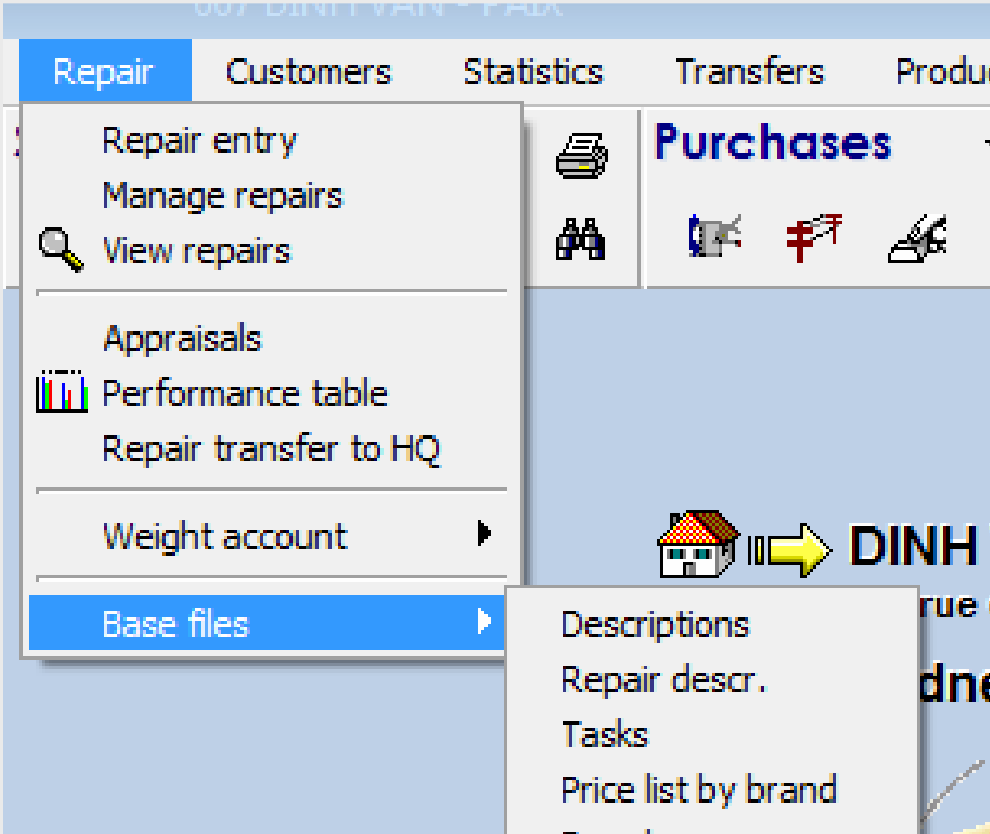




## 1) REPAIR MENU





- 'Base file' functions

- item description: is used to create shortcuts so that a product description can be input quickly

Code	Descr.
RI	RING
WA	WATCH

- repair descriptions: is used to create shortcuts so that work to be carried out on a product can be input quickly

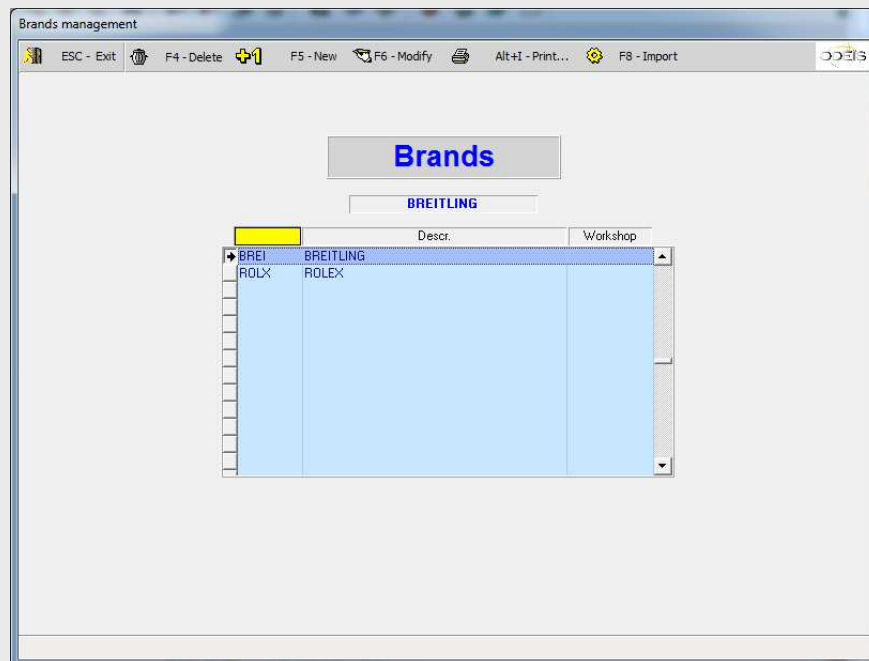
Code	Descr.
MC	MOVEMENT CONTROL
PO	POLISH

