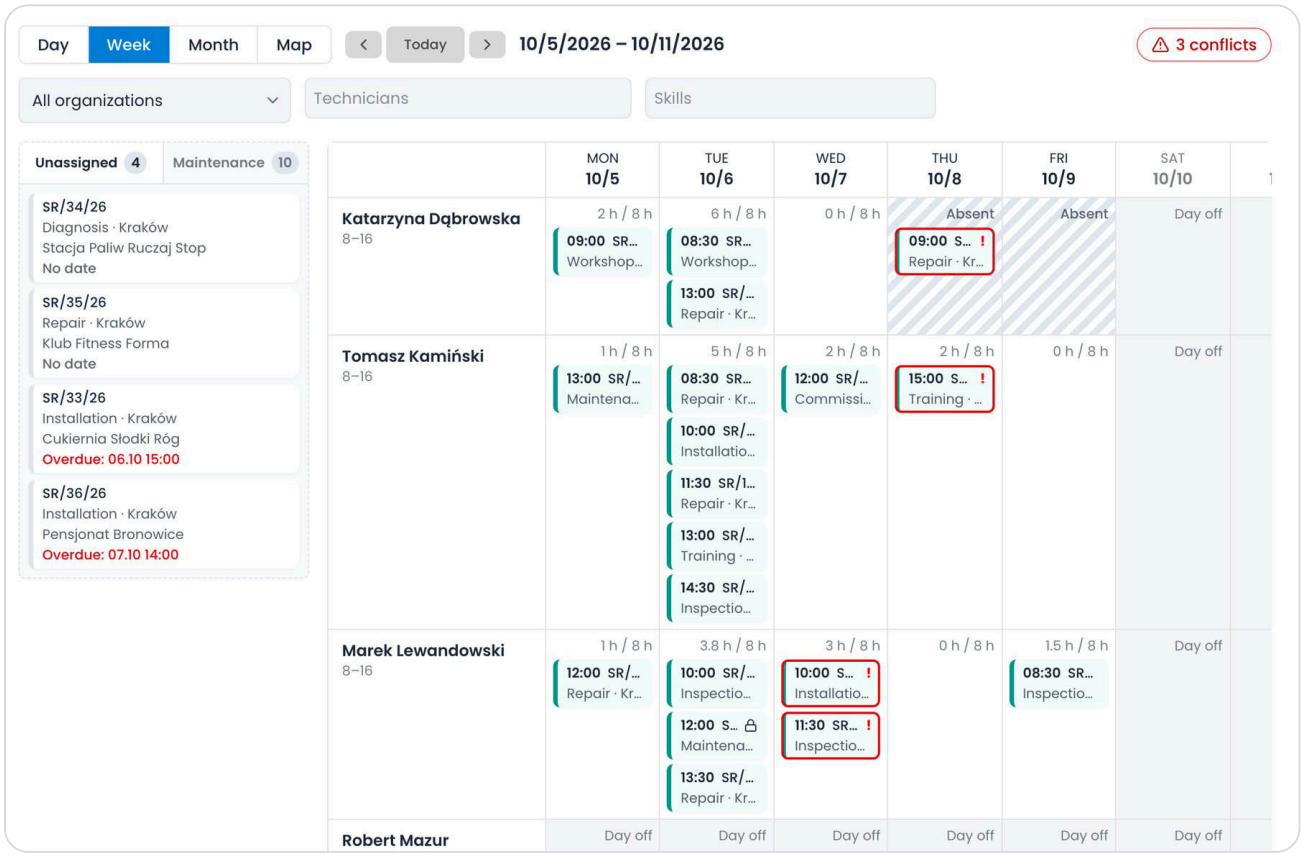
Reklamator

Reklamator Service. From the first call to a signed report.

One system for field and workshop service: customer equipment, jobs, quotes with online approval, spare parts and warehouse, and each technician's day planned on the board and on the map.

Solution overview

Part 1 of 3



WHAT IT IS FOR

A service business earns on the repair. It loses on everything around it.

"When are you coming?" calls, a quote waiting for an answer, a technician without parts, a second trip for the same fault, a report on paper nobody ever typed in. Reklamator Service brings order to what happens before and after the repair.

PLANNING

A technician's day planned, not guessed

A board showing each person's workload, warnings about overlaps and too little travel time, visit order optimized over real roads.

SALES

A quote approved with one click

The customer gets a link, picks an option and approves it. Approved lines move onto the job and reserve the parts.

EXECUTION

The technician knows what to do and what to record

Inspection worksheet, required service data, parts from the warehouse, working time, the customer's on-screen signature — all on a phone.

BILLING

Every part and every hour accounted for

Lines, internal cost and margin on the job. Stock is deducted when the job is closed, part usage goes into the log.

CUSTOMER

Fewer calls, more trust

Email and SMS notifications with the visit date, a status page, an online quote, a PDF report when the work is done.

