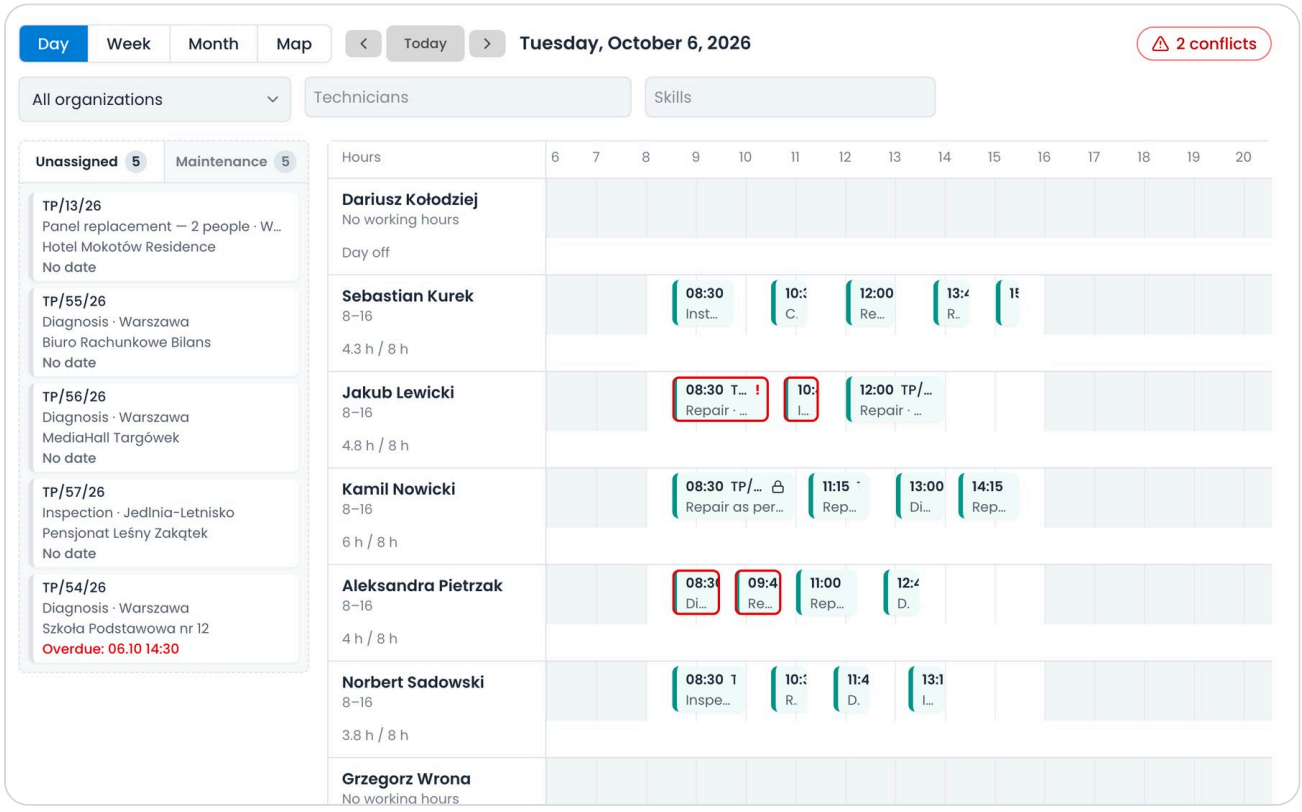
Reklamator

Authorized electronics service. Every repair accounted for.

Workshop, field technicians and partner service points in one system: manufacturer warranties, fault codes, parts deposits, out-of-warranty quotes and the monthly settlement with each manufacturer.

Authorized electronics service

Part 3 of 3



STARTING POINT

TechPoint Service: four brands, three repair channels

A sample authorized service center in Warsaw, Poland: TVs, laptops, smartphones and audio. Warranty repairs for manufacturers, paid repairs for consumers, returns handled for a retail chain. All screens in this document come from its demo account.

3 benches
workshop: laptops, smartphones, TV and audio

2 technicians
in the field — Warsaw and the surrounding area

2 partners
subcontracted service points in Radom and Siedlce

4 warehouses
own stock, two manufacturer deposits, a van

THE PATH OF A SINGLE REPAIR

1. **Intake**
   Drop-off desk, courier, web form or a return from a retail chain.
   OFFICE · CUSTOMER
2. **Qualification**
   Manufacturer warranty, seller warranty, DOA or a paid repair.
   OFFICE
3. **Who repairs it**
   The workshop, a technician on site or a partner service point in another city.
   DISPATCHER
4. **Part**
   From the manufacturer's deposit (no charge to the customer) or from own stock.
   WAREHOUSE
5. **Repair**
   Fault code, repair code, RMA, firmware version, final test.
   TECHNICIAN
6. **Handover**
   Signatures at intake and at handover, PDF report.
   TECHNICIAN · CUSTOMER
7. **Settlement**
   Warranty repair report for the manufacturer, invoice for the customer.
   OFFICE
8. **Analysis**
   Faults per model, parts usage, margin on paid jobs.
   MANAGER

WHAT MAKES AUTHORIZED SERVICE HARD

- **Manufacturer requirements** — every repair needs a fault code, a repair code and an RMA number.
- **Two kinds of parts** — the manufacturer's deposit and own stock must never mix.
- **Three kinds of contractors** — workshop, field, partners; each sees something different.
- **Evidence** — condition of the device at intake, consent to costs, proof of collection.
- **Settlement** — once a month, a statement for each manufacturer.

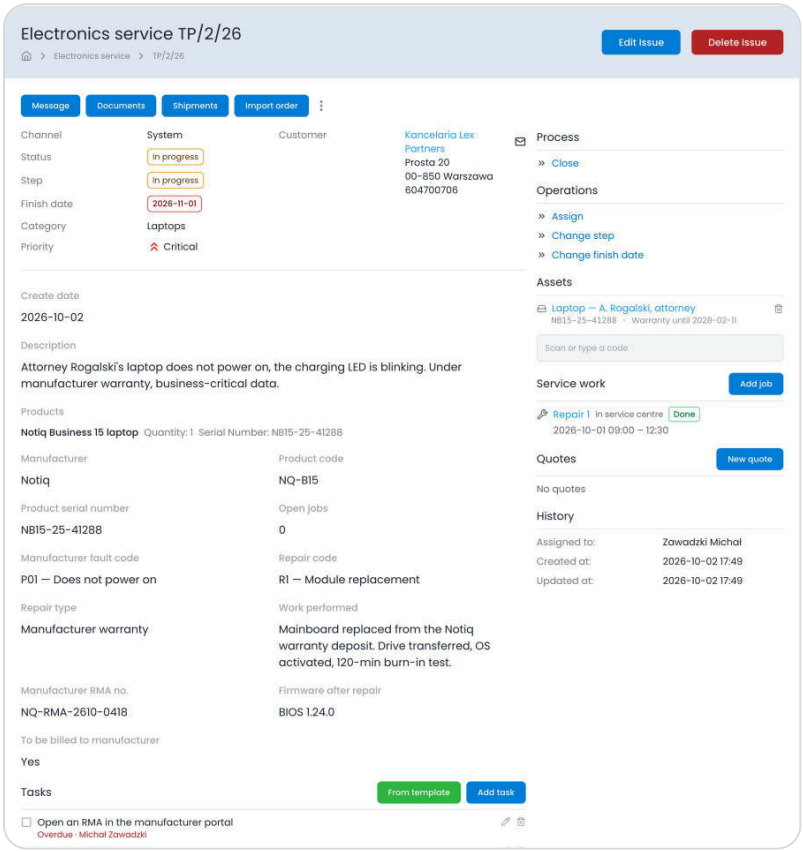
HOW REKLAMATOR IS SET UP

- An "Electronics service" issue type with equipment categories, product and serial number on the issue.
- Seven **service fields** — four of them required to close a job.
- Worksheets "Service intake" (workshop) and "Final test" (every repair).
- Warehouses: own stock, Visora deposit, Notiq deposit, technician's van.
- A "Subcontractors" group with access to their own jobs only.
- A "Warranty repairs — manufacturer settlement" report.

