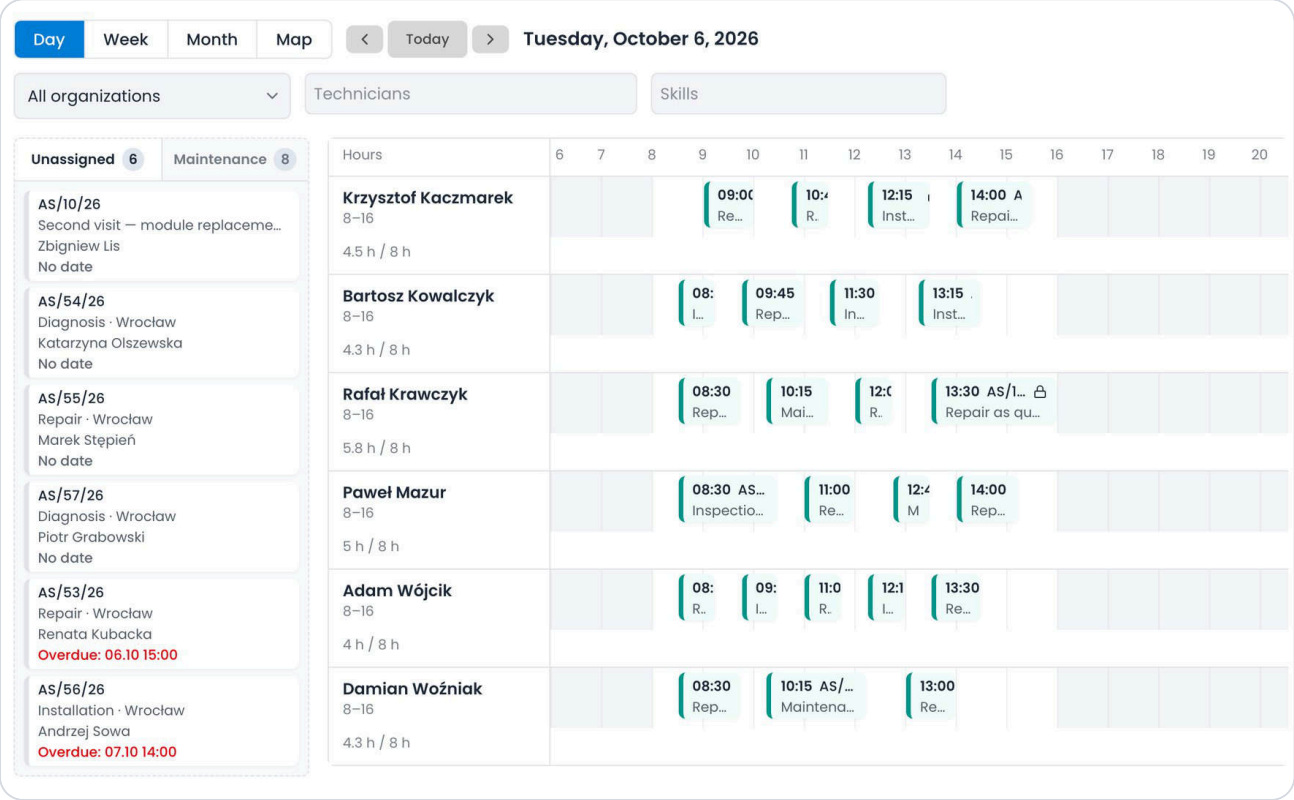
Reklamator

Appliance service. One Tuesday, six technicians.

A working day at a field service company in Reklamator Service — from the morning plan, through the route, the repair and the quote, to parts accounting and a report signed at the customer's door.

Appliance service — day by day

Part 2 of 3



STARTING POINT

DomSerwis: 24 visits to get through on Tuesday

A sample company from Wrocław, Poland: it repairs washing machines, dishwashers, fridges and ovens for households and has service contracts with a hotel, a laundry and a student hall of residence. All screens in this document come from its demo account.

6 technicians
each with their own specialism and an 8–16 schedule

24 visits
planned for Tuesday, 6 October

5 warehouses
a central one and four service vans

6 jobs
still waiting for a technician or a date

THE DAY IN EIGHT STEPS

07:30 Day plan — board, unassigned jobs, conflicts

07:50 Map — who is closest to a new job

08:00 Routes — optimizing the order of visits

08:30 On the road — the technician's route on a phone

09:00 Repair — parts, worksheet, signature, report

11:40 Missing part — failed visit, tasks, second visit

12:00 Quote — the customer accepts online

16:30 Wrap-up — warehouse, margin, warranties

WHAT HURTS IN APPLIANCE SERVICE

- **Routes "in the order the phone rang"** — a technician drives from one end of town to the other because that is how customers called.
- **Parts in the vans** — nobody knows who has what or what needs reordering.
- **The second visit** — the technician finds the fault, has no part, and the case gets lost.
- **Quotes by phone** — the customer "will think about it" while the washing machine sits in pieces.
- **Warranty or paid?** — the manufacturer claim is put together from memory.

HOW REKLAMATOR IS SET UP

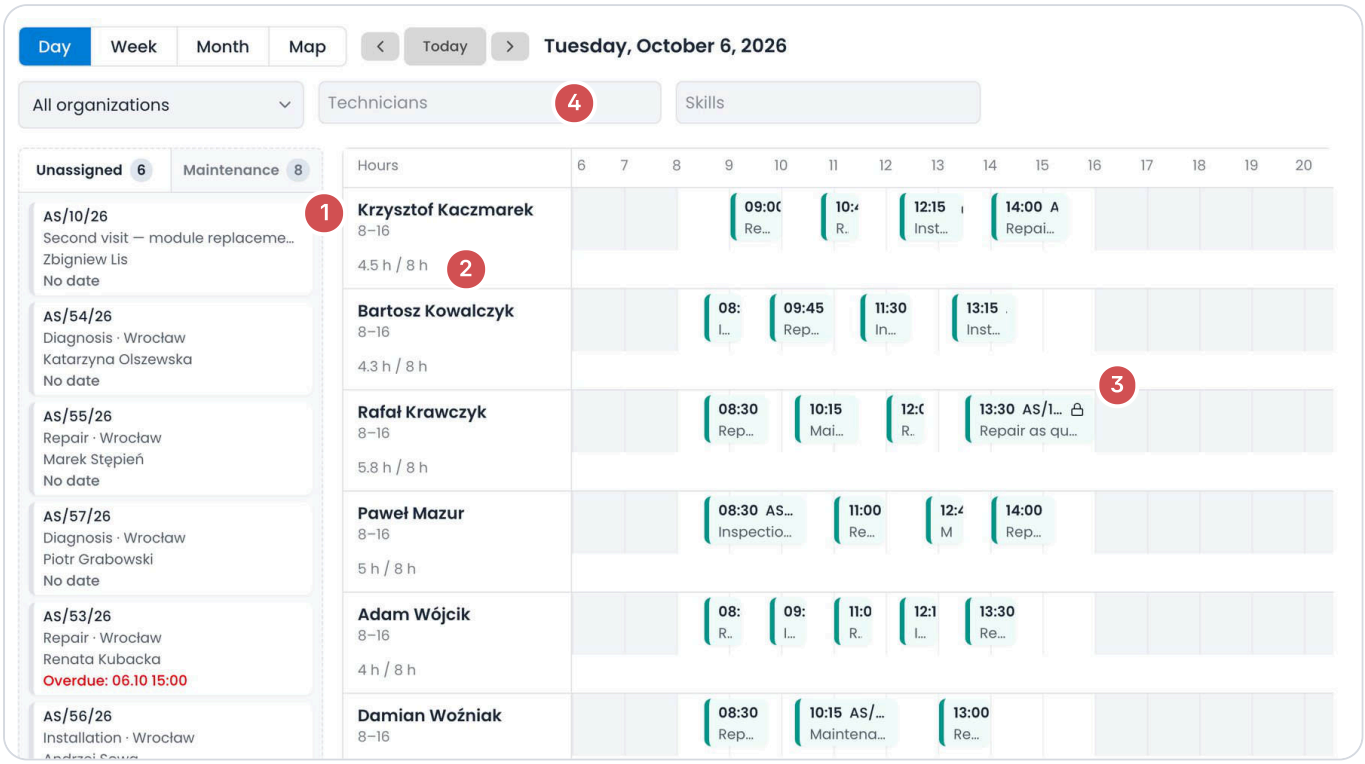
- One issue type, "Appliance service", with jobs, quotes, worksheets and tasks switched on.
- Service fields: *fault code*, *work performed*, *repair type* — required to close a job.
- A "Post-repair check" worksheet for every on-site repair.
- A warehouse with stock levels: a part on a job is reserved; a shortage triggers a warning.
- Six rules: visit date by SMS, quote by email, tasks after a failed visit.