RECURRING WORK

Periodic inspections are not missed

An inspection plan on the equipment, a list of upcoming and overdue ones, an issue from the plan in two clicks.

NOT A SEPARATE PROGRAM

A service job is an issue in Reklamator

So from day one, service gets everything that works in complaint handling: its own process with stages and deadlines, business rules, customer forms, email and SMS, document templates, reports, permissions. Service modules are switched on with toggles on the issue type — where they are needed.

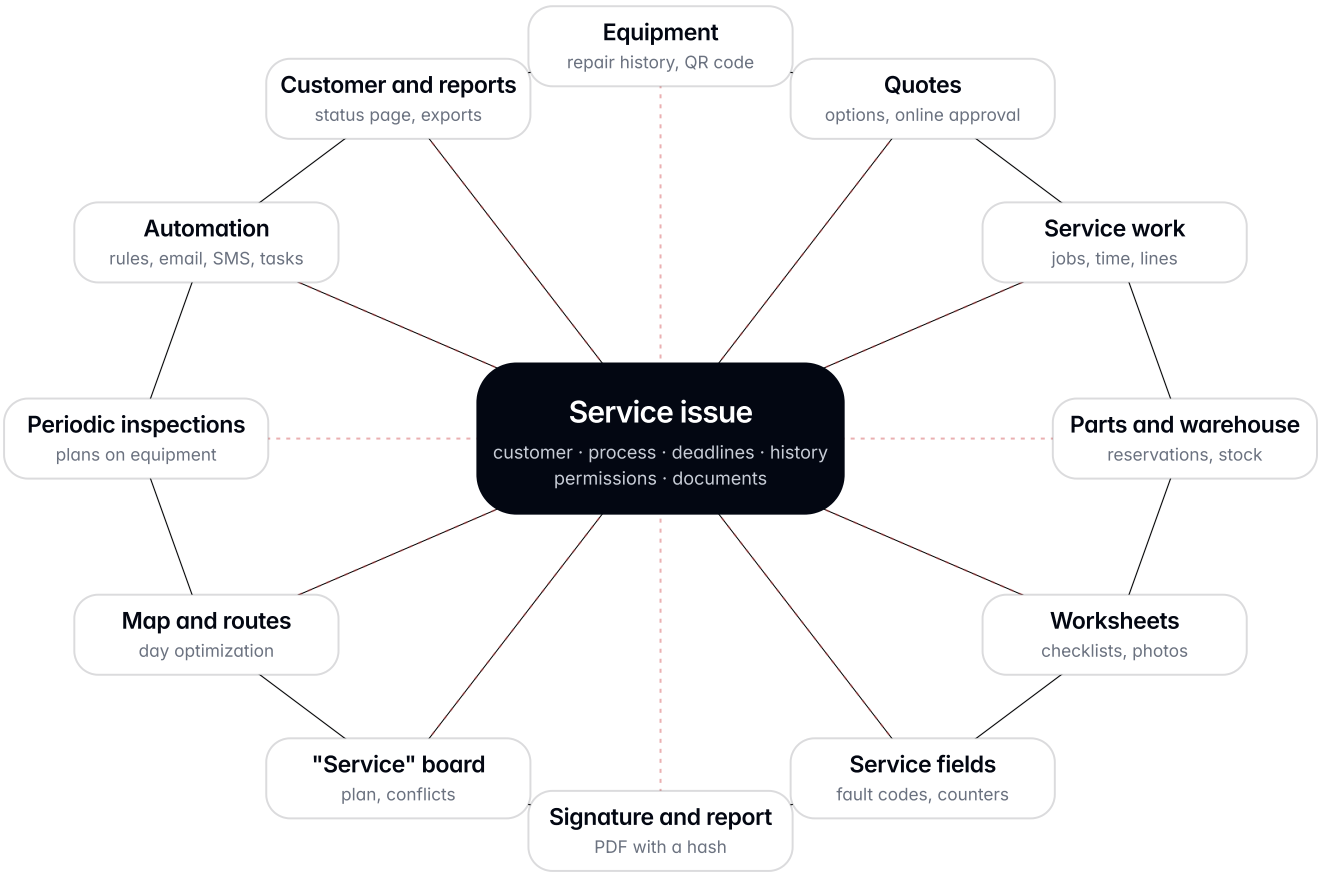
WHO IT IS FOR

- **Field service** — technicians at customer sites, routes, contract inspections.
- **Workshop service** — equipment brought in for repair, quote, hand-back.
- **Manufacturer or authorized service** — warranties, fault codes, billing.
- **Companies working with subcontractors** — jobs for external firms, each sees only its own.

HOW IT FITS TOGETHER

Twelve modules, one issue at the center

No module is an island. The equipment knows its repairs, a quote turns into job lines, a line reserves a part in the warehouse, the job lands on the board and the route, and an event on the job triggers a rule and a notification.