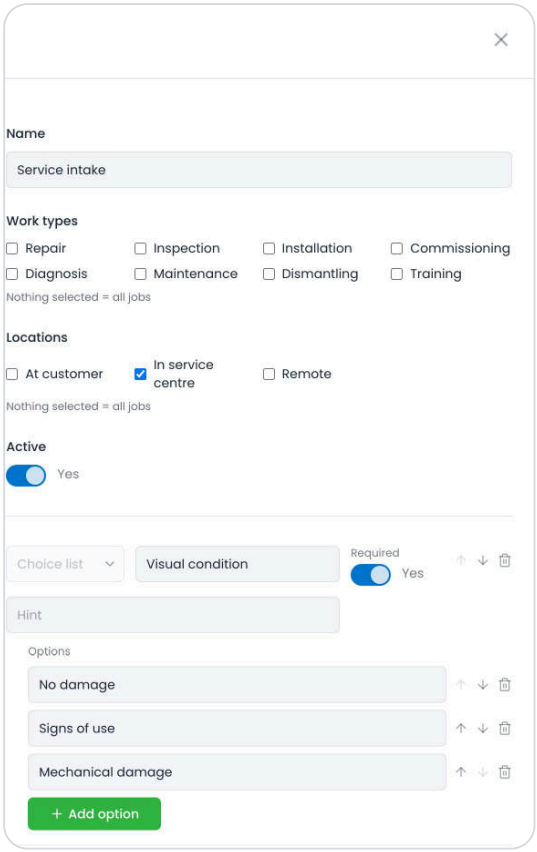
STEP 1 · WORKSHOP INTAKE

The device's condition is on record before it reaches the bench

A law firm brings in a laptop that will not power on. The issue gets a product from the catalog, a serial number and the customer's device with its history.



Issue TP/2/26: category, critical priority, product with serial number, device, job, RMA tasks.



Definition of the "Service intake" worksheet — for workshop jobs only.

Intake worksheet

- Visual condition — required.
- Charger, accessories, packaging.
- "Customer has a data backup" — required.
- The fault in the customer's words, photos.

Signature at intake

The customer signs on a tablet at the drop-off desk. Each signature has a **moment**: intake, handover or work acceptance — each recorded separately, with the signer's name and time.

Device with a code



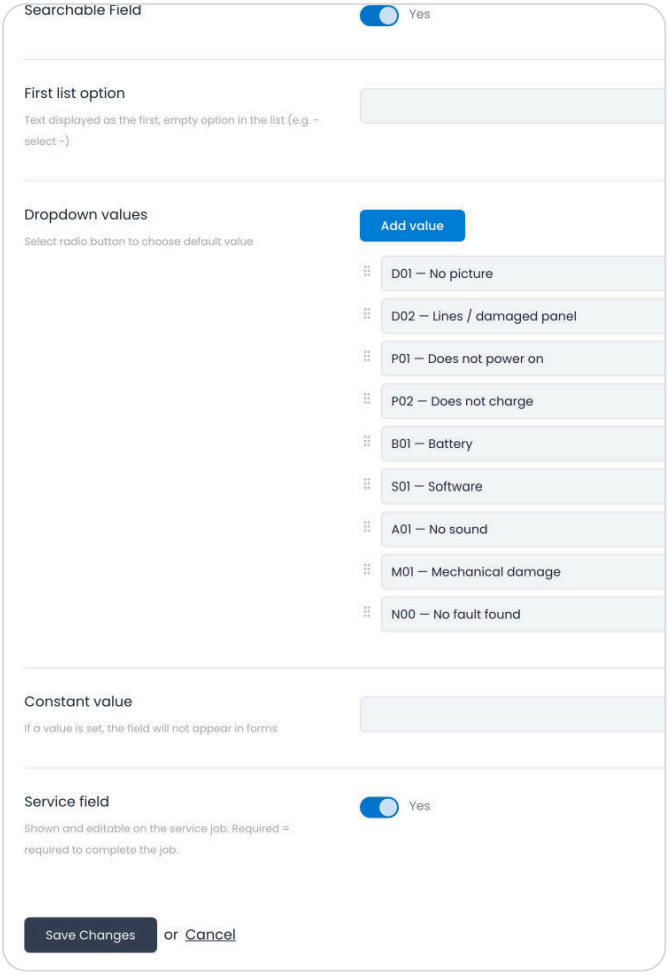
A code label for devices in the workshop — scanning it opens the device record.

Result: disputes like "that scratch was already there" or "I never left the charger" are settled by the worksheet with photos and the signature with the intake time.

STEP 2 · DATA THE MANUFACTURER REQUIRES

Issue fields flagged "service"

The manufacturer requires a fault code, a repair code and an RMA number. These are ordinary issue fields — one switch makes the technician fill them in on the job, and the job cannot be closed without them.



Administrator: the "Manufacturer fault code" field — a list of codes and the "Service field" switch.



Technician: "Service data" on the job card. An asterisk means required to close the job.

FIELD	TYPE	REQUIRED
Manufacturer fault code	list	yes
Repair code	list	yes
Repair type	list	yes
Work performed	text	yes
Manufacturer RMA no.	text	—
Firmware after repair	text	—
To be billed to manufacturer	checkbox	—

Issue list
Columns, filtering and sorting by code.

Reports
A statement for the manufacturer, faults per model.

Report PDF
A table of service data in the PDF.

Rules
The technician's entry triggers the issue's business rules.

The technician does not need permission to edit the issue — they see and change only the service fields of their own job. The same applies to a subcontractor.

STEP 3 · WARRANTY REPAIR IN THE WORKSHOP

A part from the deposit, a final test, two signatures

A laptop mainboard replaced under warranty. The part comes from the manufacturer's deposit: the customer pays nothing, and the service center bills the labor at the manufacturer's rate.

Parts and labor

Name	Kind	Quantity	Net price / unit	VAT %	Cost / unit
Notiq Business 15 mainboard · Part · issued from stock	Part	1 pcs	0.00	23%	0.00
Warranty labor — manufacturer rate	Labor	2.5 h	120.00	23%	80.00

Net	300.00
Gross	**369.00**
Margin	100.00

A part from the Notiq deposit priced at 0.00, warranty labor at the manufacturer's rate. The margin is visible only to authorized users.

Worksheets

Service intake

Visual condition *
Signs of use

Power supply / charger
Yes

Remote / accessories
No

Original packaging
No

Customer has a data backup *
Yes

Fault in the customer's words
It suddenly switched off and would not turn back on.

Intake photos
—

Last change: 2026-10-02 17:49, Kamil Nowicki

Final test

Picture / screen free of defects *
Yes

Sound
Yes

Wi-Fi / Bluetooth
Yes

Power / charging *
Yes

Burn-in test *
120 min

Customer data intact
Yes

Photos after repair
—

Last change: 2026-10-02 17:49, Kamil Nowicki

Two worksheets on one job: "Service intake" and "Final test" with a 120-minute burn-in test.