> The same day can be walked through live in a demo — the demo account has the same issues, technicians and warehouse.

07:30 DISPATCHER

Morning: the whole day on one screen

The dispatcher opens the "Service" panel: six technicians, their visits hour by hour, and a list of jobs that do not have a date yet.



1 unassigned — drag onto a technician and a time
2 daily load, e.g. 5.8 h / 8 h
3 padlock = time agreed with the customer
4 technician and skill filters

A new job first thing

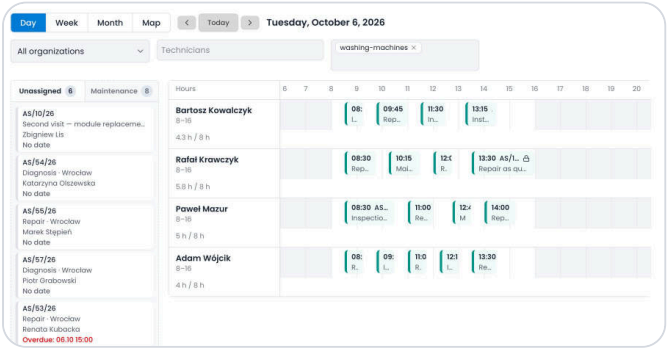
A customer reports that her washing machine door will not open. The job lands in "Unassigned" with a 15:00 slot — for whoever will be nearby.

Who does washing machines?

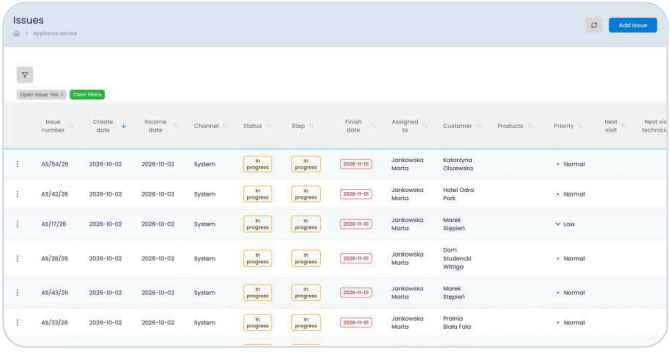
The "Skills → washing-machines" filter leaves only technicians with that specialism on the board. A free slot is visible at a glance.

Drag and it's done

A card dropped on a technician's row gets the assignment and the time. Stretching the card changes the duration in 15-minute steps.

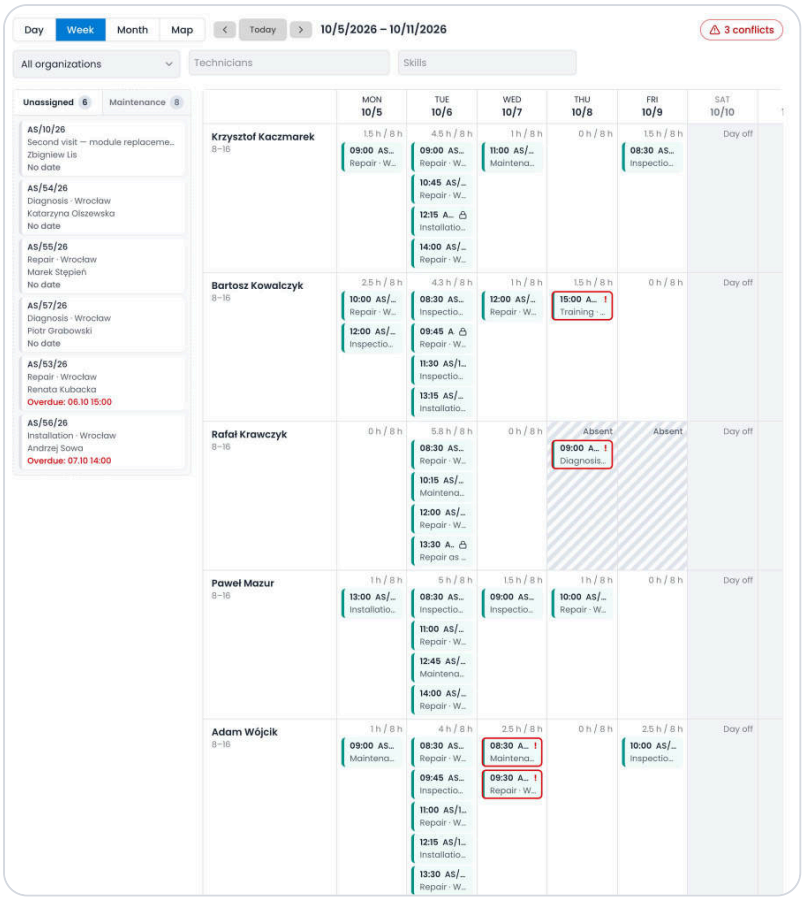


The board filtered by "washing-machines": only technicians with that skill remain.

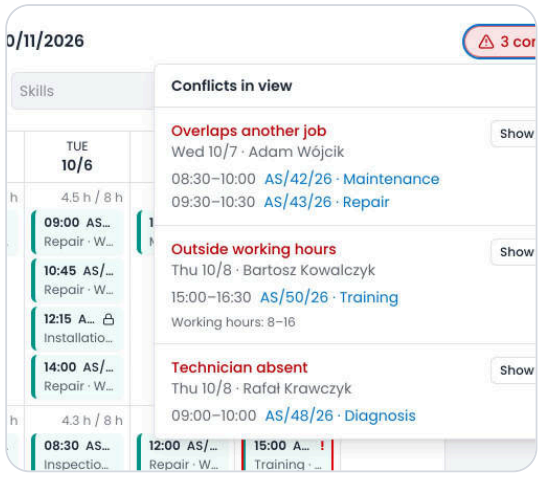


The issue list: next visit, technician and quote status as columns.

The week, conflicts and contract inspections



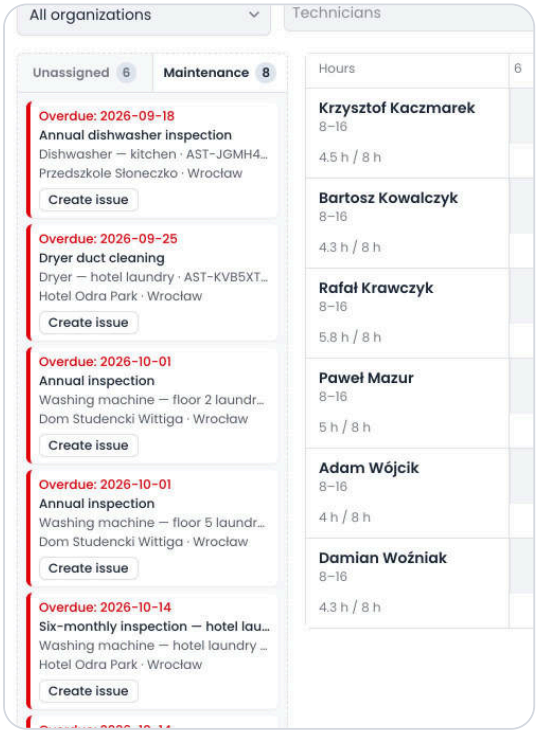
Week view: each technician's load day by day, and one technician's holiday on Thursday and Friday.



Three warnings this week, each with a "Show day" button.

The system warns, it does not block

- **Overlap** — two visits for the same technician on Wednesday morning.
- **Outside working hours** — a training session until 16:30.
- **Absence** — a diagnosis booked for a technician who is on holiday.
- **Travel** — a gap shorter than the driving time.