- Jobs: is used to create codes for all work descriptions, any essential components to carry out the work or the quote, including the client price.

Code	Descr.	Unit price	Type
ADJB	BRACELET SIZE ADJUSTEMENT	50,00	I
ADJR	RING SIZE ADJUSTEMENT	50,00	I
CRO	CHANGEMENT DE LA COURONNE	50,00	I
GR	GRAVURE	10,00	I
RI	RING CREATION	1 000,00	I

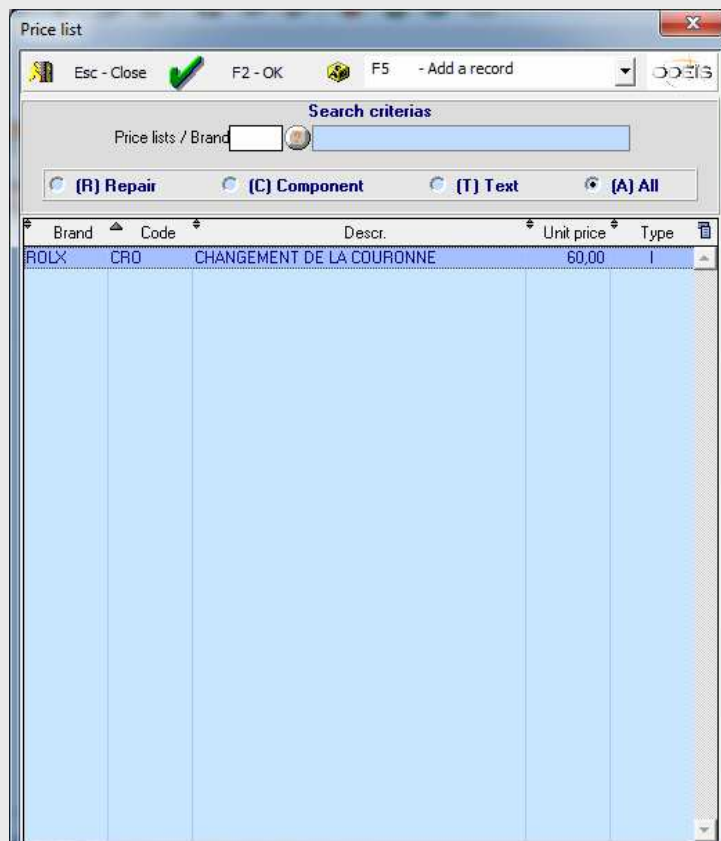


- brands: is used for the coding of product brands likely to be processed by repair



- pricing by brand: once all brands have been detailed and all possible work coded, the function 'pricing/brands' is used to link a work code to a brand.

For example, the work for 'CHANGING A BATTERY' is €10, so for brand X the work is €15, or €5 for brand Y; this therefore becomes the price per brand.





- Item type: this function is used to code the product types that you may come across when inputting a file. This concept is essential because you must assign a family code to each product. This family code will be used during a sale from the file for statistics.

Product Type

Esc - Close Operations F5 - Add a record

Item type

Category	Repair type / quotation
015	WATCH REPAIR
010	JEWELLERY REPAIR
010	ADJUST RING SIZE
015	ADJUST BRAELET

## 2) ENTERING A REPAIR

Repair form record

Esc - Close F2=OK F3=Comments Reach F4= Customer data

Form data Form # 19

Cust. 4 BRANSON

Oper. AB ANTHONY

REPAIR

Cust.