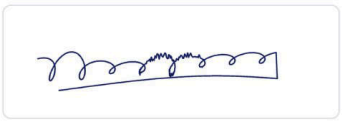
Time tracking

Work 2026-10-01 09:00 – 12:30 manual
210 min

Mainboard replaced from the Notiq warranty deposit. Drive transferred, OS activated, 120-min burn-in test.

Work	210 min
Total	**210 min**

Signature



Adam Rogalski · Customer · Intake
Signed 2026-10-01 09:00



Adam Rogalski · Customer · Handover
Signed 2026-10-01 12:30

Time worked and two customer signatures: at intake and at handover.

Manufacturer deposit

A separate warehouse for consigned parts. Every issue to a job leaves a trace with the issue number — the basis for settling the deposit.

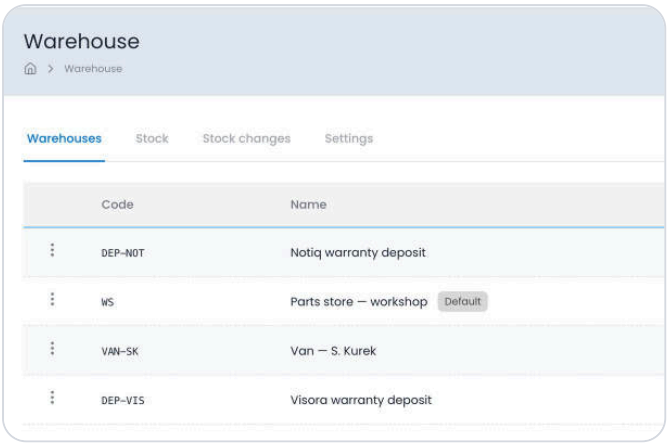
Final test

Picture, sound, connectivity, power, burn-in test time. Required fields stop the job from being closed as done.

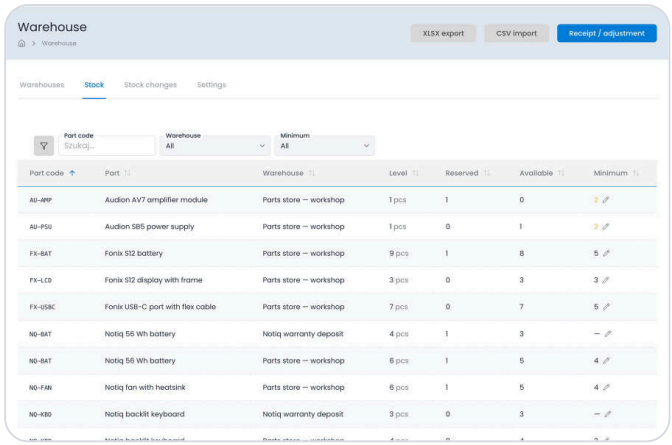
RMA tasks

The "Manufacturer warranty claim" template: open an RMA, order the part, send the faulty module back, check the settlement.

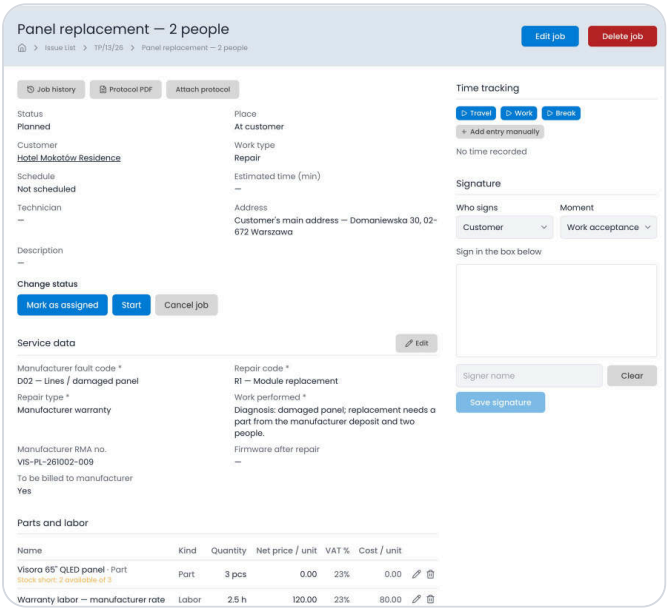
Own stock and deposits never mix



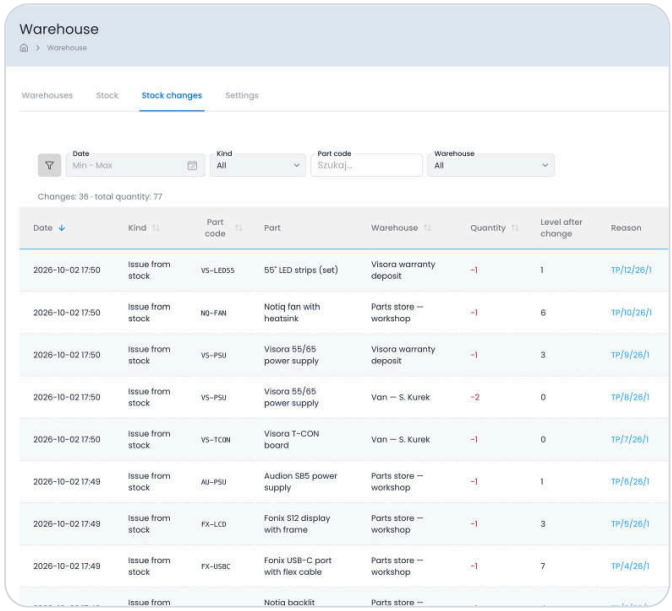
Four warehouses: own parts, Visora deposit, Notiq deposit, technician's van.



Stock per part and warehouse: level, reserved, available, minimum.



Panel replacement: 3 needed, 2 in the deposit — the line is flagged as short.



Stock change log: issues to jobs with the issue number, the job and the technician.

Reservation

- A part on a job is reserved as soon as it is added.
- Closing the job takes it off stock.
- Cancelling releases the reservation.

Shortages

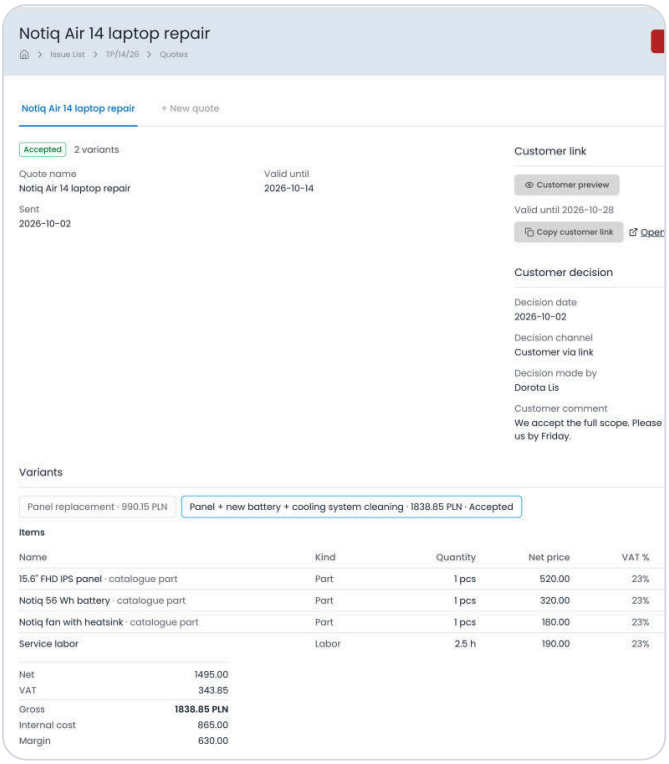
- A warning or a block — an account setting.
- Overriding the block requires a permission and is logged in the history.
- A "missing parts" rule can notify the warehouse.