The "Maintenance" tab: overdue inspections in red, each with "Create issue".

Periodic inspections remind you themselves

The hotel, the laundry and the hall of residence have service contracts. Every washing machine and dishwasher has its own **maintenance plan**: how many months apart and when the next one is due.

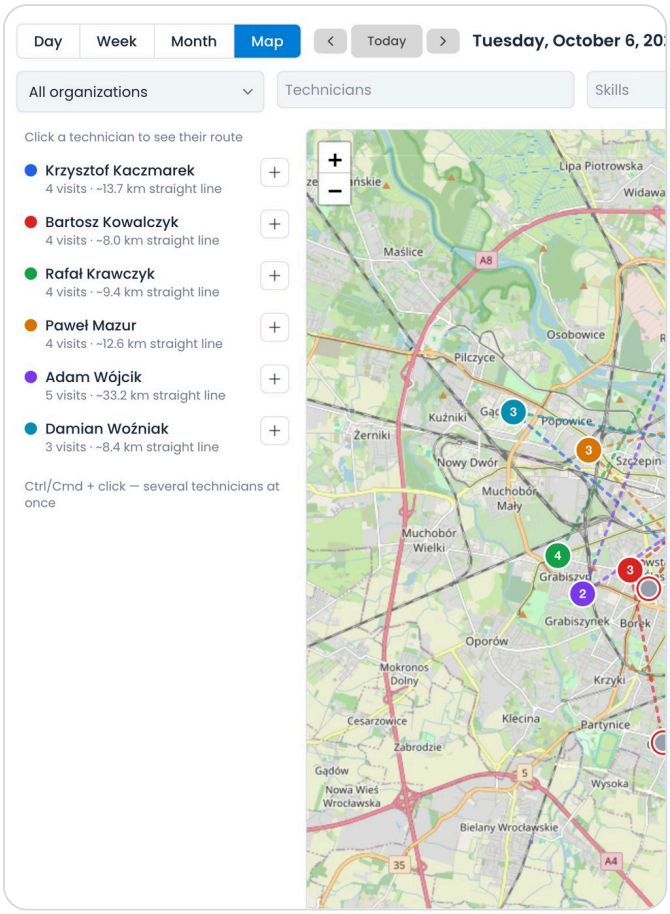
- The list shows inspections that are overdue or due within 30 days.
- "Create issue" opens the form with the customer filled in; the appliance is linked automatically.
- The plan's due date moves on by the interval — the next inspection is already waiting.
- A double click will not create two issues.

Result: service contract revenue does not depend on someone remembering to check a spreadsheet.

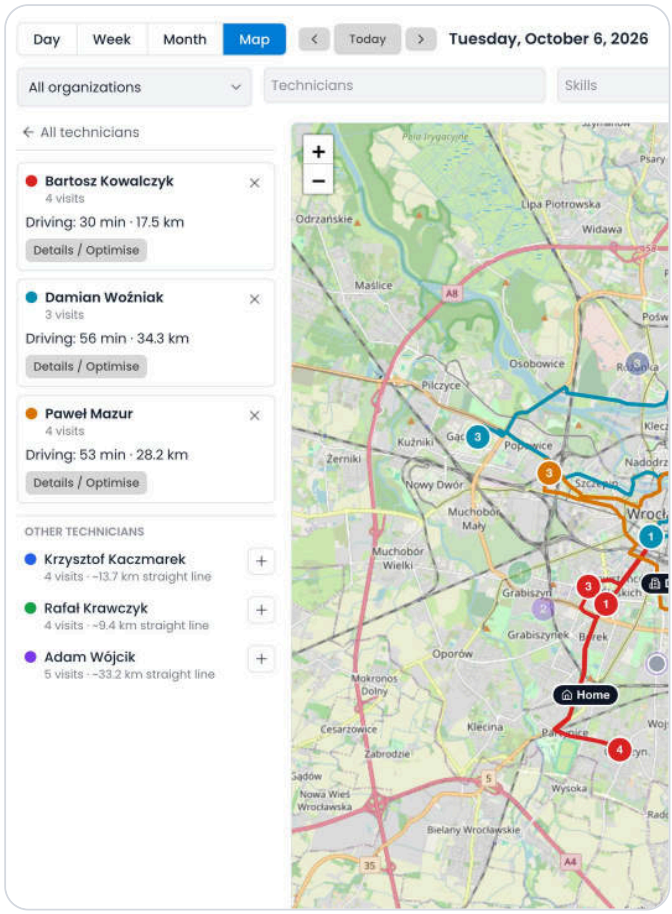
07:50 DISPATCHER

The map: who is closest to a new job

The same plan on a map of Wrocław. Each technician's visits have their own color and sequence number; gray pins are jobs without an assignment.



All technicians at once. The list on the left: number of visits and distance for each person.



Three selected routes along the roads — with driving time and kilometers.

How to read the map

1. **Map** view, day — Tuesday.
2. Click a technician to see their route; Ctrl/Cmd + click adds more.
3. A gray pin next to someone's route = a job "on the way".

Start from home or from the base

Four technicians start the day from home, two from the warehouse on Krakowska Street. Each technician sets this themselves; the dispatcher sees the home only as a point on the map.

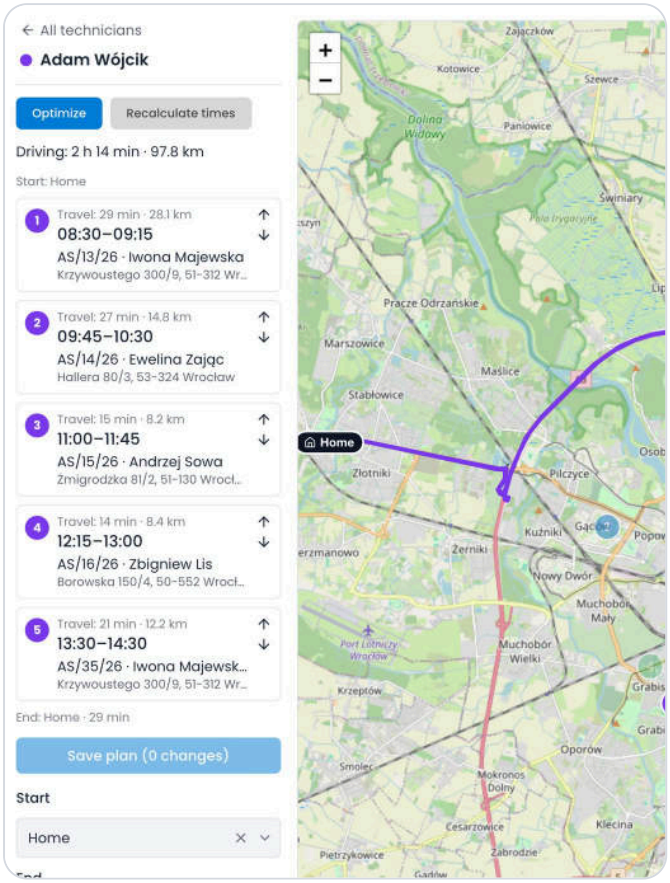
Addresses stay with you

Driving times are calculated by Reklamator's own routing server. Customer addresses are not sent to external map providers.

