

# **GARAGE MANAGEMENT SYSTEM**

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# INTRODUCTION

## Project Overview

The Garage Management System is a valuable tool for automotive repair facilities, helping them deliver top-notch service, increase operational efficiency, and build lasting customer relationships. With its user-friendly interface and powerful features, GMS empowers garages to thrive in a competitive market while ensuring a seamless and satisfying experience for both customers and staff.

By integrating essential functions—such as **Customer details, Appointment scheduling, Service records, and Billing details and feedback**—GMS enables garages to run more smoothly and effectively. Its user-friendly interface allows both staff and customers to interact with the system effortlessly, reducing errors and saving valuable time. Beyond day-to-day operations, GMS also helps garages foster stronger customer loyalty through timely updates, accurate service records, and personalized communication.



## Purpose

The primary purpose of the Garage Management System is to provide an all-in-one platform that simplifies and optimizes the operations of automotive repair facilities. Specifically, it aims to:

1. **Enhance Operational Efficiency** – Automating routine tasks such as job assignment, invoicing, and inventory management to save time and reduce human errors.
2. **Improve Customer Experience** – Offering customers a seamless experience through features like online booking, service reminders, and transparent updates on repair progress.
3. **Strengthen Business Growth** – Equipping garage owners with data-driven insights to make informed decisions, improve profitability, and maintain a competitive edge.
4. **Foster Stronger Relationships** – Building long-term customer trust and loyalty by ensuring reliable service, clear communication, and accessible service history.

## Core Features

### **Customer Details:**

Stores comprehensive customer information, including contact details, vehicle history, and preferences, creating a central customer database.

### **Appointment Scheduling:**

Facilitates appointment management by allowing staff to schedule services, manage technician availability, and send notifications to customers.

### **Service Records:**

Maintains detailed records of all vehicle services performed, including parts used, labor costs, and service dates, providing a complete history for each vehicle.

### **Billing Details:**

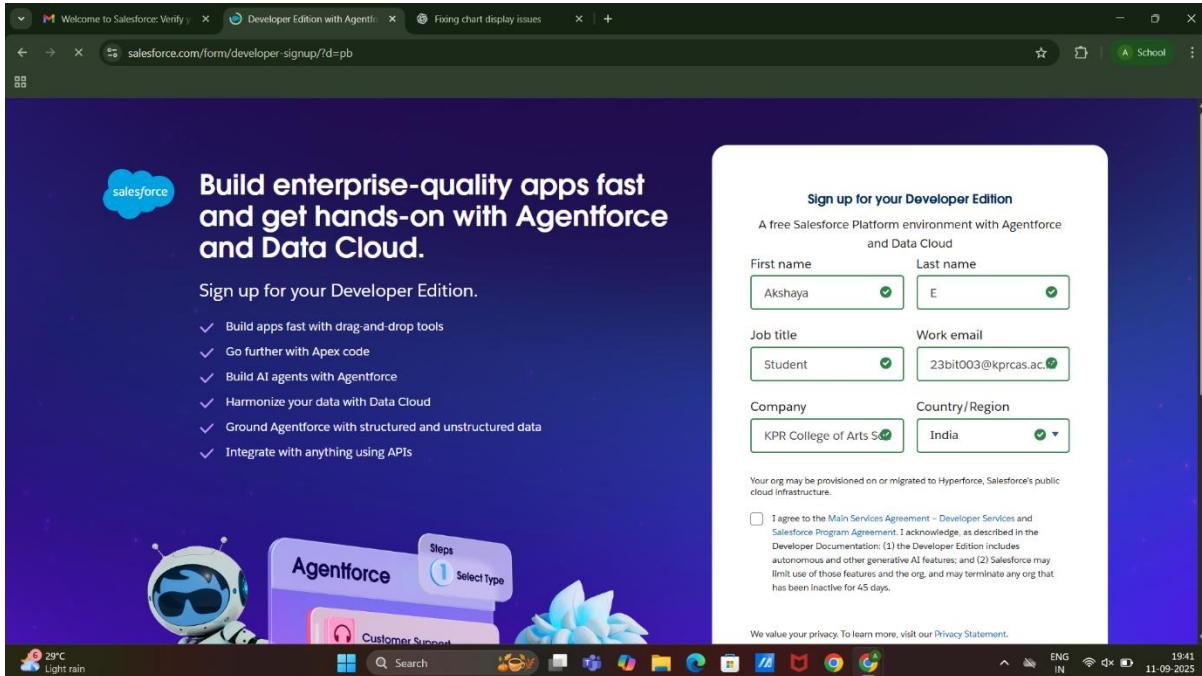
Manages the financial aspects of services, generating invoices, processing payments, and tracking financial transactions within the shop.

### **Feedback Capture:**

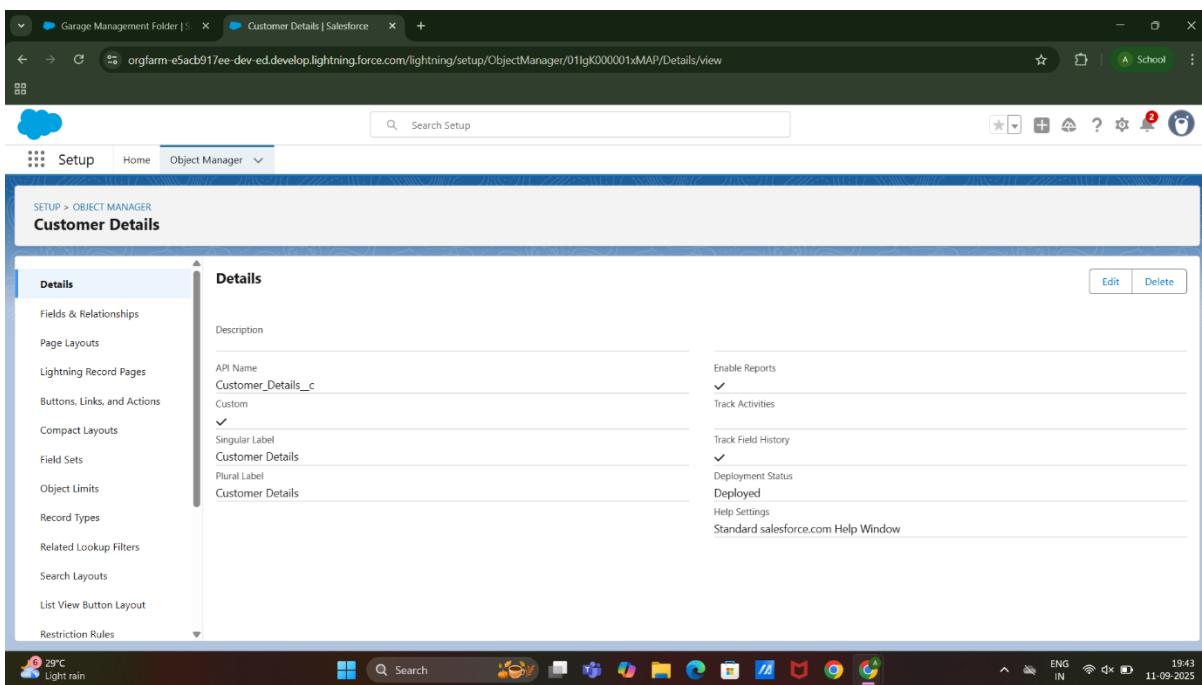
Provides mechanisms for collecting customer feedback online or through integrated tools, which helps in monitoring service quality and making improvements.

# DEVELOPMENT PHASE

## Creating Developer Account:

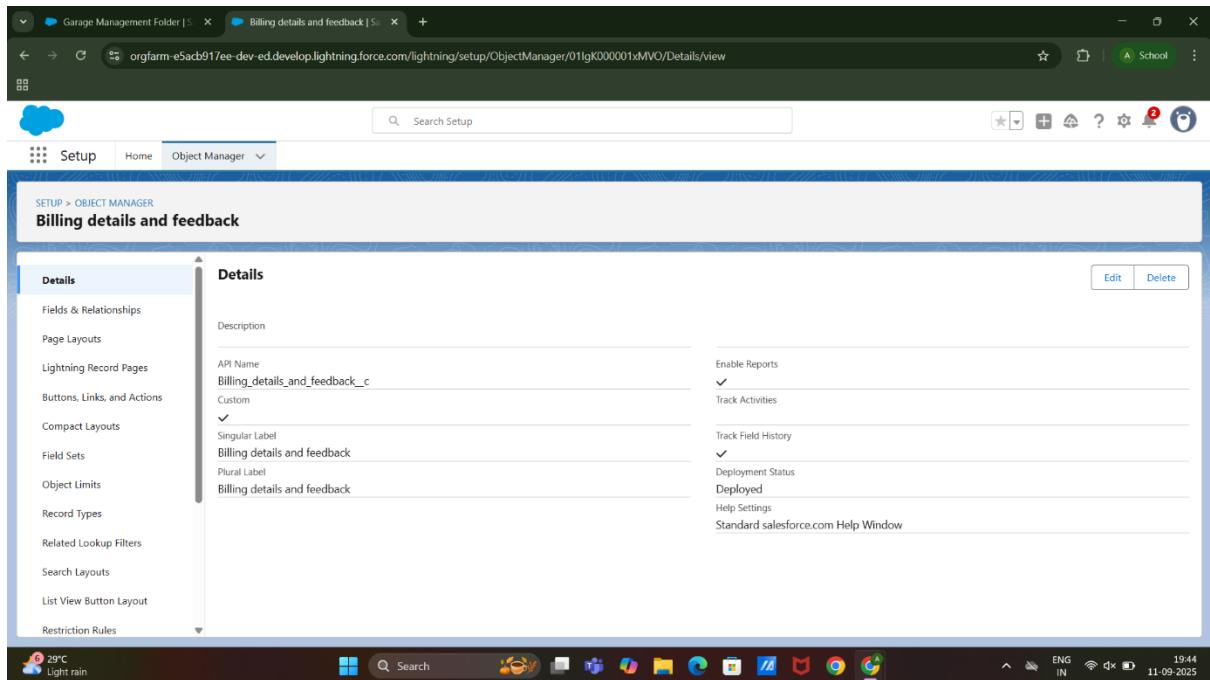


- Created objects : Customer Details, Appointment, Service Records, Billing Details and Feedback

