

## AFTER-SALES SERVICE

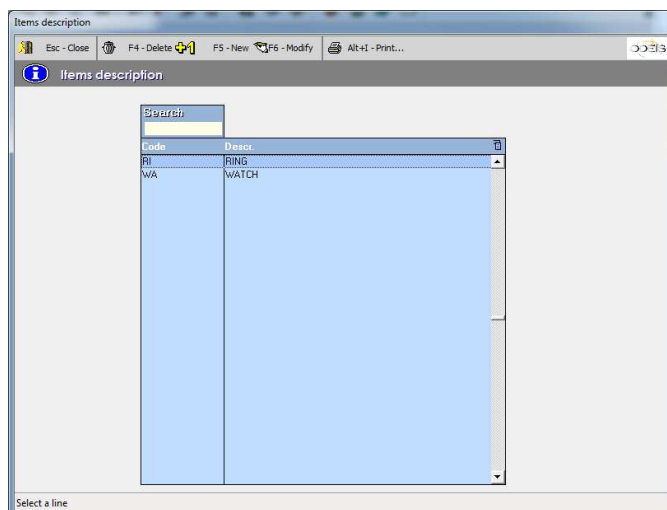
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## 1. CONFIGURATION

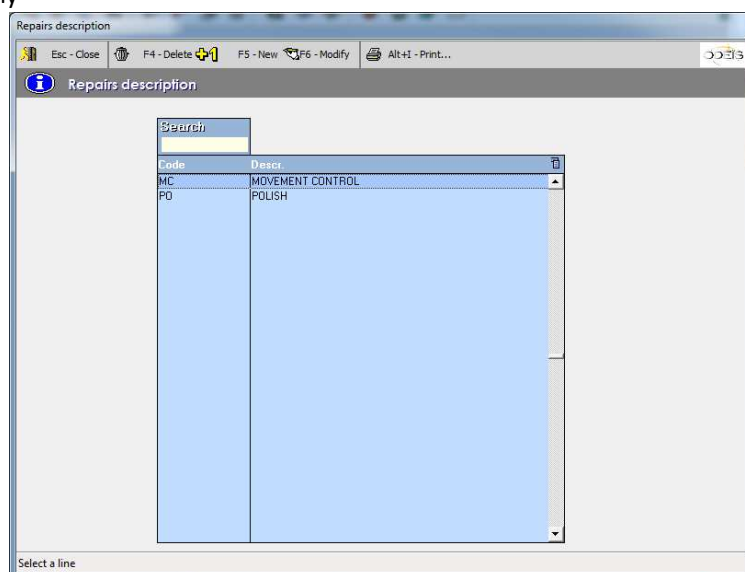
Menu : **Repair > Base files**

### 1.1. Basic files

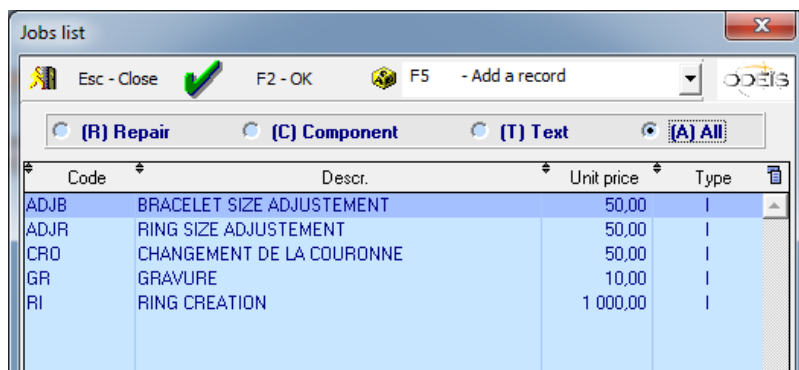
- Item description: is used to create shortcuts so that a product description can be input quickly



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



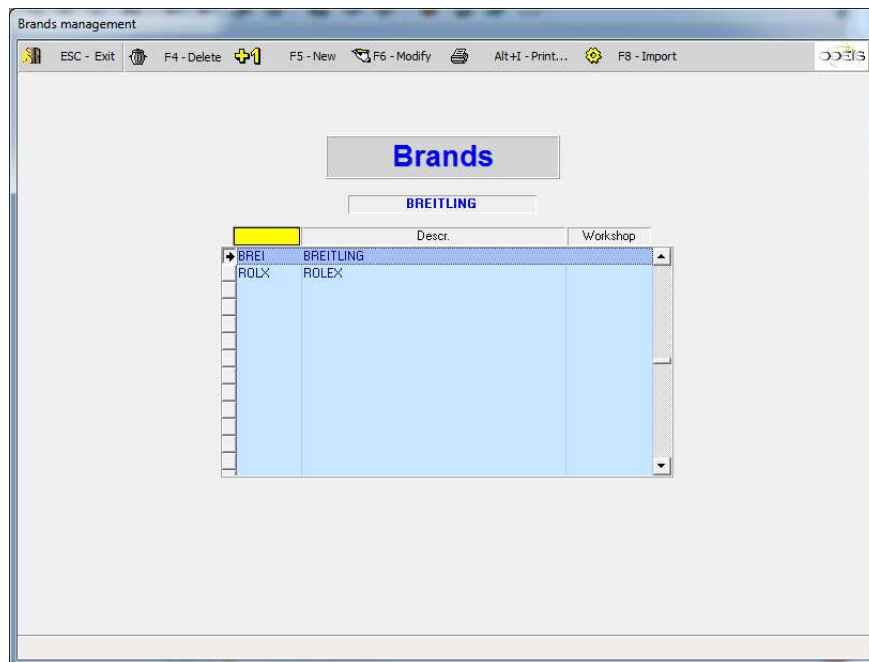
- Jobs: is used to create codes for all work descriptions, any essential components to carry out the work or the quote, including the customer price.