Data is entered once

Customer, address, equipment and serial number travel from the issue to the job, quote, report and route.

Every module can be switched off

A simple service turns on jobs and the report. A larger one adds quotes, warehouse, worksheets, routes.

History in one place

Who did what and when: on the issue, the job, the equipment and in the stock log.

ONE JOB FROM START TO FINISH

Eight steps, no retyping

1 Issue
Website form, email, phone or an inspection plan. Customer and equipment linked straight away.
CUSTOMER · OFFICE

2 Quote
One or more options, a link for the customer, a decision online or recorded by an operator.
OFFICE · CUSTOMER

3 Job
Type of work, location, date. Quote lines move over with one click.
DISPATCHER

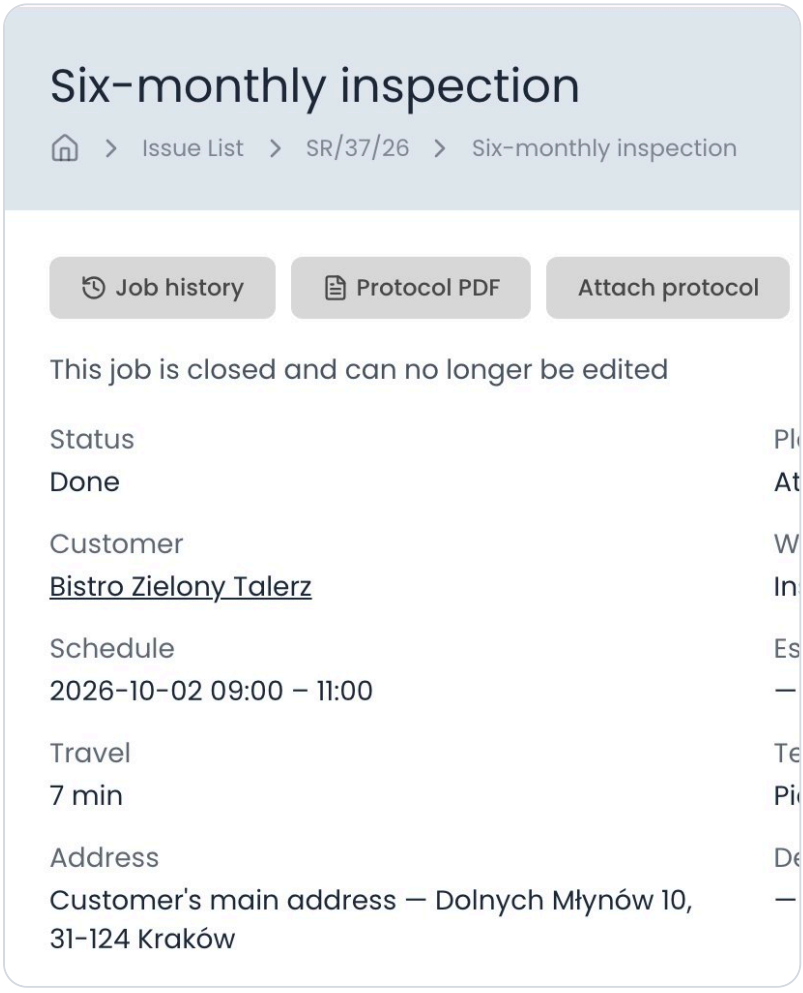
4 Plan
Assignment on the board, conflict checks, visit order and travel on the map.
DISPATCHER

5 Visit
The technician sees the route, starts navigation, tracks travel and working time.
TECHNICIAN

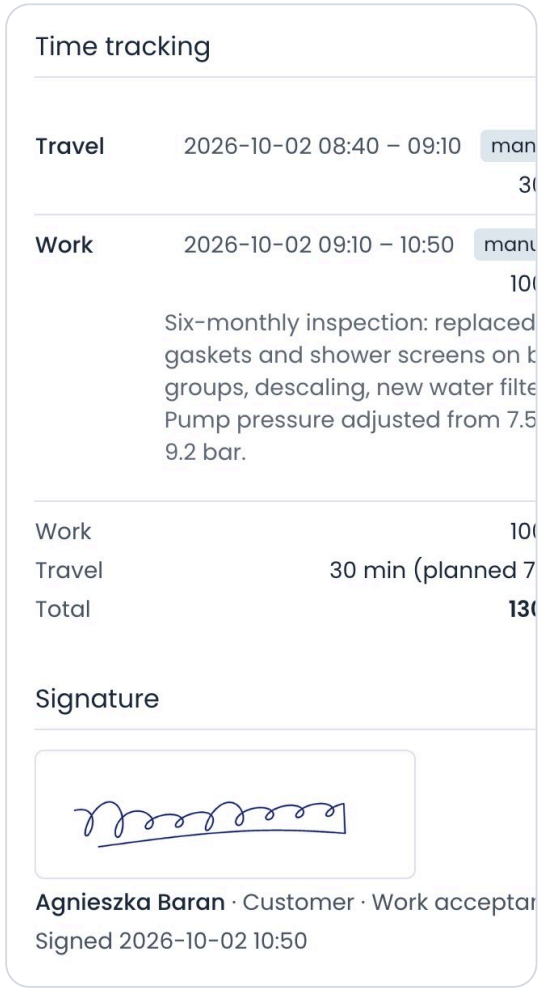
6 Work
Parts from the warehouse, worksheet, service data. Required fields ensure nothing is left out.
TECHNICIAN