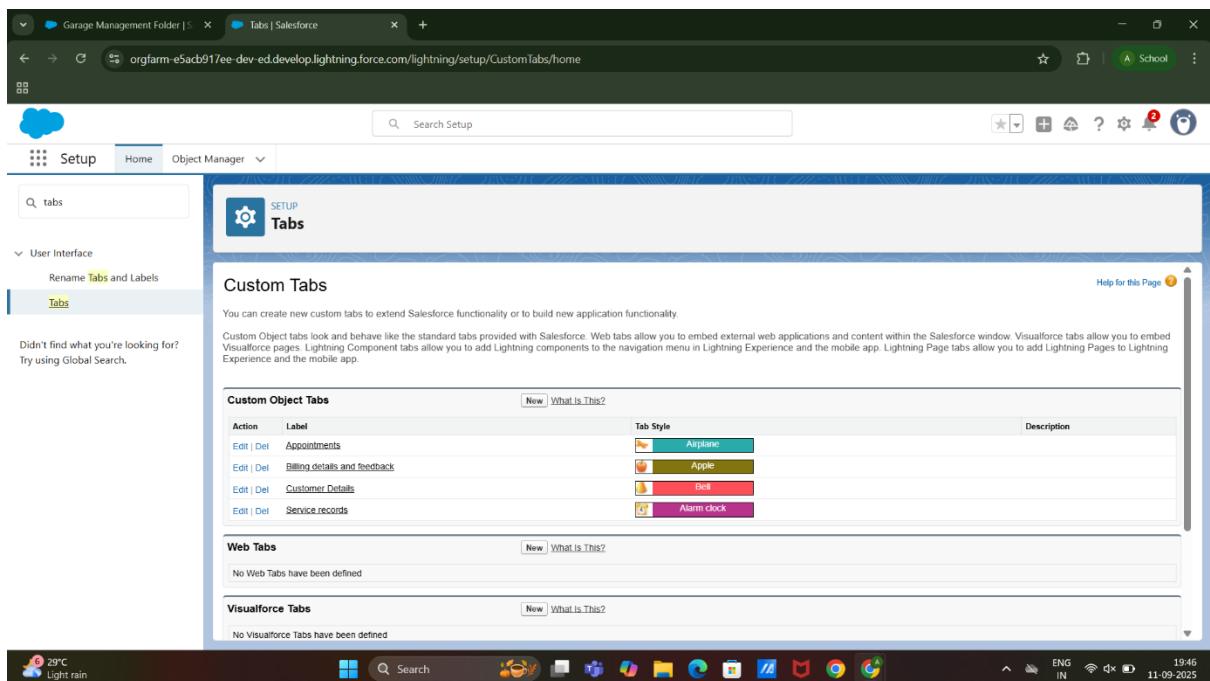


The screenshot shows the Salesforce Setup interface for the 'Object Manager'. The left sidebar lists various configuration options under 'Details'. The main 'Details' section shows the object's API name as 'Appointment\_\_c'. Under the 'Custom' label, 'Singular Label' is set to 'Appointment' and 'Plural Label' is set to 'Appointments'. Other settings include 'Enable Reports' (unchecked), 'Track Activities', 'Track Field History' (unchecked), 'Deployment Status' (set to 'Deployed'), and a link to the 'Standard salesforce.com Help Window'.

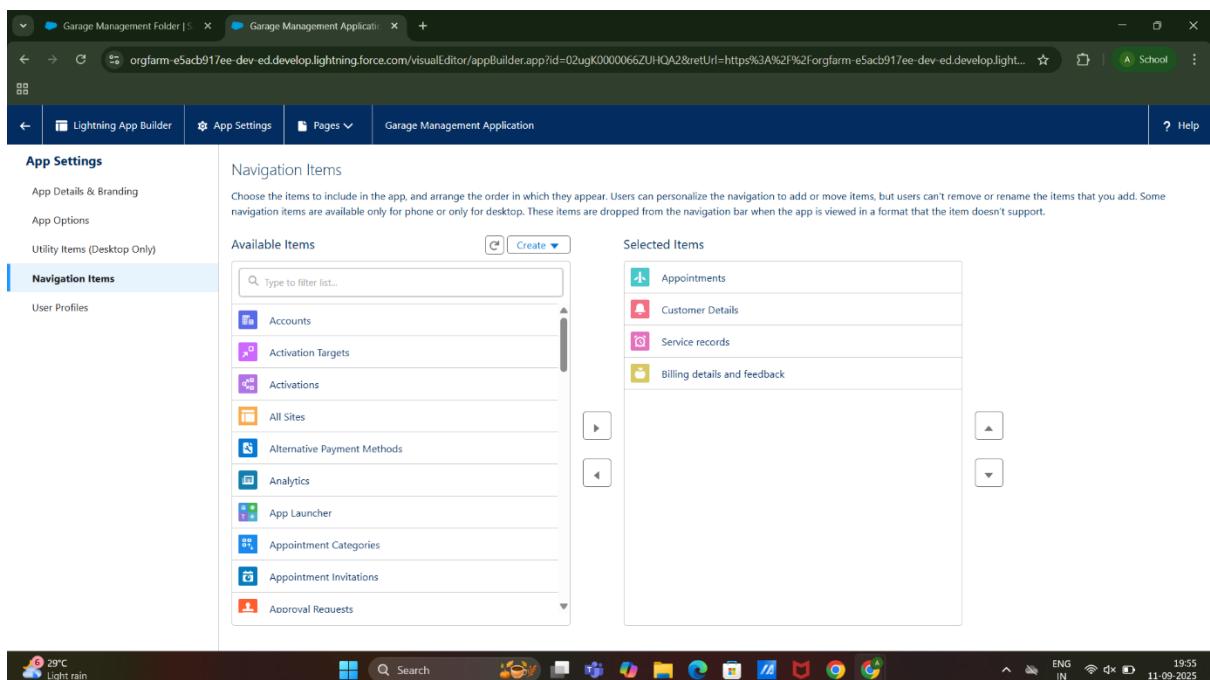
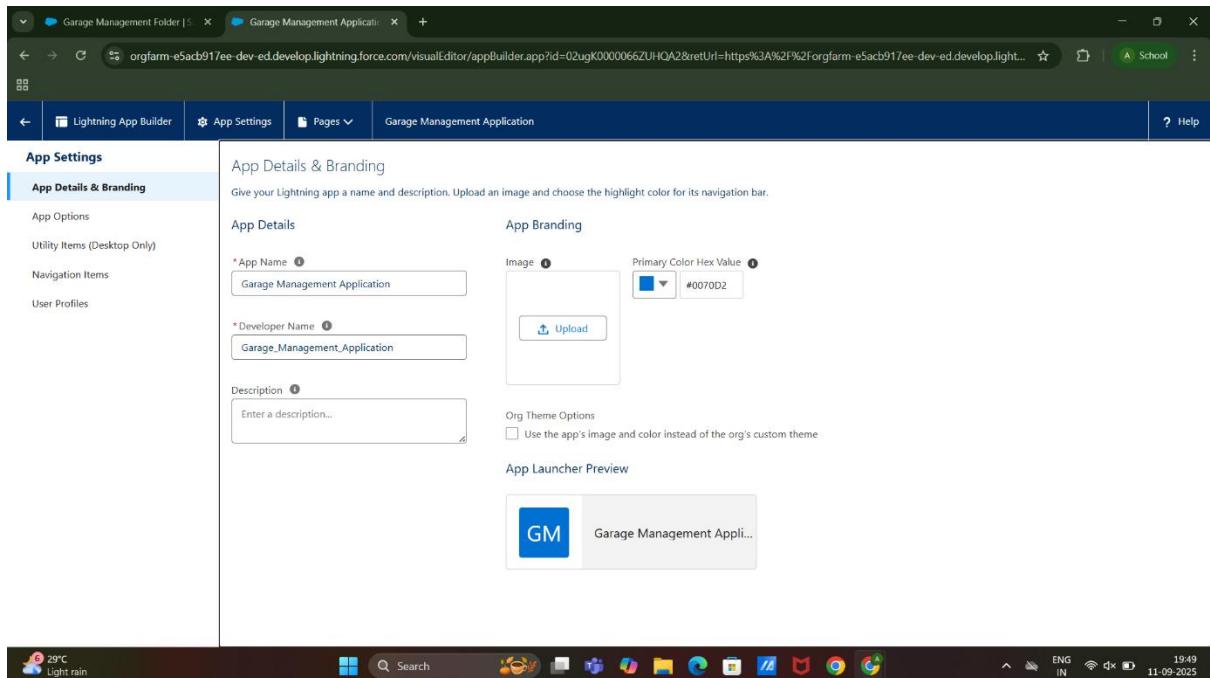
The screenshot shows the Salesforce Setup interface for the 'Object Manager'. The left sidebar lists various configuration options under 'Details'. The main 'Details' section shows the object's API name as 'Service\_records\_c'. Under the 'Custom' label, 'Singular Label' is set to 'Service records' and 'Plural Label' is set to 'Service records'. Other settings include 'Enable Reports' (unchecked), 'Track Activities', 'Track Field History' (unchecked), 'Deployment Status' (set to 'Deployed'), and a link to the 'Standard salesforce.com Help Window'.