The screenshot shows a window titled "Jobs list" with a toolbar containing icons for Esc - Close, F2 - OK, F5 - Add a record, and a search icon. Below the toolbar are radio buttons for (R) Repair, (C) Component, (T) Text, and (A) All. The main area is a table with the following data:

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

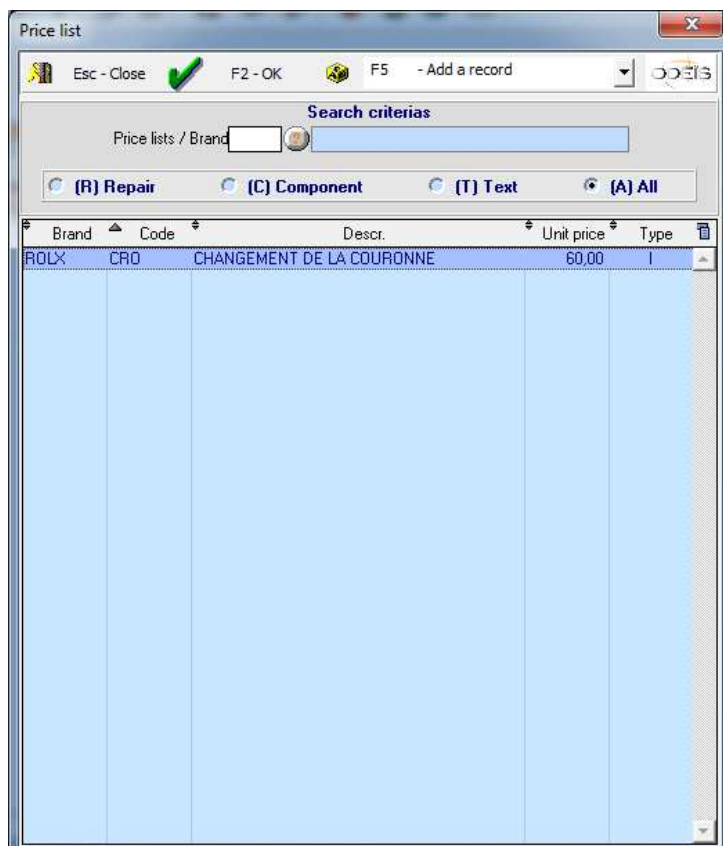
- Brands: is used for the coding of product brands likely to be processed by repair



The screenshot shows a window titled "Brands management" with a toolbar containing icons for ESC - Exit, F4 - Delete, F5 - New, F6 - Modify, Alt+I - Print..., and F8 - Import. Below the toolbar is a button labeled "Brands". Underneath is a text input field containing "BREITLING". Below that is a table with the following data:


	Descr.	Workshop
BREI	BREITLING	
ROLX	ROLEX	

- 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.



Brand	Code	Descr.	Unit price	Type
ROLX	CRO	CHANGEMENT DE LA COURONNE	60,00	I

- 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.