7 Signature and report
The customer signs on screen, the PDF report goes to the issue and to the customer.
TECHNICIAN · CUSTOMER

8 Billing
Totals, cost and margin, stock deducted, report ready. A rule closes the case or creates the next one.
OFFICE



Job card: status, location and type of work, date, technician, calculated travel time.



Working time split into travel and work (plan next to actuals) and the customer's signature.

Equipment, jobs, quotes

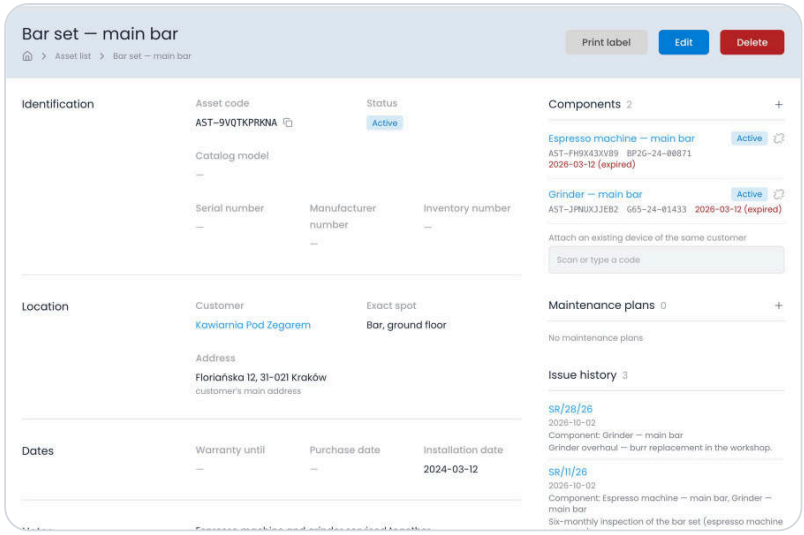
Equipment and repair history

Every unit of the customer's equipment: model, serial number, warranty, installation site. On its card — every issue it was part of, and its inspection plans.

- A unique code and a **QR label** printed from the system.
- A barcode scan links the equipment to the issue.
- **Component sets** — e.g. espresso machine + grinder, indoor + outdoor unit.



A 62 × 29 mm label for a label printer.



A bar set with two components — a shared issue history.

Parts and labor

Name	Kind	Quantity	Net price / unit	VAT %	Cost / unit
Group gasket 8.5 mm · Part · issued from stock	Part	2 pcs	18.00	23%	6.50
Shower screen 57 mm · Part · issued from stock	Part	2 pcs	32.00	23%	12.00
Water filter 12 l · Part · issued from stock	Part	1 pcs	260.00	23%	170.00
Descaler 1 l · Part · issued from stock	Part	1 pcs	48.00	23%	21.00
Periodic inspection — flat rate	Labor	1.5 h	180.00	23%	75.00
Travel — Kraków	Travel	1 pcs	60.00	23%	25.00
Net					738.00
Gross					**907.74**
Margin					372.50

Parts and labor: parts taken from stock, totals, cost and margin (visible only with permission).

Service work

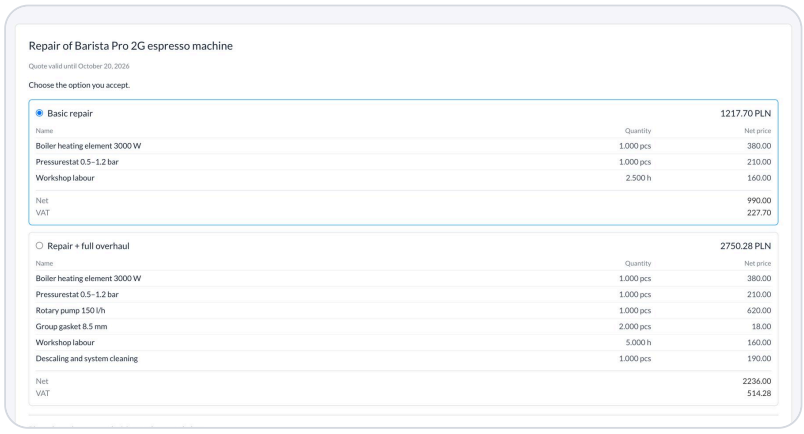
An on-site visit, a workshop repair or remote work. One issue can have several jobs — diagnosis first, then the repair.