- Created Tabs : Custom Tab and Remaining Tabs(Appointments, Service records,Billing details and feedback)



- Created a Lightning App:



The screenshot shows the 'User Profiles' section within the 'App Settings' of the 'Garage Management Application'. On the left, under 'Available Profiles', there is a list of various user profiles including 'Analytics Cloud Integration User', 'Analytics Cloud Security User', 'Anypoint Integration', etc. On the right, under 'Selected Profiles', three profiles are listed: 'System Administrator', 'Manager', and 'sales person'. A search bar at the top allows filtering the profile list.

- Created a Fileds : For Customer Details Object, Lookup, Checkbox, Date, Currency, Text, Picklist and Formula Field in Service records Object

The screenshot shows the 'Customer Details' object in the 'Object Manager' setup. The left sidebar lists various setup categories like 'Fields & Relationships', 'Page Layouts', and 'Lightning Record Pages'. The main area displays the 'Fields & Relationships' table for the 'Customer Details' object. The table includes columns for FIELD LABEL, FIELD NAME, DATA TYPE, CONTROLLING FIELD, and INDEXED. The fields listed are: 'Created By' (CreatedBy), 'Customer Name' (Name), 'Gmail' (Gmail\_\_c), 'Last Modified By' (LastModifiedBy), 'Owner' (OwnerId), and 'Phone number' (Phone\_number\_\_c). The 'Customer Name' field is of type Text(80) and has an index applied. The 'Owner' field is of type Lookup(User,Group).

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedBy	Lookup(User)		
Customer Name	Name	Text(80)		✓
Gmail	Gmail__c	Email		
Last Modified By	LastModifiedBy	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Phone number	Phone_number__c	Phone		

Screenshot of the Salesforce Setup interface showing the Object Manager for the 'Appointment' object.

The left sidebar shows the 'Fields & Relationships' section selected under 'Object Manager'.

The main area displays the 'Fields & Relationships' table:

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Appointment Date	Appointment_Date__c	Date		
Appointment Name	Name	Auto Number		
Created By	CreatedById	Lookup(User)		
Customer Details	Customer_Details__c	Lookup(Customer Details)		
Last Modified By	LastModifiedById	Lookup(User)		
Maintenance service	Maintenance_service__c	Checkbox		
Owner	OwnerId	Lookup(User,Group)		
Payment Paid	Payment_Paid__c	Currency(18, 0)		
Repairs	Repairs__c	Checkbox		

The status bar at the bottom indicates: Very humid Now, ENG IN, 20:09, 11-09-2025.

Screenshot of the Salesforce Setup interface showing the Object Manager for the 'Service records' object.

The left sidebar shows the 'Fields & Relationships' section selected under 'Object Manager'.

The main area displays the 'Fields & Relationships' table:

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Appointment	Appointment__c	Lookup(Appointment)		
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		
Quality Check Status	Quality_Check_Status__c	Checkbox		
service date	service_date__c	Formula (Date)		
Service records Name	Name	Auto Number		
Service Status	Service_Status__c	Picklist		

The status bar at the bottom indicates: 26°C Heavier rain soon, ENG IN, 20:09, 11-09-2025.

The screenshot shows the Salesforce Object Manager interface. The left sidebar is titled 'SETUP > OBJECT MANAGER' and lists various setup categories. The main content area is titled 'Billing details and feedback' and displays a table of fields and relationships. The table has columns for FIELD LABEL, FIELD NAME, DATA TYPE, CONTROLLING FIELD, and INDEXED. The fields listed are:

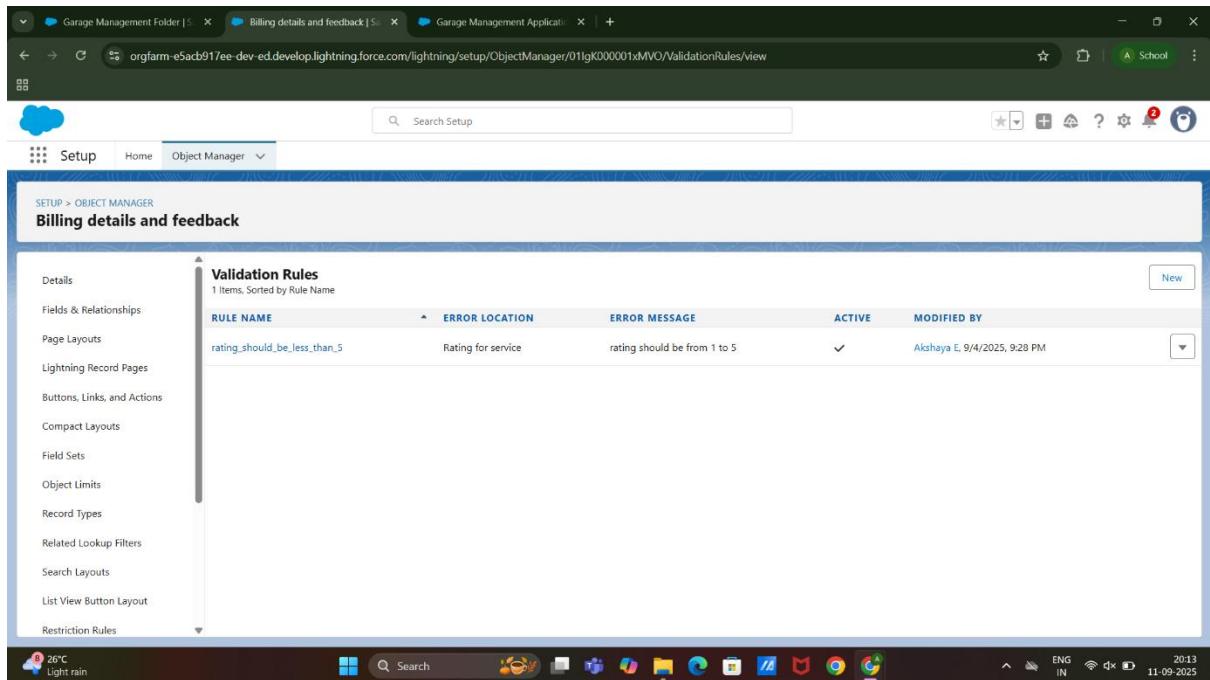
FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Billing details and feedback Name	Name	Auto Number		✓
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Payment Paid	Payment_Paid__c	Currency(18, 0)		
Payment Status	Payment_Status__c	Picklist		
Rating for service	Rating_for_service__c	Text(1)		
Service records	Service_records__c	Lookup(Service records)		✓

The status bar at the bottom indicates 'Very humid Now' and shows the date '11-09-2025'.

