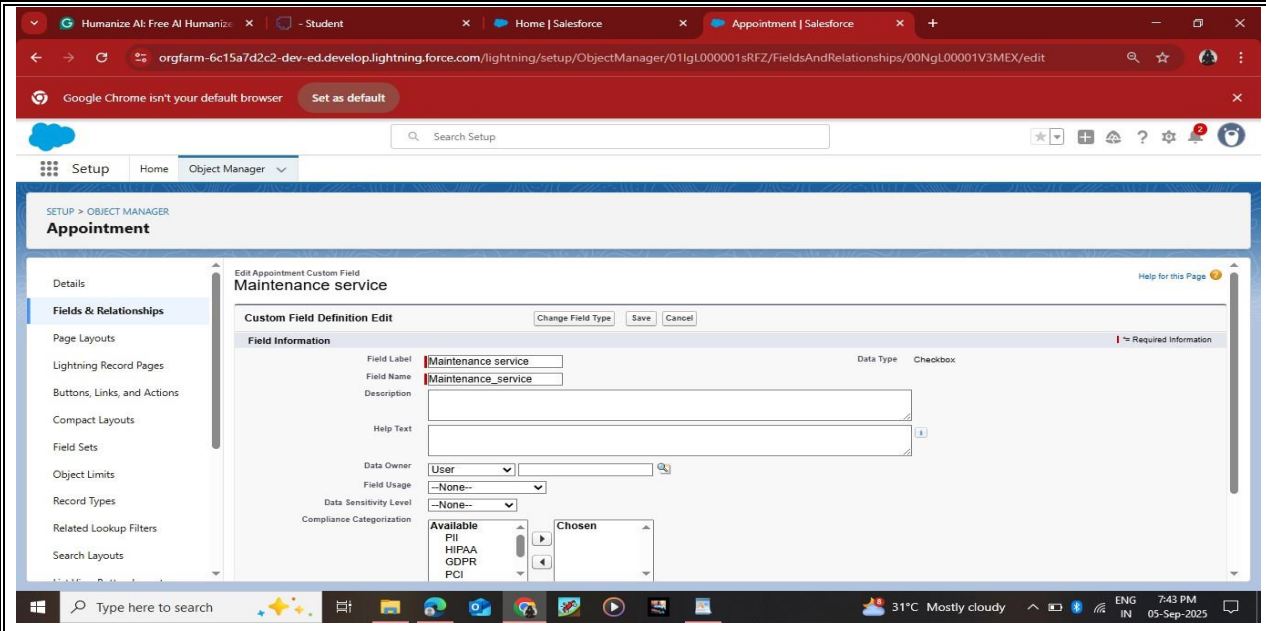
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Edit Appointment Custom Field
Maintenance service
Help for this Page
Custom Field Definition Edit
Change Field Type
Save
Cancel
Field Information
Required Information
Field Label
Maintenance service
Field Name
Maintenance_service
Data Type
Checkbox
Description
Help Text
Data Owner
User
Field Usage
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Data Sensitivity Level
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Compliance Categorization
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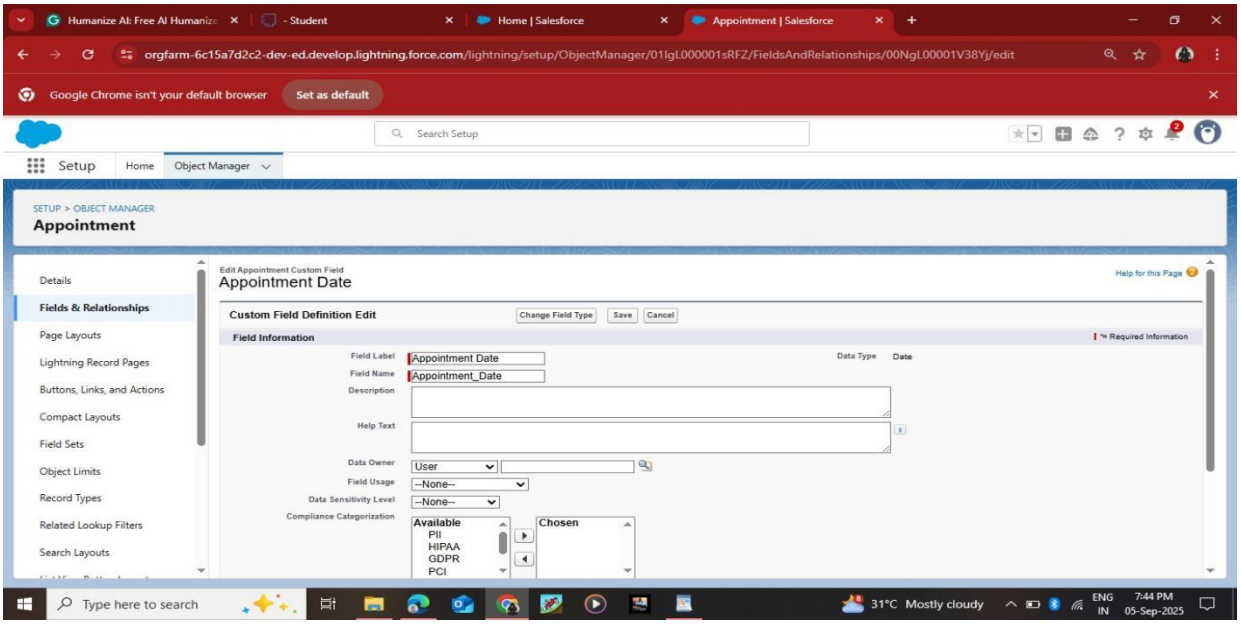
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SETUP > OBJECT MANAGER
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Fields & Relationships
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Compact Layouts
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Edit Appointment Custom Field
Appointment Date
Help for this Page
Custom Field Definition Edit
Change Field Type
Save
Cancel
Field Information
Required Information
Field Label
Appointment Date
Field Name
Appointment_Date
Data Type
Date
Description
Help Text
Data Owner
User
Field Usage
--None--
Data Sensitivity Level
--None--
Compliance Categorization
Available
PII
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GDPR
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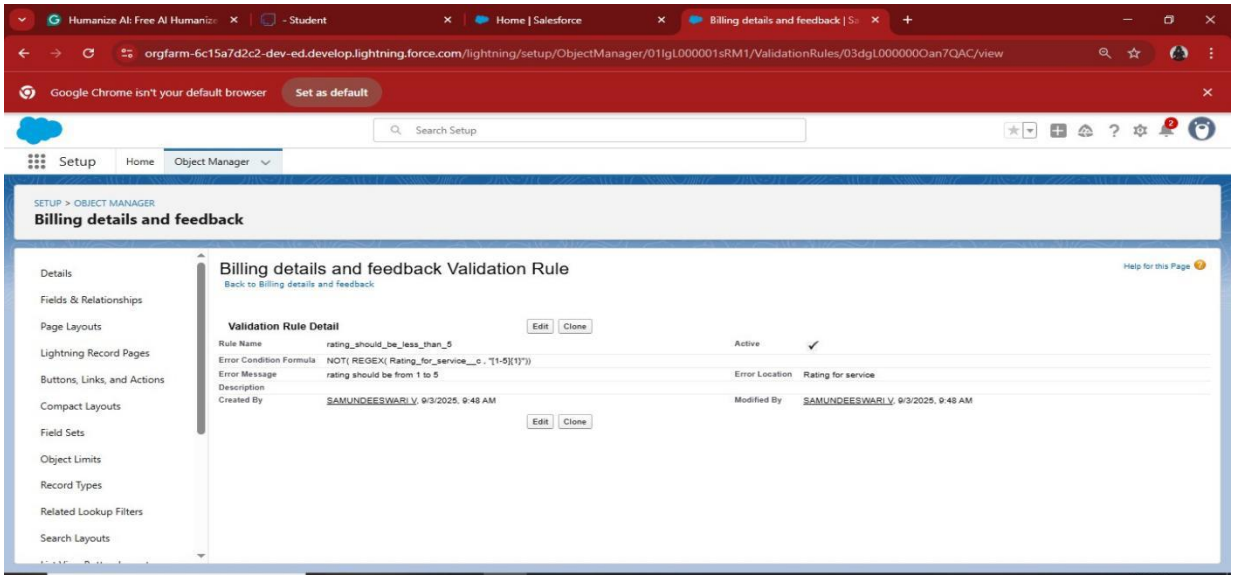

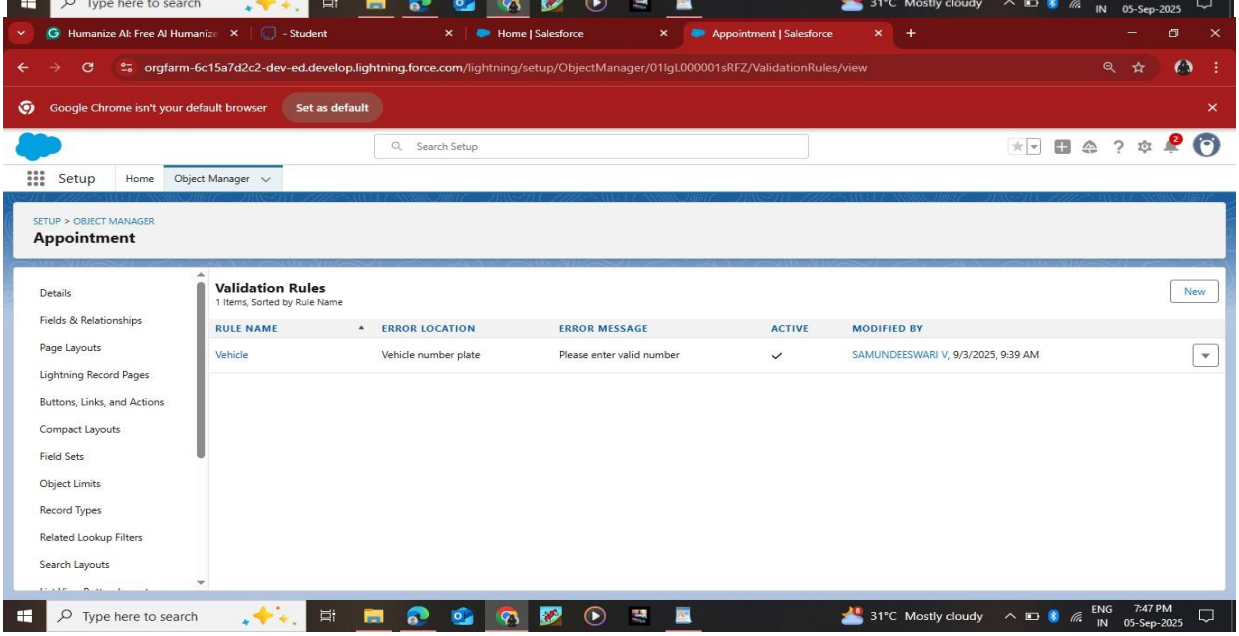

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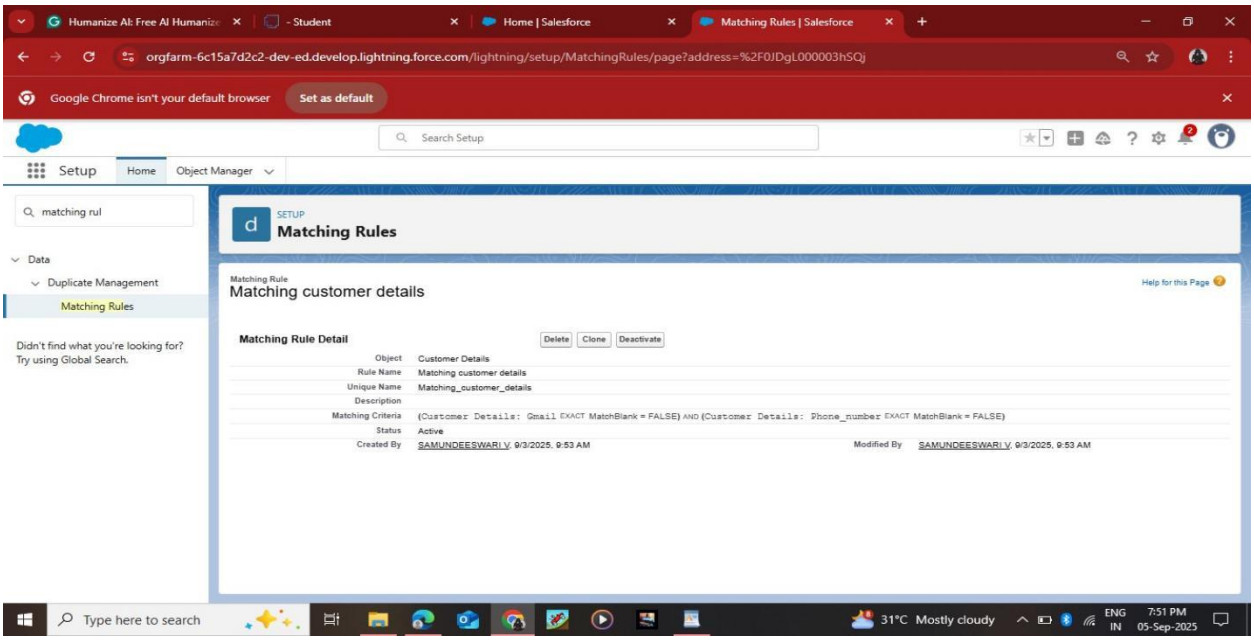

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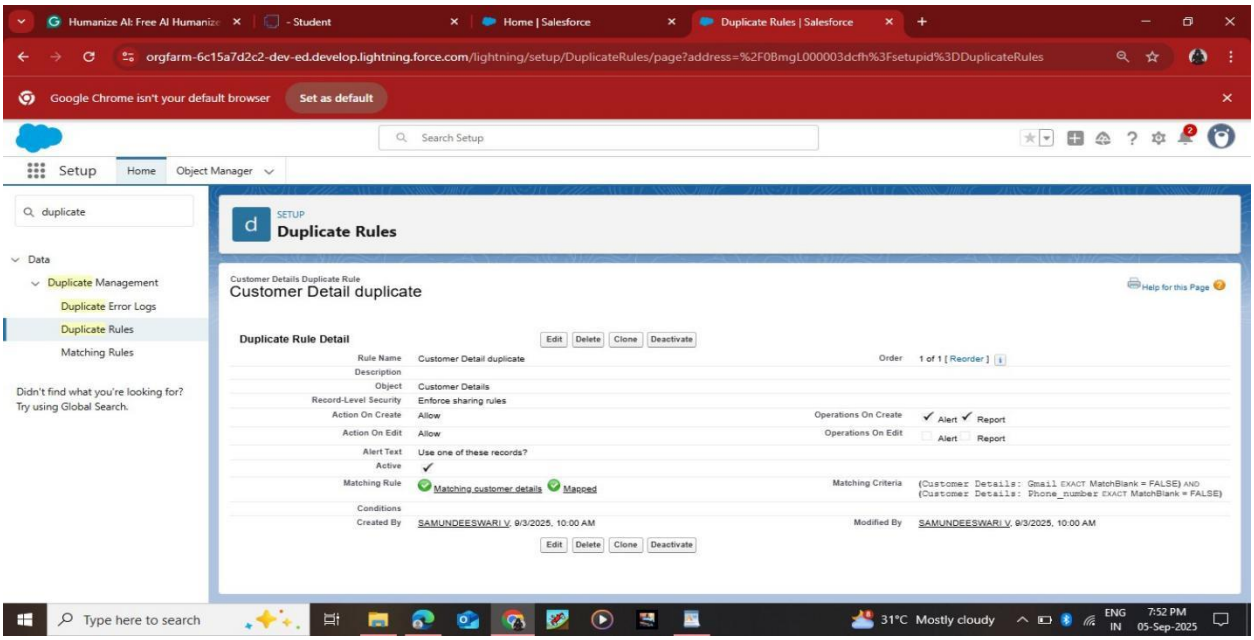
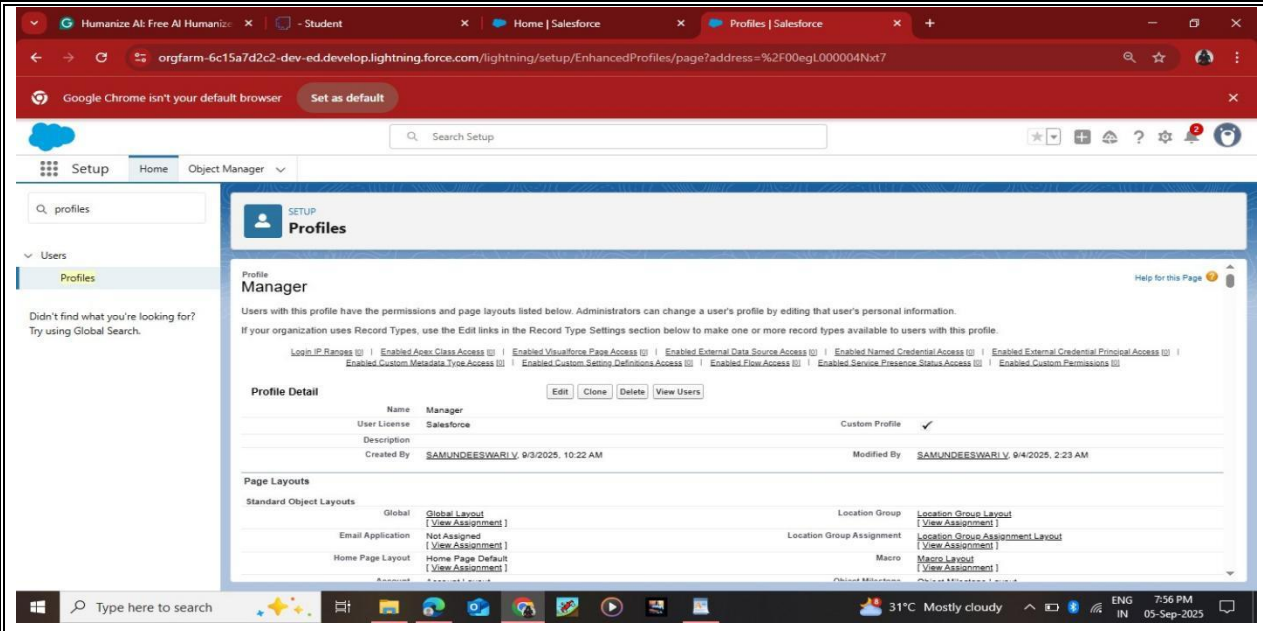