- Statuses from planned to done; a closed job is frozen.
- Timer for travel, work and breaks, or manual entry.
- Lines: manual, from the product catalog or **from the parts catalog**.

Quotes with online approval

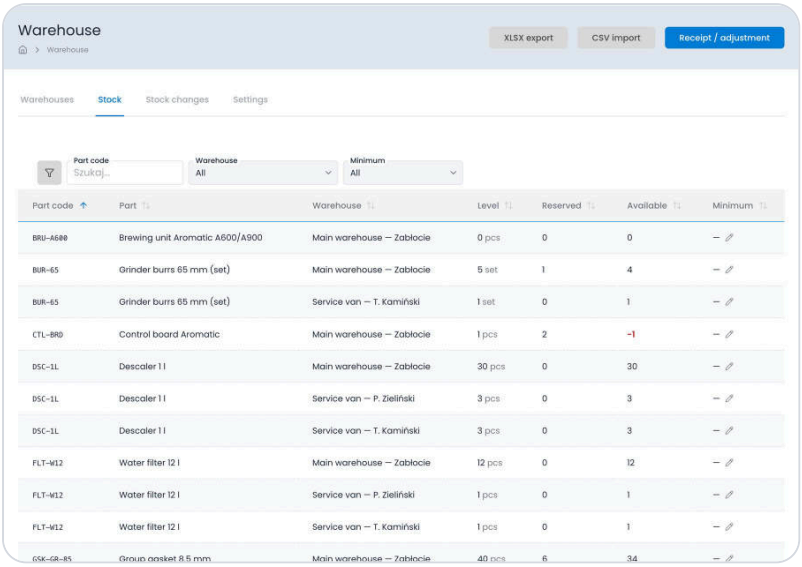
A quote is a document with options — "repair" next to "replacement". The customer sees them all on one page and chooses.

- A decision takes a deliberate click — an email scanner cannot approve anything.
- Approved over the phone? An operator records it on the customer's behalf.
- Validity, extension, reason for rejection — all in the history.



The quote page the customer sees. Its look is set per issue type.

Warehouse, worksheets, report



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

Spare parts and warehouse

A parts catalog with price, VAT and cost. Multiple warehouses — the central one and the technicians' vans.

- A part added to a job is **reserved**; closing the job deducts it from stock.
- Out of stock: a warning or a block — your choice.
- A stock change log with the issue number = a usage report.
- CSV import, XLSX export, minimum stock levels.

Worksheets and checklists

Your own forms for the technician: inspection, workshop intake, hand-back. A worksheet appears only on the jobs it applies to.

- Fields: number with unit and range, Yes / No / N/A, list, date, text, photos.
- A required field blocks closing the job as done.
- The completed worksheet goes into the report and the email.



The "Espresso machine inspection" worksheet completed on a job.



Customer signature and PDF report

The customer signs with a finger on the technician's phone or tablet. The system records who signed, when and where, plus a **hash of the signed report** — you can prove that exactly this content was signed.

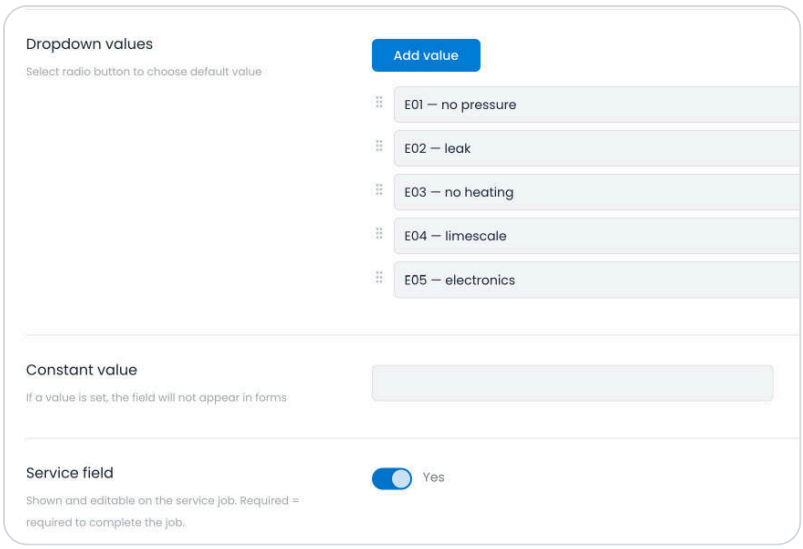
- Report from your own template: logo, layout, wording — without internal costs.
- A signature can be required to close the job.
- One click attaches the report to the issue.

This is a handwritten on-screen signature with recorded evidence — not a qualified electronic signature.