- Created Validation Rule : Appointment Object and Billing Details and Feedback Object

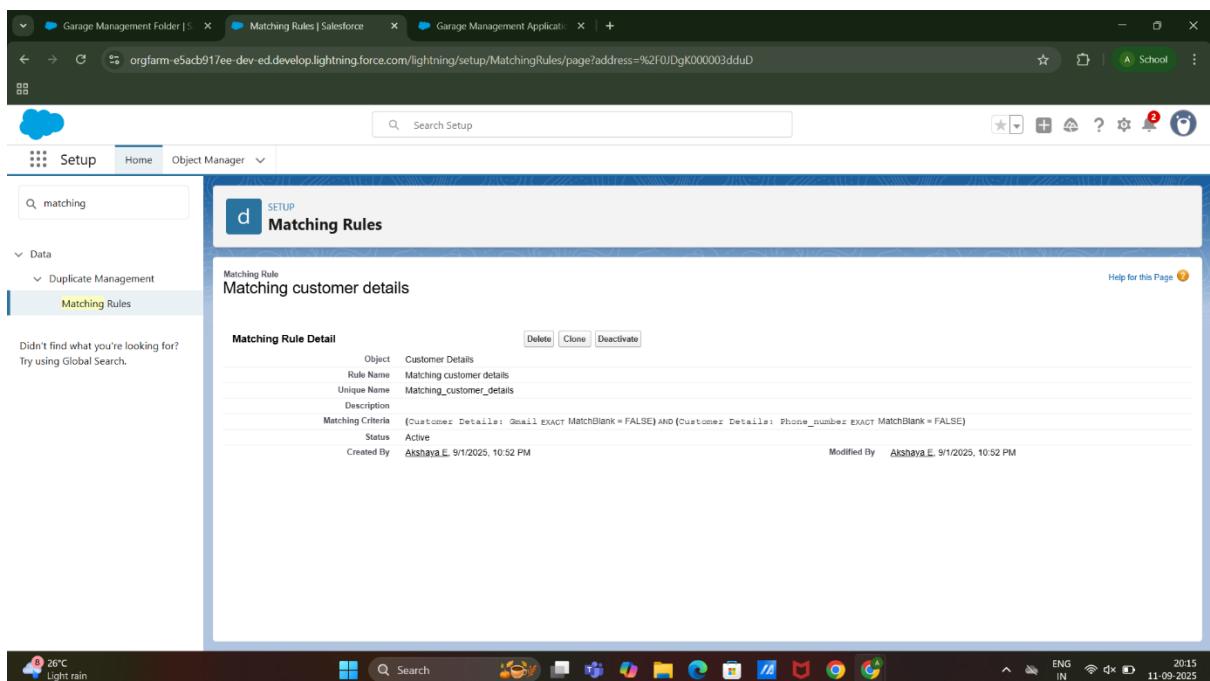
The screenshot shows the Salesforce Object Manager interface. The left sidebar is titled 'SETUP > OBJECT MANAGER' and lists various setup categories. The main content area is titled 'Appointment' and displays a table of validation rules. The table has columns for RULE NAME, ERROR LOCATION, ERROR MESSAGE, ACTIVE, and MODIFIED BY. There is one rule named 'Vehicle' which validates the 'Vehicle number plate' field and displays the message 'Please enter valid number'. The status bar at the bottom indicates '26°C Light rain' and shows the date '11-09-2025'.

RULE NAME	ERROR LOCATION	ERROR MESSAGE	ACTIVE	MODIFIED BY
Vehicle	Vehicle number plate	Please enter valid number	✓	Akshaya E, 9/7/2025, 10:16 PM



- Created Duplicate Rule : Matching rule to an Customer details Object

And Duplicate rule to an Customer details Object



## ● Profiles : Manager Profile and Sales Person Profile

The screenshot shows the Salesforce Setup interface with the 'Profiles' page open. The top navigation bar includes tabs for 'Garage Management Folder', 'Profiles | Salesforce', and 'Garage Management Application'. The main content area displays a profile named 'sales person' with the following details:

- Name:** sales person
- User License:** Salesforce Platform
- Description:** Akshaya\_E, 9/1/2025, 11:03 PM
- Created By:** Akshaya\_E, 9/4/2025, 9:31 PM

The 'Profile Detail' section shows various permissions and page layouts assigned to this profile. The 'Page Layouts' section lists standard object layouts for Account, Contact, Home Page Layout, Email Application, and Global.

At the bottom of the browser window, the taskbar shows the date as 11-09-2025 and the time as 20:23. The system status indicates 26°C and Light rain.

- Created Roles and Role Hierarchy: Manager and Another Role

The screenshot shows the Salesforce Setup interface with the 'Roles' page open. The top navigation bar includes tabs for 'Garage Management Folder', 'Roles | Salesforce', and 'Garage Management Application'. The main content area displays the 'Your Organization's Role Hierarchy' tree:

- KPP College of Arts Science And Research
  - CEO
    - Add Role
  - CFO
    - Add Role
  - COO
    - Add Role
  - Manager
    - Add Role
  - sales person** (highlighted)
    - Add Role
- SVP.Customer.Service & Support
  - Add Role
- Customer.Support.International
  - Add Role
- Customer.Support.North America
  - Add Role
- Installation & Repair Services
  - Add Role
- SVP.Human.Resources
  - Add Role
- SVP.Sales & Marketing
  - Add Role

## ● Created User and Another User

The screenshot shows the Salesforce Setup interface under the 'Users' tab. A new user record is being created for 'Akshaya E'. The 'User Detail' section displays the following information:

Name	Alias	Email	Role
Akshaya E	23b	23bit003@kprcaa.ac.in [Verified]	Salesforce System Administrator
		Username: 23bit003654@agentforce.com	Active: ✓
		Nickname: User17564388700925019864	Marketing User: □
		Title:	Offline User: □
		Company: KPR College of Arts Science And Research	Knowledge User: ✓
		Department:	Flow User: □
		Division:	Service Cloud User: □
		Address:	Site.com Contributor User: □
		Time Zone: (GMT-07:00) Pacific Daylight Time (America/Los_Angeles)	Site.com Publisher User: □
		Locale: English (United States)	WDC User: □
		Language: English	Mobile Push Registrations: View
		Delegated Approver:	Data.com User Type:
		Manager:	Accessibility Mode (Classic Only): □

The screenshot shows the Salesforce Setup interface under the 'Users' tab, displaying a list of all users. The table includes columns for Action, Full Name, Alias, Username, Role, Active status, and Profile.

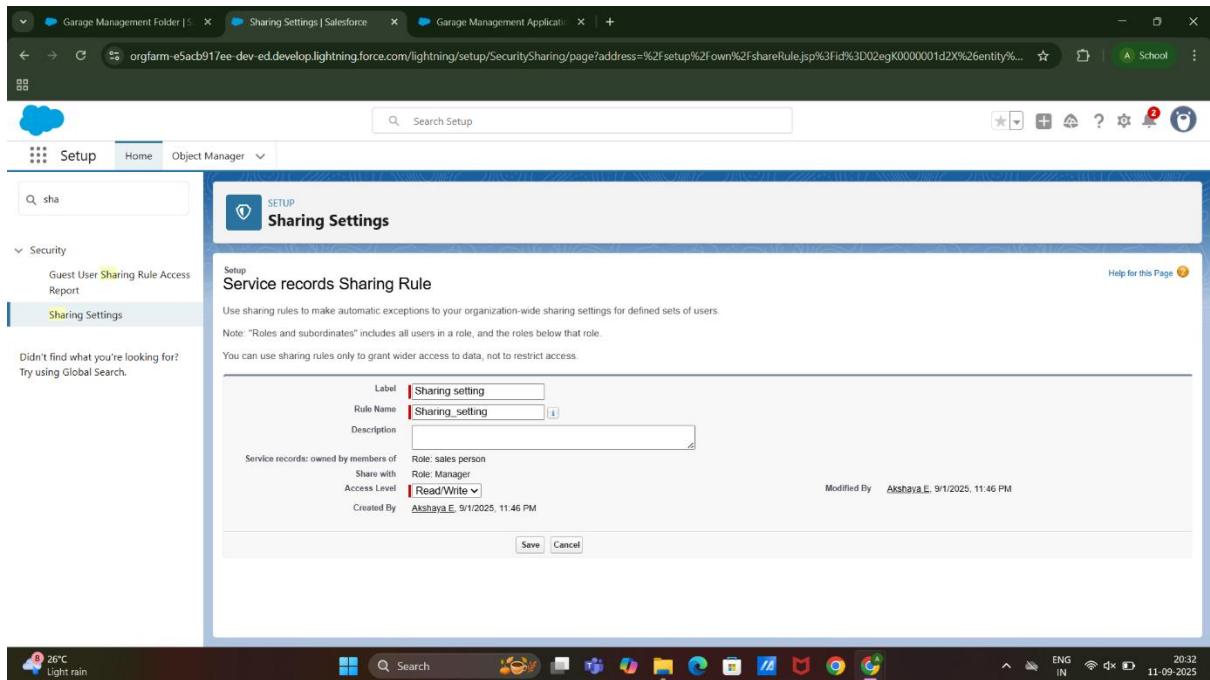
Action	Full Name	Alias	Username	Role	Active	Profile
<input type="checkbox"/>	Chatter Expert	Chatter	chatty@00dgk000009xeztuuu.h3wrcvso1dwo@chatter.salesforce.com		<input checked="" type="checkbox"/>	Chatter Free User
<input type="checkbox"/>	E. Akshaya	23b	23bit003654@agentforce.com		<input checked="" type="checkbox"/>	System Administrator
<input type="checkbox"/>	EPIC_OrgFarm	QFPIIC	eric.datta626a0ed@orgfarm.salesforce.com		<input checked="" type="checkbox"/>	System Administrator
<input type="checkbox"/>	Mikaelsen_Niklaus	nmika	alshayra@m.com	Manager	<input checked="" type="checkbox"/>	Manager
<input type="checkbox"/>	Mikaelsen_Niklaus	nmika	keerthi@m.com	sales person	<input checked="" type="checkbox"/>	sales person
<input type="checkbox"/>	Mikaelsen_Niklaus	nmika	kavyashree@m.com	sales person	<input checked="" type="checkbox"/>	sales person
<input type="checkbox"/>	User_Integration	integ	integration@00dgk000009xeztuuu.com		<input checked="" type="checkbox"/>	Analytics.Cloud Integration User
<input type="checkbox"/>	User_Security	ses	insightssecurity@00dgk000009xeztuuu.com		<input checked="" type="checkbox"/>	Analytics.Cloud Security User