Usage

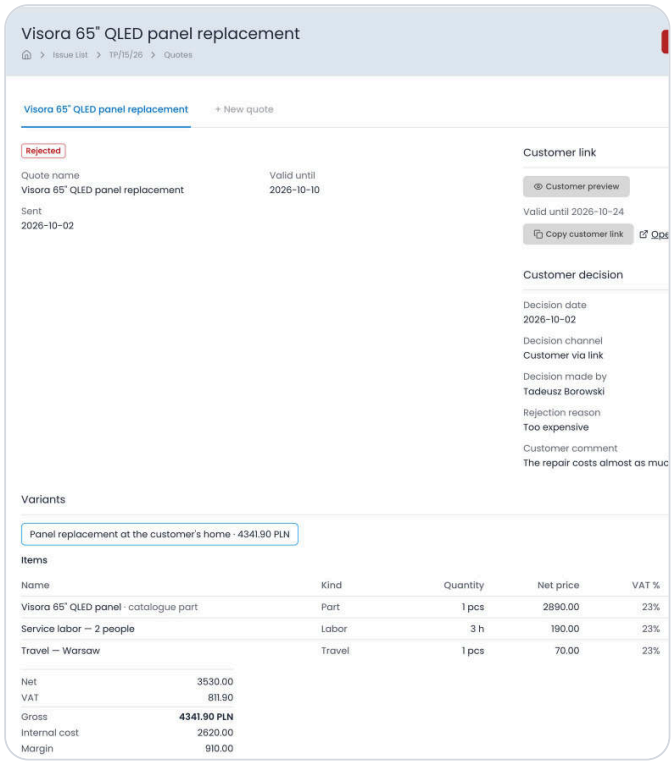
- Filter "issue from stock" + period + warehouse = deposit usage.
- XLSX export of stock and changes.
- Catalog and stock import from CSV, minimum levels.

Out-of-warranty quote: consent in writing, no phone calls

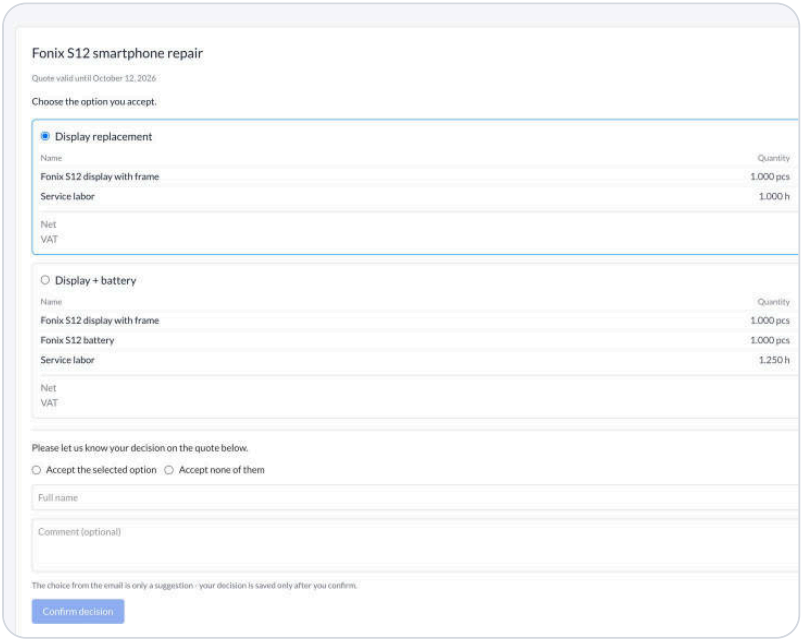
Out of warranty, nothing happens until the costs are approved. The customer gets a link, sees the options and decides — and the decision stays in the issue history.



Accepted: the front office laptop — the customer chose the option with a new battery and cleaning.



Rejected: an out-of-warranty TV panel — reason "too expensive", with the customer's comment.



The quote page for the customer: two options for a smartphone repair, awaiting a decision.

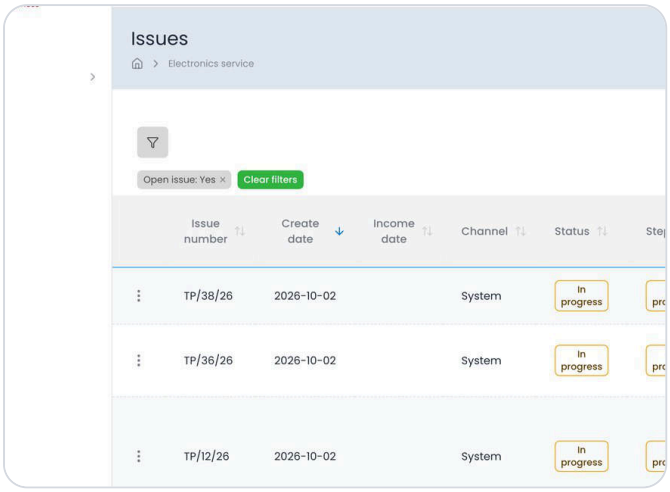
What an online quote gives you

- Options built from parts catalog items — price and VAT filled in.
- Acceptance with the full name, time and a comment.
- Items moved to the job in one click; the parts are reserved in the warehouse.
- Own cost and margin per option — for authorized users only.
- The rejection reason as a rule condition: "too expensive" → task "offer a buy-back or a discount".

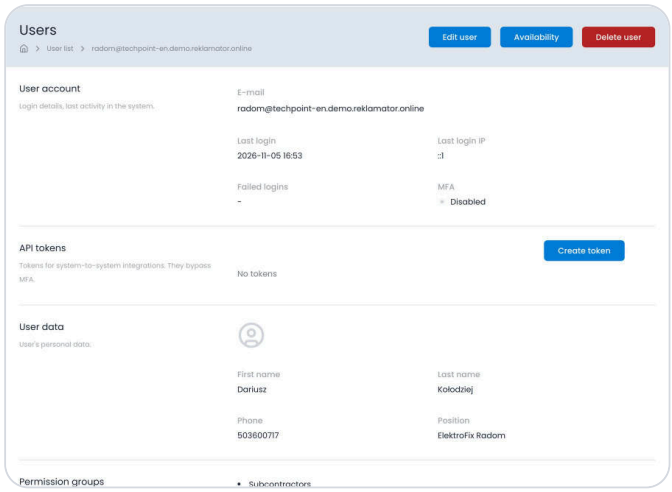
Result: devices do not sit in the workshop waiting for a decision, and a rejected quote becomes a sales opportunity.

A subcontractor sees only their own jobs

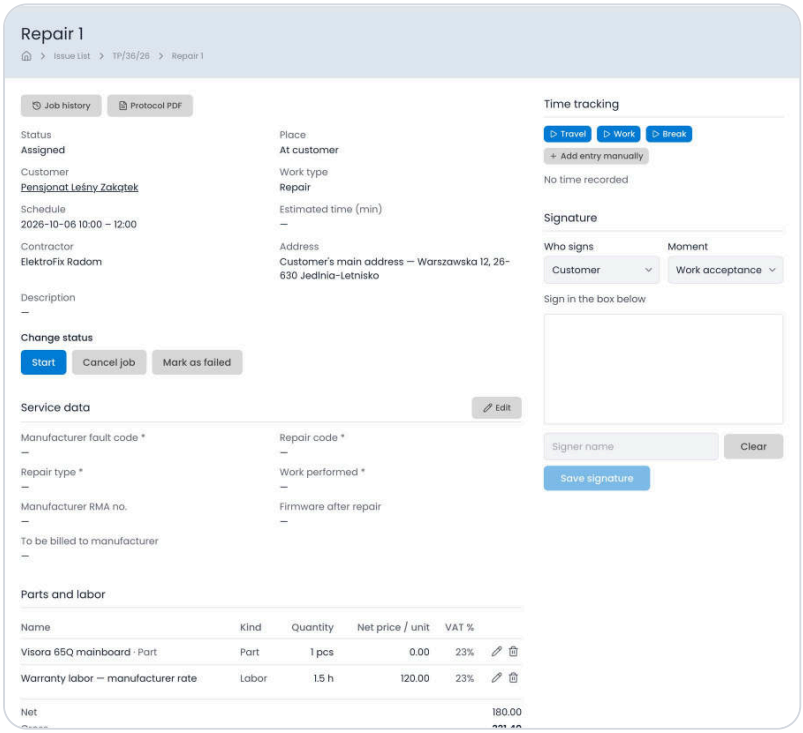
Customers in Radom and Siedlce are served by partner service points. They receive the job in the same system — without access to anything else.