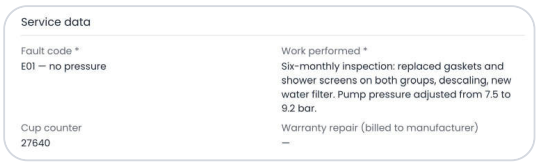
LINKED TO ISSUE FIELDS

One toggle and a field becomes a service field

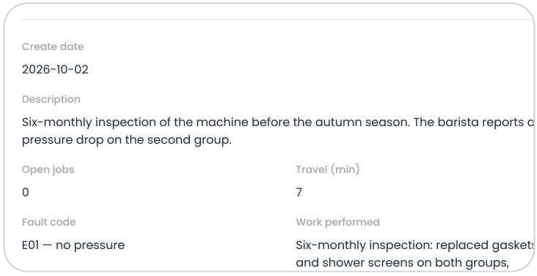
Every service collects different data: fault code, counter, work performed, warranty or paid repair. These are ordinary issue fields — with the "Service field" flag the technician fills in on the job, without access to edit the whole issue.



1. **Administrator** — configuration of the "Fault code" field: list values and the "Service field" toggle.



2. **Technician** — the "Service data" section on the job card. An asterisk = required to close the job.



3. **Office** — the same values on the issue card, in list columns and in reports.

WHERE THE DATA SHOWS UP NEXT

Issue list

Column, filter and sorting — e.g. all E02 faults from the last quarter.

Reports and export

A summary of warranty repairs to bill the manufacturer, a report delivery schedule.

Documents

PDF report, email and SMS to the customer — the service data table with a single placeholder.

Business rules

A save by the technician triggers rules: a notification, a field change, a task.

Example: coffee machine service

Service fields: *fault code* (required), *work performed* (required), *cup counter*. The technician cannot close the job without a fault code, and after a month the service manager sees which models lose pressure most often.