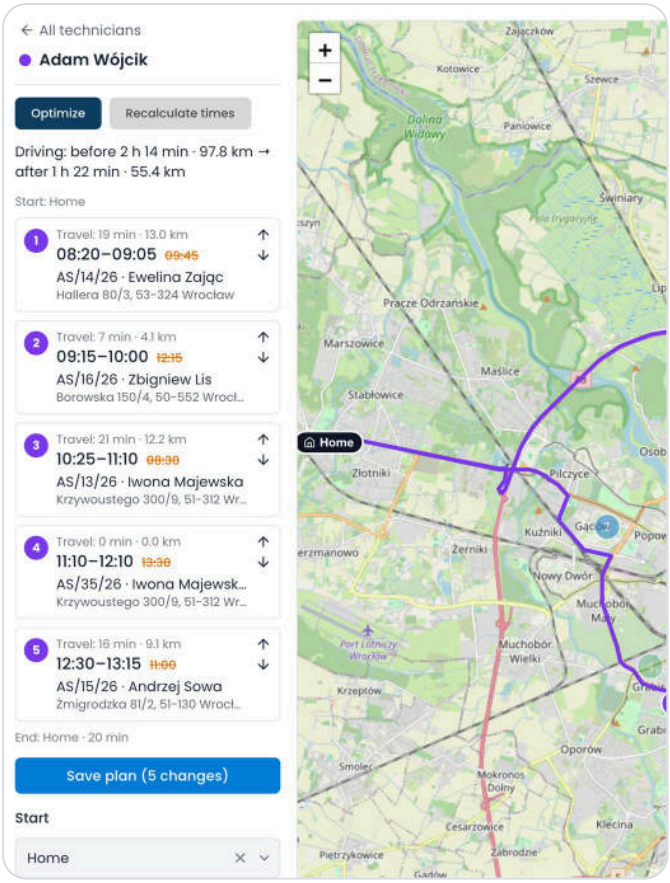
08:00 DISPATCHER

One technician's route: 98 km becomes 55 km

The visits were booked in the order the phone rang: Psie Pole, Grabiszyn, Karłowice, Gaj and back to Psie Pole. One click on "Optimize" puts them in a new order.



Before: 2 h 14 min of driving, 97.8 km.



After: 1 h 22 min, 55.4 km. Old times struck through, "Save plan (5 changes)".

−42 km	−52 min	13:15	1 click
less in one day for one technician	less driving	last visit ends instead of 14:30	saves the new times of all visits

What happened

- Two visits to the same customer in Psie Pole now come one after the other — 0 min of travel.
- The order goes round in a loop instead of zigzagging through the center.
- Times are recalculated from visit durations and road travel.
- After saving, the travel time is written to every job — the technician sees "Travel: 15 min".

What stays in the dispatcher's hands

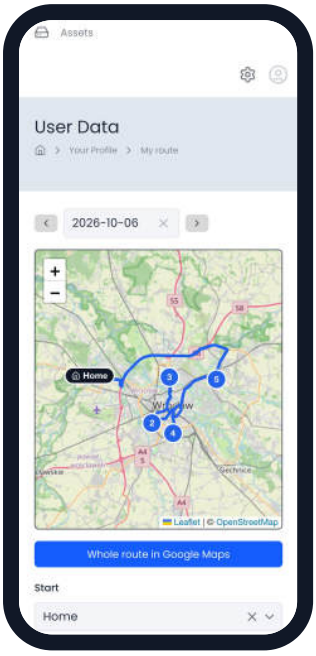
- **Pinned** visits (a time promised to the customer) are not moved.
- Arrows next to a visit change the order by hand; times are recalculated automatically.
- A warning when there is not enough time to travel or a visit falls outside working hours.

Figures from the demo account. Optimization arranges one technician's day and does not change assignments; times exclude traffic.

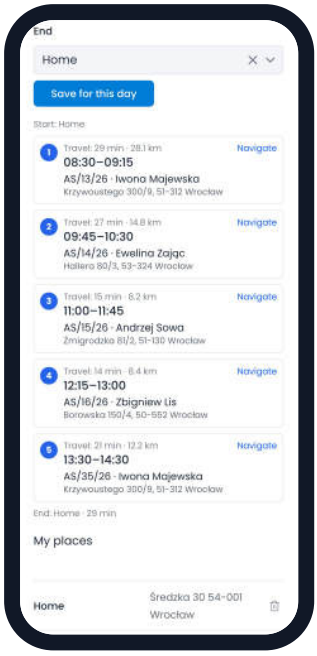
08:30 TECHNICIAN

The technician sets off — everything on the phone

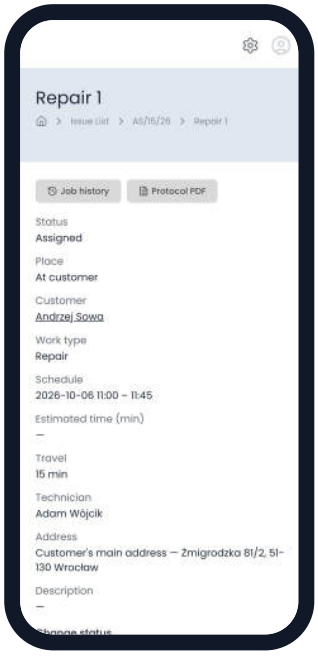
No app to install: the panel in the phone's browser shows the technician their plan and only their own jobs.



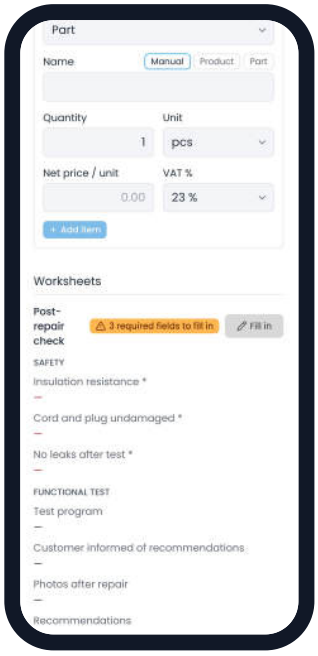
The day's route on a map



Visits with "Navigate"



A job at the customer's



Worksheet: 3 required fields

Route and navigation

- Order and times from the dispatcher's plan, travel to every visit.
- **Navigate** opens Google Maps with the customer's address.
- "Whole route" — every stop of the day in one link.

The job

- Customer, address, fault description, appliance with its serial number.
- "Start", a travel and work timer.
- Parts reserved for this visit are already on the list.

What has to be filled in

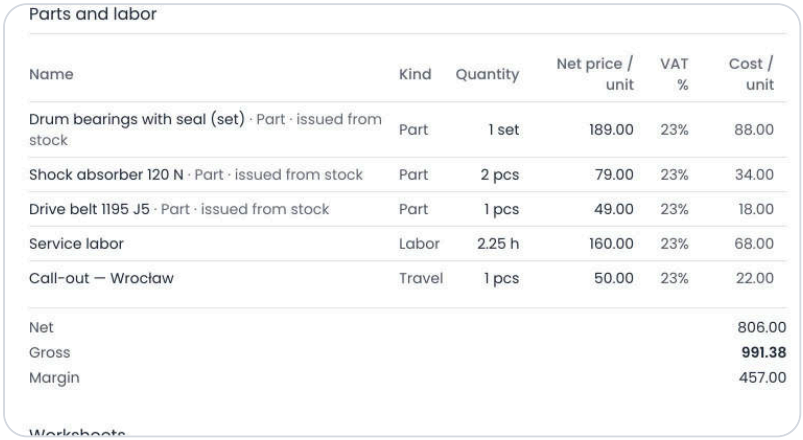
- Service data marked with an asterisk and the worksheet's required fields.
- A counter: "3 required fields to fill in".
- Without them the job cannot be closed as done.

> **The technician sees only their own jobs.** They do not see the cost price of parts or the margin — those fields are for the manager.

09:00 TECHNICIAN ON SITE

The repair: parts, measurements, signature

A hotel laundry: a washing machine is loud when spinning. The technician replaces the bearings, the shock absorbers and the belt — all from the stock in the van.



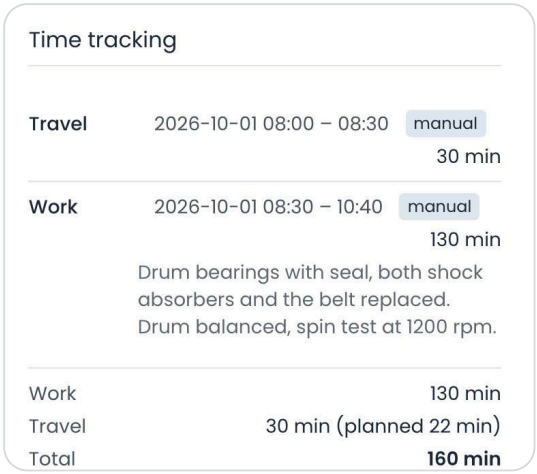
Parts and labor

Name	Kind	Quantity	Net price / unit	VAT %	Cost / unit
Drum bearings with seal (set) · Part · issued from stock	Part	1 set	189.00	23%	88.00
Shock absorber 120 N · Part · issued from stock	Part	2 pcs	79.00	23%	34.00
Drive belt 1195 J5 · Part · issued from stock	Part	1 pcs	49.00	23%	18.00
Service labor	Labor	2.25 h	160.00	23%	68.00
Call-out — Wrocław	Travel	1 pcs	50.00	23%	22.00

Net	806.00
Gross	**991.38**
Margin	457.00

Worksheets

Parts taken from the van's stock, labor and call-out. Net 806.00, margin 457.00 — visible only to authorized users.