- Created Profiles: Manager Profile, Salesperson Profile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profiles
Users
Profiles
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SETUP
Profiles
Profile
Manager
Help for this Page
Users with this profile have the permissions and page layouts listed below. Administrators can change a user's profile by editing that user's personal information.
If your organization uses Record Types, use the Edit links in the Record Type Settings section below to make one or more record types available to users with this profile.
Profile Detail
Edit
Clone
Delete
View Users
Name
Manager
User License
Salesforce
Custom Profile
Description
Created By
SAMUNDEESWARI V, 9/3/2025, 10:22 AM
Modified By
SAMUNDEESWARI V, 9/4/2025, 2:23 AM
Page Layouts
Standard Object Layouts
Global
Global Layout
[View Assignment]
Location Group
Location Group Layout
[View Assignment]
Email Application
Not Assigned
[View Assignment]
Location Group Assignment
Location Group Assignment Layout
[View Assignment]
Home Page Layout
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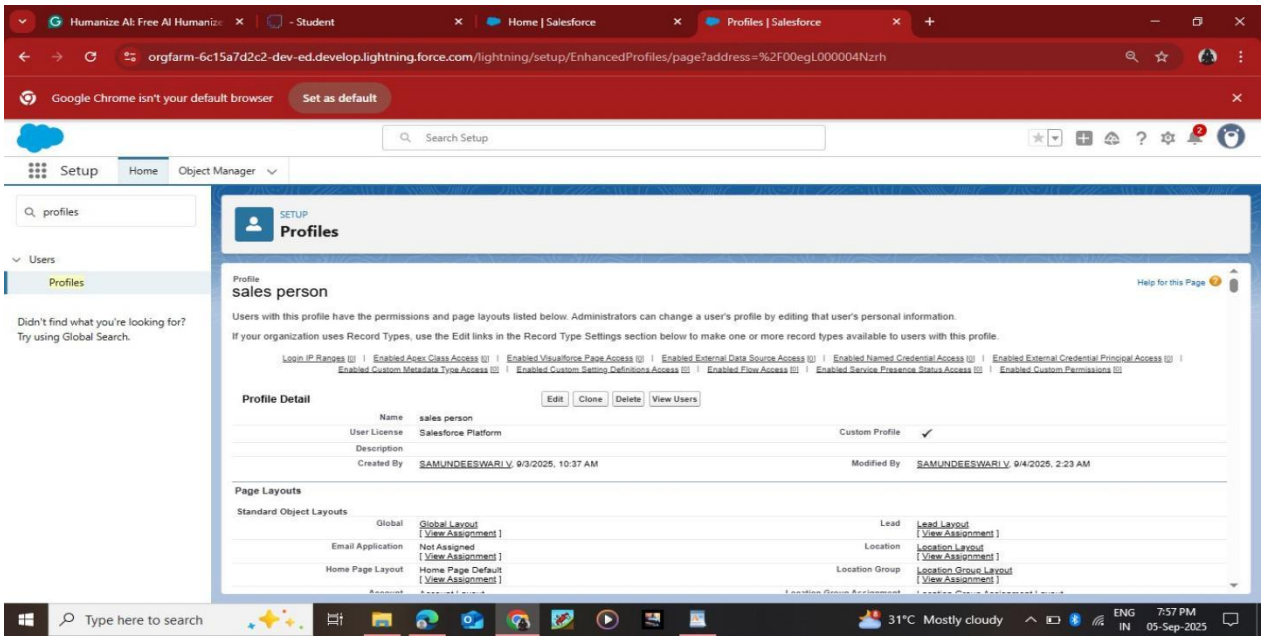
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profiles
Users
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Profile
sales person
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Users with this profile have the permissions and page layouts listed below. Administrators can change a user's profile by editing that user's personal information.
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Profile Detail
Edit
Clone
Delete
View Users
Name
sales person
User License
Salesforce Platform
Custom Profile
Description
Created By
SAMUNDEESWARI V, 9/3/2025, 10:37 AM
Modified By
SAMUNDEESWARI V, 9/4/2025, 2:23 AM
Page Layouts
Standard Object Layouts
Global
Global Layout
[View Assignment]
Lead
Lead Layout
[View Assignment]
Email Application
Not Assigned
[View Assignment]
Location
Location Layout
[View Assignment]
Home Page Layout
Home Page Default
[View Assignment]
Location Group
Location Group Layout
[View Assignment]
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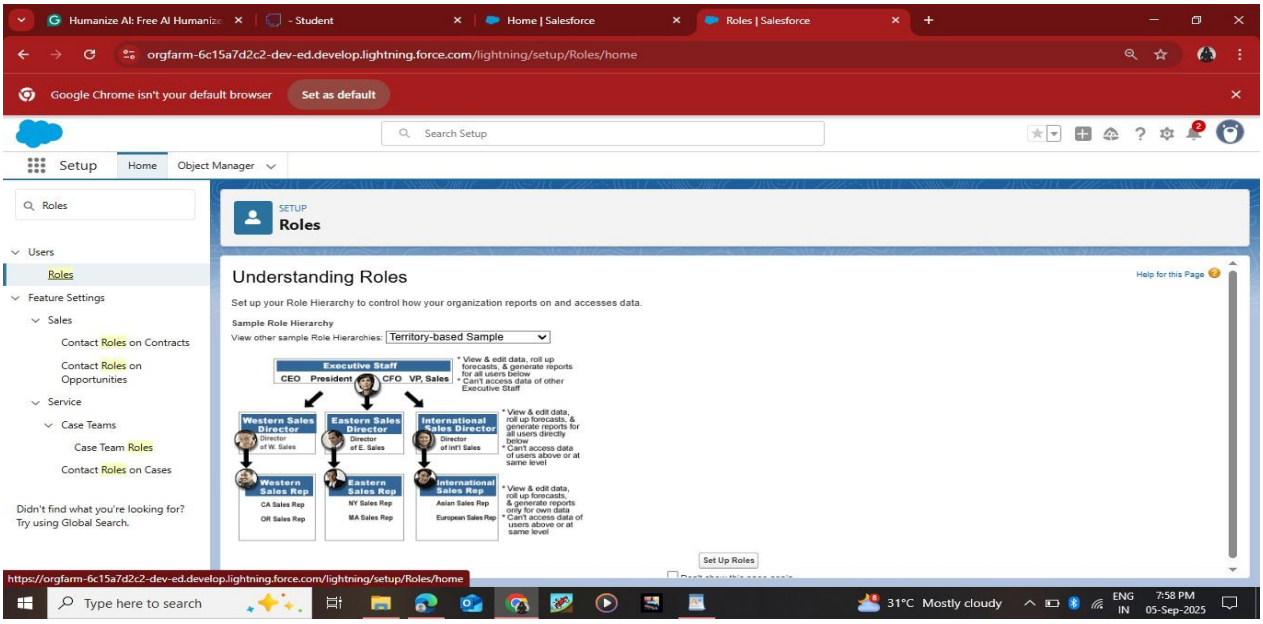
- Created Role C Role Hierarchy: Manager Role, Another Roles



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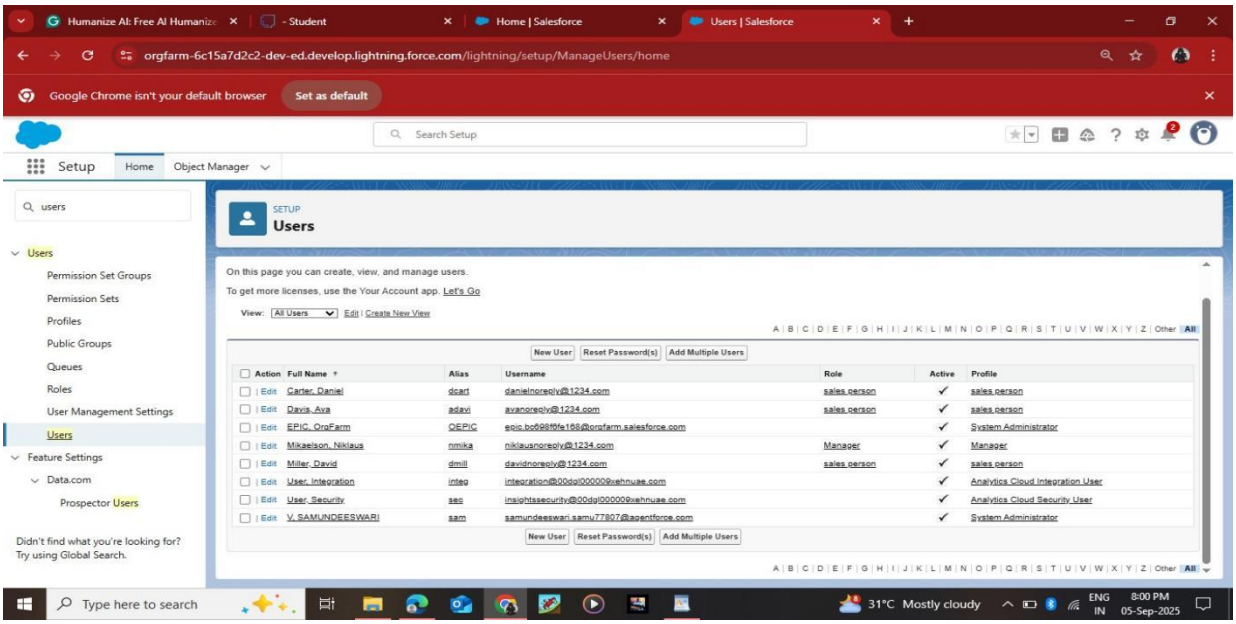