BRANSON RICHARD  
14 HANOVER SQUARE  
LONDON - 1 W1S

branson.richard@virgin.com

Inform the cust. by phone

History

Sales		Accounts	
TO	177 650,79	Deposit	446,90
Qty	18	Credit	
FAR		Credit	

Repair in process

Repair #	Rep. date	Case / Serial #	Brand	Type

Select Repair history

Repair #	Rep. date	Description



Input the name of the client (or his number); if the client file does not exist, you will be able to create it quickly. On the right side of the screen, the client history is displayed.

You can tick 'notify the client' and select a method for informing him when the repair work has been completed and when he may come and collect it.

The client history is separated into 4 parts: complete history (Turnover, Deposit, Credit Note, Credit), repairs in process, repairs already carried out (history section of the ASS) and detailed history of client sales.

The button 'select' is used to take an article sold to a client in for repair, and will automatically fill in the box 'article info' (see further down).

Enter the operator code.

Select the option 'repair'

Repair form record

Esc - Close F2 - OK F3 - Comments Reach F4 - Customer data

### REPAIR

**Form data** Form # 19

Cust. 4 BRANSON  
Tél : - W1S LONDON  
Oper. AB ANTHONY  
Type WATCH REPAIR  
Brand  
Weight Metal

**Description**

PRODUCT DESCRIPTION HERE

**Repair**

REPAIR DESCRIPTION HERE

**Dates**

Created on 14/09/2011 Issued on  
Avail. on  
Workshop

Works Sent on  
Avail. on Returned c  
Remarks

**Repair data**

Details	Wshop pr.	Coef.	Tag price
ADJB BRACELET SIZE ADJUSTEMENT	50,00		50,00

**Item**

--	--	--	--

Aver. coefficient  
Cust. discount %

Cost price 50,00  
Gross price 50,00  
Discount  
Net price 50,00

Item  
Deposit # Deposit

**Due amnt 50,00**

**Free / Guarantee**

☐ Free ☐ Guarantee

Free of charge  
End of guarantee  
Guar. origin

☐ Brand guarantee ☐ Wshop guarantee



The repair file appears. The left side of the screen contains essential information for creating a file:

- ➔ Product type (compare with base file)
- ➔ Product brand
- ➔ Weight, type of metal and product colour
- ➔ Product description. The base file 'description' can be used here, either by pressing F1 or the help button, or by using the shortcut created and pressing <INSERT>. For example, by typing WA + <INSERT>, WATCH will be displayed
- ➔ The repair. The base file 'repair description' can be used here, either by pressing F1 or the help button, or by using the shortcut created and pressing <INSERT>  
For example, by typing BA + <INSERT>, BATTERY WATER RESISTANCE will be displayed  
You would generally note here the work requested (the work to be carried out)
- ➔ The scheduled availability date (the date from when the client is supposed to collect his repaired product)
- ➔ The repair workshop: either you know to which workshop this repair is assigned and type its code, and the date it was sent to the workshop will be automatically filled in, or you can assign a workshop to the file at a later time (see workshop allocation)
- ➔ Return date: is not entered but will be updated when the repair is returned from the workshop (see workshop return)

-> Workshop comments: is used to put a comment about a product, for example that the repair is urgent, or that the product is already being repaired  
This comment will not be seen by the client. It will appear on the note sent to the workshop.

The left side of the screen, 'repair info', is used to describe the repair more precisely.

In the table 'detail', you can enter the repair details



either by adding an empty line,




by deleting a line,



or by looking for a work description or a price by brand entered into the base file.

In each case, you can input the price on each line and apply a coefficient in order to calculate the client price.

The icon  is used to assign a comment to each line of the repair detail.

The total of the column 'workshop price' will be transferred to the box 'cost price'.

The total of the column 'tag price' will be transferred to the box 'Gross price incl. VAT'.

The average coefficient will be calculated automatically.



The net price incl. VAT will be calculated according to the discount applied to the client (as with sales).

If a deposit has been entered (in the menu bar, select F8 to input a deposit), the amount will be transferred to the box 'deposit' and will be deducted in order to calculate the 'balance'.

If you do not wish to enter the repair details in the table, you can simply indicate your repair cost in the box 'cost price' and the repair cost for the client in the box 'Gross price incl. VAT'.