Partner account: the menu is limited to the dashboard and issues; the list shows the three issues on which the partner's company has a job.



Administrator: a user in the "Subcontractors" group, assigned to the "ElektroFix Radom" company.



The partner's job: status, the manufacturer's service data, parts from the deposit, time worked, customer signature.

How it works

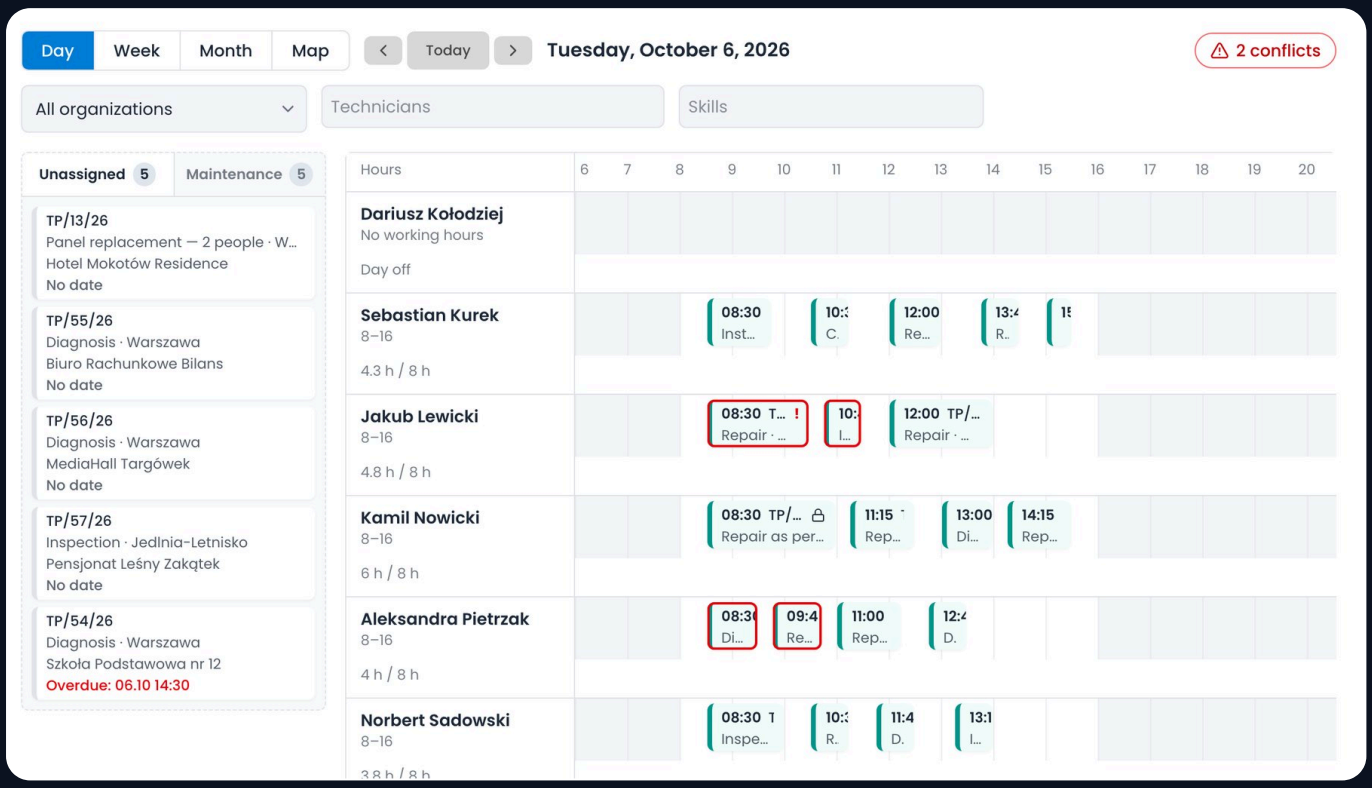
1. A partner company is a customer of the "service" type with its own users.
2. The dispatcher picks the company on the job — alongside a technician or instead of one.
3. The partner sees the issue in preview mode and works on their own job.

- The same required fields and worksheets as in the workshop.
- Company A cannot see company B's jobs.
- Own costs and margin are hidden.
- Each company has its own rows on the dispatch board.

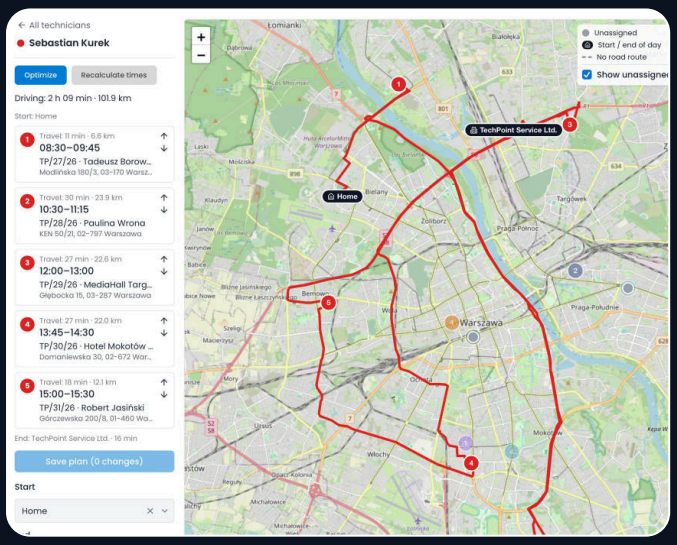
STEP 7 · PLANNING

Workshop, field and partners on one board

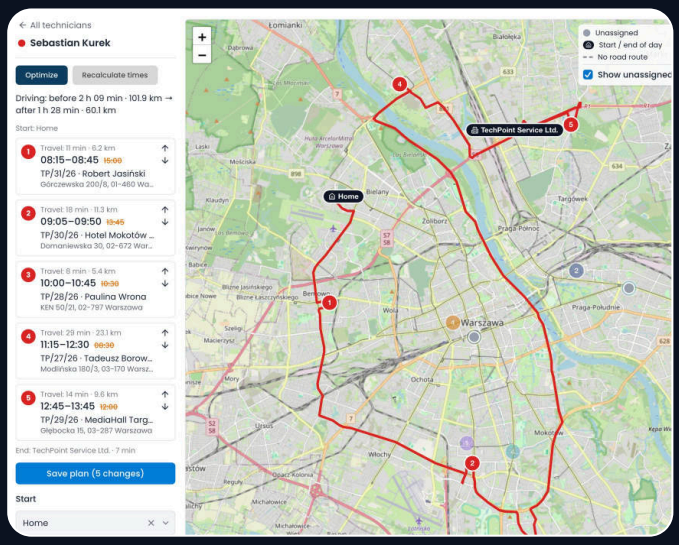
Workshop benches, field technicians and subcontracting companies as rows; jobs as cards. Conflicts and absences are visible at a glance.