## ● Created New Public Group

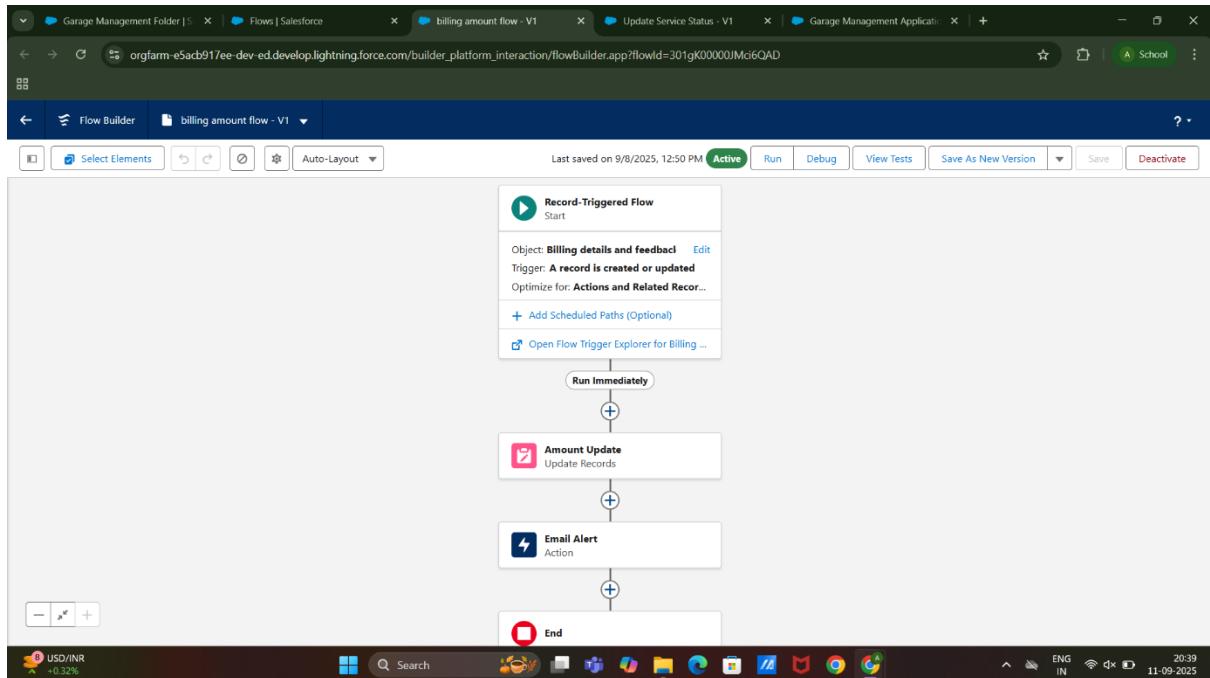
The screenshot shows the Salesforce Setup interface. On the left, the navigation sidebar is open, showing categories like Users, Apps, and Feature Settings. Under the Users category, 'Public Groups' is selected. In the main content area, a 'Public Groups' page is displayed with a section for the group 'sales team'. The group details include a Label ('sales team'), Group Name ('sales\_team'), and a checked checkbox for 'Grant Access Using Hierarchies'. Below this, a table lists a single user entry: 'Name' (sales.person) and 'Type' (Role). The bottom of the screen shows the Windows taskbar with various application icons.

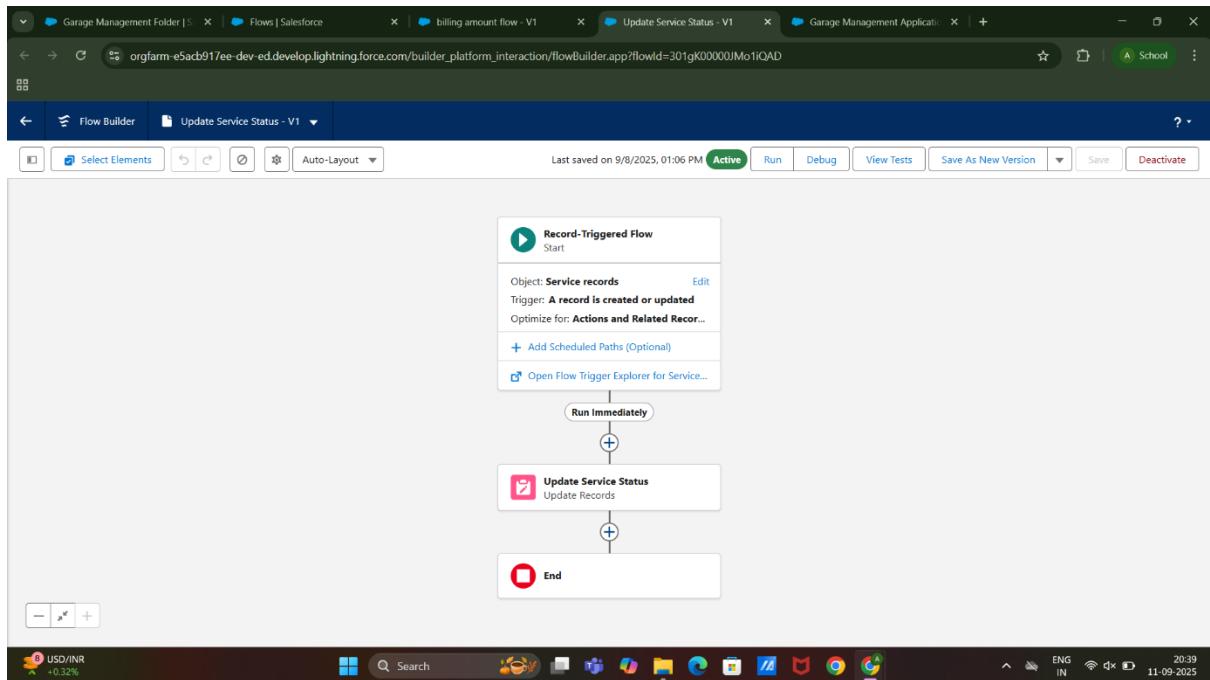
## ● Created Sharing Settings

The screenshot shows the Salesforce Setup interface. The navigation sidebar is open, showing categories like Security and Sharing Settings. Under Security, 'Sharing Rule Access Report' is selected. In the main content area, a 'Sharing Settings' page is displayed. It features a large table for 'Tableau Host Mapping' where many objects like User Presence, Walllist, Web Cart Document, etc., have their sharing settings changed from 'Public Read Only' to 'Private'. Below this table, there are sections for 'Other Settings' including 'Standard Report Visibility' (checked), 'Manual User Record Sharing' (unchecked), 'Manager Groups' (unchecked), 'Secure guest user record access' (unchecked), and 'Require permission to view record names in lookup fields' (unchecked). At the bottom, there are 'Save' and 'Cancel' buttons. The bottom of the screen shows the Windows taskbar with various application icons.



- Created A Flow and Another Flow





- Apex Trigger : Appex Handler

```

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 = 1000;
            }
            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;
            }
        }
    }
}

