Chapter 1100 Watch batteries & Watch repairs

A

When associate charges a customer for these batteries

|  |  |  |  |
| --- | --- | --- | --- |
| 15 | 110014 | $9.00 | Battery |
| 16 | 110015 | $9.00 | Battery |
| 17 | 110016 | $18.00 | Battery |
|  |  |  |  |

A pop up comes up and says

“There is a possibility of an extra charge to install the battery because to access the battery inside the watch we might have to

Remove the watch band, Sports Watches have sealed backs, some have multiple screws or difficult cases to open. We will tell before battery is installed”

So Shaista there needs to be available extra editing on this sku later to add this extra charge. It wouldn’t have it’s own sku number, just maybe an extra place to type by hand thee extra charge.

B

Estimates, like rows 55-64. Most stores do not have a watch maker employed in the store, they send their work out to an independent contractor who will call the store later and give the store the cost and the store marks it up, calls the customer, get an “OK” or “don’t fix my watch’

So on the back end of the app for this needs to be an internal “notes” area where the secretary can type whats happening to the watch and OUR COST and the store , in another box put the retail price, which aligns with what the customer will pay later.

Here is an example

Sku # 110101

Upon take in the associate and the receipt shows

110101 Screw down crown plus case tube estimate charges *typically* are between $38 to $50.

If in this range the watchmaker will do the work described. If it will be more , before work is performed you will be contacted if you’d like to proceed with the work”

The store sends the watch to the watchmaker. In the background needs something to capture this information:

* Vendor (watchmaker) whom we sent the watch to
* Date sent
* Date received back into the store
* Estimated cost
* Retail price charged to customer
* (Text Box) Work to be performed
* Customer ( ) Approved ( ) Declined

Hope this clarifies

David