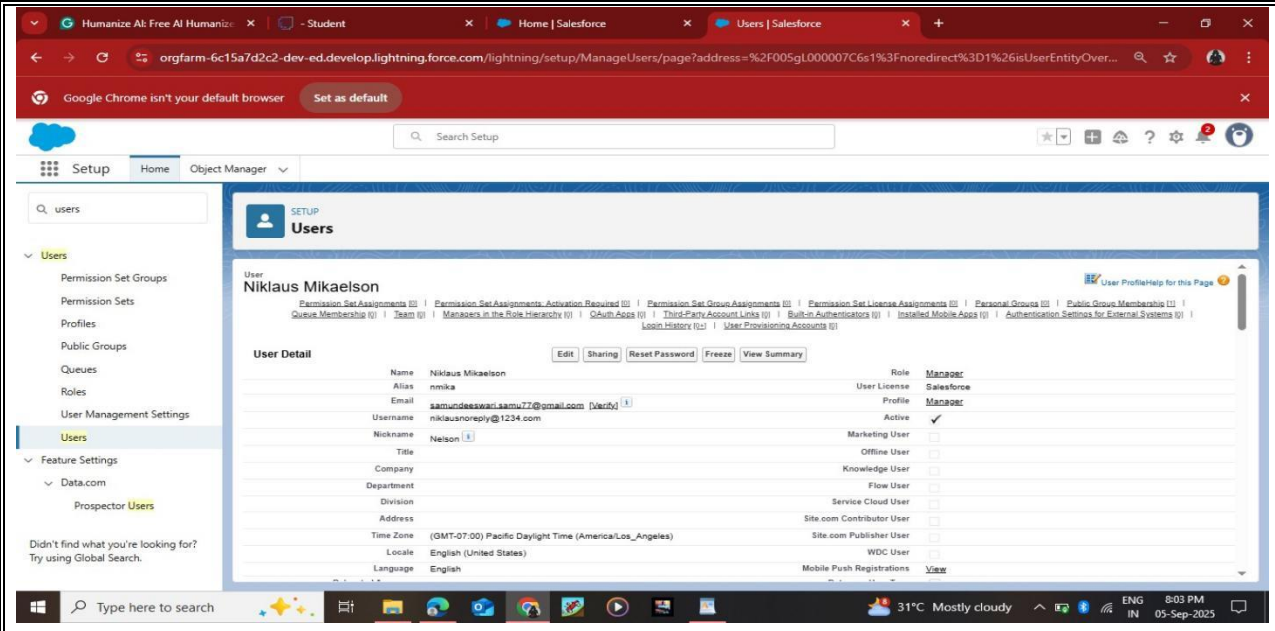

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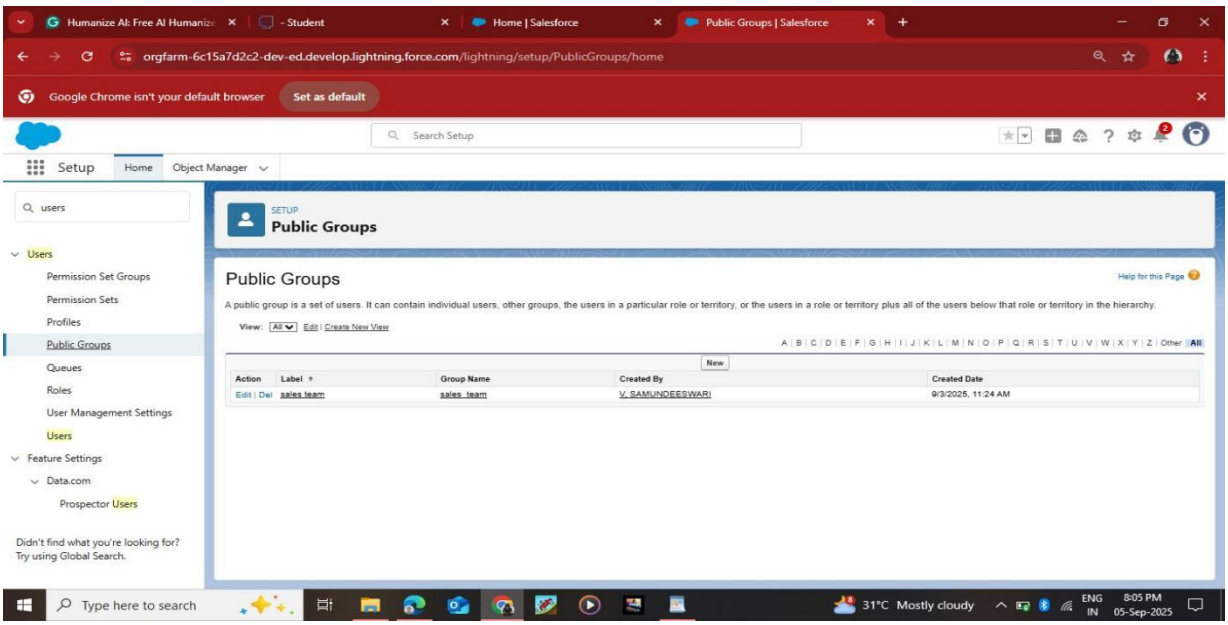
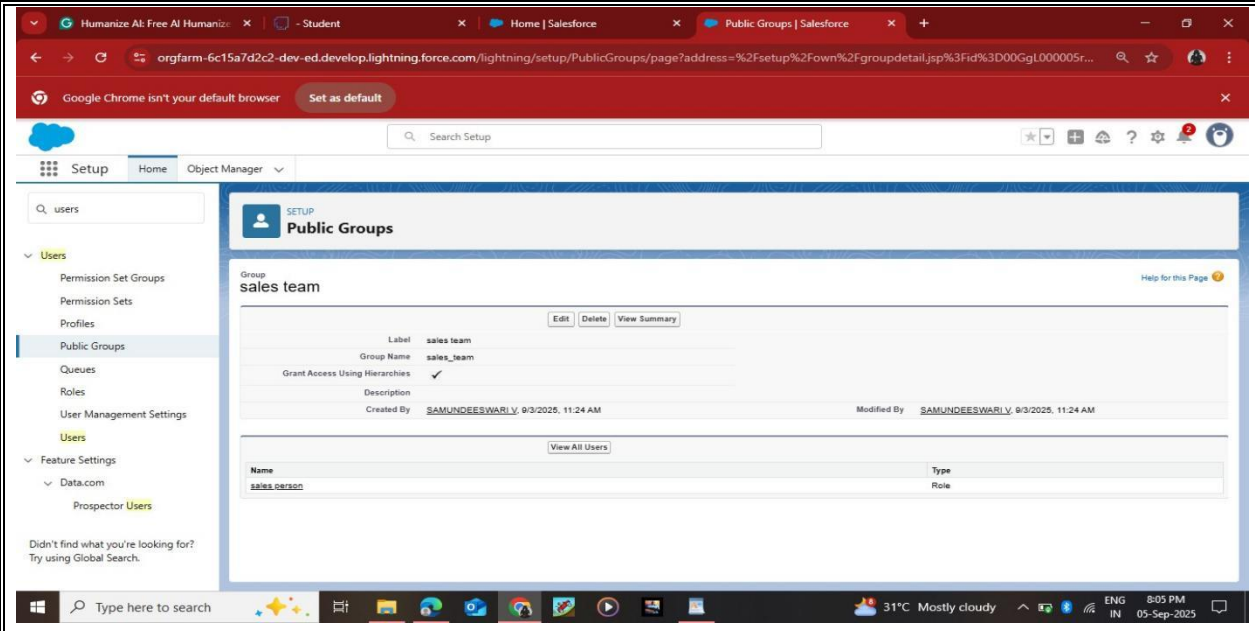
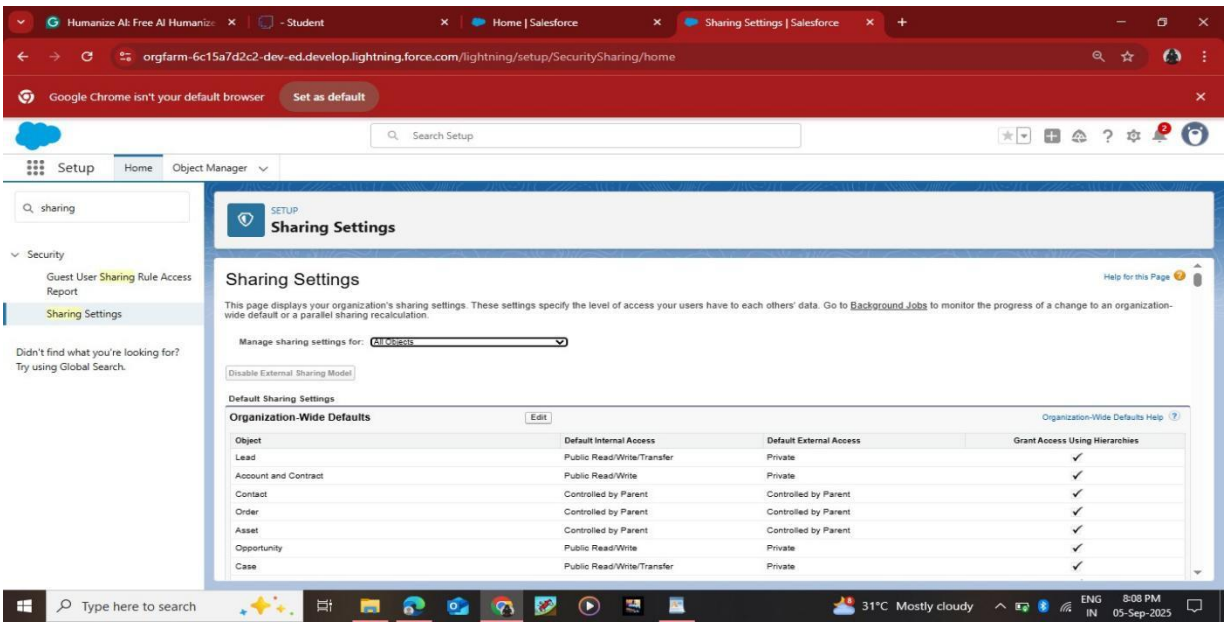
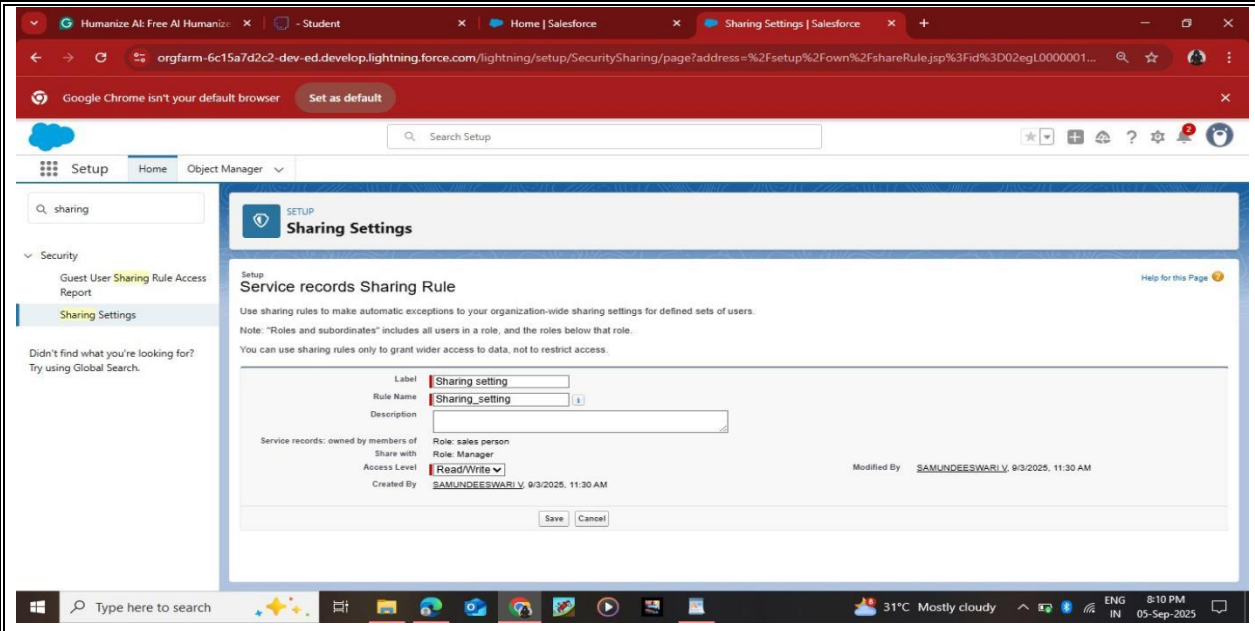
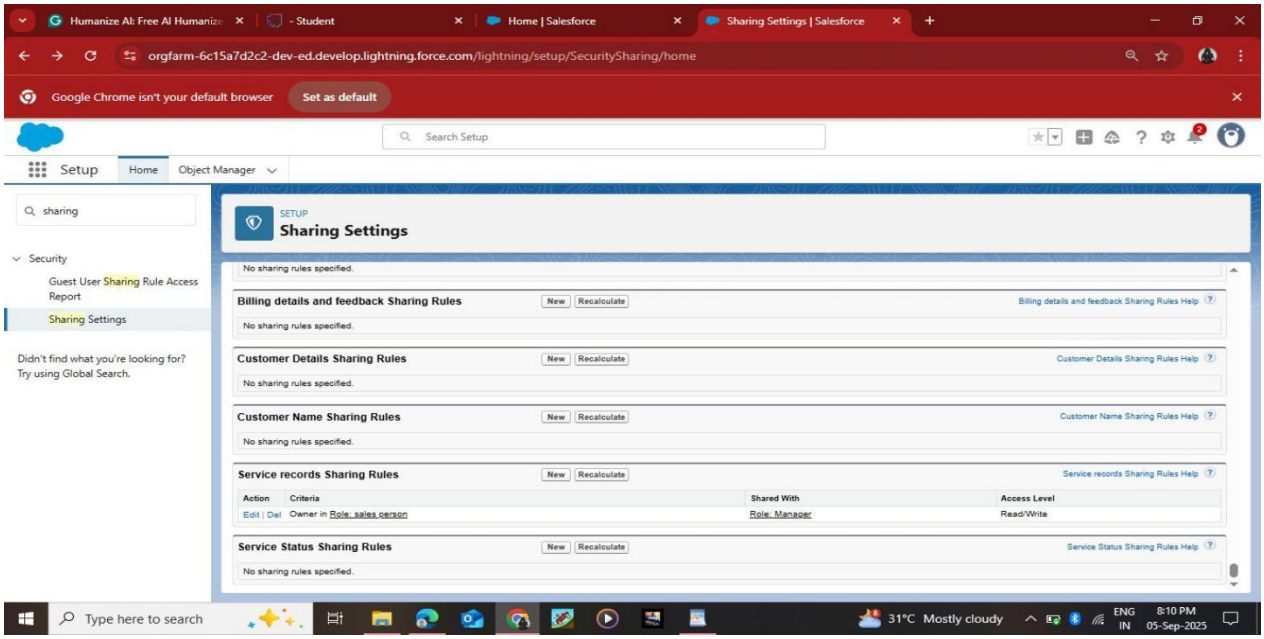




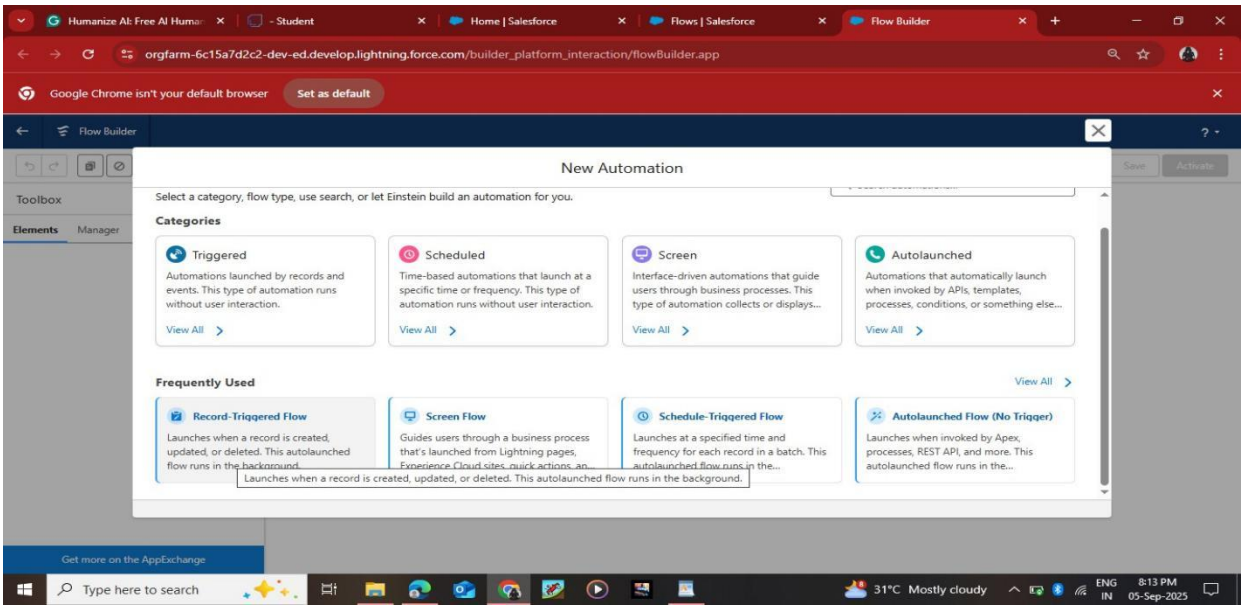
- Created a Sharing Setting







- Created Flows


Humanize AI: Free AI Huma
- Student
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Flows | Salesforce
Flow Builder
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Google Chrome isn't your default browser
Set as default
Flow Builder
Toolbox
Elements
Manager
Save
Activate
New Automation
Select a category, flow type, use search, or let Einstein build an automation for you.
Categories
Triggered
Automations launched by records and events. This type of automation runs without user interaction.
View All
Scheduled
Time-based automations that launch at a specific time or frequency. This type of automation runs without user interaction.
View All
Screen
Interface-driven automations that guide users through business processes. This type of automation collects or displays...
View All
Autolaunched
Automations that automatically launch when invoked by APIs, templates, processes, conditions, or something else...
View All
Frequently Used
View All
Record-Triggered Flow
Launches when a record is created, updated, or deleted. This autolaunched flow runs in the background.
Screen Flow
Guides users through a business process that's launched from Lightning pages, Experience Cloud sites, quick actions, an...
Schedule-Triggered Flow
Launches at a specified time and frequency for each record in a batch. This autolaunched flow runs in the...
Autolaunched Flow (No Trigger)
Launches when invoked by Apex, processes, REST API, and more. This autolaunched flow runs in the...
Launches when a record is created, updated, or deleted. This autolaunched flow runs in the background.
Get more on the AppExchange
Type here to search
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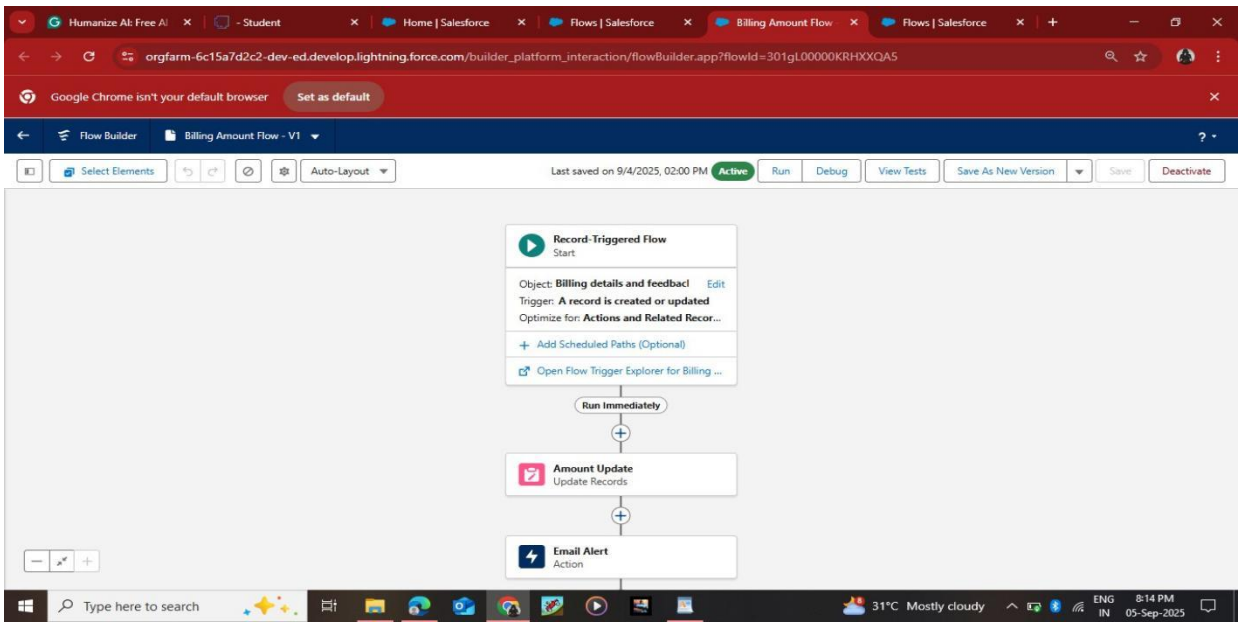
05-Sep-2025