```

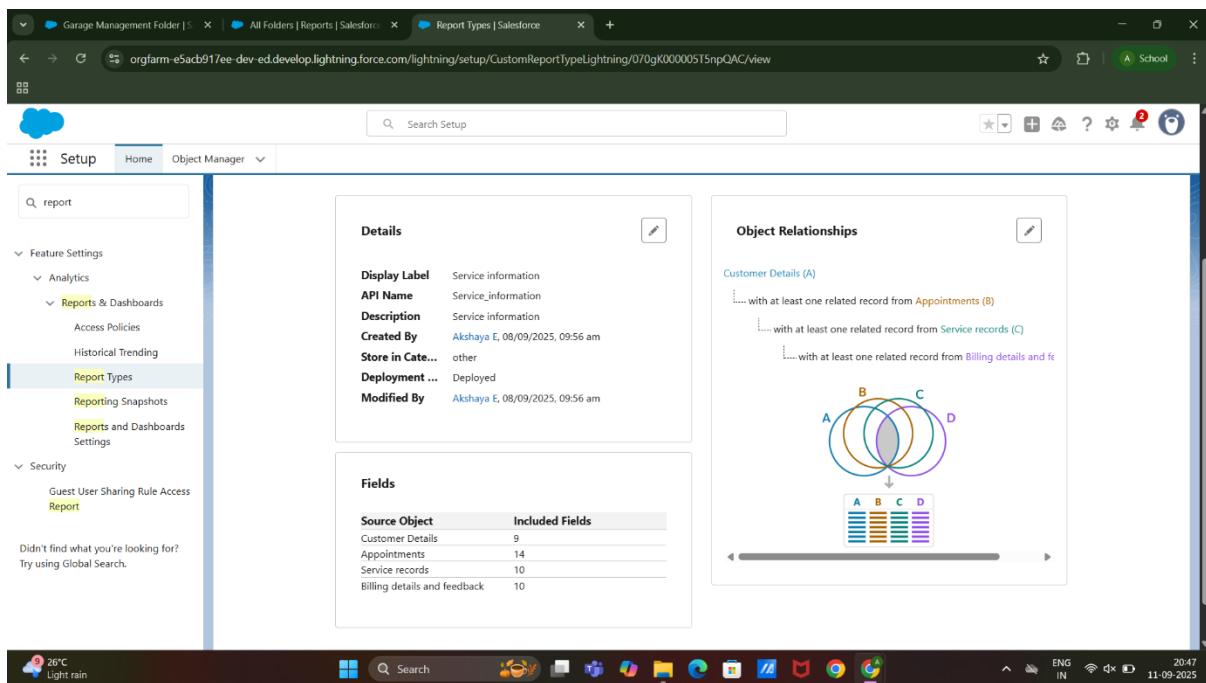
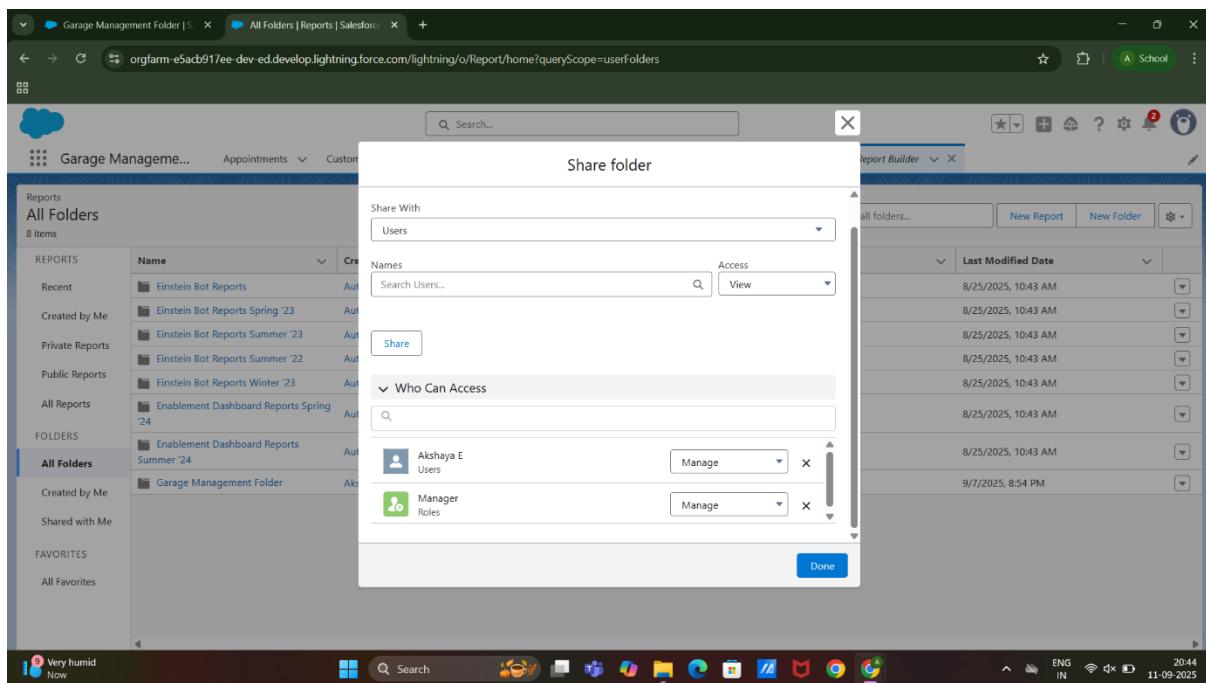
The screenshot shows the Salesforce Developer Console in Google Chrome. The URL is `orgfarm-e5acb917ee-dev-ed.develop.my.salesforce.com/_ui/common/apex/debug/ApexCSIPage`. The tab is titled "AmountDistributionHandler.apcxt" and the active tab is "AmountDistribution.apxt". The code coverage is set to "None" and the API version is "64". The code itself is:

```
1 trigger AmountDistribution on Appointment__c (before insert, before update) {  
2     if(trigger.isbefore && trigger.isinsert || trigger.isupdate){  
3         AmountDistributionHandler.amountDist(trigger.new);  
4     }  
5 }
```

Below the code editor is a "Logs, Tests, and Problems" section. The system status bar at the bottom shows "Very humid Now" and the date "11-09-2025".

- Created Reports : Create a report, Share a report and Create report type

The screenshot shows the Salesforce Lightning interface in a browser window. The URL is `orgfarm-e5acb917ee-dev-ed.develop.lightning.force.com/lightning/o/Report/home?queryScope=mru`. The top navigation bar includes "Recent | Reports | Salesforce". The main area is titled "Garage Management Folder" and shows a "Recent" report titled "New Service information Report" created by "Akshaya E" on "9/7/2025, 9:58 PM". On the left, there's a sidebar with categories like "RECENT", "REPORTS", "FOLDERS", and "FAVORITES". The system status bar at the bottom shows "Very humid Now" and the date "11-09-2025".



Screenshot of the Salesforce Report Builder interface showing a report titled "New Service information Report".

The report displays a summary table with the following data:

	Rating for service	Payment Status	Completed	Total
4	Sum of Payment Paid	\$450	1	\$450
	Record Count		1	1
<b>Total</b>	<b>Sum of Payment Paid</b>	<b>\$450</b>	<b>1</b>	<b>\$450</b>

Below the summary table is a details section showing one row of data:

	Customer Name	Appointment Date	Service Status	Payment Paid
1	gms	9/13/2025	Completed	\$450
2				\$450

At the bottom of the report, there are several checkboxes for Row Counts, Detail Rows, Grand Total, and Stacked Summaries, all of which are checked.

Screenshot of the Salesforce Report Builder interface showing the same report "New Service information Report".

A horizontal bar chart has been added to the right side of the report, titled "Sum of Payment Paid". The chart shows a single blue bar representing a value of \$450, corresponding to the total payment sum in the summary table.

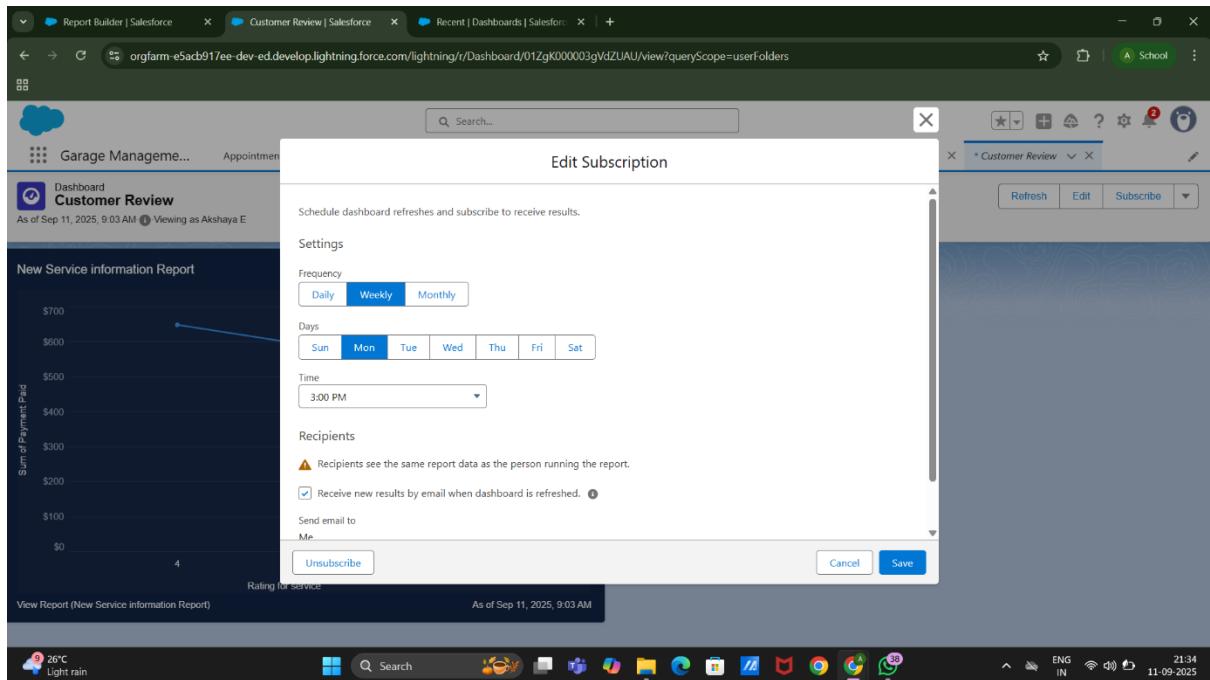
The rest of the report structure and data are identical to the first screenshot, including the summary table and details section.

