

QR Code + App Design/Development

	<u>ACTION</u>
Homeowner	
1	Scanned QR Code / Opens App
2	Led to a page showing: <div><div><div>- Name</div><div>- Address</div><div>- Hp No.</div><div>- Email Add</div></div><div>(auto pop up full details after the 1st set up, so no need to fill in again)</div></div>
	Residential or Commercial
	Which part of the property?
	Description of Problem
	Upload up to 3 images (jpeg/png/pdf)
	Urgency
	Need to be resolved
	Within 1 day
	1 - 3 days
	Within a week
	Replied Message:
	Oops there is something at home/office that needs our attention?
	We have logged in a case for you & shall be contacting you as soon as we can!!
Project Team	
1 Supervisor	Receives the task log.
2 Handymen	Understands the problem. Passed to Supervisor to assess to determine scope of work to be done, costs of doing it, duration.
	How to convey the message to owner?
	Call or email/message back via the App?
	Indicate: Scope of work, costs of doing & any other information if needed to let the owner know.
	Choose: <div><div>Yes to accept</div><div>No to reject</div></div> -----> Click on calendar & choose date. Timing will be confirmed once we firmed up.
	Case closed. Thank you for your enquiry. We hope to serve you again.
Project Team	<div>Yes to accept</div>
1 Supervisor	Plan the schedule. Call owner to inform of timing. To change if need to to fit the owner's schedule.
2 Handymen	Call one day before the scheduled date/time to confirm the time.
	Pass schedule to driver/handymen 1 day before on locations planned out.
Reached owner's house	Scan in to indicate start of work.
	Scan in again to indicate work completed.
	Owner to acknowledge job completed. Invoice will be automatically generated to owner's email.
	Thanked the owner for the job done. We hope to be of service to you again. [CASE CLOSED]
	3 months' warranty indicated in invoice.

REPORTS AVAILABLE (REAL-TIME)

Number of work orders completed by each handyman.

Time taken to complete each work order.

Number of work orders completed in a day, a month & a year.

How much revenue generated in a day, a month & a year.

Any outstanding work order not yet completed (past 1 day, 2 days or 3 days)

Locations with most work orders.

Tracking of invoices still owing to us. Can link to XERO to generate invoices?

Able to track incoming payment received or have to do bank reconciliation?