Tuesday: three workshop benches, two field technicians, two partner service points (orange cards), five jobs waiting to be assigned.



Before: a field technician's route — 2 h 09 min, 101.9 km.



After "Optimize": 1 h 28 min, 60.1 km.

Skill filter

"tv", "bga-soldering", "smartphones" — who can take the job.

Conflicts

Overlaps, work outside working hours, absences, too little travel time.

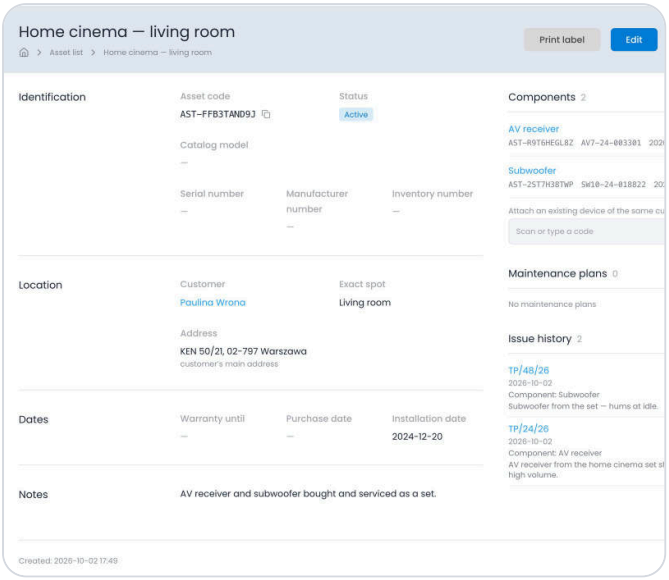
Inspections

Hotel TVs on an annual plan — a list of what is coming up.

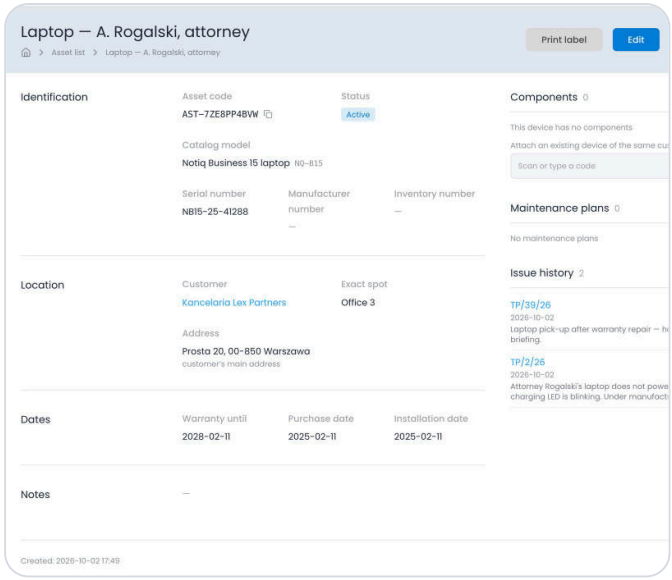
Route

Start from home, finish at the service center — the technician brings devices back to the workshop.

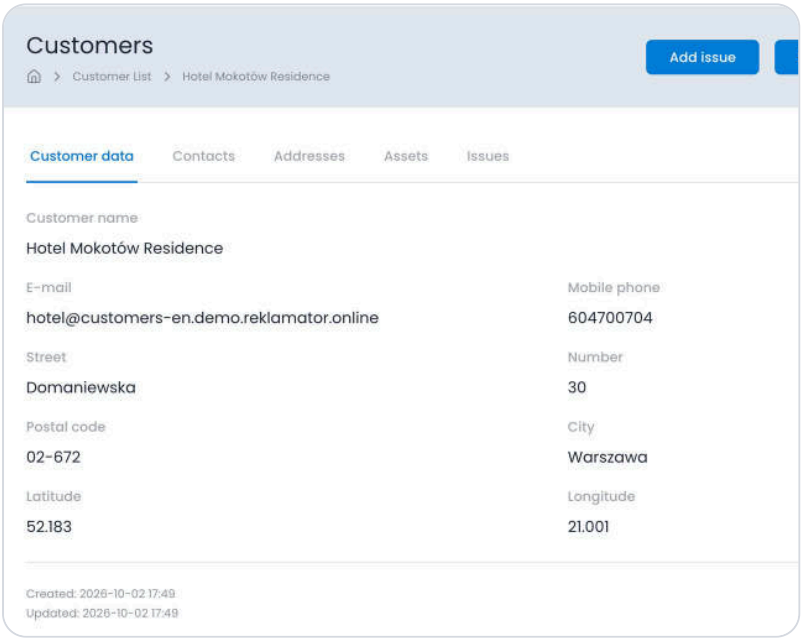
The history of each unit and sets made of components



Home cinema: a set of two components — an AV receiver and a subwoofer, each with its own serial number and warranty.



The law firm's laptop: model, serial number, warranty until 2028, issue history.



The hotel: four TVs on an annual inspection plan and all of the customer's issues.

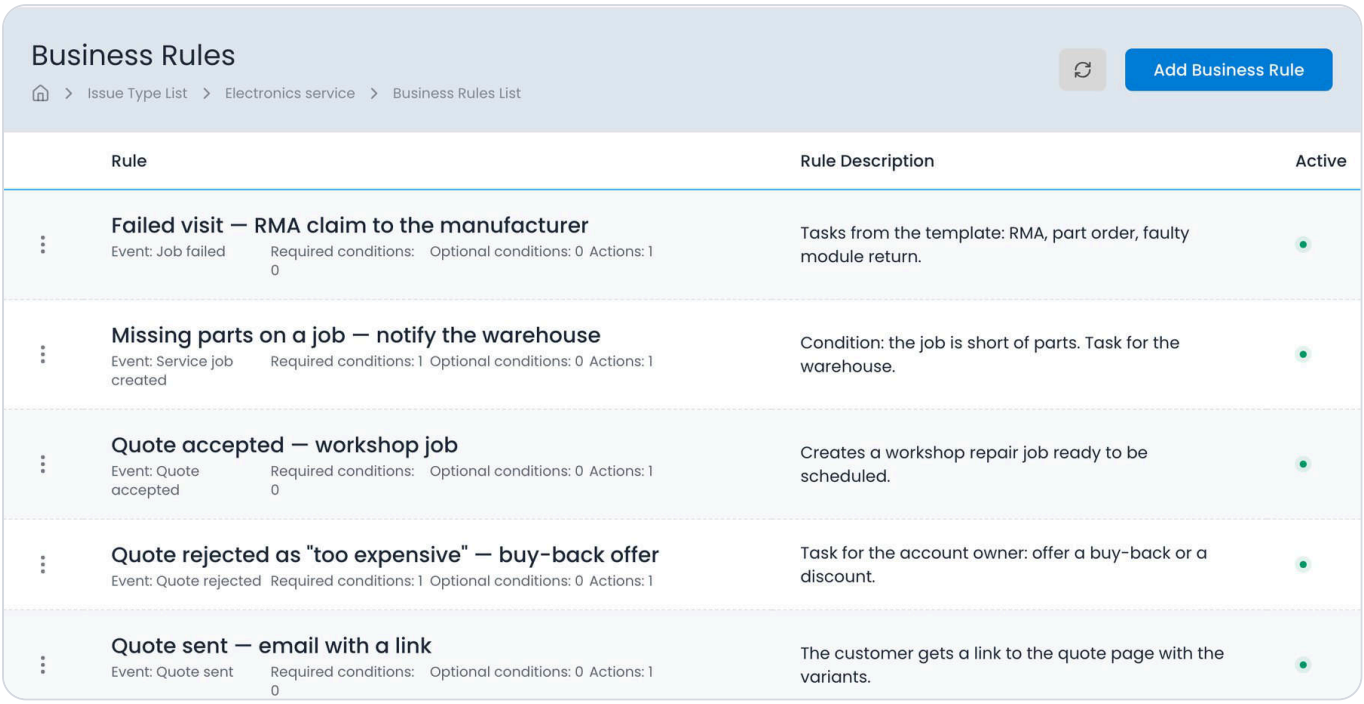
Why keep a device register

- **Warranty** — the end date on the record, shown in red once it has passed.
- **Recurring faults** — every repair of a unit in one place.
- **Sets** — the set's history includes repairs of its components.
- **Business customers** — devices per location, room, workstation.
- **Inspections** — a plan on the device, an issue from the upcoming list.