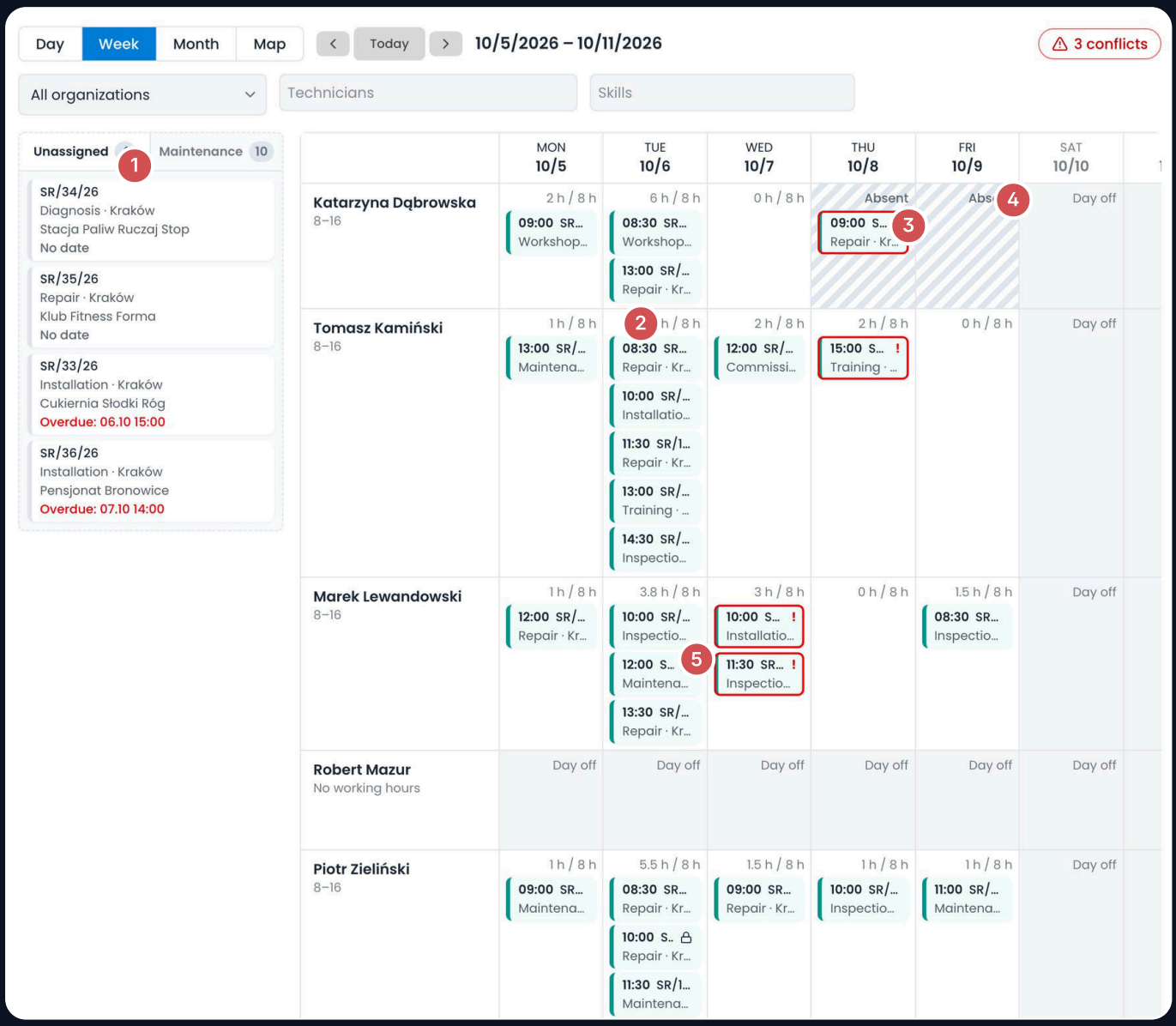
Example: authorized service

The *warranty repair* field is ticked by the technician. The report "warranty, done, this month" with serial numbers and parts is the basis for billing the manufacturer.

"SERVICE" PANEL · BOARD

The whole team and the whole week on one screen

A row per technician and per subcontractor company, a card per job. Assign and reschedule by drag and drop — in 15-minute steps.



1 jobs to assign · 2 daily workload · 3 conflict · 4 absence · 5 time agreed with the customer

Three scales + map

Day, week, month and map. The view is part of the page address — you can send a link to a specific day.

Unassigned

A list of jobs without a technician or a date. Drag one onto a row and a time slot — done.

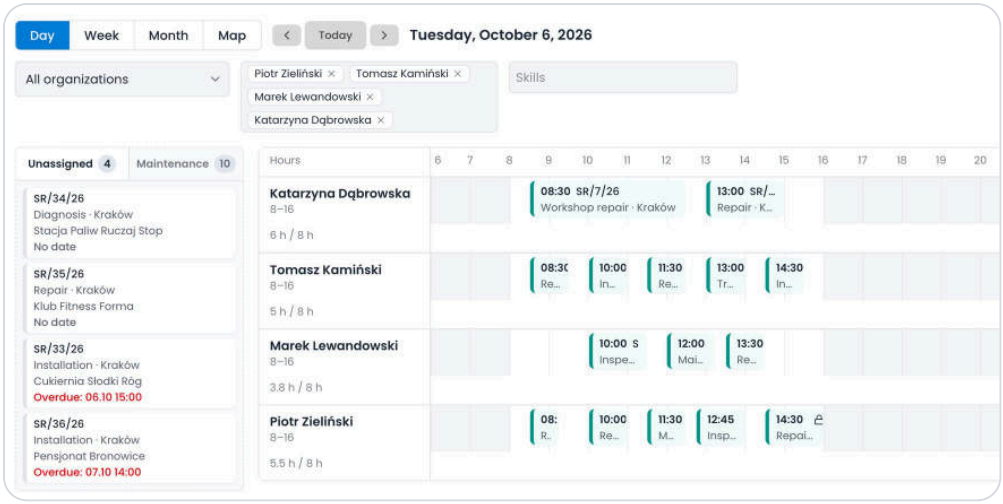
Maintenance

A second tab: upcoming and overdue inspections from the plans, with a "Create issue" button.

No overwriting

Two dispatchers at once? The second one gets a message instead of silently losing a change.

Show only the people you are planning



Day view with four selected technicians. The time axis adapts to the earliest and the latest job.

"Technicians" filter

Pick people from the list — the board and the map show only them.

"Skills" filter

E.g. "f-gas" or "espresso machines". Only technicians with that skill remain.

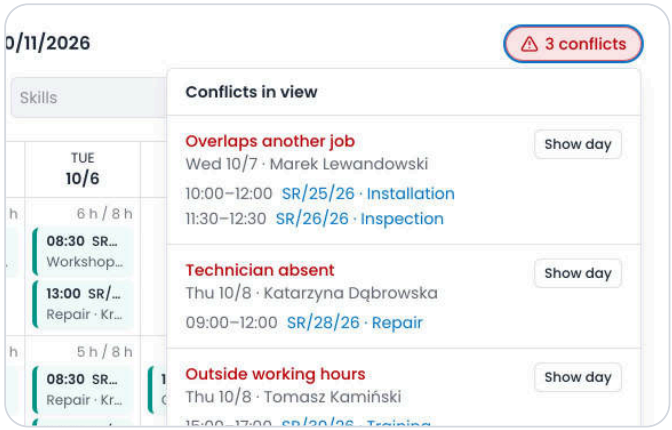
Organization

Branch or region — narrows down people and jobs at the same time.