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

## 2. ENTERING A REPAIR

Menu : **Repair > Repairs issues**

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

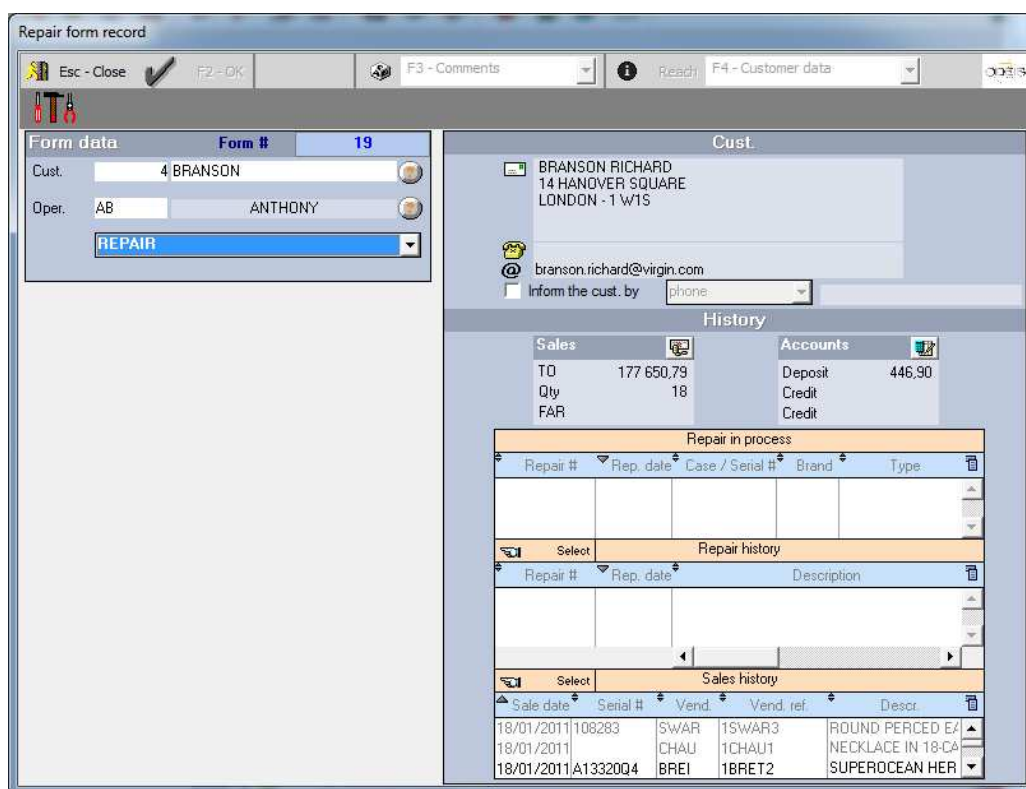
You can tick 'notify the customer' and select a method for informing him when the repair work has been completed and when he may come and collect it.

The customer 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 customer sales.

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

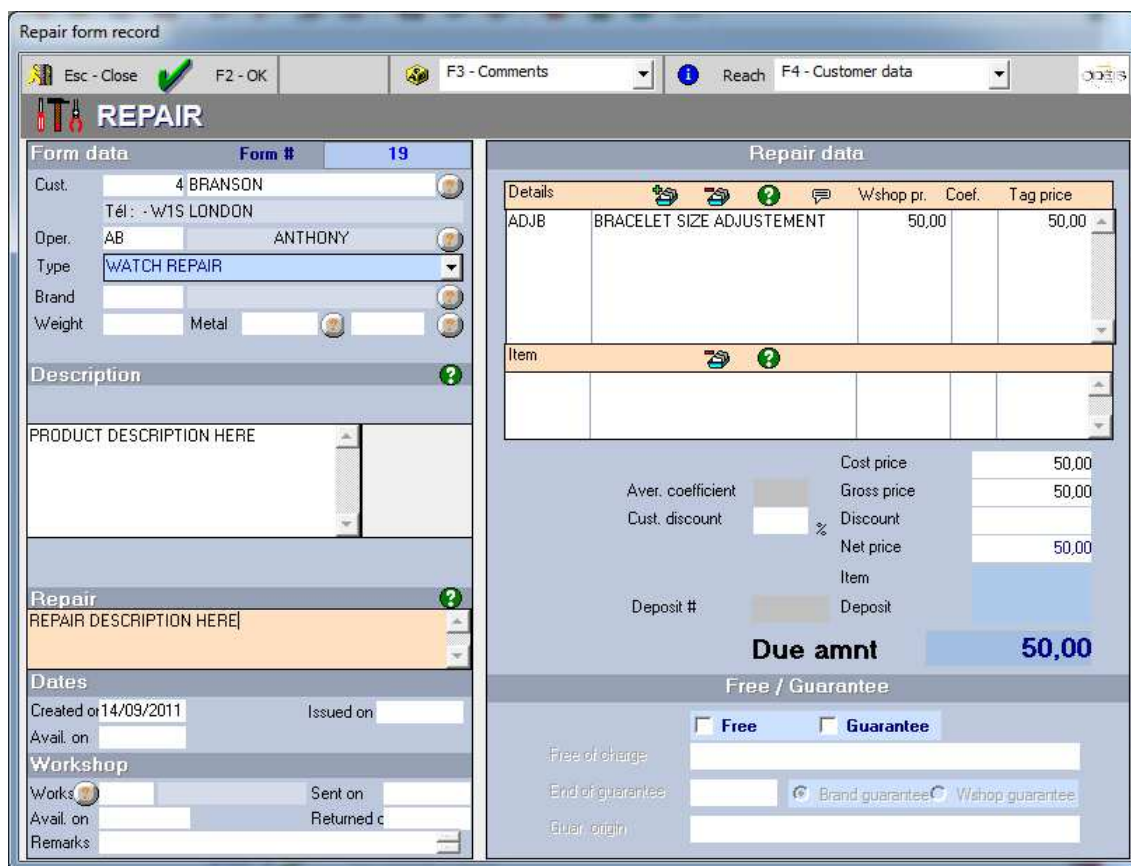
Enter the operator code.