If the repair is free or under warranty, tick the corresponding box. You will be able to enter the reason for not charging, the expiry date of the warranty, the start date of the warranty and the type of warranty (workshop or brand).

If you wish, the table below allows you to link an article in stock to the repair (the article is thus automatically reserved by ODEIS for the client): when the repair is transferred for sale, the articles entered in this table will be highlighted for sale.

Articles  				



Repair form record

Esc - Close F2 - OK F3 - Comments Reach F5 - Item data

### REPAIR

Form data	Form #	19
Cust.	4 BRANSON	
Tél.:	W1S LONDON	
Oper.	AB	ANTHONY
Type	WATCH REPAIR	
Brand		
Weight	Metal	
Description		
PRODUCT DESCRIPTION HERE		
Repair		
REPAIR DESCRIPTION HERE		
Dates		
Created on	14/09/2011	Issued on
Avail. on		
Workshop		
Works		Sent on
Avail. on		Returned c
Remarks	COMMENTS FOR THE WORKSHOP	

Item data	
Reference	Declared value 0,00
Serial #	
Condition	
<input checked="" type="radio"/> Indefinite <input type="radio"/> Good <input type="radio"/> Average <input type="radio"/> Bad	
ODEIS #	Vend. ref <span>RESET</span>
Category	
Vendor	
Supplementary information	
Cut	
Dial	Stone 1
Movement	Weight
Bracelet	Stone 2
Colour	Weight
Type	
Case	

By clicking in the menu bar on access to 'article information', the right side changes.

In this section, if you have previously selected an article initially sold to the client from the menu 'client infos', the characteristics of this article will appear, in particular the reference (supplier reference for the product), the engraving number, the product label number, the family, the supplier and the eventual stones on the product.

Furthermore, you can enter the 'declared value' of the product taken into repair and its general state.

You can take the product photo (in the menu bar).

The product photo will be displayed in the area set out for this.

After entering the information, press F2 to save the repair. You will be able to print a repair document (in 2 parts, one which remains with the product, the other being given to the client as a receipt).



### 3) THE MENU BAR

- ➔ The button 'close' abandons the entry in progress.
- ➔ The button 'validate' saves the repair (or the quote).
- ➔ The printer is used to print a document (and a quote).
- ➔ The list 'operations' is used to enter a deposit without exiting from the repair entry, to take a product photo and to enter any internal comments linked to the file.
- ➔ The list 'access to' is used to navigate the file by updating the right side of the screen.

### 4) ENTERING AN ESTIMATE / QUOTATION

The entry of an estimate starts in the same way as a repair.  
Choose the option 'estimate' just after the operator code.

As with a repair, you can detail the estimate in the table 'estimate detail' if you are doing the estimate directly in front of the client.

If not, simply indicate the workshop price and the client price.

Tick the option box if the line of your estimate is optional, it will not be included in the calculation of the final price.

You can also indicate the workshop assigned to this estimate or at a later time (see workshop assignment)

Validate with F2



## 5) FILE MANAGEMENT

This program allows you to:

- search for files
- modify files
- access the printing menu
- access workshop assignment
- access workshop return
- remove a file without passing it through the cash desk
- accept or refuse an estimate
- send one or more SMS

List of repair forms

Esc - Close F2 - OK Operations F7 - Form detail F3 - All forms (except issued)

**List of repair forms**

**Search criterias**

Form # \_\_\_\_\_ Repair workshop \_\_\_\_\_  
Cust. # \_\_\_\_\_ Brand \_\_\_\_\_  
Cust. \_\_\_\_\_ Rate \_\_\_\_\_  
Informed by \_\_\_\_\_ Created betw. \_\_\_\_\_ and \_\_\_\_\_  
Serial # \_\_\_\_\_ Reference \_\_\_\_\_ Send betw. \_\_\_\_\_ and \_\_\_\_\_  
Operator \_\_\_\_\_ Returned between \_\_\_\_\_ and \_\_\_\_\_  
Description \_\_\_\_\_ Due back between \_\_\_\_\_ and \_\_\_\_\_  
Item type ALL Issue betw. \_\_\_\_\_ and \_\_\_\_\_