Humanize AI: Free AI
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Home | Salesforce
Flows | Salesforce
Billing Amount Flow
Flows | Salesforce
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Google Chrome isn't your default browser
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Flow Builder
Billing Amount Flow - V1
Select Elements
Auto-Layout
Last saved on 9/4/2025, 02:00 PM
Active
Run
Debug
View Tests
Save As New Version
Save
Deactivate
Record-Triggered Flow
Start
Object: Billing details and feedbacl
Edit
Trigger: A record is created or updated
Optimize for: Actions and Related Recor...
Add Scheduled Paths (Optional)
Open Flow Trigger Explorer for Billing ...
Run Immediately
Amount Update
Update Records
Email Alert
Action
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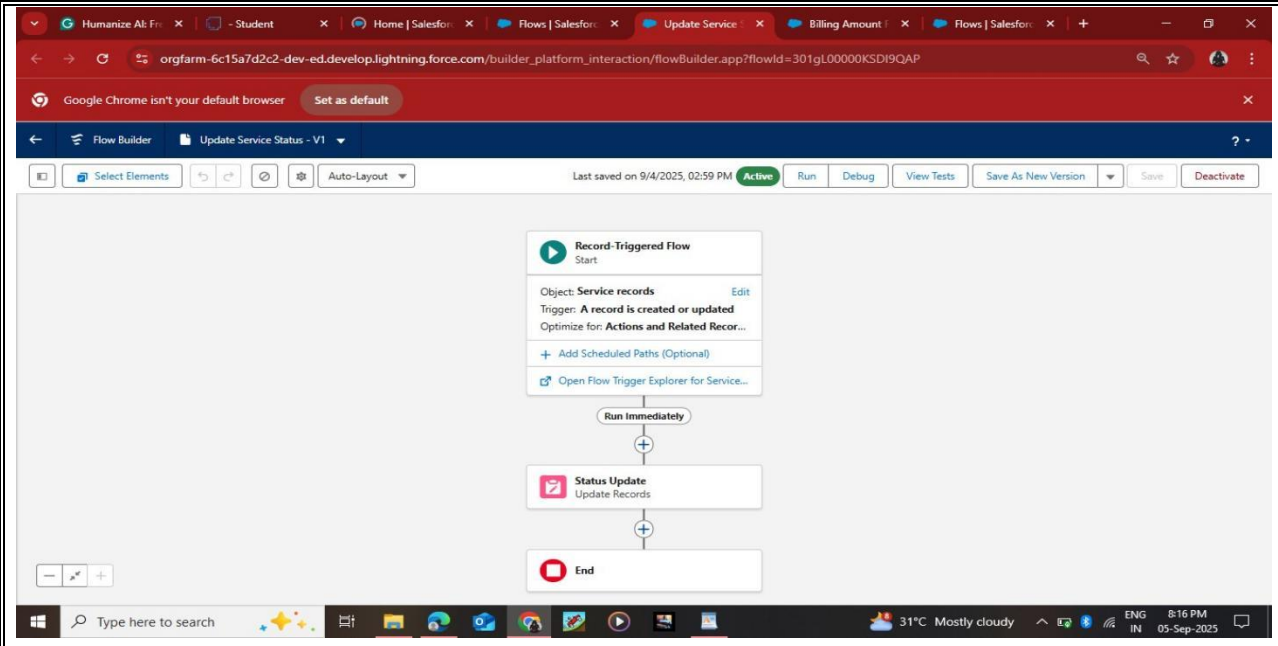
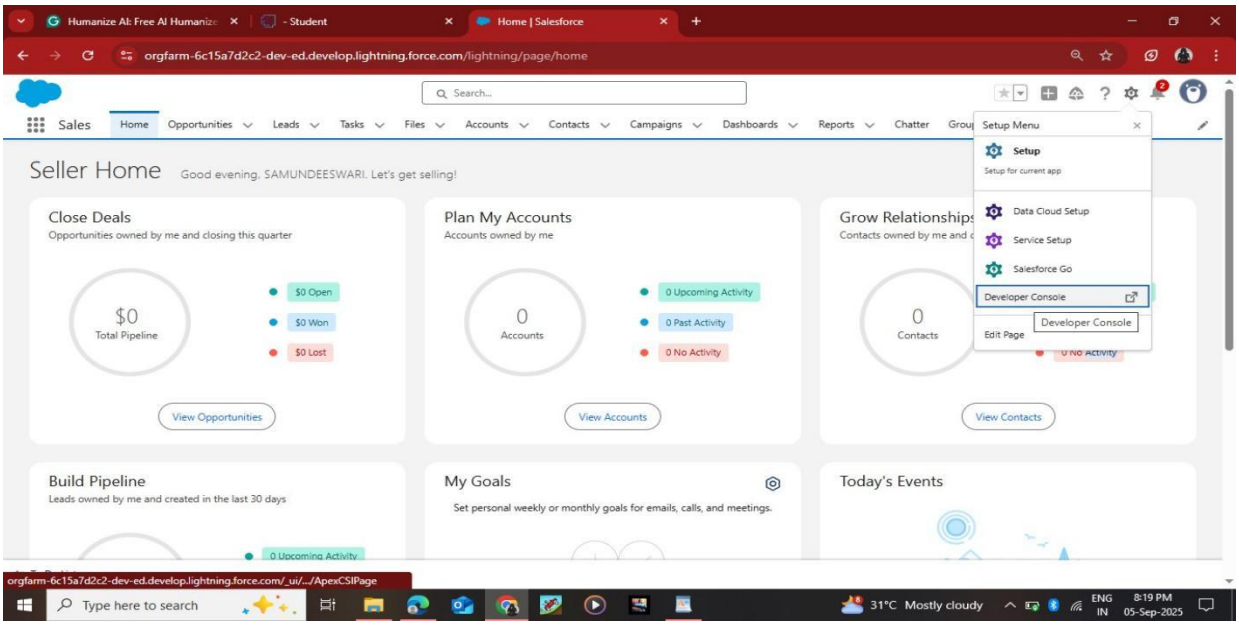
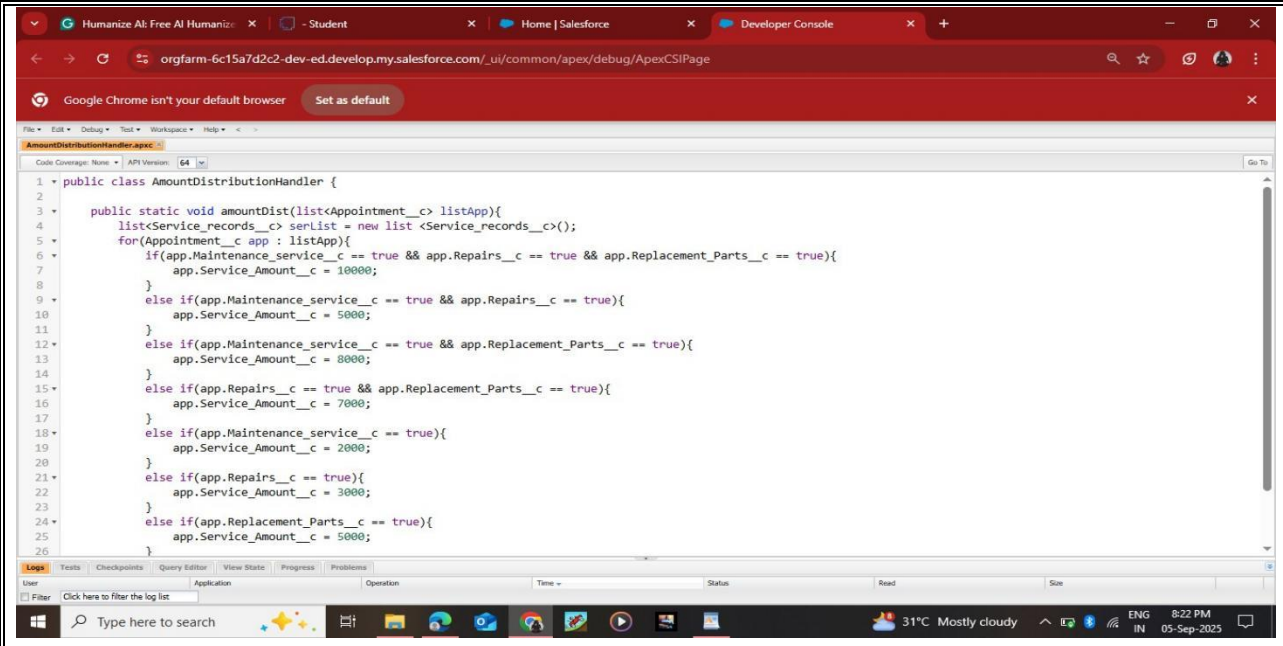
05-Sep-2025