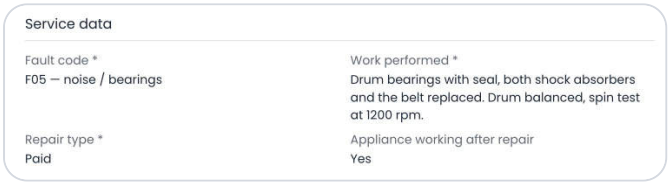
Time tracking

Travel	2026-10-01 08:00 – 08:30 manual	30 min
Work	2026-10-01 08:30 – 10:40 manual	130 min

Drum bearings with seal, both shock absorbers and the belt replaced. Drum balanced, spin test at 1200 rpm.

Work	130 min
Travel	30 min (planned 22 min)
Total	**160 min**

Travel and work time, the signature of the person accepting the work.



Service data

Fault code *	Work performed *
F05 — noise / bearings	Drum bearings with seal, both shock absorbers and the belt replaced. Drum balanced, spin test at 1200 rpm.
Repair type *	Appliance working after repair
Paid	Yes

Service data — fault code, work performed, repair type. Issue fields flagged as "service".



SAFETY

Insulation resistance *	Cord and plug undamaged *
412 MΩ	Yes
No leaks after test *	
Yes	

FUNCTIONAL TEST

Test program	Customer informed of recommendations
Short 15 min	Yes
Photos after repair	Recommendations
—	Clean the pump filter once a month. Do not overdose the detergent.

Last change: 2026-11-05 16:49, Adam Wójcik

The "Post-repair check" worksheet — insulation resistance, leak check, test program, recommendations.

Parts from the van's stock

- Picking a part from the catalog fills in the name, price and VAT.
- Adding it to the job **reserves** it in the technician's van warehouse.
- Closing the job takes the part off stock and records the issue in the register.

Signature on the phone screen

- The customer signs with a finger; who, when and where is recorded.
- Together with the signature — a hash of the report the customer approved.

> **Result:** the technician leaves the customer with the job closed. Nothing goes back to the office on paper.

10:45 CUSTOMER

A PDF report before the technician drives off

The document is generated from the company's template and the job data. It can be downloaded, attached to the issue with one click, or emailed to the customer by a rule.



Service report
Job 1 · issue AS/6/26

DomSerwis Appliance Repair Ltd.
ul. Krakowska 100, 50-427 Wrocław
service@domserwis-en.demo.reklamator.online

Customer and site

Customer	Hotel Odra Park	Type of work	Repair (On site)
Address	Sienkiewicza 20, 50-335 Wrocław	Scheduled	2026-10-01 08:00–10:40
Technician	Adam Wójcik	Status	Done

Appliances

Device	Code	Serial number	Model	Location
Washing machine — hotel laundry no. 1	AST-HRWLT9QNAL	L7-24-200310	Lavena L7 1200 washing machine	Laundry, level -1

Reported fault

Washing machine no. 1 in the hotel laundry is loud when spinning.

Service data

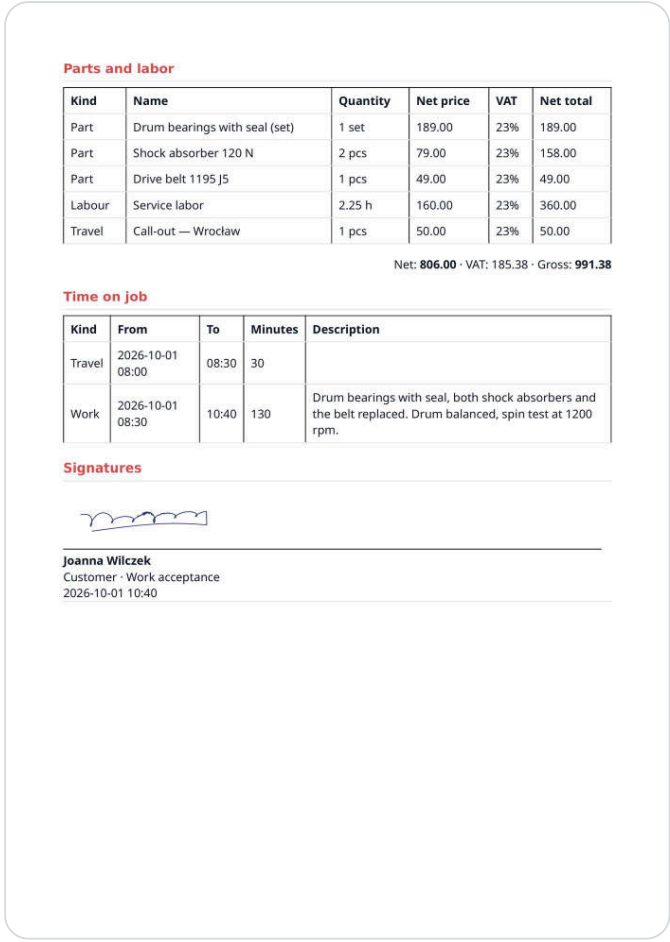
Field	Value
Fault code	F05 — noise / bearings
Work performed	Drum bearings with seal, both shock absorbers and the belt replaced. Drum balanced, spin test at 1200 rpm.
Repair type	Paid
Appliance working after repair	Yes

Worksheet

Post-repair check

Safety	
Insulation resistance	412 MΩ
Cord and plug undamaged	Yes
No leaks after test	Yes
Functional test	
Test program	Short 15 min
Customer informed of recommendations	✓
Recommendations	Clean the pump filter once a month. Do not overdose the detergent.

Page 1: customer, address, technician, schedule, appliance, service data, worksheet.



Parts and labor

Kind	Name	Quantity	Net price	VAT	Net total
Part	Drum bearings with seal (set)	1 set	189.00	23%	189.00
Part	Shock absorber 120 N	2 pcs	79.00	23%	158.00
Part	Drive belt 1195 J5	1 pcs	49.00	23%	49.00
Labour	Service labor	2.25 h	160.00	23%	360.00
Travel	Call-out — Wrocław	1 pcs	50.00	23%	50.00

Net: **806.00** · VAT: 185.38 · Gross: **991.38**

Time on job

Kind	From	To	Minutes	Description
Travel	2026-10-01 08:00	08:30	30	
Work	2026-10-01 08:30	10:40	130	Drum bearings with seal, both shock absorbers and the belt replaced. Drum balanced, spin test at 1200 rpm.

Signatures

Joanna Wilczek
Customer · Work acceptance
2026-10-01 10:40

Page 2: parts and labor, time on the job, customer signature.

Your own template

Logo, layout and wording are set in the template editor.

No costs

Cost price and margin never appear on the customer's document.

With the worksheet

Measurements and recommendations from the worksheet; photo thumbnails in the PDF too.

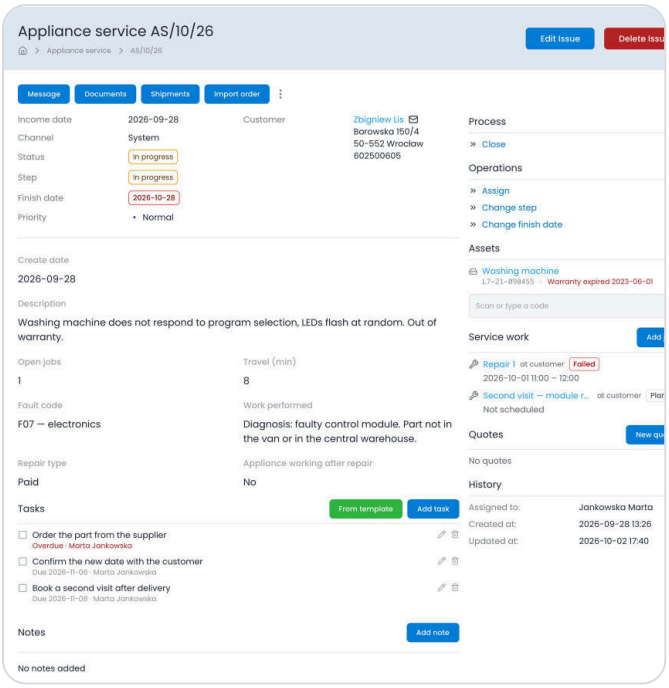
With the signature

Signature image, name, role and time of signing.

