MSA

Mobile Service Accounting

User Manual & Guide

Version 1.0.2

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1. Introduction

Welcome to **MSA (Mobile Service Accounting)**, the professional management solution designed specifically for mobile repair shops and service centers.

This application simplifies your daily operations by combining ticket management, point-of-sale invoicing, inventory control, and customer relationship management into one unified, easy-to-use platform.

Key Features

- **Ticket Management:** Track repairs from intake to completion.
- **Smart Invoicing:** Create professional invoices with thermal receipt support.
- **Cloud Activation:** Secure, online license verification.
- **Inventory Control:** Manage parts, devices, and stock levels.
- **Customer CRM:** Keep track of customer history and devices.
- **Reports:** Gain insights into your business performance.

2. Getting Started

Installation / Launch

MSA is provided as a standalone application. On macOS, simply copy the `MSA.app` to your Applications folder. On Windows, run the provided installer or executable.

Activation

When you first launch the application, you will be prompted to activate your license.

1. Ensure you are connected to the internet.
2. Enter your **Email** and **License Key** provided by your distributor.
3. Click **Activate**. The system will verify your license with our cloud server.

> **Note:** Your license is locked to your specific hardware. You cannot use the same license key on multiple computers simultaneously unless you have a multi-seat license.

Login

After activation, you will see the Staff Login screen.

- **Default Admin User:** `admin`
- **Default Password:** `123456` (Please change this immediately in Settings)

The "Remember Me" feature allows you to save your staff credentials for quick access, separate from your license activation credentials.

3. Interface Overview

The Dashboard

The Dashboard is your command center. It provides an immediate snapshot of your business:

- **Key Metrics:** Total revenue, open tickets, and active technician count.
- **Status Board:** A quick view of tickets categorized by status (New, In Progress, Completed).
- **Recent Activity:** A log of the latest actions taken in the system.

Navigation

The sidebar on the left gives you access to all major modules:

- **Tickets:** Manage repair jobs.
- **Invoices:** Create and view sales records.
- **Customers:** Manage client profiles and their devices.
- **Inventory:** Manage parts and products.
- **Technicians:** Manage staff profiles.
- **Reports:** View financial data.
- **Settings:** Configure application preferences.

4. Core Workflows

Creating a New Ticket

1. Click **New Ticket** in the toolbar or press `Ctrl+N`.
2. **Select Customer:** Search for an existing customer or click "+" to add a new one.
3. **Add Device:** Select the customer's device or add a new one (Model, Color, Serial/IMEI).
4. **Describe Issue:** Enter the problem description and any pattern/passcode.
5. **Assign Technician:** (Optional) Assign the job to a staff member.
6. Click **Create Ticket**. You can now print a reception receipt for the customer.

Creating an Invoice

You can create an invoice directly or convert a ticket into an invoice.

1. Go to the **Invoices** tab and click **New Invoice**.
2. Select the Customer.
3. Add **Line Items** (Parts, Service Charges). Prices are automatically populated from Inventory but can be overridden.
4. **Payments:** Record the amount paid. The system automatically calculates the balance.
5. Click **Save & Print**.

> **Burmese Font Support:** MSA automatically handles Pyidaungsu and other Myanmar fonts for correct rendering on receipts.

Managing Inventory

Go to the **Inventory** tab to track your stock.

- **Parts:** Spare parts for repairs (screens, batteries).
- **Reorder Alerts:** Items running low will be highlighted.

5. Settings & Customization

General Preferences

In the **Settings** tab, you can customize:

- **Company Info:** Name, Address, Phone (appears on all receipts).
- **Language:** Switch between English, Burmese, and other supported languages.
- **Theme:** Toggle specialized Dark Mode or Light Mode.

Currency

You can set your preferred currency (e.g., USD, MMK). The system automatically formats numbers with commas (e.g., 10,000) for better readability.

6. Support

If you encounter any issues:

- Check the **About** dialog (Help > About) for your version number.
- Contact our support team at **support@worldlock.inc**.
- Please have your License Key ready when contacting support.