Select the option 'repair'



The screenshot shows the 'Repair form record' window. The 'Form data' section on the left includes fields for 'Cust.' (4 BRANSON), 'Oper.' (AB ANTHONY), and a dropdown menu set to 'REPAIR'. The 'Cust.' section on the right displays customer details for BRANSON RICHARD, including address and email. Below this is a 'History' section with sub-sections for 'Sales', 'Accounts', 'Repair in process', 'Repair history', and 'Sales history'. The 'Repair in process' and 'Repair history' sections are currently empty. The 'Sales history' section shows a table of sales records.

Sale date	Serial #	Vend.	Vend. ref.	Descr.
18/01/2011	108283	SWAR	1SWAR3	ROUND PERCED E/
18/01/2011		CHAU	1CHAU1	NECKLACE IN 18-CA
18/01/2011	A13320Q4	BREI	18RET2	SUPEROCEAN HER



The screenshot shows the 'Repair form record' window. The left pane contains 'Form data' with fields for Customer (4 BRANSON), Operator (AB ANTHONY), Type (WATCH REPAIR), Brand, Weight (Metal), Description, Repair description, Dates (Created on 14/09/2011), and Workshop. The right pane contains 'Repair data' with a table for repair details, a table for item details, and a summary section showing 'Due amnt' of 50,00 and 'Free / Guarantee' options.

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

Item			

Summary section:

- 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 section:

- ☐ 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 customer 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 customer. 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 customer 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 customer (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 customer 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 customer): 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

☒ Indefinite
 ☐ Good
 ☐ Average
 ☐ Bad

ODEIS #

Vend. ref

Category

Vendor

Supplementary information

Cut

Dial

Movement

Bracelet

Colour

Type

Case

Stone 1

Weight

Stone 2

Weight

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 customer from the menu 'customer 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.

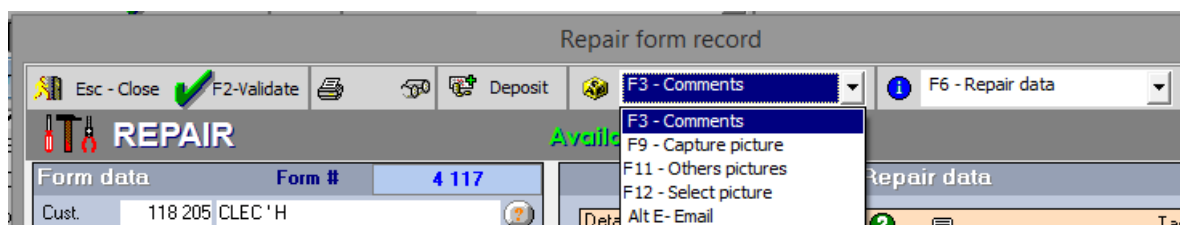
Furthermore, you can enter the 'declared value' of the product taken into repair and its general state.

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 customer as a receipt).