The issue's product (model and serial number for the manufacturer report) and the customer's device (a unit with its history) are two separate links.

AUTOMATION

Seven rules enforce the manufacturers' procedures



Business rules of the "Electronics service" issue type.

EVENT AND CONDITION	ACTION	WHY
Issue created	Email with the number and a link to the status page.	→ The customer has an intake confirmation.
Failed visit	RMA tasks from a template.	→ The part is ordered the same day.
Job created, parts missing	A task for the warehouse.	→ The shortage shows up before the repair date.
Quote sent	Email with an approval link.	→ Consent to costs without a phone call.
Quote accepted	A workshop repair job.	→ It joins the bench queue.
Quote rejected, "too expensive"	Task: offer a buy-back or a discount.	→ A sale instead of a loss.
Repair done	"Ready for collection" notification.	→ Devices do not gather dust on the shelf.

Templates

Email, text message and PDF with job data, service data, worksheets and the quote link — in the customer's language.

Status page

The customer checks the repair stage with the issue number and email address, and also sees the quote link.

Issue workflow

Custom steps and deadlines, permissions on transitions, a history of every change.

STEP 8 · SETTLEMENT

A statement for the manufacturer in three clicks

The "Warranty repairs — manufacturer settlement" report with a saved filter: repair type = manufacturer warranty.



Warranty repairs — manufacturer settlement

Reports › Warranty repairs — manufacturer settlement › Execute Report

Back to filters | Total: 7 records | Export: PDF | CSV | XLS

Set Schedule | Save Version | Send to Me

Applied parameters

Issue number	Create date	Customer	Manufacturer	Product code	Product serial number	Manufacturer RMA no.	Manufacturer fault code	Repair code	Repair type	To be billed to manufacturer	Assigned to
TP/13/26	2026-10-02	Hotel Mokotów Residence	Visora	VS-65Q	VQ65-24-00033	VIS-PL-261002-009	D02 — Lines / damaged panel	R1 — Module replacement	Manufacturer warranty	Yes	Michał Zawadzki
TP/12/26	2026-10-02	Zofia Krajewska	Visora	VS-55U	VU55-25-31077	VIS-PL-261001-071	D01 — No picture	R1 — Module replacement	Manufacturer warranty	Yes	Michał Zawadzki
TP/10/26	2026-10-02	Agencja Kreatywna Piksel	Notiq	NQ-A14	NA14-24-22981	NQ-RMA-2610-0455	S01 — Software	R1 — Module replacement	Manufacturer warranty	Yes	Michał Zawadzki
TP/9/26	2026-10-02	Szkoła Podstawowa nr 12	Visora	VS-M27	VM27-24-08810	VIS-PL-261001-044	P01 — Does not power on	R1 — Module replacement	Manufacturer warranty	Yes	Michał Zawadzki
TP/7/26	2026-10-02	Joanna Malinowska	Visora	VS-65Q	VQ65-25-00418	VIS-PL-260930-112	D02 — Lines / damaged panel	R1 — Module replacement	Manufacturer warranty	Yes	Michał Zawadzki

Seven warranty repairs: manufacturer, product code, serial number, RMA, fault code, repair code.

Report

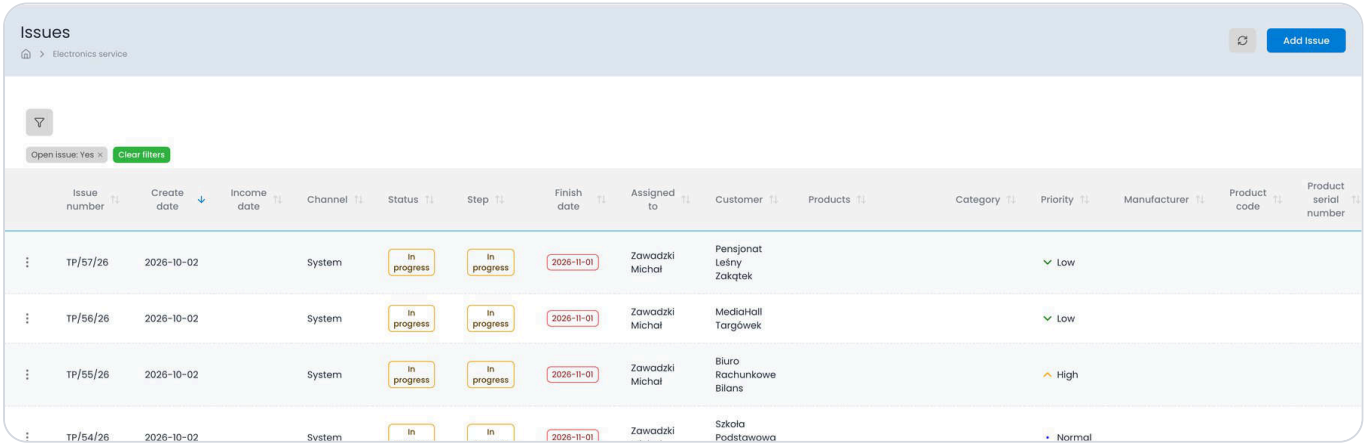
- Columns from issue fields, the product and service fields.
- Filters saved as report versions.
- PDF, CSV and XLS export; sending by email.
- Schedule: daily, weekly, monthly.

Margin

- Price and cost on every job item.
- Warranty repair: the manufacturer's rate minus the labor cost.
- Paid repair: catalog parts with their own cost.
- Visible only with a permission.

Deposit

- Issues from the deposit with the issue number.
- Total quantity in a period = usage to be settled.
- XLSX export for the manufacturer.