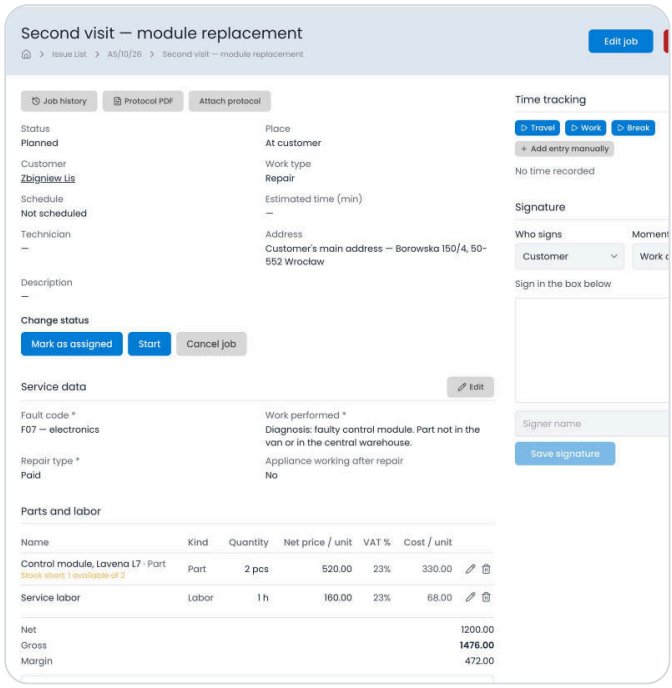
11:40 TECHNICIAN → OFFICE

Part missing? The case does not get lost

Another technician finds a faulty control module. It is not in the van or in the warehouse. The technician marks the visit as failed and gives the reason.



The issue: a "Failed" visit, a second visit to schedule and three tasks from the "Part to order" template.



The second visit: the module added to the job, marked "Stock short: 1 available of 2".

1

Failed visit

The technician gives the reason. Parts stay on stock, work time is kept.

TECHNICIAN

2

A rule creates tasks

Order the part, confirm the date with the customer, book a second visit — each with a deadline.

SYSTEM

3

Second visit

A new job on the same issue goes to "Unassigned".

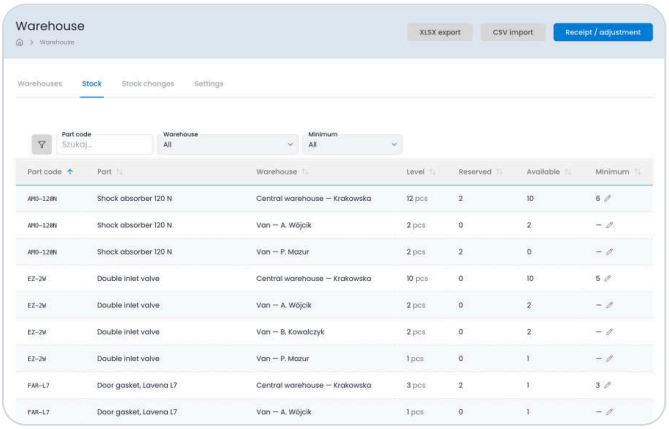
OFFICE

4

Out of stock

The item is flagged as short; a rule can notify the warehouse.

WAREHOUSE



Stock: on hand, reserved, available and minimum — per part and warehouse.

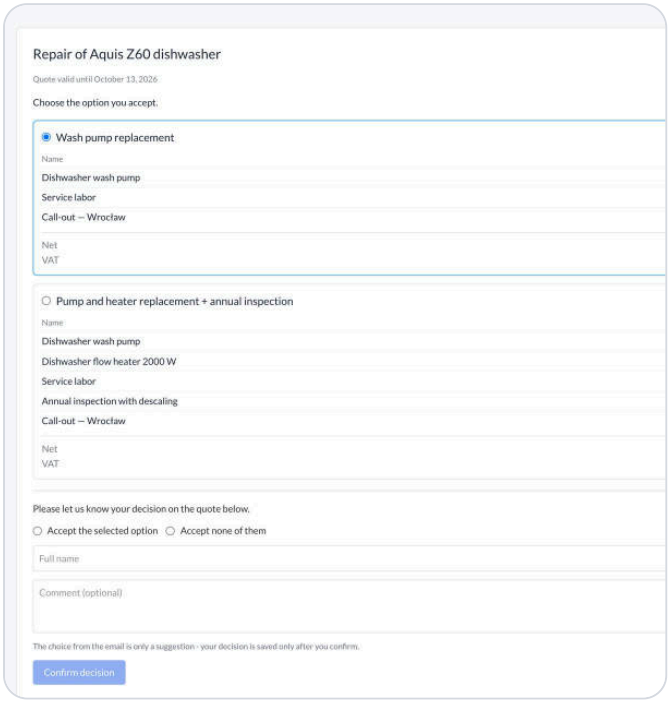
The warehouse knows what to order

- The "Below minimum only" filter shows what needs reordering.
- Shortage setting: **warn** or **block** adding the part.
- A user with the right permission can override the block — and it is logged in the history.
- Goods receipt and stock adjustment with a reason; CSV import.

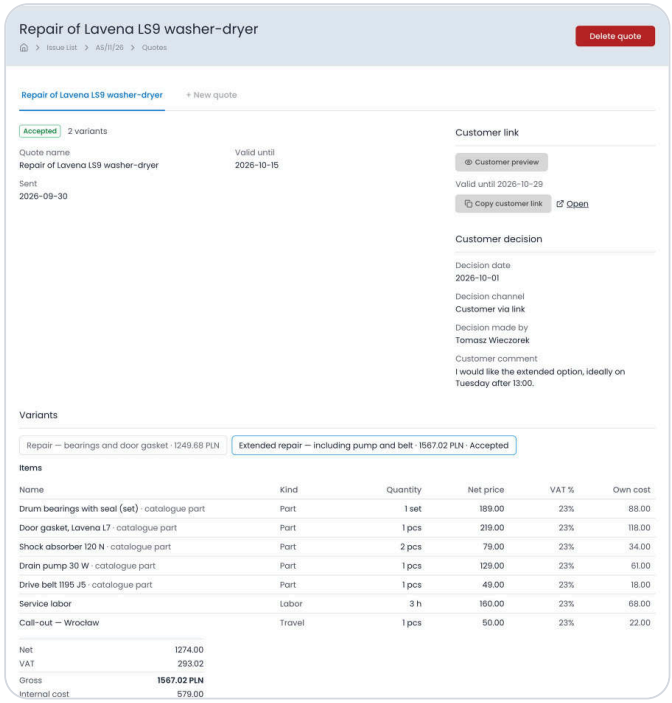
12:00 OFFICE → CUSTOMER

Quote: the customer picks an option on their own, online

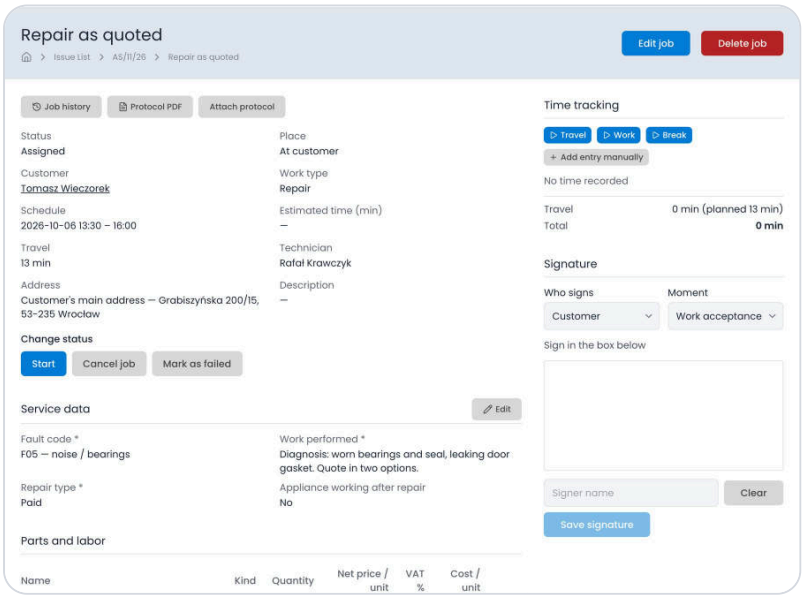
A washer-dryer howls when spinning. After the diagnosis the office prepares a quote with two options and sends a link.