### 3. MENU BAR

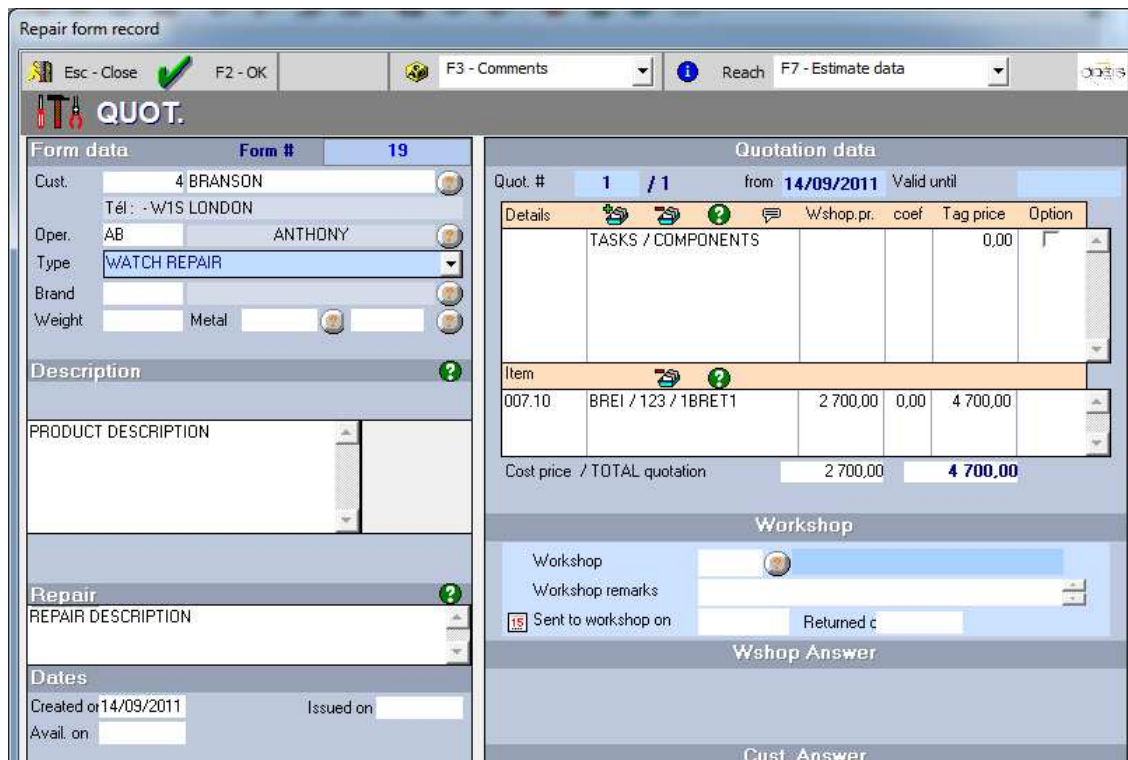


- ➔ The button 'close' abandons the entry in progress.
- ➔ The button 'validate' saves the repair (or the quote).
- ➔ The printer is used to print a document (and a quote).
- ➔ The list 'operations' is used to enter a deposit without exiting from the repair entry, to take a product photo and to enter 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.



The screenshot shows the 'Repair form record' window with the 'QUOT.' (Quotation) tab selected. The interface is divided into several sections:

- Form data:** Includes fields for Customer (4 BRANSON), Operator (AB ANTHONY), Type (WATCH REPAIR), Brand, and Weight (Metal).
- Description:** A text area for the product description.
- Repair:** A text area for the repair description.
- Dates:** Fields for 'Created on' (14/09/2011) and 'Issued on'.
- Quotation data:** Shows 'Quot. # 1 / 1' from '14/09/2011' valid until a later date.
- Table:** A table with columns: Item, Tasks / Components, Wshop.pr., coef, Tag price, and Option. It contains one entry: '007.10 BREI / 123 / 1BRET1' with a cost price of 2 700,00 and a tag price of 4 700,00.
- Summary:** 'Cost price / TOTAL quotation' is 2 700,00 / 4 700,00.
- Workshop:** Fields for 'Workshop', 'Workshop remarks', and a checkbox for 'Sent to workshop on'.
- Wshop Answer:** A field for 'Returned c'.
- Cust. Answer:** A field for the customer's response.

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 customer.

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

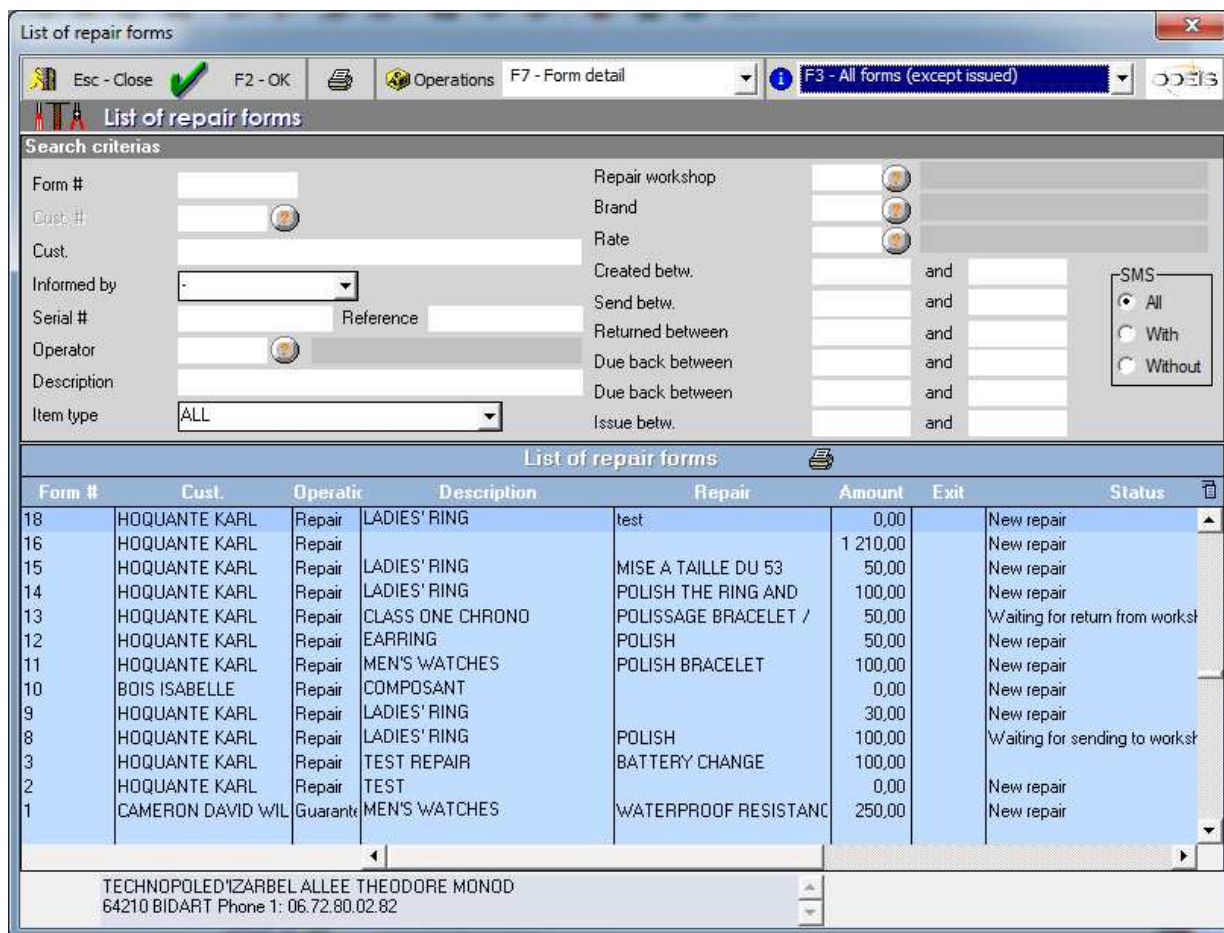
You can also indicate the workshop assigned to this estimate or at a later time (see workshop assignment)