Issues

Electronics service | Add issue

Open issue: Yes × | Clear filters

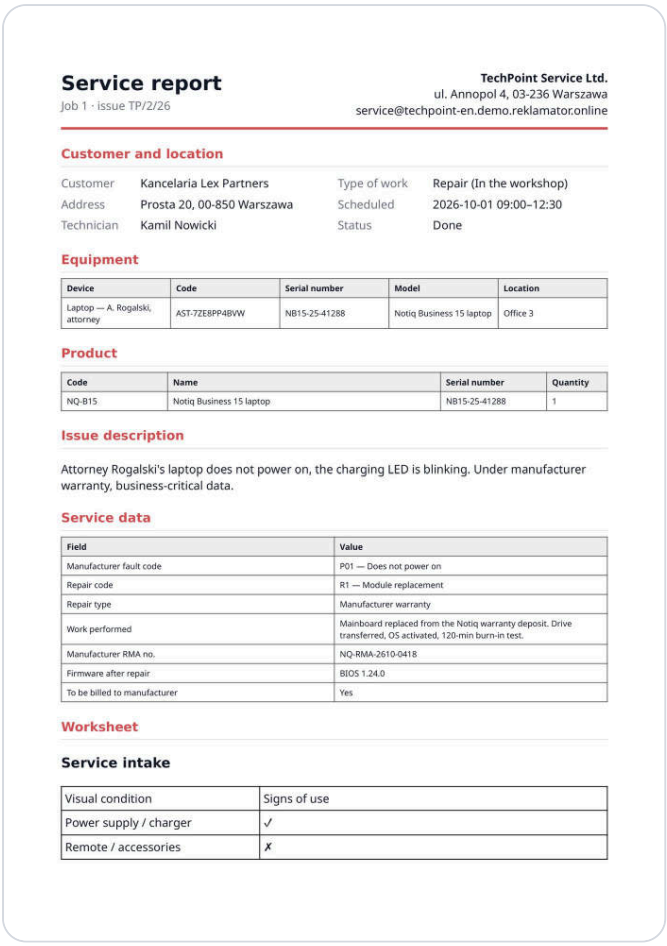
Issue number	Create date	Income date	Channel	Status	Step	Finish date	Assigned to	Customer	Products	Category	Priority	Manufacturer	Product code	Product serial number
TP/57/26	2026-10-02		System	In progress	In progress	2026-11-01	Zawadzki Michał	Pensjonat Leśny Zakątek			Low			
TP/56/26	2026-10-02		System	In progress	In progress	2026-11-01	Zawadzki Michał	MediaHall Targówek			Low			
TP/55/26	2026-10-02		System	In progress	In progress	2026-11-01	Zawadzki Michał	Biuro Rachunkowe Bilans			High			
TP/54/26	2026-10-02		System	In	In	2026-11-01	Zawadzki	Szkoła Podstawowa			Normal			

The issue list: product, category, manufacturer, codes and quote status as filterable columns.

> **One source of data.** A fault code entered by a technician in the workshop or by the partner in Radom ends up in the same report — no collecting spreadsheets.

A DOCUMENT FOR THE CUSTOMER

A service report with intake and handover signatures



Service report
Job 1 · issue TP/2/26

TechPoint Service Ltd.
ul. Annopol 4, 03-236 Warszawa
service@techpoint-en.demo.reklamator.online

Customer and location

Customer	Kancelaria Lex Partners	Type of work	Repair (In the workshop)
Address	Prosta 20, 00-850 Warszawa	Scheduled	2026-10-01 09:00–12:30
Technician	Kamil Nowicki	Status	Done

Equipment

Device	Code	Serial number	Model	Location
Laptop — A. Rogalski, attorney	AST-7ZE8PP4BVW	NB15-25-41288	Notiq Business 15 laptop	Office 3

Product

Code	Name	Serial number	Quantity
NQ-B15	Notiq Business 15 laptop	NB15-25-41288	1

Issue description

Attorney Rogalski's laptop does not power on, the charging LED is blinking. Under manufacturer warranty, business-critical data.

Service data

Field	Value
Manufacturer fault code	P01 — Does not power on
Repair code	R1 — Module replacement
Repair type	Manufacturer warranty
Work performed	Mainboard replaced from the Notiq warranty deposit. Drive transferred, OS activated, 120-min burn-in test.
Manufacturer RMA no.	NQ-RMA-2610-0418
Firmware after repair	BIOS 1.24.0
To be billed to manufacturer	Yes

Worksheet

Service intake

Visual condition	Signs of use
Power supply / charger	✓
Remote / accessories	✗
Original packaging	✗
Customer has a data backup	Yes
Fault in the customer's words	It suddenly switched off and would not turn back on.

Final test

Picture / screen free of defects	Yes
Sound	Yes
Wi-Fi / Bluetooth	Yes
Power / charging	Yes
Burn-in test	120 min
Customer data intact	✓

Parts and labor

Kind	Name	Quantity	Net price	VAT	Net total
Part	Notiq Business 15 mainboard	1 pcs	0.00	23%	0.00
Labour	Warranty labor — manufacturer rate	2.5 h	120.00	23%	300.00

Net: **300.00** · VAT: 69.00 · Gross: **369.00**

Time worked

Kind	From	To	Minutes	Description
Work	2026-10-01 09:00	12:30	210	Mainboard replaced from the Notiq warranty deposit. Drive transferred, OS activated, 120-min burn-in test.

Signatures

Adam Rogalski
Customer · Intake
2026-10-01 09:00

Adam Rogalski
Customer · Handover
2026-10-01 12:30

Page 1: customer, technician, schedule, device, product with serial number, service data.

Page 2: worksheets, parts and labor, time worked, signatures.

Your template
Layout, logo and wording in the template editor.

Manufacturer data
Codes, RMA and firmware version in a table.

Proof of content
A hash of the report is stored with each signature.

No costs
Own cost never appears on the customer's document.

ROLES AND SECURITY

Five roles, one workflow

ROLE	SEES	DOES
Service manager	Everything, including costs and margin.	Plans, quotes, settles with manufacturers.
Drop-off desk	Issues, customers, devices.	Takes devices in, intake worksheet, signature, handover.
Technician	Their own jobs; no costs.	Service data, parts, final test, time worked.
Warehouse clerk	Catalog, stock, change log.	Receipts, adjustments, deposits, imports.
Partner service point	Issues with a job for their company.	Works on their own job.

Security

- Permissions in groups; "own jobs" for technicians and partners.
- Own cost and margin under a separate permission — for reading and writing.
- A closed job is frozen; editing a closed issue requires a permission.
- An append-only stock change log; change history for jobs and issues.
- Quote link: a decision only by a deliberate click, with an expiry date.
- Two-factor login, API tokens for integrations.

Good to know

- The signature is a handwritten signature on screen with recorded evidence — not a qualified electronic signature.
- Service data has one value per issue; per-job measurements go into a worksheet.
- Reports cover issue fields; worksheet columns are planned.
- Warehouse integration with ERP systems and manufacturer portals is the next stage; today: file import and export, and the API.
- Technicians work online in the browser.

Complete data

a repair cannot be closed without the manufacturer's codes

Deposit under control

every issue from stock with an issue number

Partners in the system

the same requirements, limited access

Settlement from a report

no collecting spreadsheets

SUMMARY

From a small workshop to an authorized network

AREA	HOW IT WORKS IN REKLAMATOR	RESULT
Intake	Intake worksheet with photos, signature, code label.	→ No disputes about the device's condition.
Manufacturer requirements	Service fields required to close a job.	→ Complete data for every repair.
Parts	Deposits as separate warehouses, reservations, shortages.	→ The deposit settled down to the last unit.
Paid repairs	Quotes with options, online approval.	→ Consent to costs always documented.
Partners	Jobs for companies, access to their own only.	→ Wider reach without losing control.
Planning	Board, conflicts, route optimization.	→ Fewer kilometers, fuller benches.
Settlement	Warranty report, margin, parts usage.	→ A manufacturer statement without manual work.

PART 1

Solution overview

All modules, the "Service" panel, map and routes, savings.

PART 2

Appliance service — day by day

Six field technicians, stock in the vans, routes.

PART 3

Authorized electronics service

This document: workshop, warranties, partners, settlements.

Roll-out in stages

1. **Intake and jobs** — issue type, service fields, report PDF.
2. **Parts** — catalog, warehouses, deposits, stock import.
3. **Quotes and rules** — templates, notifications.
4. **Partners and reports** — companies, permissions, statements.

Start with what hurts most. Each module is switched on with a toggle on the issue type; data from earlier stages stays in place.

HOW TO START

We will show it on your own procedures.

A presentation on an account with your fault codes and brands, then a 30-day trial.

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