SMS  
☒ All  
☐ With  
☐ Without

**List of repair forms**

Form #	Cust.	Operatic	Description	Repair	Amount	Exit	Status
18	HOQUANTE KARL	Repair	LADIES' RING	test	0,00		New repair
16	HOQUANTE KARL	Repair	LADIES' RING	MISE A TAILLE DU 53	1 210,00		New repair
15	HOQUANTE KARL	Repair	LADIES' RING	POLISH THE RING AND	50,00		New repair
14	HOQUANTE KARL	Repair	LADIES' RING	POLISSAGE BRACELET /	100,00		New repair
13	HOQUANTE KARL	Repair	CLASS ONE CHRONO	POLISH	50,00		Waiting for return from workst
12	HOQUANTE KARL	Repair	EARRING	POLISH BRACELET	50,00		New repair
11	HOQUANTE KARL	Repair	MEN'S WATCHES		100,00		New repair
10	BOIS ISABELLE	Repair	COMPOSANT		0,00		New repair
9	HOQUANTE KARL	Repair	LADIES' RING		30,00		New repair
8	HOQUANTE KARL	Repair	LADIES' RING	POLISH	100,00		Waiting for sending to workst
3	HOQUANTE KARL	Repair	TEST REPAIR	BATTERY CHANGE	100,00		
2	HOQUANTE KARL	Repair	TEST		0,00		New repair
1	CAMERON DAVID WIL	Guarante	MEN'S WATCHES	WATERPROOF RESISTANC	250,00		New repair

TECHNOPOLE D'IZARBEL ALLEE THEODORE MONOD  
64210 BIDART Phone 1: 06.72.80.02.82

- To search for files: indicate your search criteria in the top part of the screen then press F2, or you can directly display pre-defined selection criteria using the menu 'access to' files
- To modify the files: choose the file in the table then press F7 (file detail), you will have access to the file to be modified
- Workshop assignment: see following screen
- Workshop return: see following screen



## 6) WORKSHOP ASSIGNMENT

Assign a workshop to the file number that you want to send to the supplier then press F2: the files selected will be considered as sent to the workshop and a print-out of the workshop note will be suggested.

## 7) WORKSHOP RETURN

Enter the forms received and eventually the workshop and client prices then press F2: the files are considered as available to the store. Press F7 to see the file detail.



## 8) MANAGING ESTIMATES

After entering an estimate and assigning a workshop, several chronological stages are necessary until the product is returned. The different stages of an estimate are: ACTIVE, IN PROGRESS, ACCEPTED, REFUSED, and ABANDONED

- **Send the estimate to the workshop:** use the function workshop assignment
- **Wait for the response from the workshop**

The workshop response time can be synonymous with client dissatisfaction.

Therefore, in the program 'file management', you will be able to relaunch a workshop, i.e. for the files selected, print the status of products for which you have not received a response from the workshop.

- **Save the response from the workshop**

To do this, you must go to modify the relevant estimate (file management) to indicate the changes.

In the table, transfer the detail of the estimate provided by the workshop (with or without option) and indicate the response date from the workshop.

- **Notify the client that the estimate has arrived**

You can print the list of clients to notify.

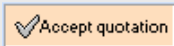
In the menu 'print-outs', select the option 'clients to notify (ESTIMATES)'

In this document, the necessary information to contact the client will be available.

- **See the client's decision**

4 options are proposed to you: these options are managed in the estimate modification

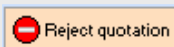
- The client accepts the estimate: the estimate moves to repair and the product is considered as 'waiting for repair'. The estimate detail is transferred to the repair detail, with the exception of the estimate options. The other estimates in progress will be abandoned.



Click on this button and you will be asked for a client response date. Validate the file using F2. (If you press ESC no modifications will be saved)

You can also directly accept a file estimate without returning to the modification by using the 'file management' program, the list 'operations' and selecting 'to accept the estimate'.

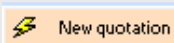
- The client refuses the estimate: the active estimate moves to refused status. You will no longer be able to modify this quote.



Click on this button and you will be asked for a client response date. Validate the file using F2. (If you press ESC no modifications will be saved)

You can also directly accept a file estimate without returning to the modification by using the 'file management' program, the list 'operations' and selecting 'to accept the estimate'.