Validate with F2

## 5. FILE MANAGEMENT

This program allows you to:

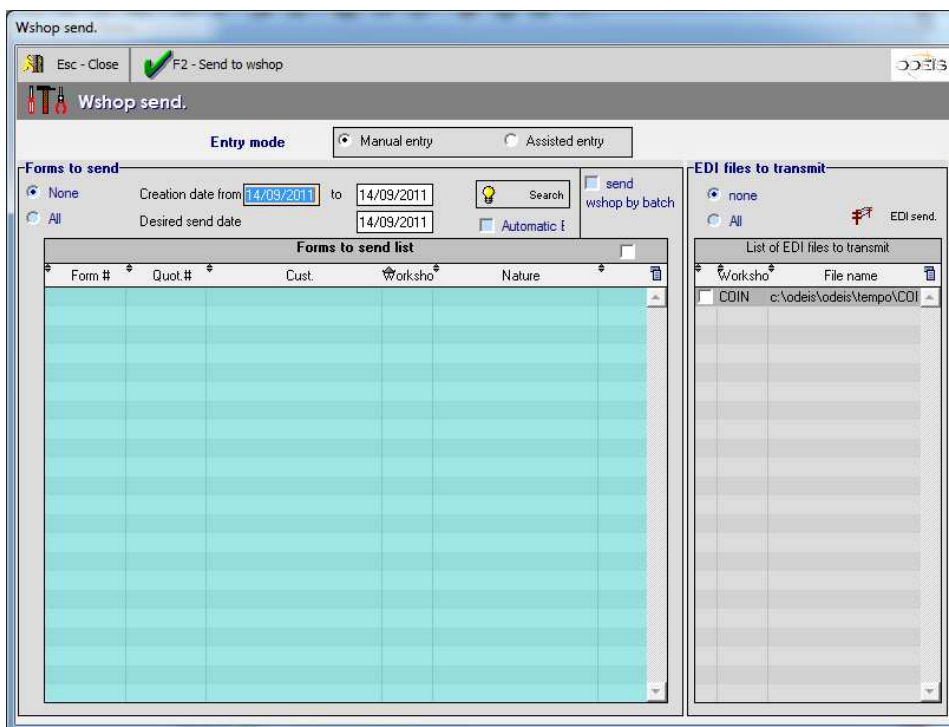
- search for files
- modify files
- access the printing menu
- access workshop assignment
- access workshop return
- remove a file without passing it through the cash desk
- accept or refuse an estimate
- send one or more SMS



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

- ☞ 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



The screenshot shows the 'Wshop send.' application window. At the top, there's a title bar with 'Esc - Close' and 'F2 - Send to wshop'. Below the title bar, there's a toolbar with a 'Wshop send.' button. The main area is divided into two sections: 'Forms to send' and 'EDI files to transmit'.