- Created Dashboard Folder and Dashboard

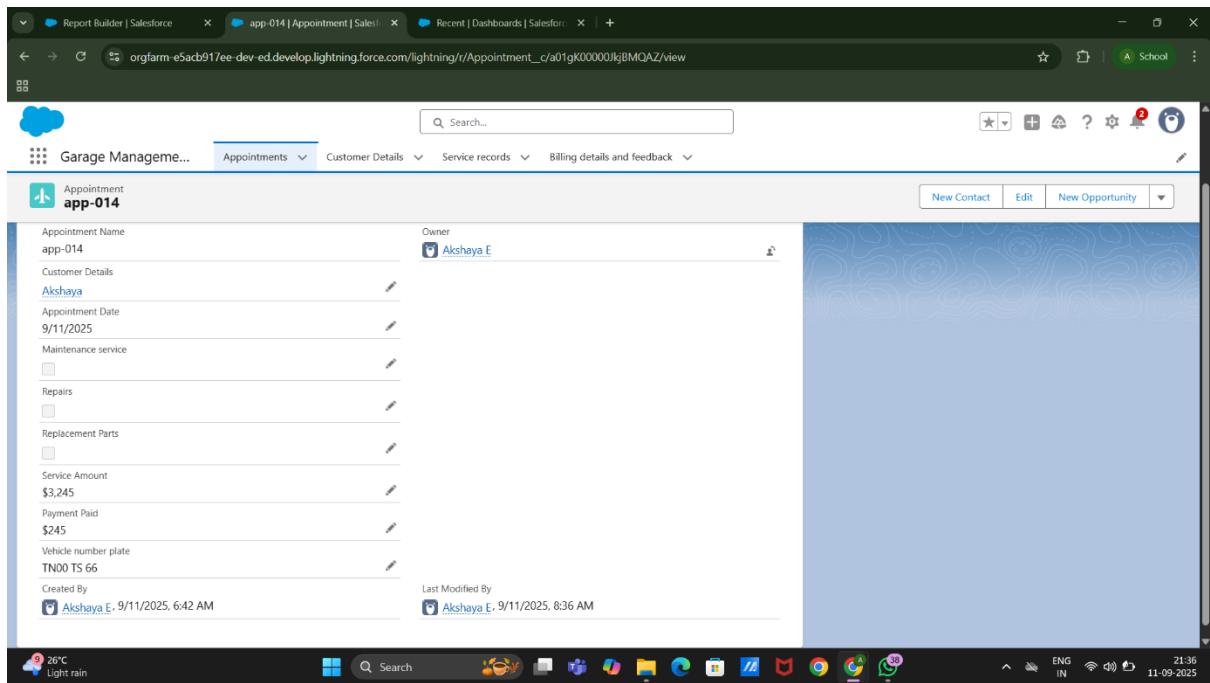
Screenshot of the Salesforce Lightning interface showing the 'Recent' dashboard folder. The dashboard lists two recent dashboards:

Dashboard Name	Description	Folder	Created By	Created On	Subscribed
Customer Review		Service Rating dashboard	Akshaya E	9/11/2025, 7:00 AM	<input checked="" type="checkbox"/>
Service Rating dashboard		Service Rating dashboard	Akshaya E	9/11/2025, 6:57 AM	<input type="checkbox"/>

Screenshot of the Salesforce Lightning interface showing a report titled "New Service information Report". The report displays a line chart with "Sum of Payment Paid" on the Y-axis (ranging from \$0 to \$700) and "Rating for service" on the X-axis (ranging from 4 to 5). The chart shows one data point at rating 4 with a value of approximately \$650. The chart has a "Completed" status indicator.



- Created User Adoption Records



A screenshot of a Salesforce Customer Details page for a contact named "Akshaya". The page shows basic information like name, phone number, and email. The "Owner" field is populated with "Akshaya E". The "Last Modified By" field shows the same user updated the record on 9/7/2025 at 10:37 PM.

Customer Name: Akshaya

Phone number: (967) 773-7358

Gmail: 23bit003@kprcas.ac.in

Created By: Akshaya E, 9/7/2025, 10:06 PM

Owner: Akshaya E

Last Modified By: Akshaya E, 9/7/2025, 10:37 PM

A screenshot of a Salesforce Service records page for a service record named "ser-008". The page displays details such as the service record name, appointment information, quality check status, and service status. The "Service Status" is set to "Started". The "Last Modified By" field shows the user updated the record on 9/11/2025 at 8:34 AM.

Service records Name: ser-008

\* Appointment: app-014

Quality Check Status:

Service Status: Started

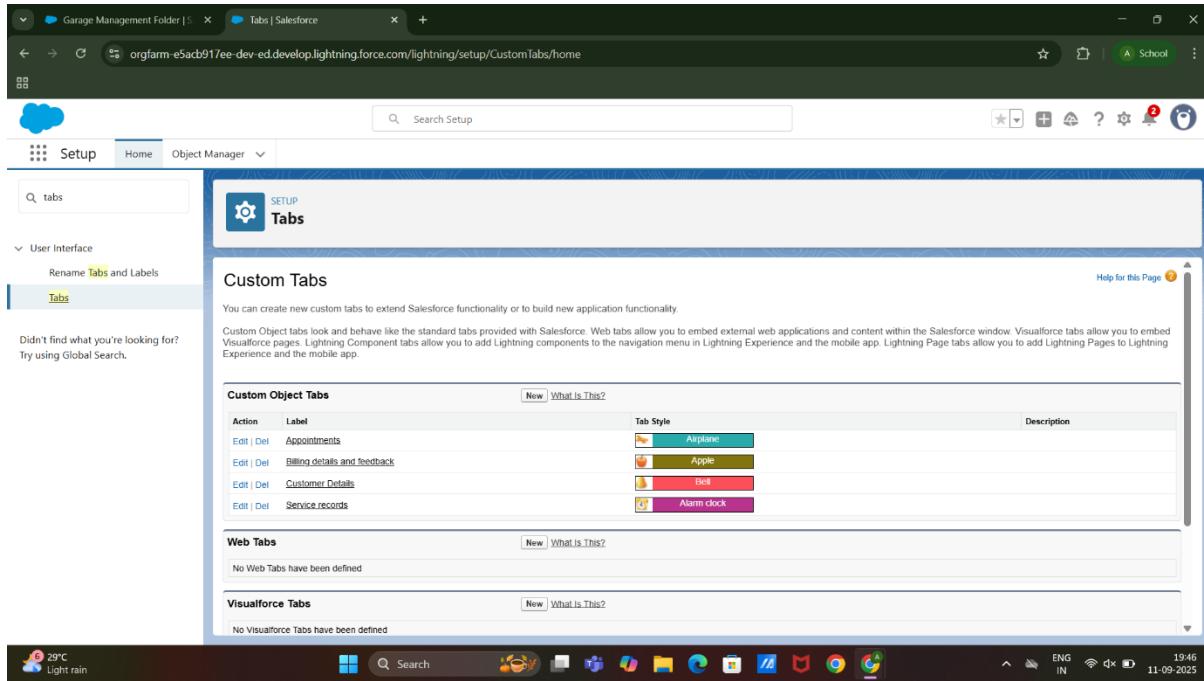
service date: 9/11/2025

Created By: Akshaya E, 9/11/2025, 6:42 AM

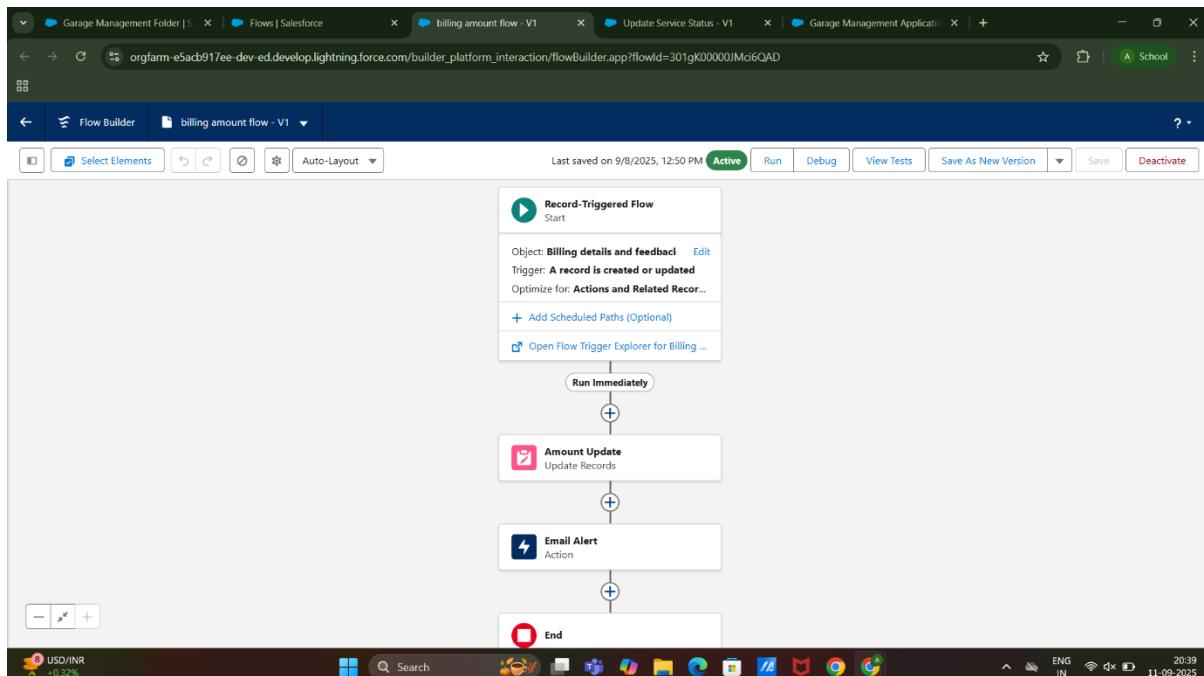
Last Modified By: Akshaya E, 9/11/2025, 8:34 AM