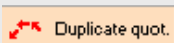
- The client requests a new estimate: the active estimate moves to the status 'in progress' and a new active quote is created. This function is used when the client requests a new estimate from the workshop.



Click on this button and you will be asked for a client response date. Validate the file using F2. (If you press ESC no modifications will be saved)

- The client requests a new proposal while keeping the existing estimate (for example if the workshop proposes the package 'battery - water resistance' and the client only wishes to change the battery without checking its water resistance).

The active estimate moves to the status 'in progress' and a new active estimate is created.



Click on this button and you will be asked for a client response date. Validate the file using F2. (If you press ESC no modifications will be saved)



- **Notify the workshop of any modifications brought by the client**

You can print the list of workshops to notify.

In the 'print-outs' menu, select the option 'workshop to notify (ESTIMATE)'

In this document, the necessary information to contact the client will be available.

All the estimates accepted, refused, created or modified will appear on this list.

It must be noted that for one repair file, there can be many estimates (but always an active estimate, i.e. the last estimate which was worked on)

- **Collect the repaired product (or not if estimate refused)**

This operation is carried out by the workshop return intermediary (i.e. the physical return of the product)

## 9) PRINT-OUTS

This menu allows you to print:

- ➔ the workshop shipping bill
- ➔ the list of clients to notify in relation to the estimate (see point 9)
- ➔ the list of workshops to notify in relation to an estimate (see point 9)
- ➔ follow-up letters to notify the client that his repair is available in the shop
- ➔ the amount that your various workshops have invoiced
- ➔ the list of workshops to relaunch (see point 9)
- ➔ the list of late workshops. This printing is based on the availability date set out for the product entered at the start of the file.  
For example, a file is input on 15 March with an availability date set for 10 April.  
It is now 12 April and this file has still not been returned: this file will be considered as 'late from the workshop'.
- ➔ the list of repairs released up to a specific date.  
The repair audit consists of deleting all the files which have a release date prior to the that entered in the program.
- ➔ the list of clients to notify in relation to a repair available in the shop



### 10) FORM QUERY

List of repair forms

Esc - Close F2 - OK Operations F7 - Form detail F3 - All forms (except issued)

#### List of repair forms

**Search criteria**

Form #		Repair workshop	
Cust. #		Brand	
Cust.		Rate	
Informed by		Created betw.	
Serial #		Send betw.	
Operator		Returned between	
Description		Due back between	
Item type	ALL	Due back between	
		Issue betw.	

SMS: ☒ All ☐ With ☐ Without

#### List of repair forms

Form #	Cust.	Operatic	Description	Repair	Amount	Exit	Status
19	BRANSON RICHARD	Quotatio	DESCRIPTION HERE	REPAIR HERE	50,00		New quotation
18	HOQUANTE KARL	Repair	LADIES' RING	test	0,00		New repair
16	HOQUANTE KARL	Repair			1 210,00		New repair
15	HOQUANTE KARL	Repair	LADIES' RING	MISE A TAILLE DU 53	50,00		New repair
14	HOQUANTE KARL	Repair	LADIES' RING	POLISH THE RING AND	100,00		New repair
13	HOQUANTE KARL	Repair	CLASS ONE CHRONO	POLISSAGE BRACELET /	50,00		Waiting for return from workst
12	HOQUANTE KARL	Repair	EARRING	POLISH	50,00		New repair
11	HOQUANTE KARL	Repair	MEN'S WATCHES	POLISH BRACELET	100,00		New repair
10	BOIS ISABELLE	Repair	COMPOSANT		0,00		New repair
9	HOQUANTE KARL	Repair	LADIES' RING		30,00		New repair
8	HOQUANTE KARL	Repair	LADIES' RING	POLISH	100,00		Waiting for sending to workst
3	HOQUANTE KARL	Repair	TEST REPAIR	BATTERY CHANGE	100,00		
2	HOQUANTE KARL	Repair	TEST		0,00		New repair
1	CAMERON DAVID WIL	Guarante	MEN'S WATCHES	WATERPROOF RESISTANC	250,00		New repair

14 HANDOVERSQUARE  
WTS LONDON

This function is identical to file management except that it is limited to viewing the detail of a file and to searching for a file.