**Forms to send section:**

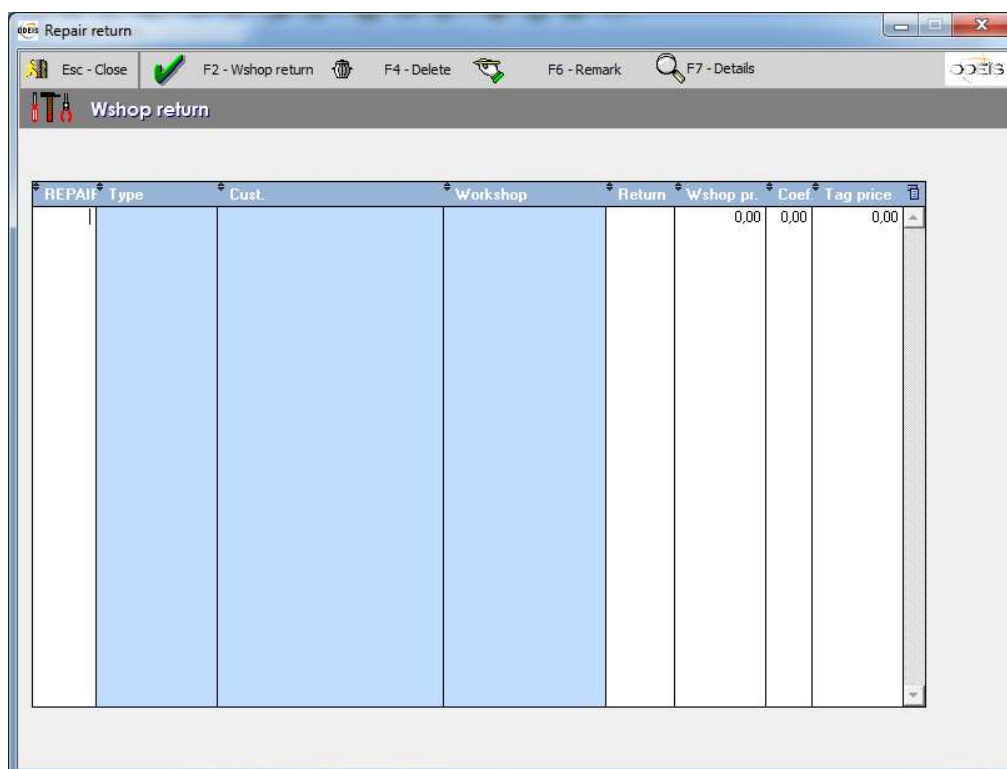
- Entry mode:** Radio buttons for 'Manual entry' (selected) and 'Assisted entry'.
- Filters:** 'None' (selected) and 'All' radio buttons.
- Date range:** 'Creation date from' 14/09/2011 to 14/09/2011, and 'Desired send date' 14/09/2011.
- Buttons:** 'Search' (lightbulb icon), 'send wshop by batch', and 'Automatic'.
- Table:** A table with columns: Form #, Quot. #, Cust., Worksho, Nature. The table is currently empty.

**EDI files to transmit section:**

- Filters:** 'none' (selected) and 'All' radio buttons.
- Buttons:** 'EDI send.' (red flag icon).
- Table:** A table with columns: Worksho, File name. It contains one entry: 'COIN' with file name 'c:\odeis\odeis\tempo\COI'.

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



REPAIR	Type	Cust.	Workshop	Return	Wshop pt.	Coef	Tag price
					0,00	0,00	0,00

Enter the forms received and eventually the workshop and customer 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 customer 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 customer that the estimate has arrived**

You can print the list of customers to notify.

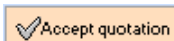
In the menu 'print-outs', select the option 'customers to notify (ESTIMATES)'

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

- **See the customer's decision**

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

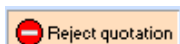
- The customer accepts the estimate: the estimate moves to repair and the product is considered as 'waiting for repair'. The estimate detail is transferred to the repair detail, with the exception of the estimate options. The other estimates in progress will be abandoned.



Click on this button and you will be asked for a customer 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'.

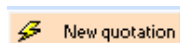
- The customer refuses the estimate: the active estimate moves to refused status. You will no longer be able to modify this quote.



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

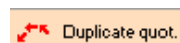
You can also directly accept a file estimate without returning to the modification by using the 'file management' program, the list 'operations' and selecting 'to accept the estimate'.

- The customer 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 customer requests a new estimate from the workshop.



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

- The customer requests a new proposal while keeping the existing estimate (for example if the workshop proposes the package 'battery - water resistance' and the customer 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 customer 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 customer**

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 customer will be available.