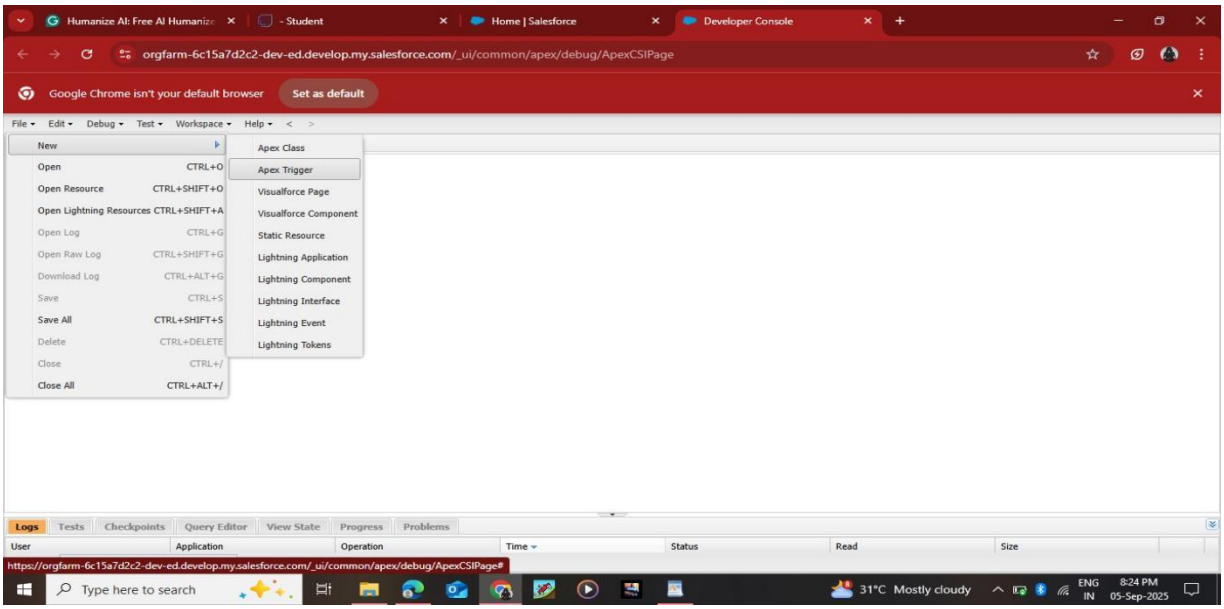


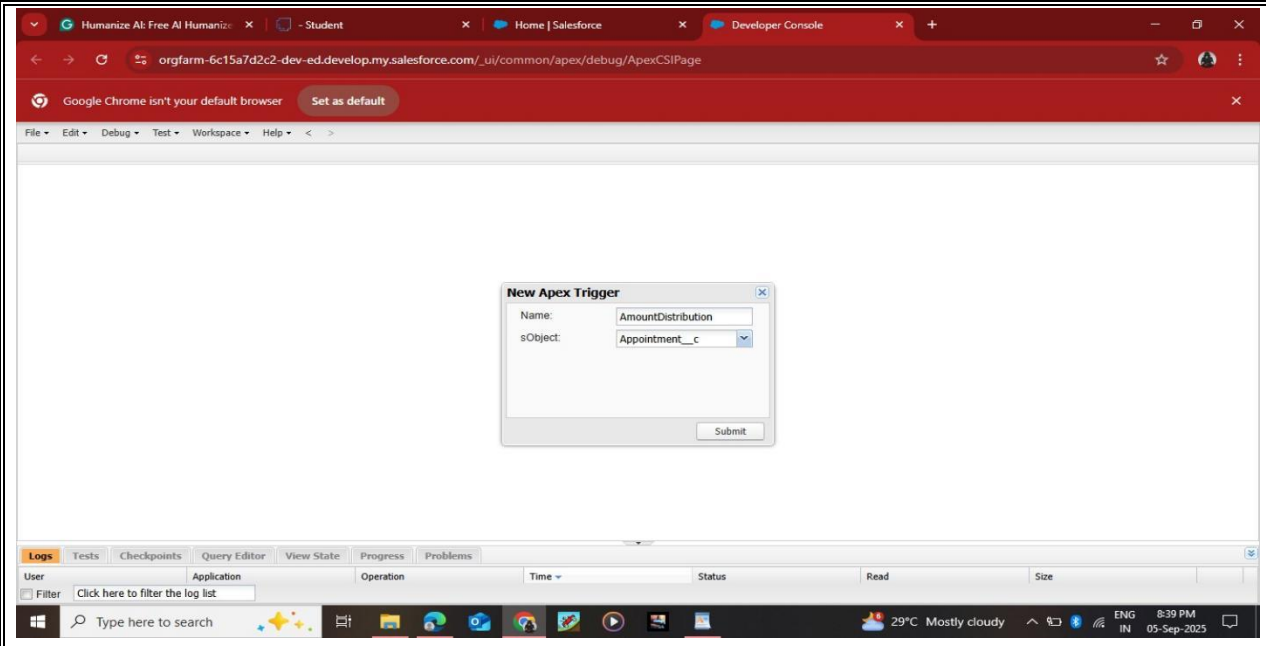
- Created Apex Trigger: Apex Handler

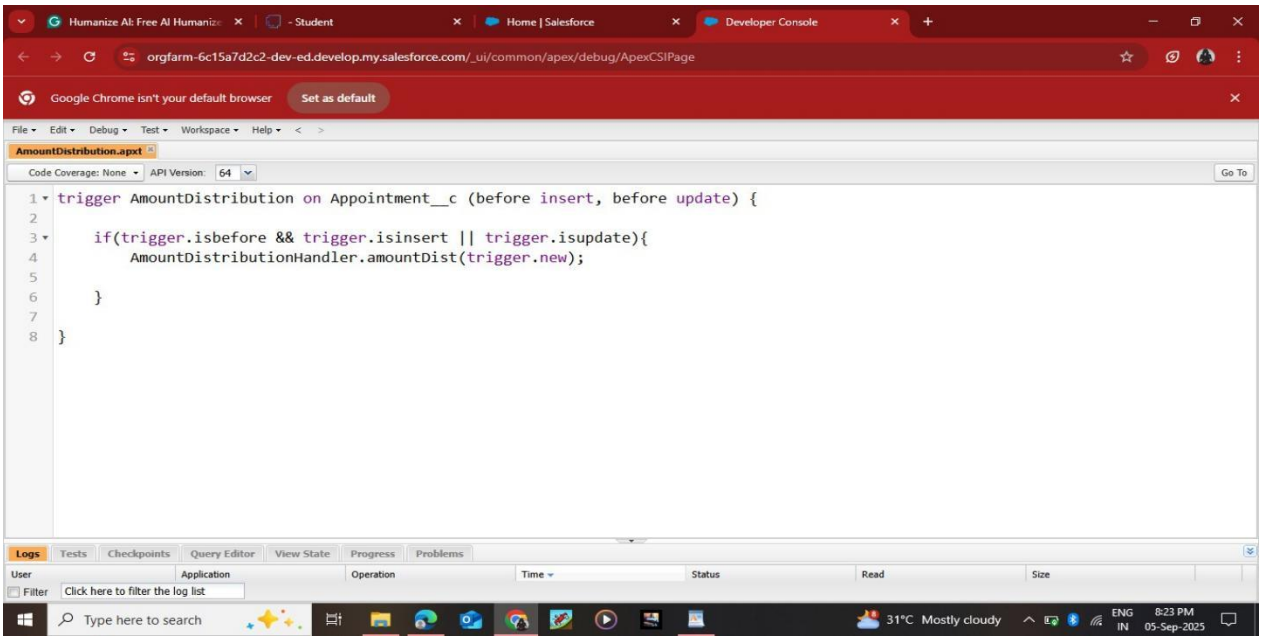




To create a new Trigger







- Reports

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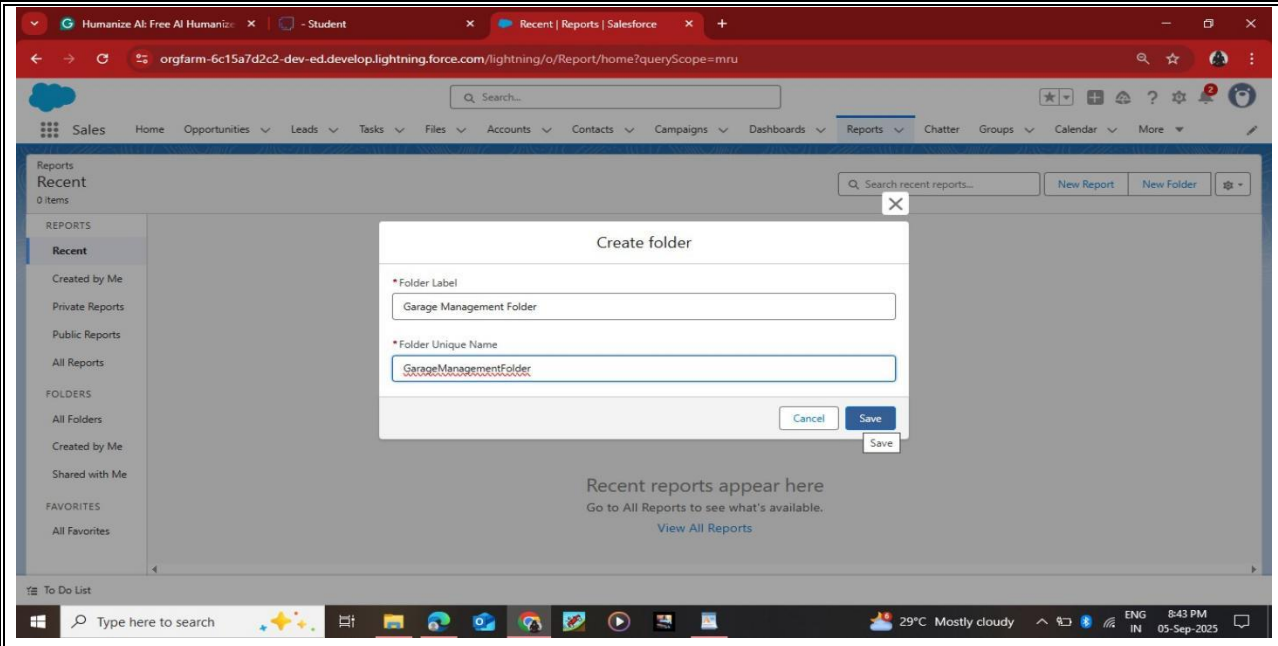
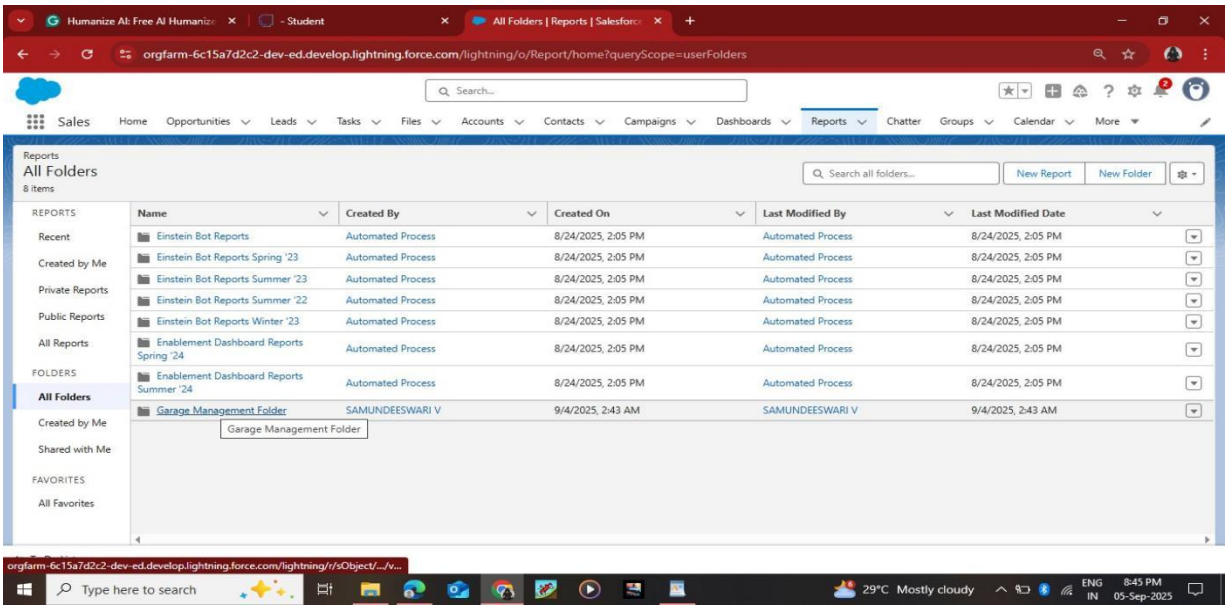
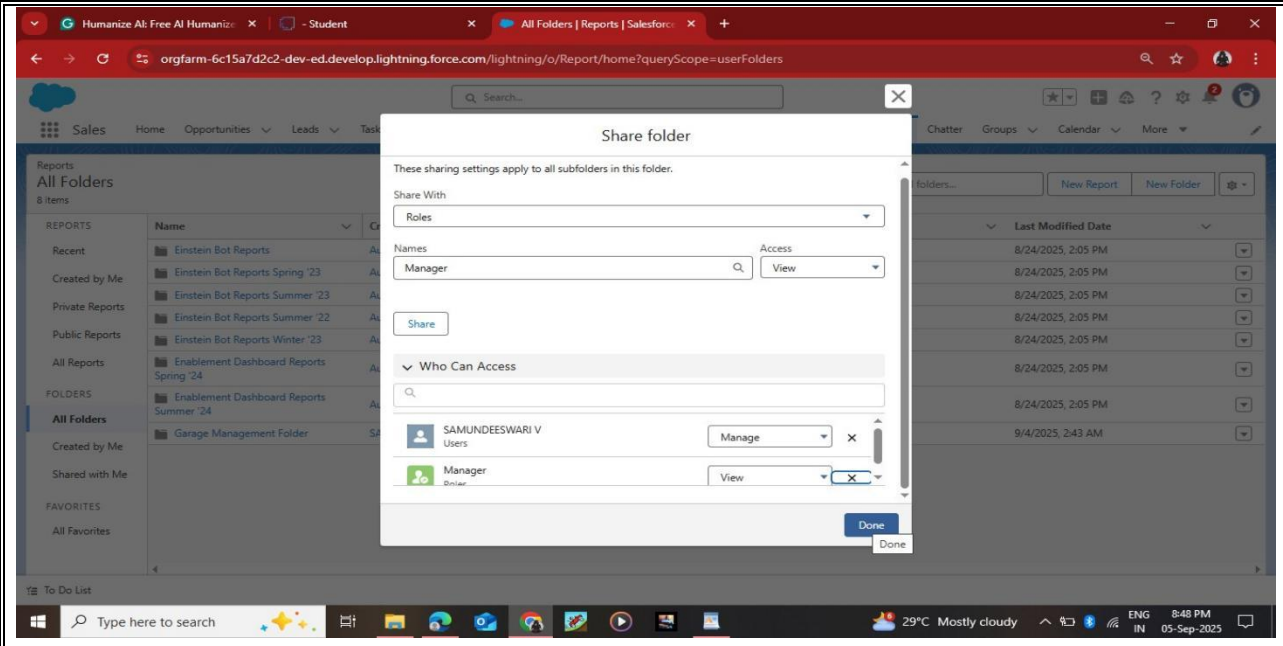
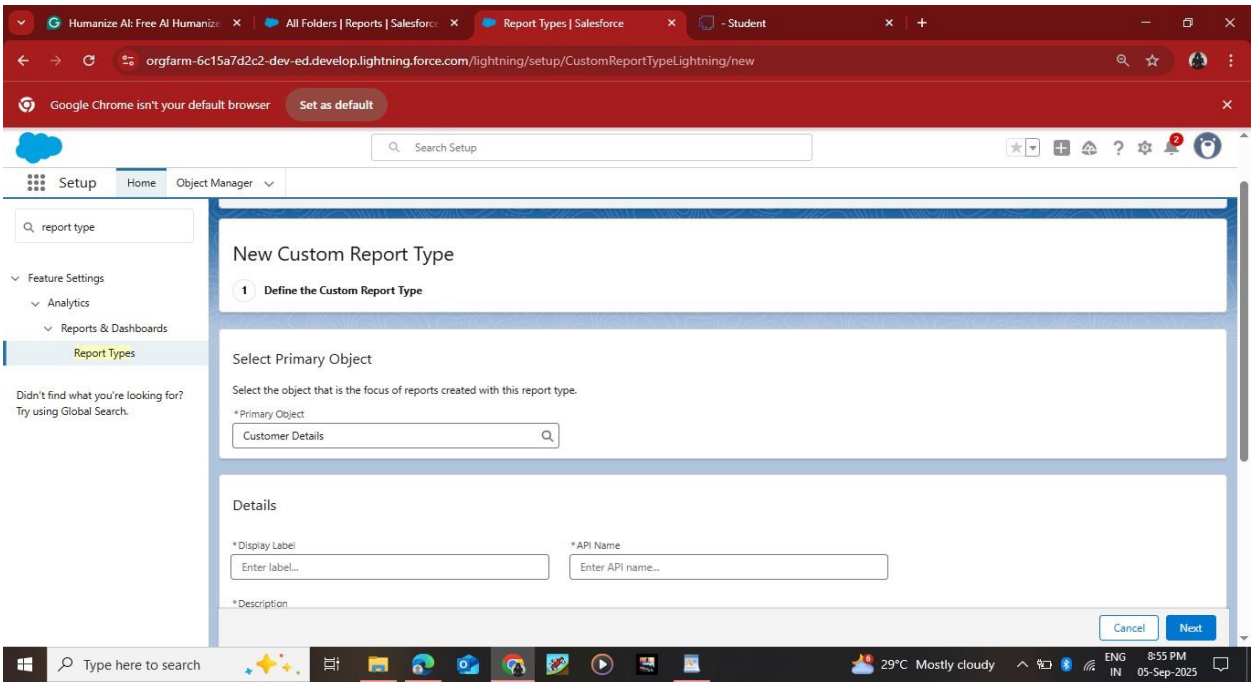