Customer: the quote page — two options with items and prices, a choice, full name, comment.



Office: the extended option accepted, decision channel "Customer via link", a comment asking for Tuesday after 13:00.



The "Repair as quoted" job: items copied over with one click, time pinned at 13:30.

From acceptance to repair

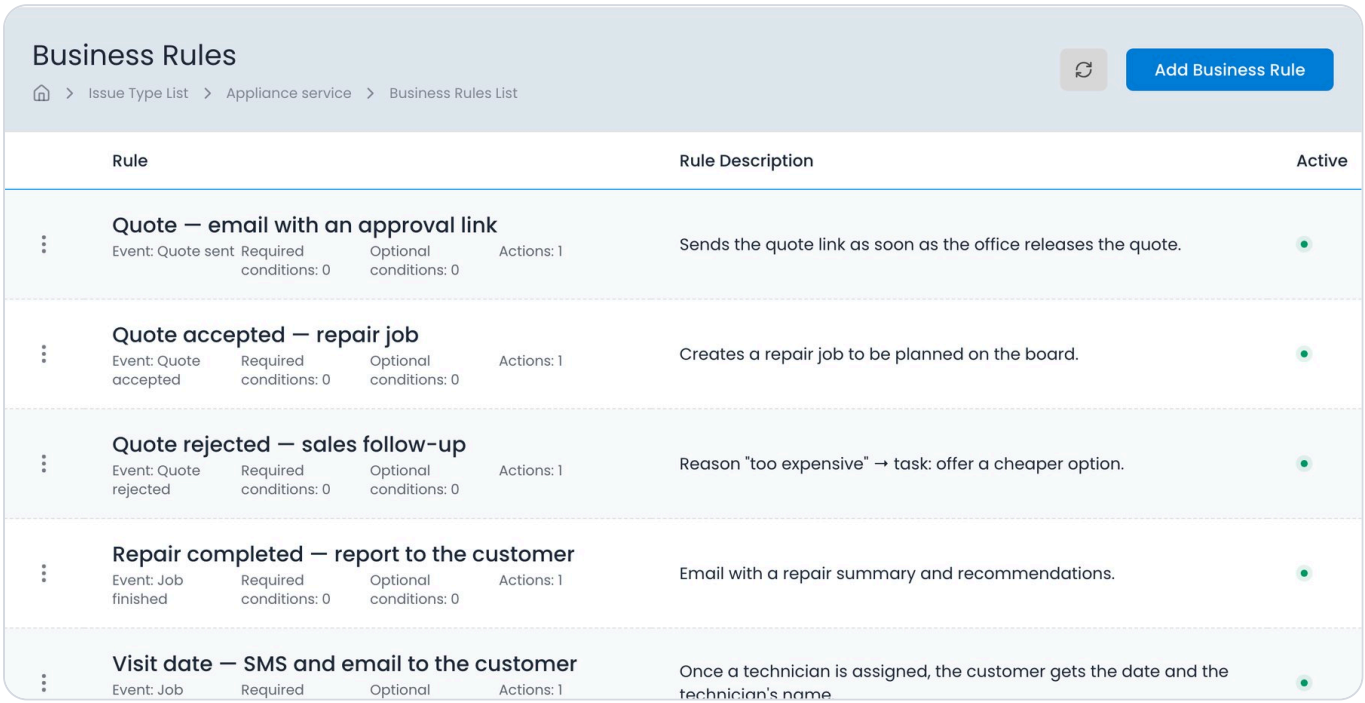
1. The customer accepts an option — a rule creates a repair job.
2. **Copy to job** copies the items; parts are reserved in the warehouse.
3. The dispatcher pins the time from the customer's comment.

- ✓ An email link scanner cannot accept the quote — the decision needs a click on the page.
- ✓ Consent by phone: the operator records the decision on the customer's behalf.
- ✓ A rejection with the reason "too expensive" can trigger a task for sales.

ALL DAY SYSTEM

Six rules that work in the background

Business rules are put together in the panel: event, conditions, actions. DomSerwis has six of them — none needed a programmer.



Rules of the "Appliance service" issue type.

EVENT	WHAT THE SYSTEM DOES	WHY
Job assigned	SMS and email to the customer with the date and the technician's name.	→ The customer does not call to ask "when?".
Quote sent	Email with a link to the quote page.	→ A decision in minutes, not days.
Quote accepted	Creates a repair job to be planned.	→ Nothing waits to be retyped by hand.
Quote rejected	A task for the office: offer a cheaper option.	→ A second chance to make the sale.
Visit failed	Tasks from the "Part to order" template.	→ The second visit does not fall through.
Repair completed	Email with a summary and recommendations.	→ The customer has the document right away.

Your own templates

Email, SMS and PDF with job data: date, technician, travel time, appliances, quote link.

Conditions

A rule can depend on issue fields, the reason a quote was rejected, or a part shortage on the job.

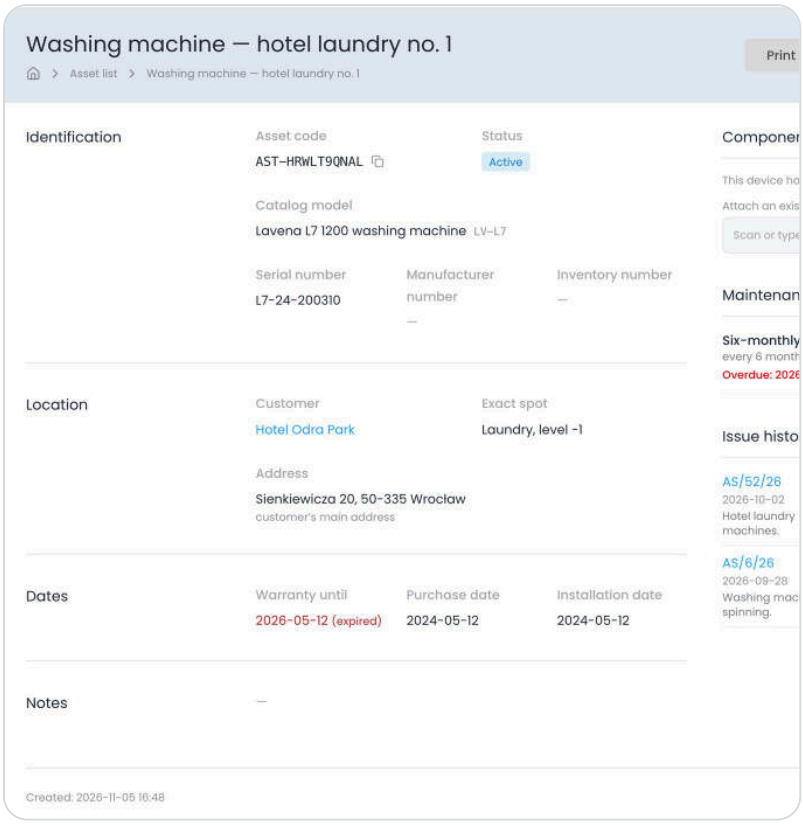
Status page

After entering the issue number the customer sees the stage, the next visit and the quote link.

REGULAR CUSTOMER SERVICE CONTRACT

The hotel: every washing machine has its own history

A business customer means several appliances, contract inspections and the question "what did you do to this machine last year?".