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

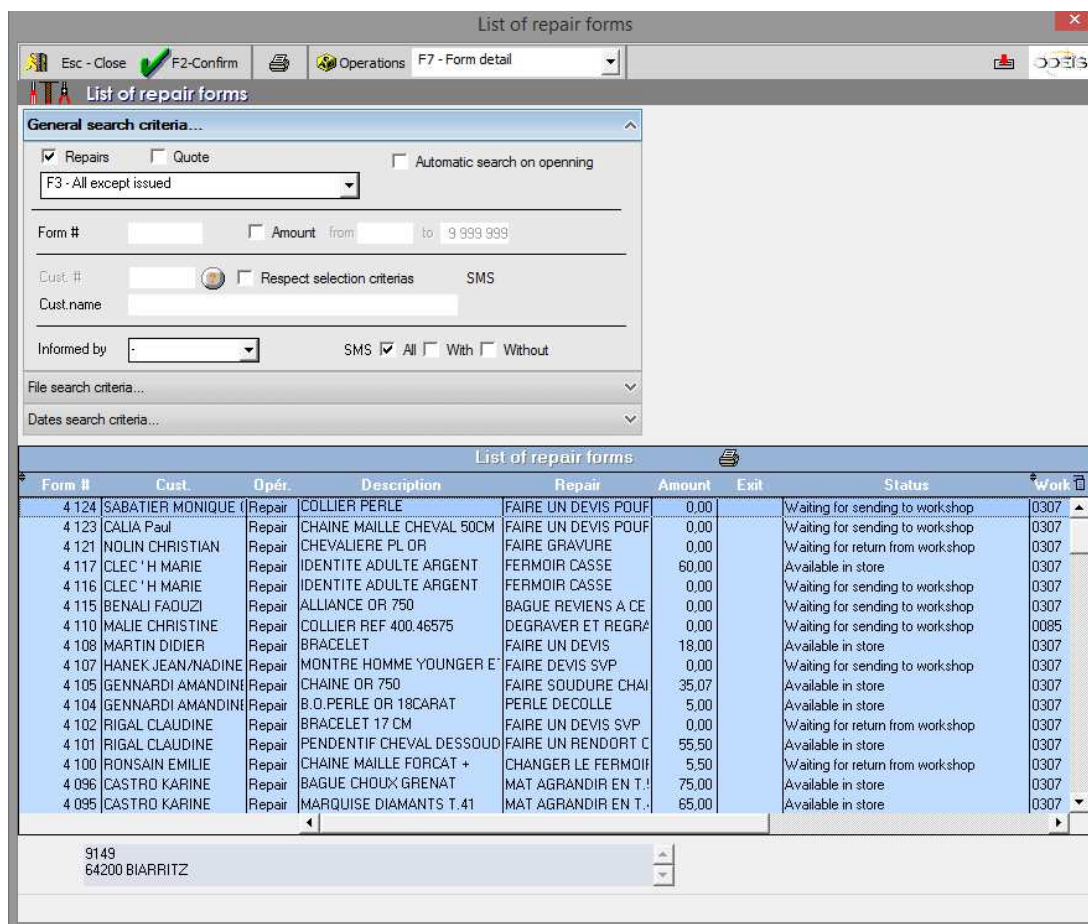
It must be noted that for one repair file, there can be many estimates (but always an active estimate, i.e. the last estimate which was worked on)

- **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. FORM QUERY

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.



Form #	Cust.	Opér.	Description	Repair	Amount	Exit	Status	Work
4 124	SABATIER MONIQUE	Repair	COLLIER PERLE	FAIRE UN DEVIS POUR	0,00		Waiting for sending to workshop	0307
4 123	CALIA Paul	Repair	CHAINE MAILLE CHEVAL 50CM	FAIRE UN DEVIS POUR	0,00		Waiting for sending to workshop	0307
4 121	NOLIN CHRISTIAN	Repair	CHEVALIERE PL OR	FAIRE GRAVURE	0,00		Waiting for return from workshop	0307
4 117	CLEC 'H MARIE	Repair	IDENTITE ADULTE ARGENT	FERMOIR CASSE	60,00		Available in store	0307
4 116	CLEC 'H MARIE	Repair	IDENTITE ADULTE ARGENT	FERMOIR CASSE	0,00		Waiting for sending to workshop	0307
4 115	BENALI FAOUZI	Repair	ALLIANCE OR 750	BAGUE REVIENS A CE	0,00		Waiting for sending to workshop	0307
4 110	MALIE CHRISTINE	Repair	COLLIER REF 400.46575	DEGRAVER ET REGRA	0,00		Waiting for sending to workshop	0085
4 108	MARTIN DIDIER	Repair	BRACELET	FAIRE UN DEVIS	18,00		Available in store	0307
4 107	HANEK JEAN/NADINE	Repair	MONTRE HOMME YOUNGER E	FAIRE DEVIS SVP	0,00		Waiting for sending to workshop	0307
4 105	GENNARDI AMANDINE	Repair	CHAINE OR 750	FAIRE SOUDURE CHAI	35,07		Available in store	0307
4 104	GENNARDI AMANDINE	Repair	B.O.PERLE OR 18CARAT	PERLE DECOLLE	5,00		Available in store	0307
4 102	RIGAL CLAUDINE	Repair	BRACELET 17 CM	FAIRE UN DEVIS SVP	0,00		Waiting for return from workshop	0307
4 101	RIGAL CLAUDINE	Repair	PENDENTIF CHEVAL DESSOUD	FAIRE UN RENDORT C	55,50		Available in store	0307
4 100	RONSAIN EMILIE	Repair	CHAINE MAILLE FORCAT +	CHANGER LE FERMOIR	5,50		Waiting for return from workshop	0307
4 096	CASTRO KARINE	Repair	BAGUE CHOUX GREMAT	MAT AGRANDIR EN T.!	75,00		Available in store	0307
4 095	CASTRO KARINE	Repair	MARQUISE DIAMANTS T.41	MAT AGRANDIR EN T.!	65,00		Available in store	0307