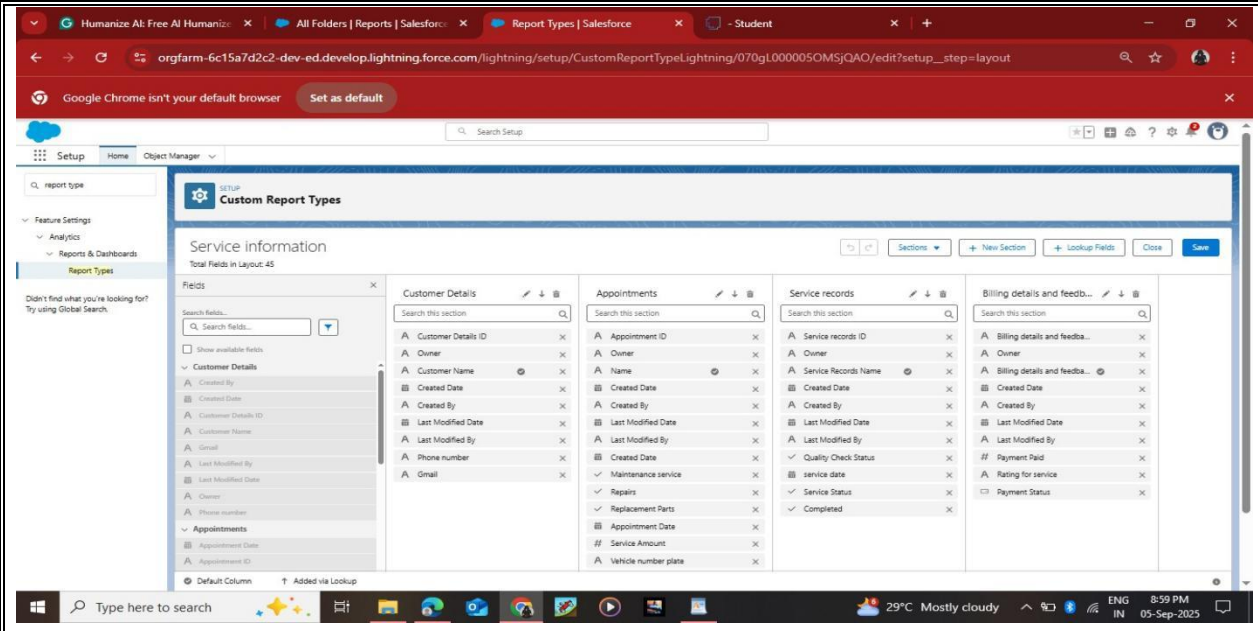
Sharing a Folder

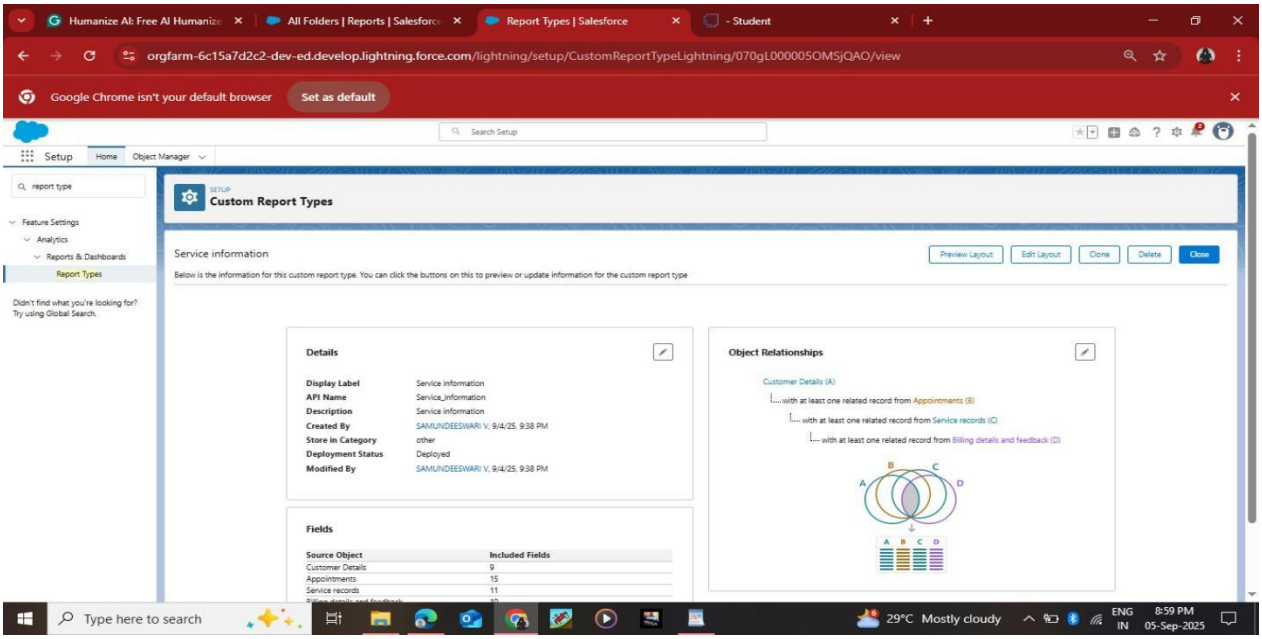




Created Report Type

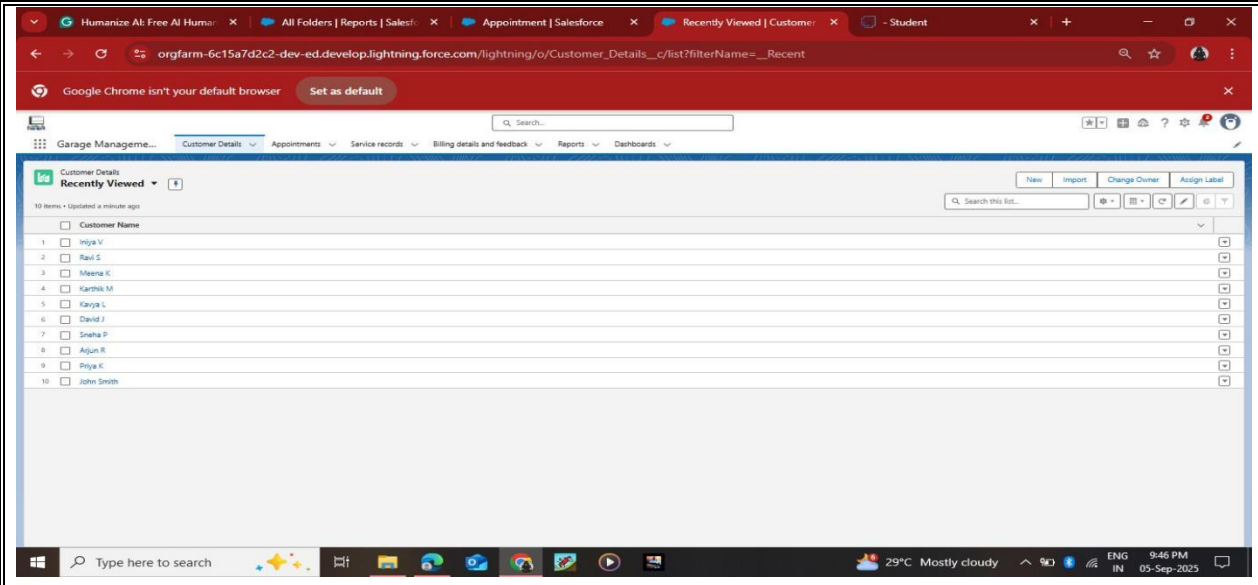






Created Report

Before creating report, create latest “10” records in every object.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All Folders | Reports | Salesfc
Appointment | Salesforce
Recently Viewed | Customer
- Student
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Google Chrome isn't your default browser
Set as default
Garage Manageme...
Customer Details
Appointments
Service records
Billing details and feedback
Reports
Dashboards
Customer Details
Recently Viewed
10 items • Updated a minute ago
New
Import
Change Owner
Assign Label
Customer Name
1 Iniya V
2 Ravi S
3 Meena K
4 Karthik M
5 Kavya L
6 David J
7 Sneha P
8 Arjun R
9 Priya K
10 John Smith
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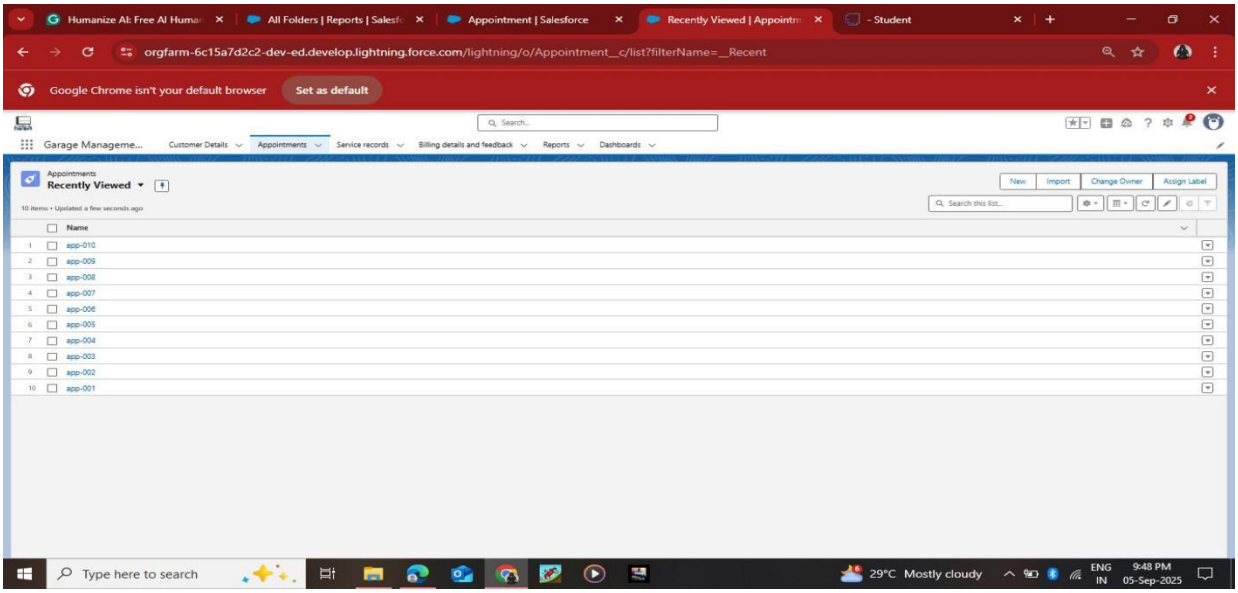
05-Sep-2025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Service records
Billing details and feedback
Reports
Dashboards
Appointments
Recently Viewed
10 items • Updated a few seconds ago
New
Import
Change Owner
Assign Label
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1 app-010
2 app-009
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4 app-007
5 app-006
6 app-005
7 app-004
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9 app-002
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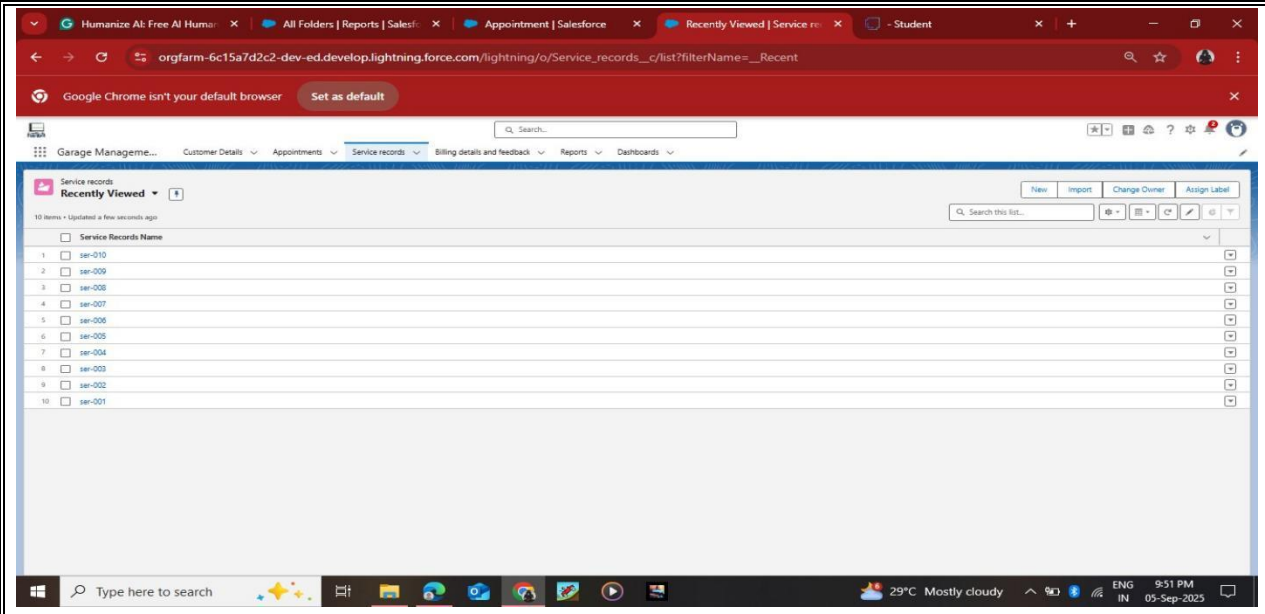
Humanize AI: Free AI Human
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Import
Change Owner
Assign Label
Search this list...
Service Records Name
1 ser-010
2 ser-009
3 ser-008
4 ser-007
5 ser-006
6 ser-005
7 ser-004
8 ser-003
9 ser-002
10 ser-001
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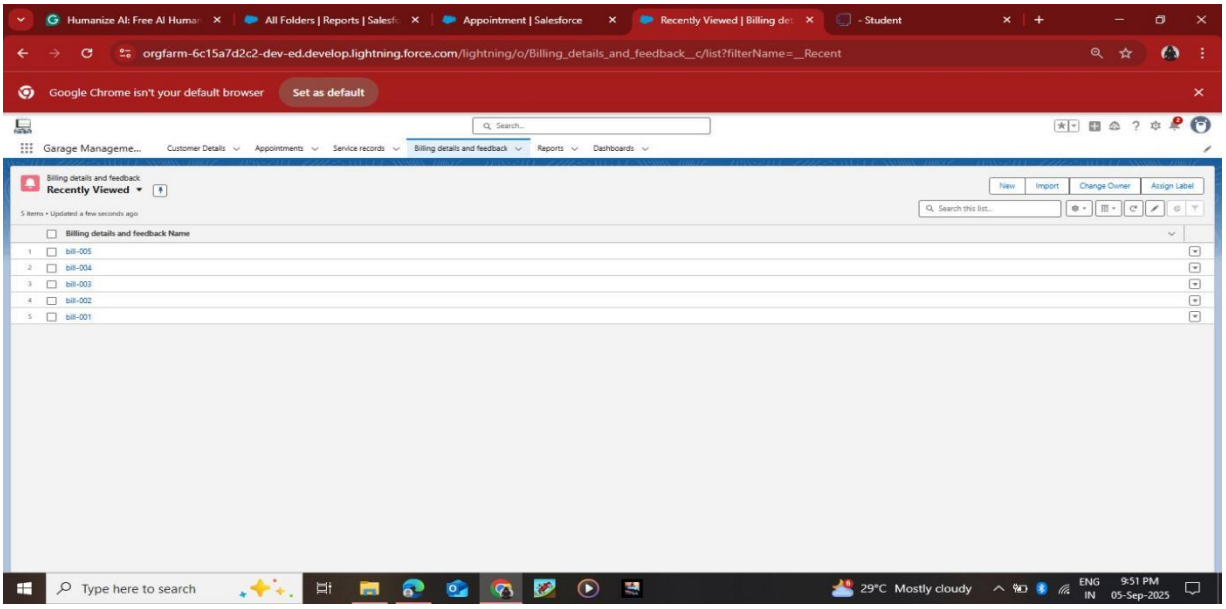
Humanize AI: Free AI Human
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Customer Details
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Service records
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Recently Viewed
5 items • Updated a few seconds ago
New
Import
Change Owner
Assign Label
Search this list...
Billing details and feedback Name
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2 bill-004
3 bill-003
4 bill-002
5 bill-001
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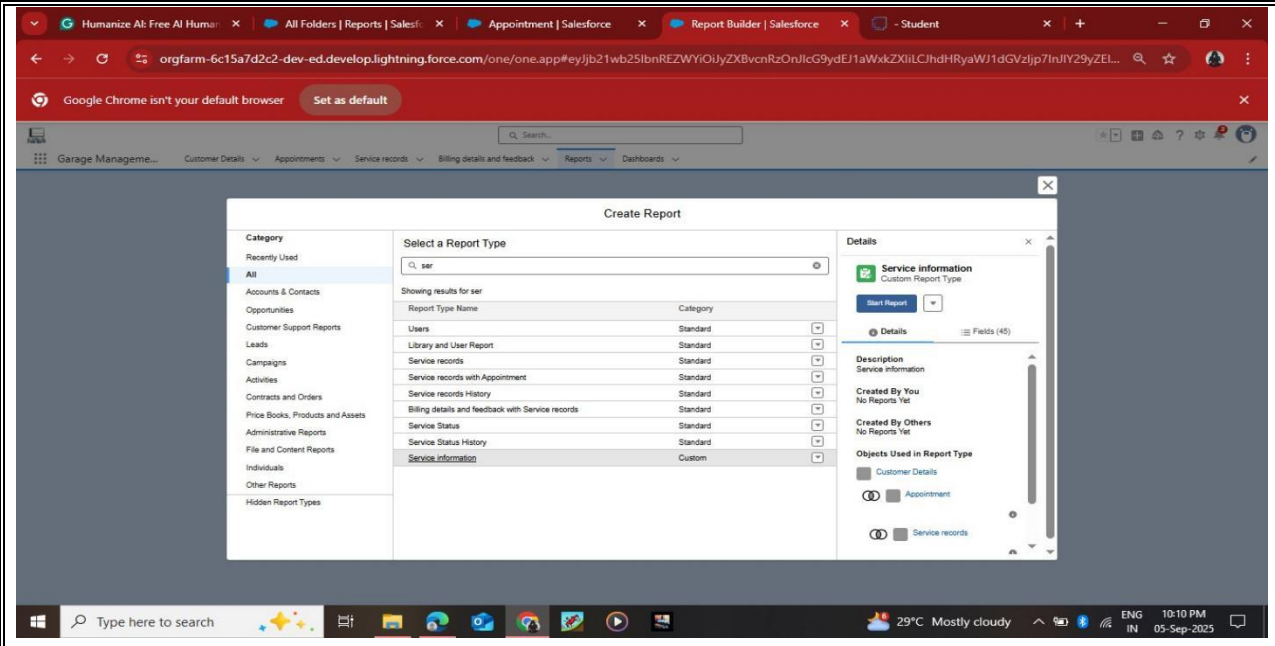
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Garage Manageme...
Customer Details
Appointments
Service records
Billing details and feedback
Reports
Dashboards
Create Report
Category
Recently Used
All
Accounts & Contacts
Opportunities
Customer Support Reports
Leads
Campaigns
Activities
Contracts and Orders
Price Books, Products and Assets
Administrative Reports
File and Content Reports
Individuals
Other Reports
Hidden Report Types
Select a Report Type
ser
Showing results for ser
Report Type Name
Category
Users
Standard
Library and User Report
Standard
Service records
Standard
Service records with Appointment
Standard
Service records History
Standard
Billing details and feedback with Service records
Standard
Service Status
Standard
Service Status History
Standard
Service information
Custom
Details
Service information
Custom Report Type
Start Report
Details
Fields (45)
Description
Service information
Created By You
No Reports Yet
Created By Others
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Objects Used in Report Type
Customer Details
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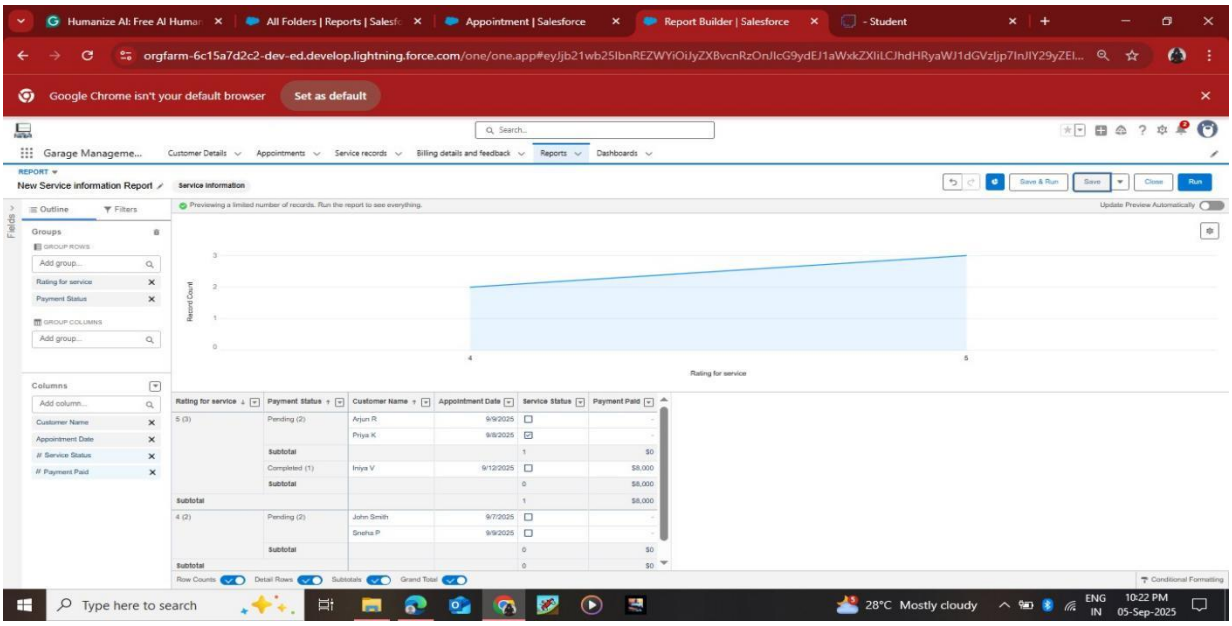
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Customer Details
Appointments
Service records
Billing details and feedback
Reports
Dashboards
REPORT
New Service information Report
Service information
Save & Run
Save
Close
Run
Outline
Filters
Previewing a limited number of records. Run the report to see everything.
Update Preview Automatically
Groups
GROUP ROWS
Add group...
Rating for service
Payment Status
GROUP COLUMNS
Add group...
Columns
Add column...
Customer Name
Appointment Date
Service Status
Payment Paid
Record Count
Rating for service
Rating for service
Payment Status
Customer Name
Appointment Date
Service Status
Payment Paid
5 (3)
Pending (2)
Arjun R
9/9/2025
Priya K
9/8/2025
Subtotal
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$0
Completed (1)
Iniya V
9/12/2025
$8,000
Subtotal
0
$8,000
Subtotal
1
$8,000
4 (2)
Pending (2)
John Smith
9/7/2025
Sneha P
9/9/2025
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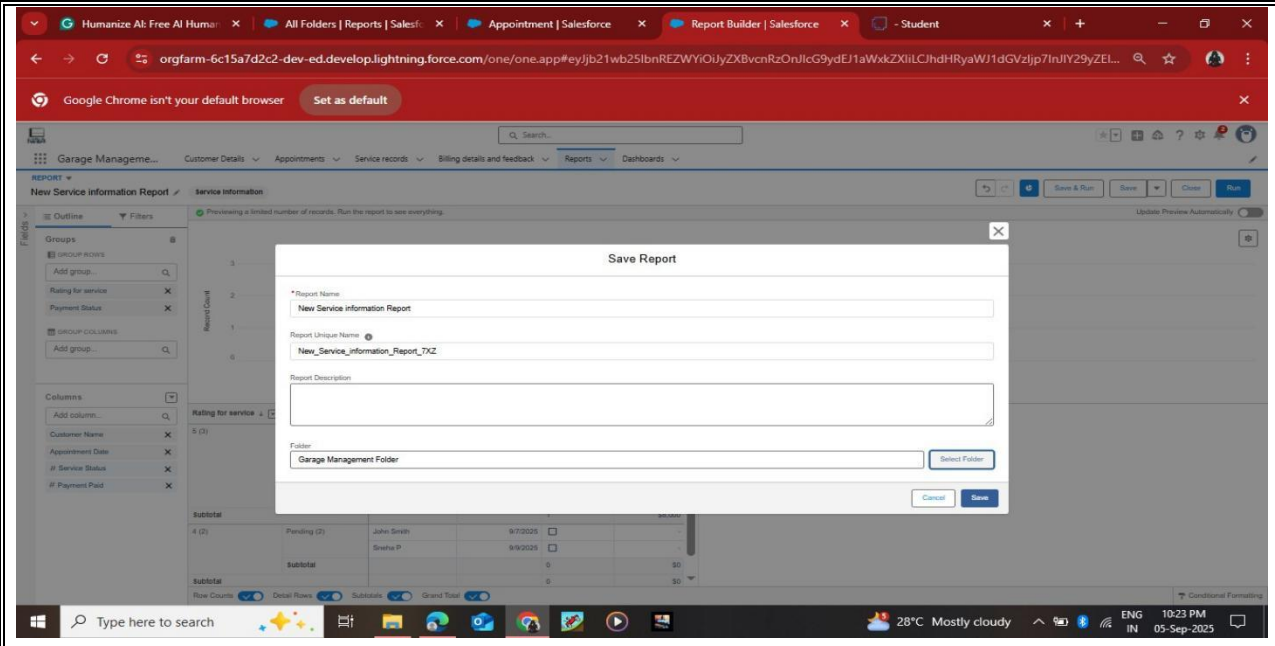

