



DMIT2018 - Intermediate Application Devel...



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Servicing

NOTE: These specifications may be supplemented by your instructor with sequence and/or class diagrams for the use cases involving transactional processing. When provided, you must follow the guidance of those diagrams.

Business Process Overview

The Servicing component assigned to you is for supporting in shop servicing events only. Employees must log onto the system. Servicing must only allow authenticated users within the Servicing Role to have access to the subsystem. A shop mechanic or Shop Manager handle job registration and/or part assignment. The Employee full name must appear on the screen in text mode

Servicing - Story Overview

When the user arrives at the servicing screen, they'll see a search box for the customer's last name and a button to trigger the search. Once the user finds the correct customer from a grid of possible matches, a drop-down list allows them to select the customer's vehicle. When the user selects a bike, a text box updates with the VIN to confirm they have the correct bike.

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Below the customer and vehicle selection, an area is dedicated to services. A drop-down lists standard services, providing users with a range of options to choose from. Once a standard job is selected, the system automatically populates the job description and hours in the text fields below, giving users the flexibility to adjust the required hours if needed. An optional 'Comments' box is available for any special instructions from the customer. The system also provides buttons for adding the selected service and hours into a grid of chosen services, and for resetting the current input if needed.

Once you have added some services, a grid shows what you choose, complete with remove buttons to remove any that you accidentally added. Off to the side, a summary updates the hours and calculates the estimated labour charges. Each service has a standard Shop Rate of **\$65.50** per hour that you cannot change.

Then you've got the parts selection. A drop-down lists categories, each category tied to a set of parts. Changing the category updates a grid of available parts—each with the part's name, price, and how many are in stock. Each part has a small text box or spinner for the quantity to use. An add button sits alongside each part entry so the user can bring it into the cart. The system should not allow users to pick more parts than are in stock. If a part is already in the cart, the user cannot add it again, but they can adjust the quantity added to the cart.

In the cart area, the chosen parts appear in their grid, each line with a delete button for easy removal of unwanted parts. As parts are added or removed from the cart or if the quantity is changed, the system updates totals dynamically, recalculating subtotals, tax, and the final amount in real-time. This dynamic updating ensures that the user is always informed about the current status of the service order.

Finally, consider the primary action buttons on the page. There's a **Clear** button for when things go sideways—maybe you chose the wrong customer, or the customer changed their mind entirely. Clear will reset everything so the user can start fresh again. And a **Verify** button to verify any coupon the customer gives

you. And then there's the **Register Service Order** button, which commits all these choices—services, parts, quantities, and costs—to a final record in the system. After that, the application might display a confirmation dialogue showing the assigned job ID, and from there, the user can confidently move forward.



1) Customer Lookup (Screen 1 of 2)

Last Name (Partial):

[] [Search] [Clear]

Name	Phone	Address	Action
Sam Smith	780.444.4444	12345 – 67 St Edmonton, AB T5J1X1	[Select]
John Jones	780.432.2222	23456 – 78 St Edmonton, AB T5J1X2	[Select]
Dave Davids	780.433.4344	22222 – 22 St Edmonton, AB T5J1X4	[Select]

Note:

- Customer search by last name allows partial matches.
- Selecting a customer resets any entered form data—warn users if unsaved changes will be lost!
- After selection, display the customer's vehicle and VIN below.

Customer Vehicle: [Honda, Ruckus ▼] **VIN:** 123FT678Y9801

2) Service Screen (Screen 2 of 2)

Select Service (standard): [ComboBox ▼]

Or enter Custom Service: XXXXXX

Hours: xxx

Shop Rate: \$65.50

Comment: xxxxxxxxxxxxxxxxxxxxxxxxxxxx

[Reset] [Add Service]

Service Cart

Service	Hours	Rate	Ext Price	
Oil Change	0.50	\$65.50	\$32.75	✖
Fluid Flush	1.00	\$65.50	\$65.50	✖
Detail Vehicle	2.00	\$65.50	\$130.00	✖

Service Subtotal: \$229.25

Note:

- Shop rate is always \$65.50.
- If a Custom Service name is entered, it will override the standard selection.
- Adding a service is kept local until “Register Service Order” is pressed.
- “Reset” clears the current service entry.

3) Add Part

Select Category: [Parts ▼]

Part	Price	QOH	Qty to Add	
Front Tire	\$125.00	8	[1 ▲ ▼]	+Add
Rear Tire	\$220.00	8	[0 ▲ ▼]	+Add

Windshield	\$200.00	14	[0 ▲ ▼]	+Add
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Part Cart

Part	Price	Quantity	Total
Front Tire	\$125.00	1	\$125.00

Parts Subtotal: \$125.00

Note:

- Category selection filters the parts list.
- Qty to add cannot exceed QOH.

4) Totals & Actions

Subtotal:	\$354.25
Discount:	\$35.43
GST (5%):	\$15.91
Total:	\$334.76

Coupon: [SAVE10] / [Verify]

Coupon: [SAVE10] v [verify]

[Register Service Order] [Cancel]

Review [Service Breakdown](#)

Servicing - Story Continue

Imagine you are a shop mechanic or a Shop Manager starting your shift in the service department. After logging in, the system recognizes your role and greets you by name on the screen. This dedicated subsystem is here to help you organize and record service jobs for customers' bikes, making the process straightforward and efficient.

Registering a New Service Job

Your day often begins with customers bringing their bikes for routine maintenance or repairs. When a customer arrives, you look them up in the system, confirm the correct bike, and start building a record of the work others or yourself will need to do. You can add standard services—like tune-ups or oil changes—or describe custom work the customer requests. You can easily record hour estimates, comments, and even coupons. As you add or remove services or apply discounts, the system keeps track of the estimated labour cost, showing you the impact of every choice in real time.

If the job requires new parts, you select them from an organized list, ensuring you never commit to more than you have in stock. The system guides you through adding, adjusting, or removing parts from the job's "cart" without confusion. This helps maintain accurate inventory levels and ensures you're prepared with everything needed for the repairs.

Finalizing the Job

Once all services and parts are confirmed, you click a button to register the job. The system records every service, every part, and any associated discount. It provides a unique job ID, making it easy to refer back to these details while working on the bike and ensuring every step—estimate, approval, parts allocation—is fully documented.

If something changes before you register the job—maybe the customer changes their mind about a service or decides not to proceed—you can quickly clear the form, resetting it to its initial state. This flexibility ensures no messy paperwork or guesswork, just a clean, accurate record every time.

What This Means Day-to-Day

This Servicing functionality streamlines your work. You know exactly what each job needs and can

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