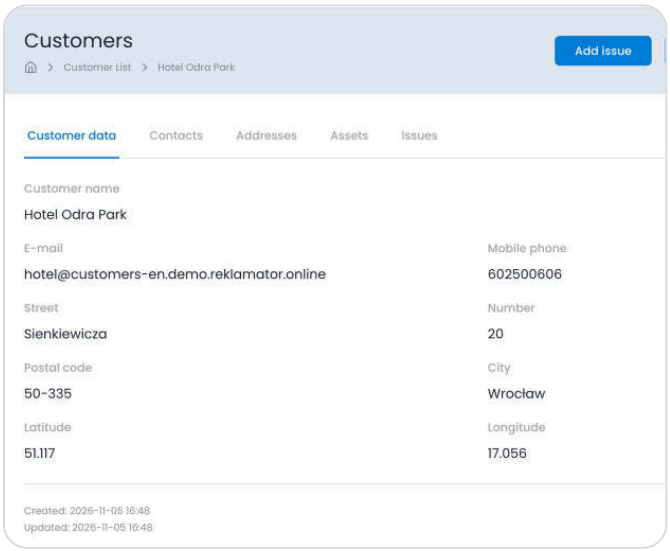


The asset record: serial number, warranty, location, maintenance plan and issue history.



A label with a code — printed from the system, 62 × 29 mm.

- Scanning the code with a reader links the appliance to the issue.
- Searching by code opens the asset record.
- An expired warranty is shown in red.
- One issue can cover several appliances — an inspection of both washing machines at once.



The customer record: details, addresses, appliances and every issue.

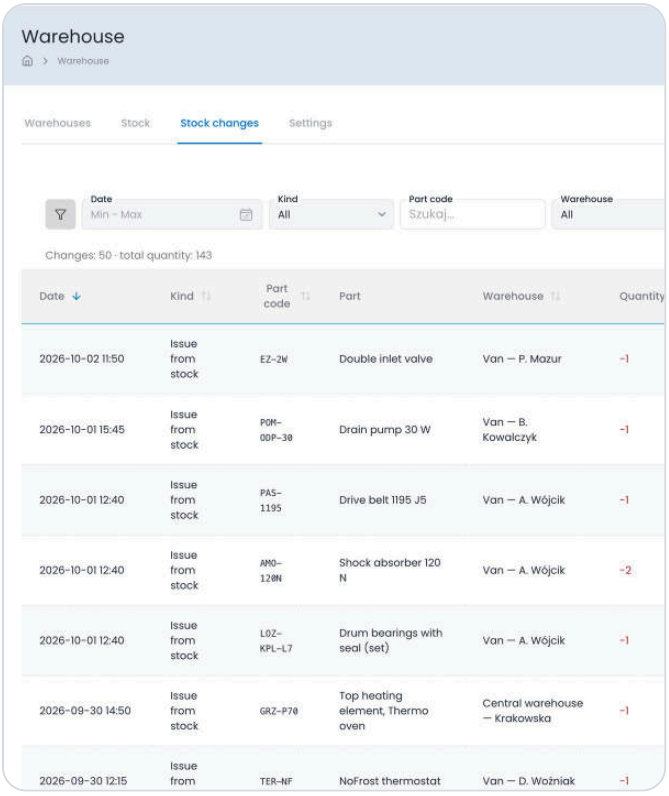
Asset register

21 appliances at 16 customers: model from the catalog, serial number, purchase and installation dates, exact location ("Laundry, level −1").

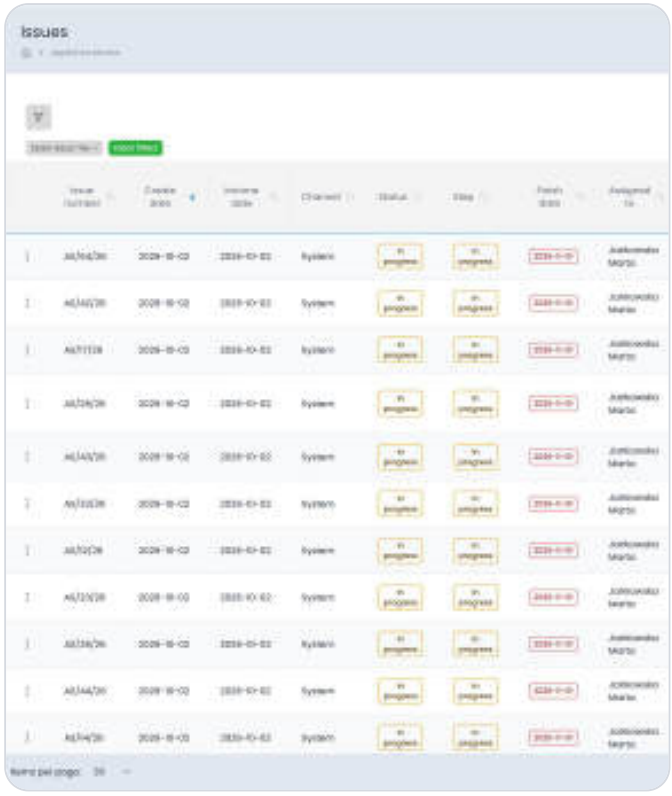
- An appliance at the customer's main or an additional address — with access notes.
- Sets made of components, e.g. a washer and dryer stack.
- A maintenance plan on the appliance, upcoming inspections listed on the board.

16:30 MANAGER

End of the day: what was used, what it earned, what to claim



Stock changes — every issue from stock with the issue number and the technician's name. The "issue from stock" filter plus a period = parts consumption.



The issue list — filtering and sorting by every column, service fields included.

Job margin

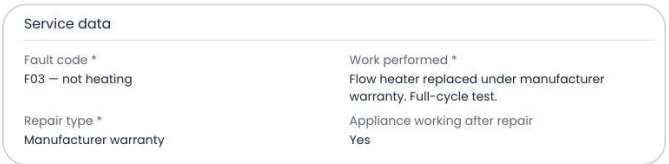
Every item has a price and a cost price; the part cost is filled in from the catalog. The job shows net, gross and margin; the issue shows the total of its completed jobs.

Warranty or paid

The technician fills in the *Repair type* service field. A "Manufacturer warranty, done, September" report with serial numbers and parts is a ready-made statement for the manufacturer.

Reports

Fault codes per model, travel time, open jobs, quote status. A report can arrive by email on a schedule; export to XLSX and CSV.



A warranty repair of a dishwasher: repair type "Manufacturer warranty".

Everything from one entry. The technician added the part once and picked the repair type once, at the customer's. That one entry produced the report, the stock issue, the job margin and a line in the warranty report.

SUMMARY

The same Tuesday, less waste

MOMENT OF THE DAY	WHAT THE SYSTEM DID	WHAT THE SERVICE COMPANY GAINED
Morning plan	Board, conflicts, skill filter.	→ A plan in fifteen minutes, without calling the technicians.
One technician's route	Optimized order of visits.	→ 42 km and 52 min less in one day.
Repair at the hotel	Parts from the van, worksheet, signature, report.	→ Job closed at the customer's.
Faulty module	Failed visit → tasks → second visit.	→ The case is not lost; the customer knows the date.
Washer-dryer	Quote with options, online acceptance.	→ The customer chose the more expensive option without a phone call.
Service contracts	Maintenance plans, list of overdue inspections.	→ No inspection falls through.
End of the day	Warehouse register, margin, service fields.	→ Accounting without retyping.

Implementation in five steps

1. **A "Service" issue type** — process, fields, feature switches.
2. **People** — technicians, schedules, skills, starting points.
3. **Customers and appliances** — import, locations on the map.
4. **Parts and warehouses** — catalog and stock import from CSV.
5. **Templates and rules** — report, emails, text messages.

Good to know

- Technicians work online in the phone's browser.
- The dispatcher distributes jobs between technicians; optimization arranges one person's day.
- The signature is a handwritten signature on screen with recorded evidence — not a qualified electronic signature.
- Address coordinates are set on the map.

Part 1: solution overview. Part 3: an authorized electronics service — workshop, warranties, subcontractors, reports.

GETTING STARTED

Let's walk through this day on your data.

A 20-minute demo, then a 30-day trial on your own account.

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