# OUTPUT:

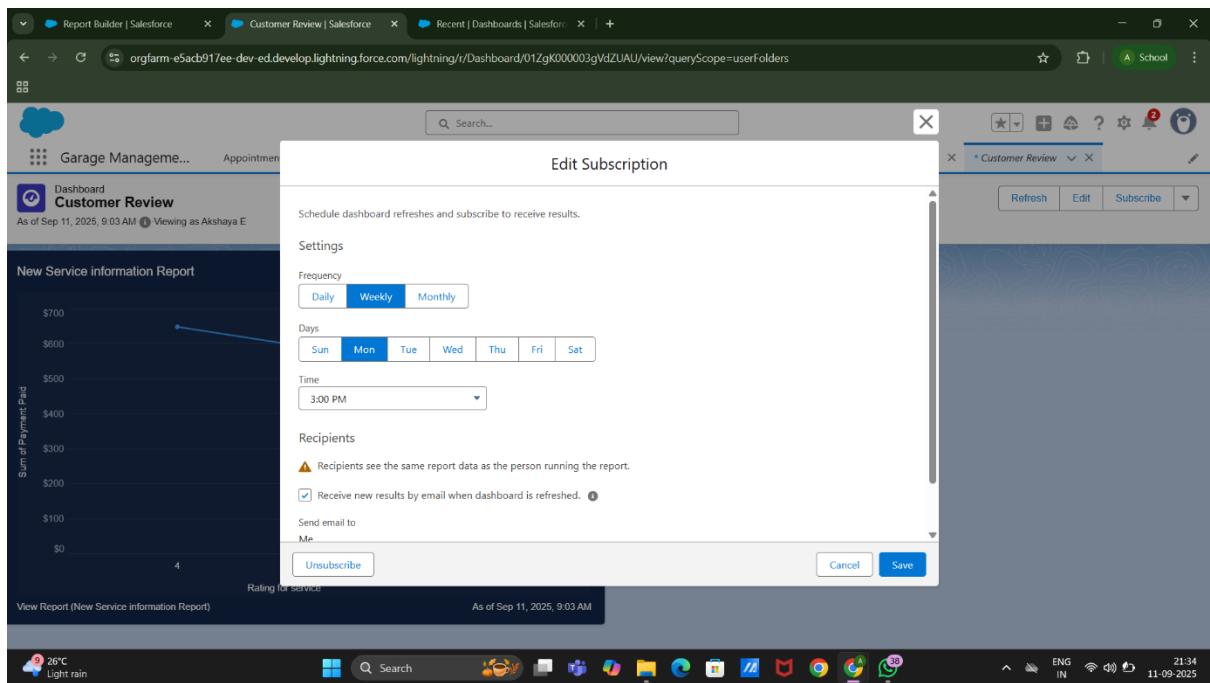
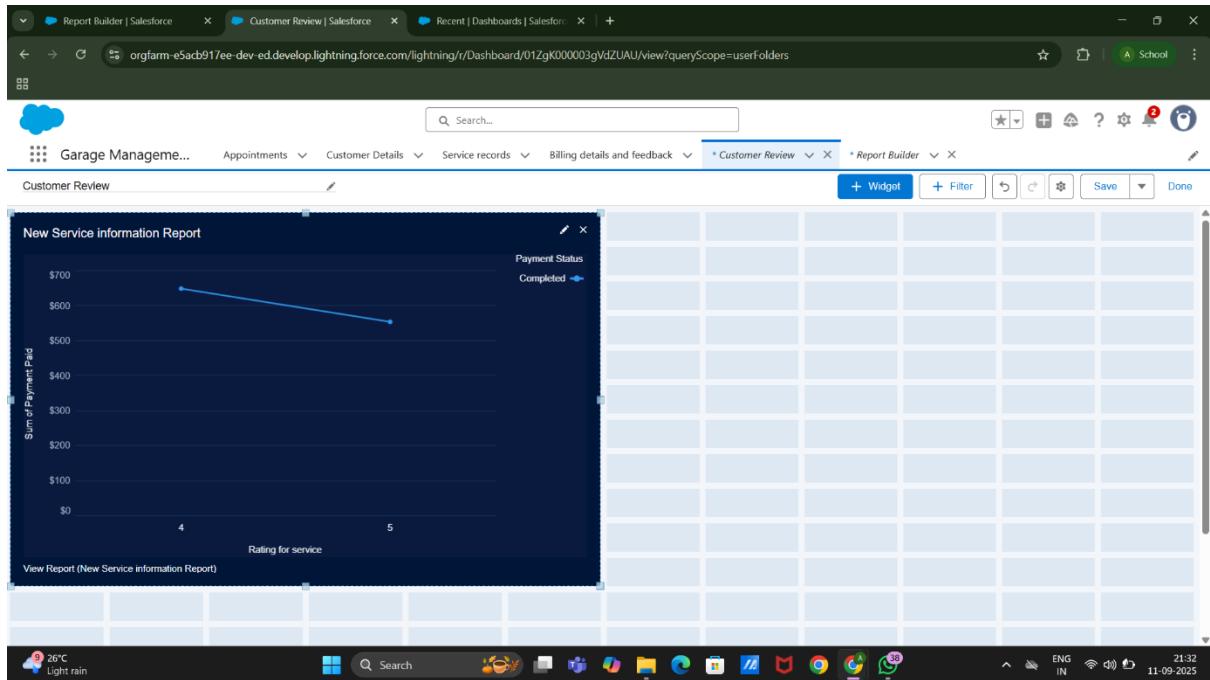
- Tabs for Customer Details, Appointment, Service Records and Billing Details and Feedback



- Flows



- New Service Information Reports



# Advantage and Disadvantage

## Advantages of Garage Management System

1. **Improved Efficiency** – Automates daily operations such as job scheduling, invoicing, and inventory tracking, reducing manual workload.
2. **Better Customer Experience** – Provides online booking, service reminders, and real-time updates on vehicle status.
3. **Accurate Record Keeping** – Maintains complete service history, bills, and reports, helping with both customer reference and compliance.
4. **Time & Cost Savings** – Minimizes delays, reduces paperwork, and optimizes resource allocation.
5. **Inventory Management** – Tracks spare parts, stock levels, and orders to prevent shortages or overstock.
6. **Data-Driven Insights** – Generates reports on revenue, expenses, and performance, enabling better decision-making.
7. **Transparency & Trust** – Customers can see service progress, cost estimates, and final bills clearly, reducing disputes.
8. **Scalability** – Can be adapted for small garages or larger service centers as the business grows.
9. **Reduced Errors** – Automated calculations in billing and inventory help minimize human mistakes.
10. **Enhanced Communication** – Improves coordination between staff, technicians, and customers.

## Disadvantages of Garage Management System

1. **Initial Cost** – Purchasing and implementing GMS software can be expensive for small garages.
2. **Training Requirement** – Staff may need time and training to get used to the system.
3. **Dependence on Technology** – If the system crashes or faces downtime, it can disrupt operations.
4. **Data Security Risks** – Customer and financial data may be vulnerable to cyber threats if security is weak.

5. **Internet Dependency** – Cloud-based GMS requires stable internet; poor connectivity can cause delays.
6. **Customization Limits** – Some off-the-shelf GMS solutions may not meet the unique needs of every garage.
7. **Maintenance Costs** – Regular updates, technical support, or subscription fees may add to expenses.
8. **Resistance to Change** – Older staff or traditional garages may hesitate to shift from manual processes.
9. **Integration Challenges** – May not easily integrate with existing accounting, CRM, or ERP systems.
10. **Over-Reliance on System** – If staff become too dependent, basic manual processes may be forgotten.

## Conclusion

The Garage Management System is a powerful tool that bridges the gap between operational efficiency and customer satisfaction in the automotive repair industry. By streamlining processes such as scheduling, billing, inventory control, and customer communication, it enables garages to operate more productively and deliver a superior service experience.

While GMS offers numerous advantages—including efficiency, transparency, and data-driven decision-making—it also comes with challenges like cost, training, and dependence on technology. However, when implemented effectively, the benefits far outweigh the drawbacks, making it a valuable investment for garages of all sizes.

In today's competitive market, adopting a Garage Management System is not just a technological upgrade—it is a strategic step toward long-term growth, customer loyalty, and business success.

## Apex Handler

**AmountDistributionHandler:**

**Source Code:**

```
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;  
        }  
    }  
}
```

**Trigger:**

**Source Code:**

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

```
{
```

```
    if(trigger.isbefore && trigger.isinsert || trigger.isupdate)
```

```
{
```

```
    AmountDistributionHandler.amountDist(trigger.new);
```

```
}
```

```
}
```