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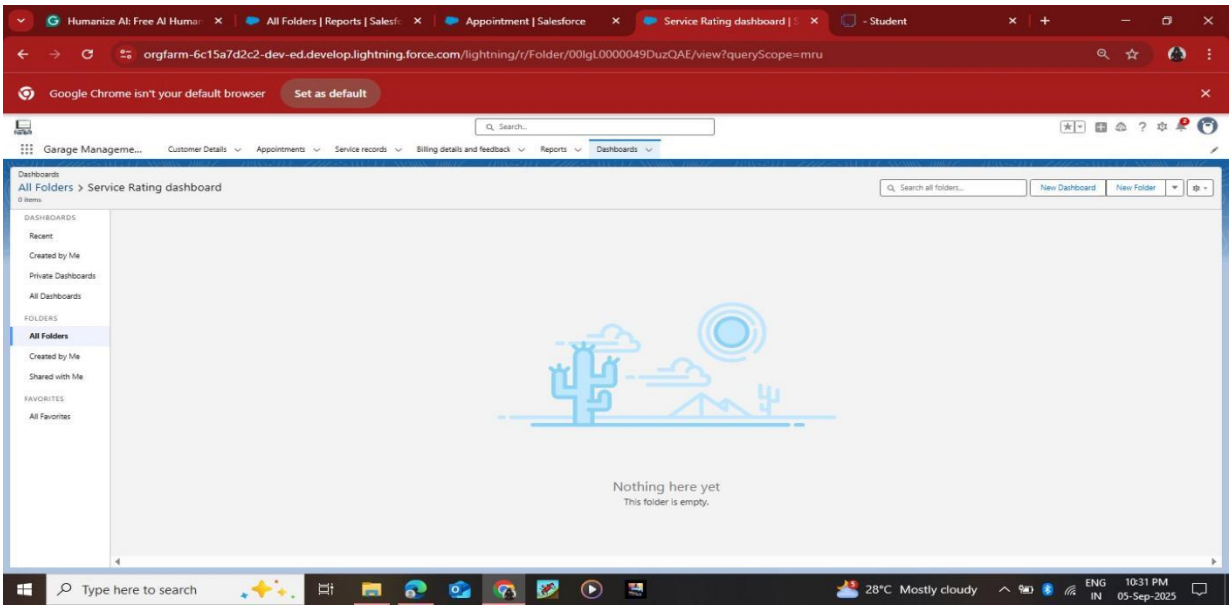
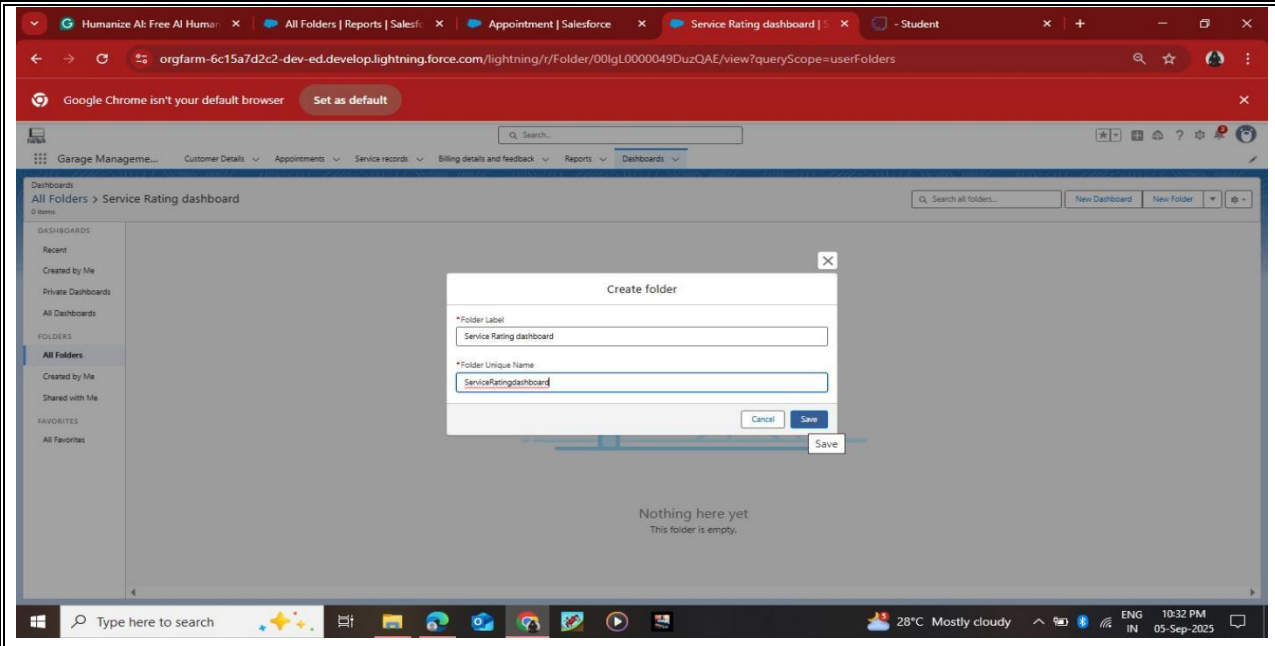
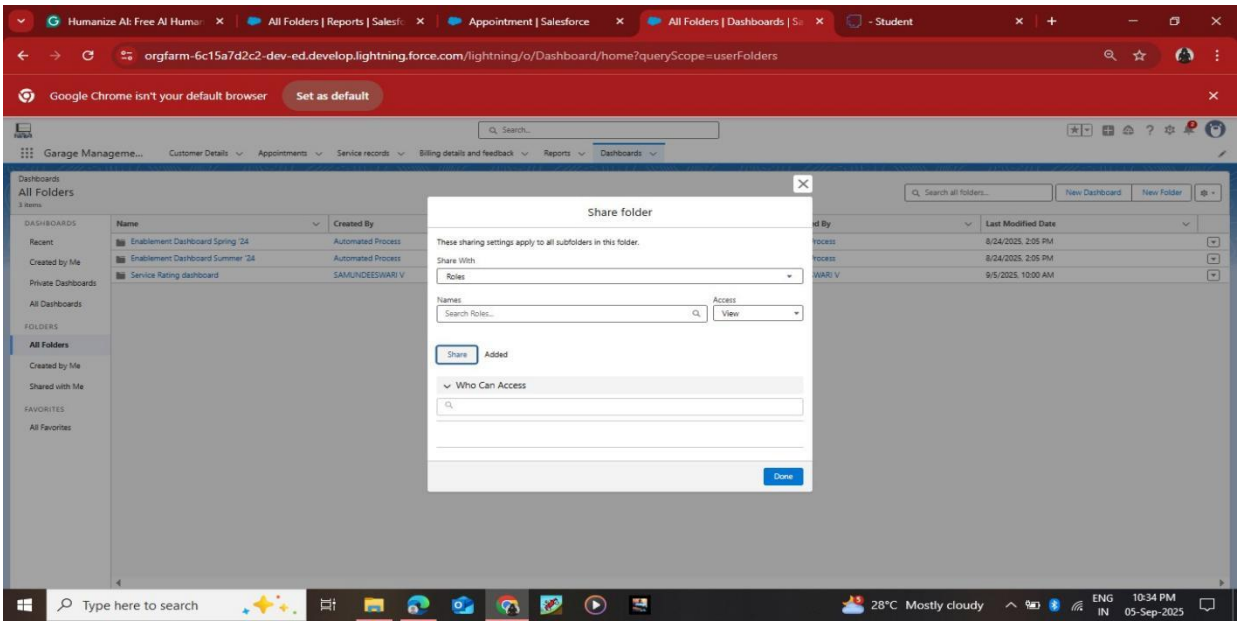
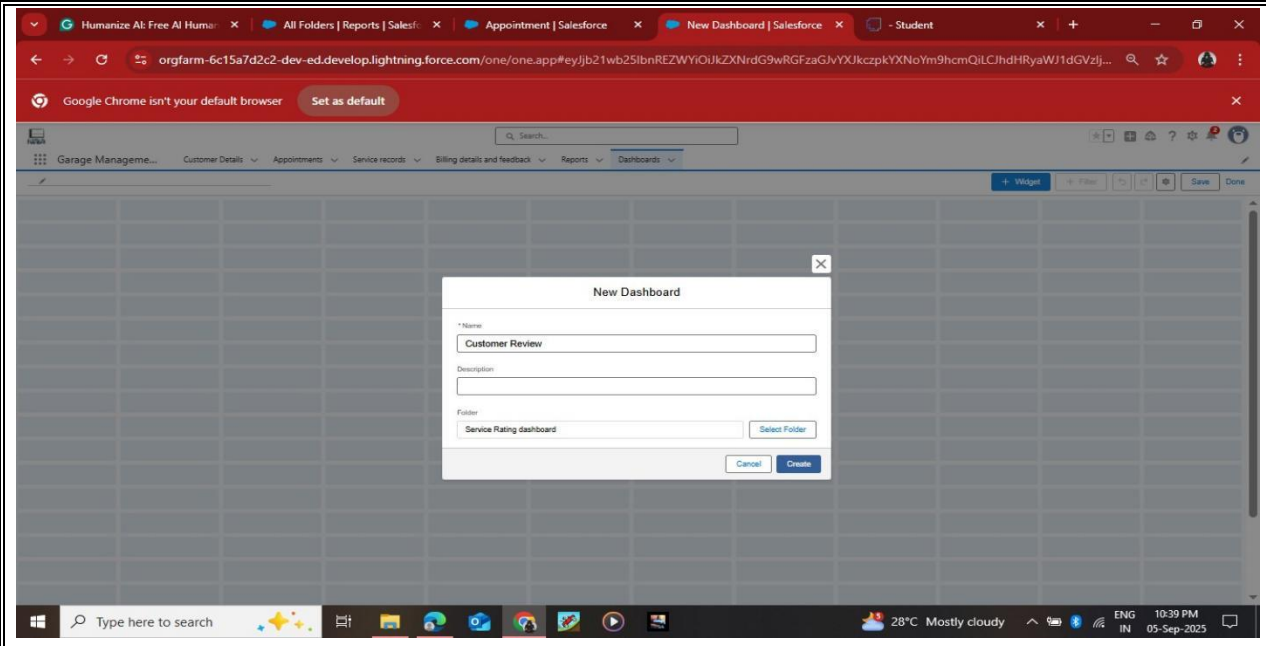






