

Item Repair Management System – Concept Document

1. Job Intake (Customer → Shop)

- Register customer and repair item details.
- Generate unique Job Number (REP-000001).
- Capture customer details, item details, complaint, and expected delivery date.
- Initial Job Status: Received.

2. Dispatch to Company / Service Center

- Select repair company or vendor.
- Record transport method (courier, pickup, hand delivery).
- Save courier name, tracking number, and dispatch date.
- Job Status updated to: Sent to Company.

3. Estimation & Customer Approval

- Receive estimation value and repair duration from company.
- Notify customer via SMS / call / email.
- Customer can approve or reject the estimation.
- Job Status: Waiting for Approval / Approved / Rejected.

4. Repair in Progress

- Repair work starts after customer approval.
- Record technician name, repair notes, and parts used.
- Track repair start and progress dates.
- Job Status: Repair in Progress.

5. Repair Completion & Return

- Item returned from company after repair.
- Record final cost, warranty details, and completion date.
- Confirm courier or pickup arrival.
- Job Status: Repaired – Received from Company.

6. Delivery to Customer & Billing

- Deliver repaired item to customer.

- Generate bill and record payment details.
- Capture payment mode and balance if any.
- Final Job Status: Delivered / Closed.

7. Job Status Tracking

- Track job through all stages.
- Maintain job status history for audit.
- Provide dashboard view for pending, in-progress, and completed jobs.

8. Recommended Job Status Flow

- Received → Sent to Company → Waiting for Estimation → Waiting for Customer Approval → Repair in Progress → Repaired – Received from Company → Delivered → Closed

9. Suggested Database Tables

- tblRepairJob
- tblRepairCustomer
- tblRepairItem
- tblRepairDispatch
- tblRepairEstimation
- tblRepairRepairDetails
- tblRepairPayments
- tblRepairStatusHistory

10. Windows Forms Modules

- Repair Job Entry
- Dispatch Management
- Estimation & Approval
- Repair Progress
- Delivery & Billing
- Job Tracking Dashboard
- Search & Reports

11. Optional Advanced Features

- SMS / WhatsApp notifications.

- Reports and analytics.
- User roles and permissions.
- Barcode or QR code based job tracking.

12. Technology Stack

- Frontend: C# Windows Forms
- Backend: SQL Server
- Architecture: Layered (UI, Service, Repository)
- Reporting: Crystal Reports / PrintDocument