Created new Dashboard


Humanize AI: Free AI Huma
All Folders | Reports | Salesfo
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- Student
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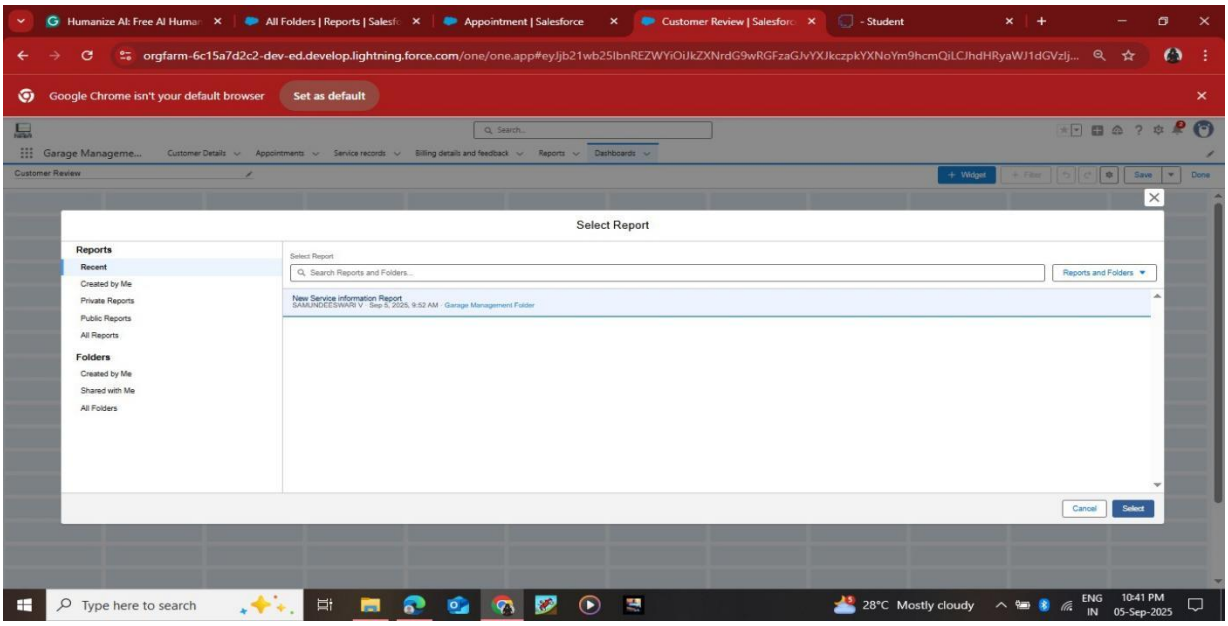
Humanize AI: Free AI Huma
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Select Report
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Private Reports
Public Reports
All Reports
Folders
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Shared with Me
All Folders
Select Report
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Reports and Folders
New Service information Report
SAMUNDEESWARI V · Sep 5, 2025, 9:52 AM · Garage Management Folder
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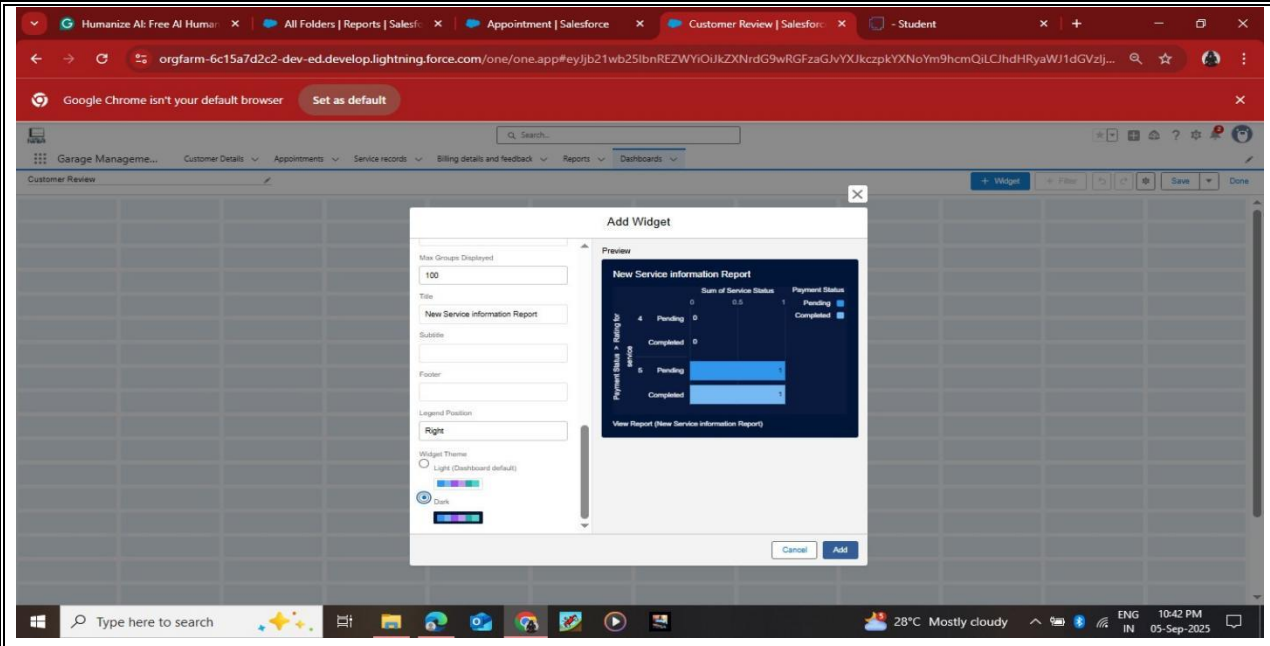
Humanize AI: Free AI Human
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Google Chrome isn't your default browser
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Garage Manageme...
Customer Details
Appointments
Service records
Billing details and feedback
Reports
Dashboards
Customer Review
+ Widget
+ Filter
Save
Done
Add Widget
Max Groups Displayed
100
Title
New Service information Report
Subtitle
Footer
Legend Position
Right
Widget Theme
Light (Dashboard default)
Dark
Preview
New Service information Report
Sum of Service Status
Payment Status
Pending
Completed
Payment Status > Rating for service
View Report (New Service information Report)
Cancel
Add
Type here to search
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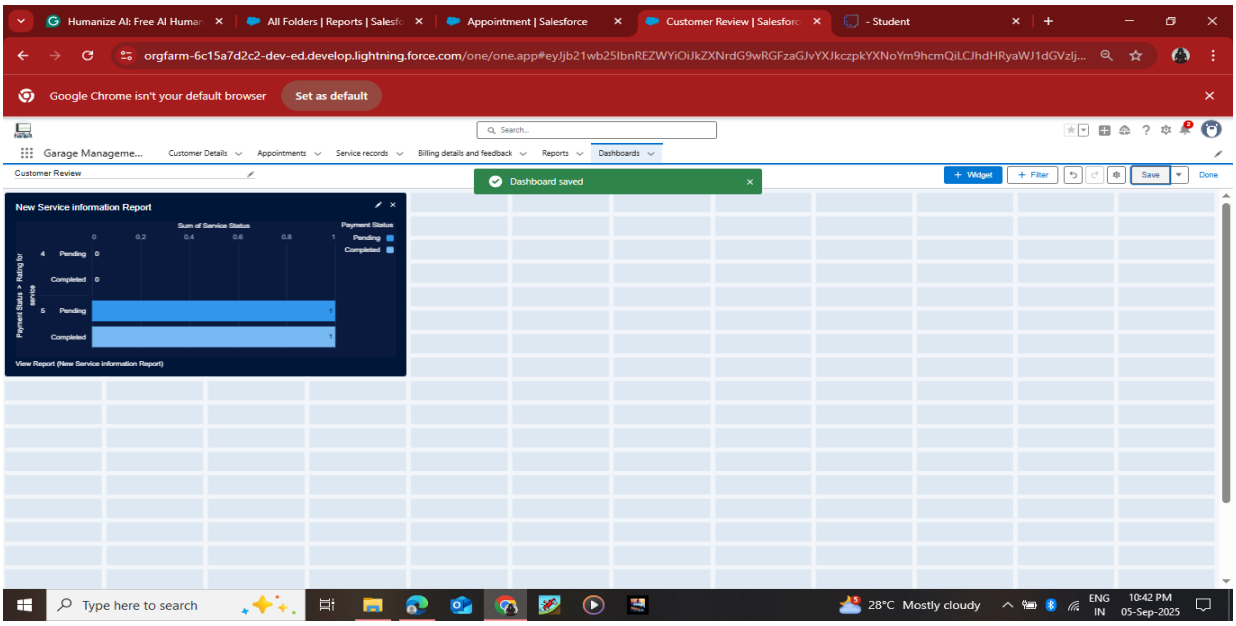
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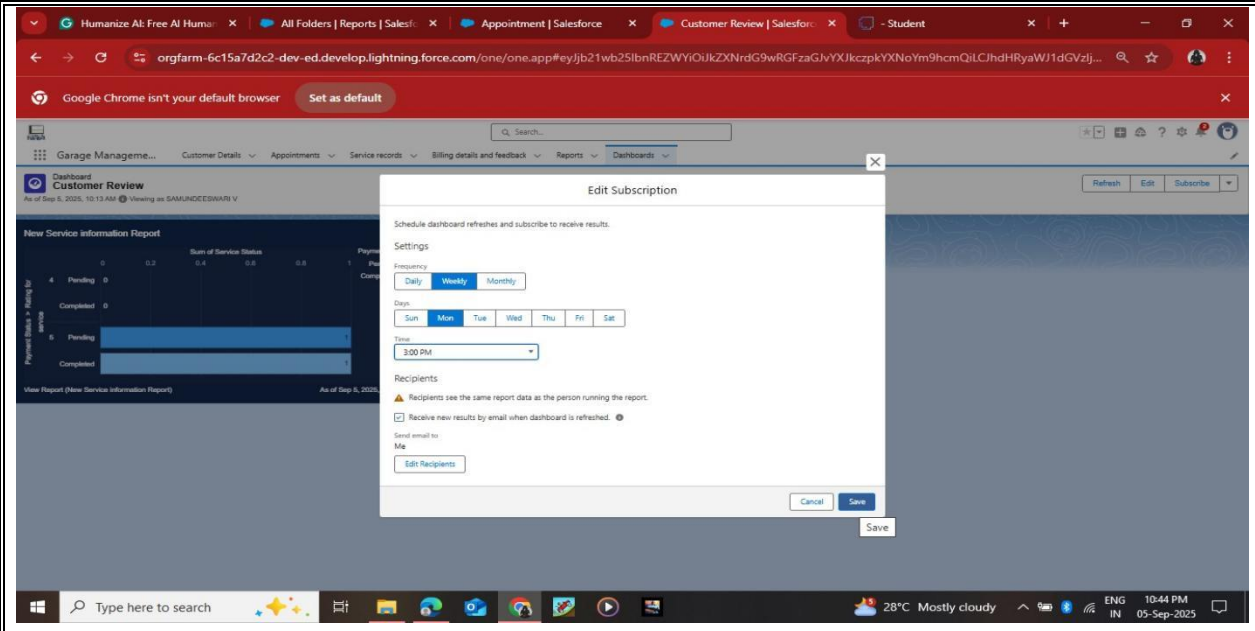
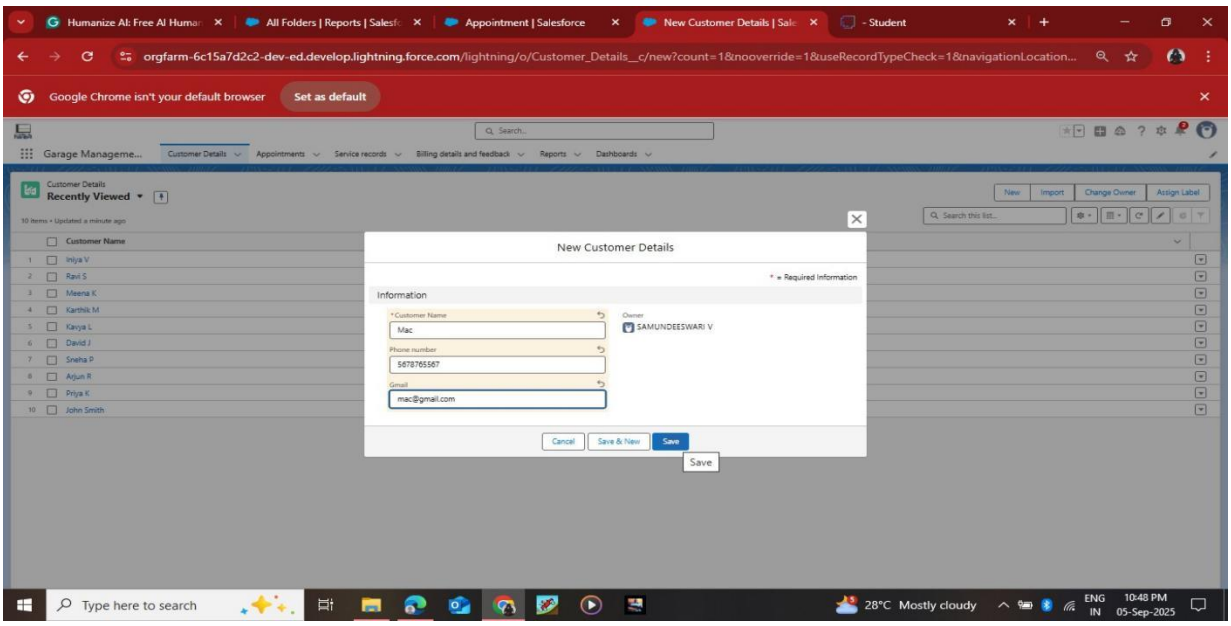
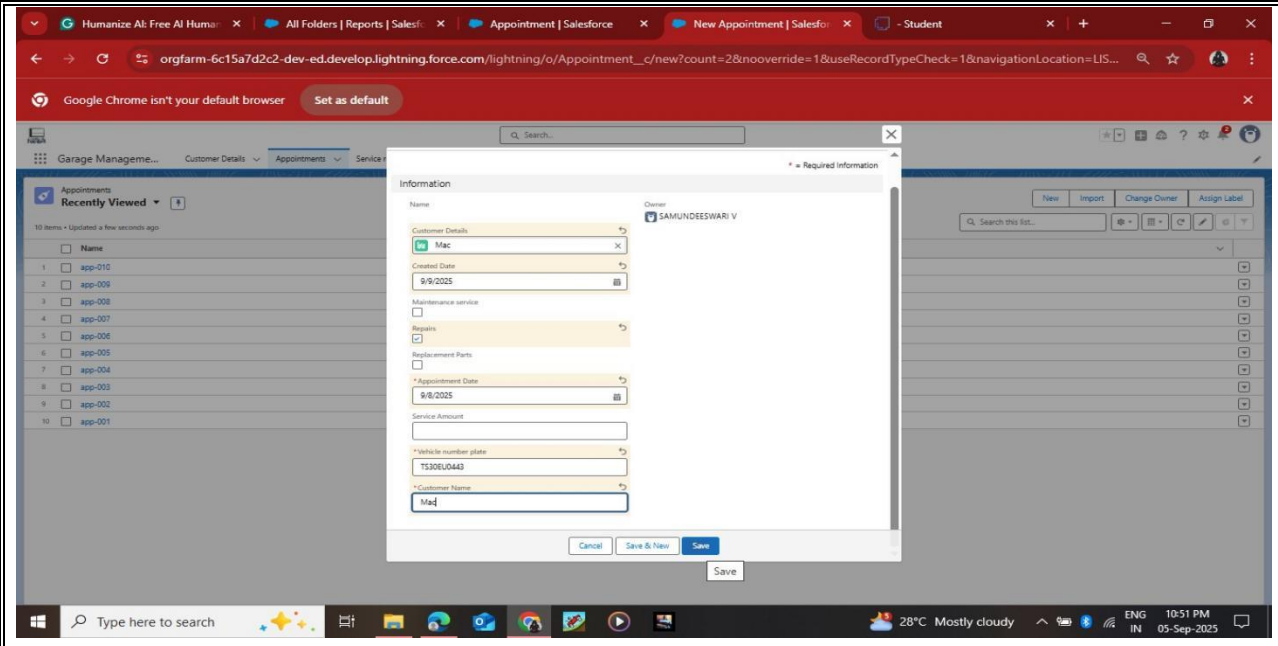
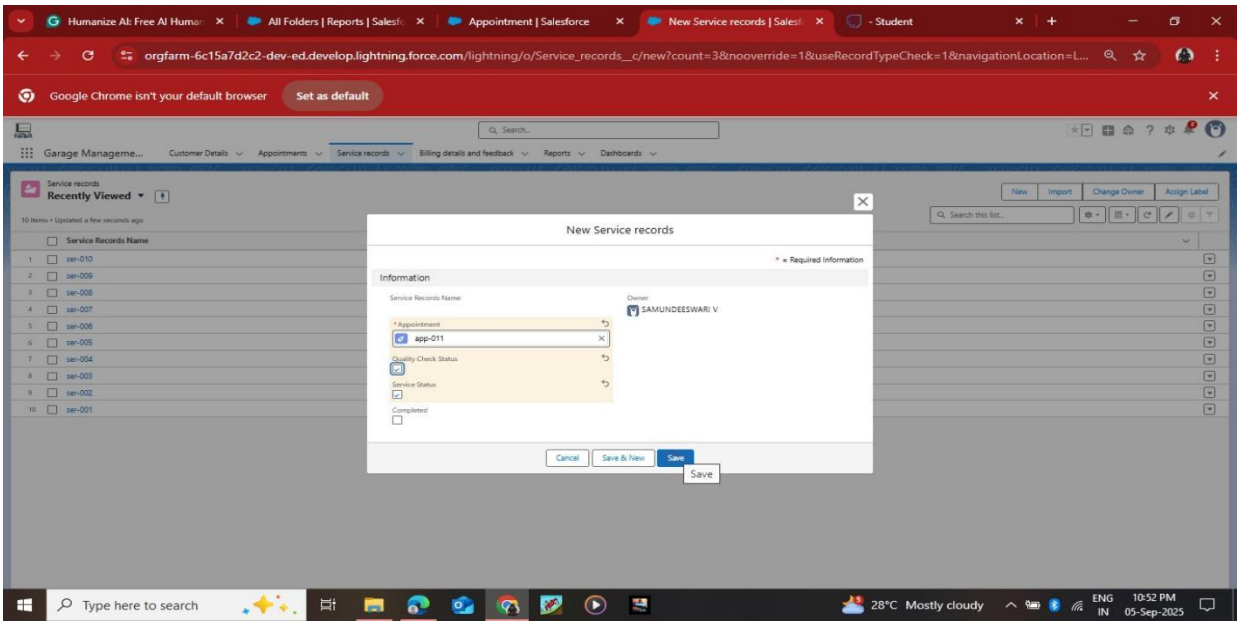


- Created User Adoption

Created Records: Creating new customer details







ADVANTAGES s DISADVANTAGES

Advantages: Enhanced efficiency and productivity Real-time trackingData-driven business decisions Better customer service and retention Improved financial management

Disadvantages: Implementation challenges Technical and maintenance issues Integration and compatibility issues

CONCLUSION

A garage management system (GMS) is a vital digital tool that automates and optimizes daily workshop operations, significantly enhancing efficiency and profitability. By replacing manual, error-prone processes with a centralized, data-driven platform, a GMS transforms how garages manage appointments, inventory, customer relationships, and finances.

APPENDIX

- **Source Code:** Provided in Apex classes and Triggers

testHandler.apxc:

```
public class AmountDistributionHandler {

  public static void amountDist(list<Appointment_c>
    listApp){ list<Service_records_c> serList = new
    list <Service_records_c>();

    for(Appointment__c app : listApp){
```

```
    if(app.Maintenance_service_c == true && app.Repairs_c
== true && app.Replacement_Parts_c == true){
      app.Service_Amount__c = 10000;
    }
    else if(app.Maintenance_service_c == true &&
      app.Repairs_c == true){ app.Service_Amount_c =
      5000;
    }
    else if(app.Maintenance_service_c == true &&
      app.Replacement_Parts_c == true){
      app.Service_Amount_c = 8000;
    }
    else if(app.Repairs_c == true && app.Replacement_Parts
      c == true){ app.Service_Amount_c = 7000;
    }

    else if(app.Maintenance_service_c
      == true){ app.Service_Amount__c
      = 2000;
    }
    else if(app.Repairs_c == true){
      app.Service_Amount__c =
      3000;
    }
    else if(app.Replacement_Parts_c ==
      true){ app.Service_Amount__c =
      5000;
    }

  }
  }
```

```
}
```

Test.apxt:

```
trigger AmountDistribution on Appointment__c (before
insert, before update) {

  if(trigger.isbefore && trigger.isinsert || trigger.isupdate){
    AmountDistributionHandler.amountDist(trigger.new);

  }

}
```