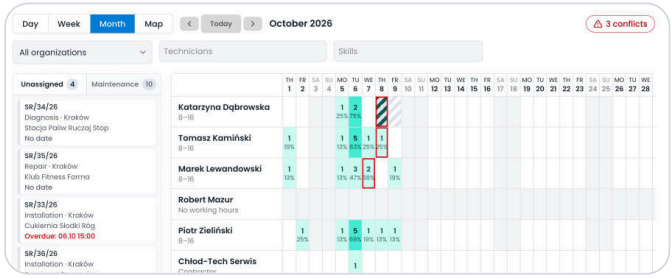
Conflicts are visible before the van leaves

The system does not block the dispatcher — it warns. A counter in the toolbar, a list with a "Show day" button, a red frame on the card.

WARNING	WHEN
Overlap	Two jobs of one technician at the same time.
Outside hours	A job goes beyond the work schedule.
Absence	A job on a day of leave or sick leave.
Travel	The gap between visits is shorter than the drive.



The list of conflicts in the range being viewed.



Month view: workload day by day, free capacity visible at a glance.

Working hours

A weekly schedule, several time windows a day. Technicians can maintain it themselves.

Absences

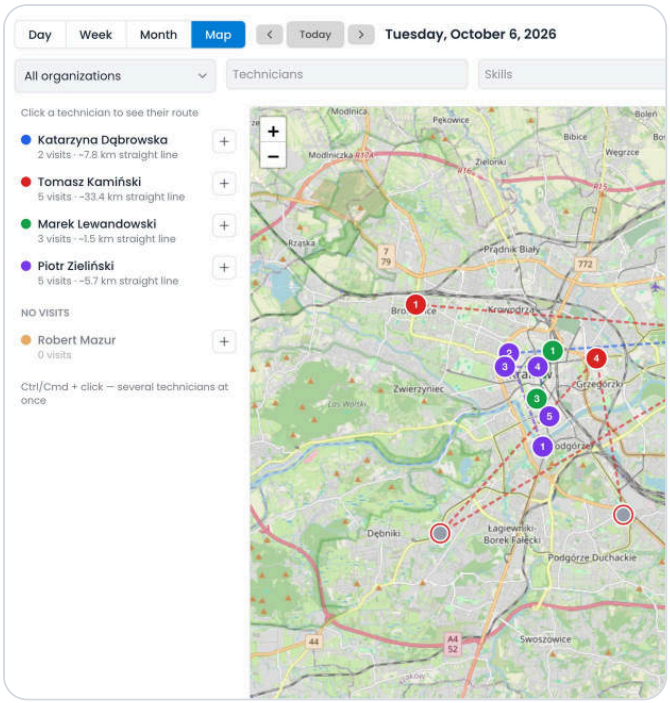
Leave, sick leave, training — the day is greyed out on the board.

Skills

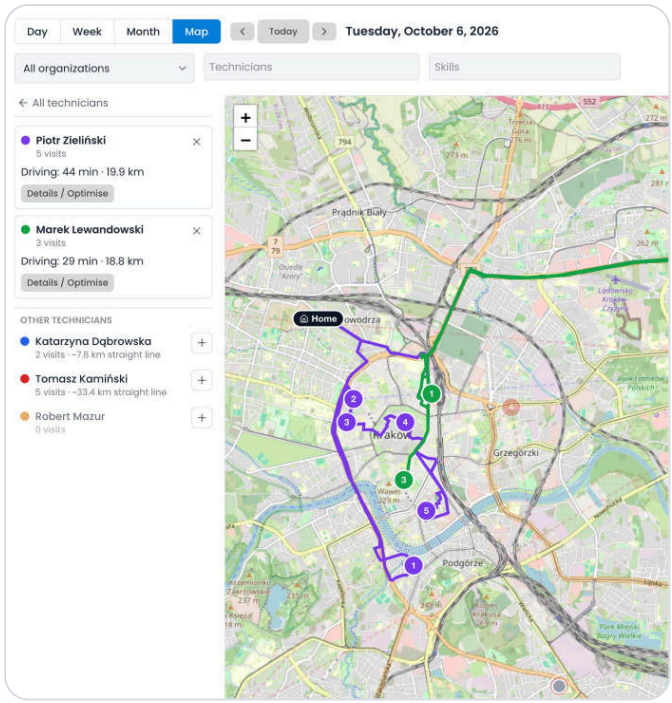
Assigned by the service manager, with a level. The basis of the board filter.

The same plan, just on a map

The day's visits as numbered pins in the technician's color. Unassigned jobs are grey — you can see at once whose route passes nearby.



All technicians. Clicking a person shows their route, Ctrl/Cmd + click shows several routes at once.



Two technicians' routes over real roads, with driving time and kilometers.

How to view routes

1. Switch the view to **Map** and pick a day.
2. Narrow the list with the **Technicians** or **Skills** filter.
3. Click a technician — their day plan with travel appears on the left.
4. Grey pins are unassigned — see whose route runs close by.

Start and end of the day

A route starts at the office or at the technician's home — by default or differently on a chosen day. Technicians set this themselves.

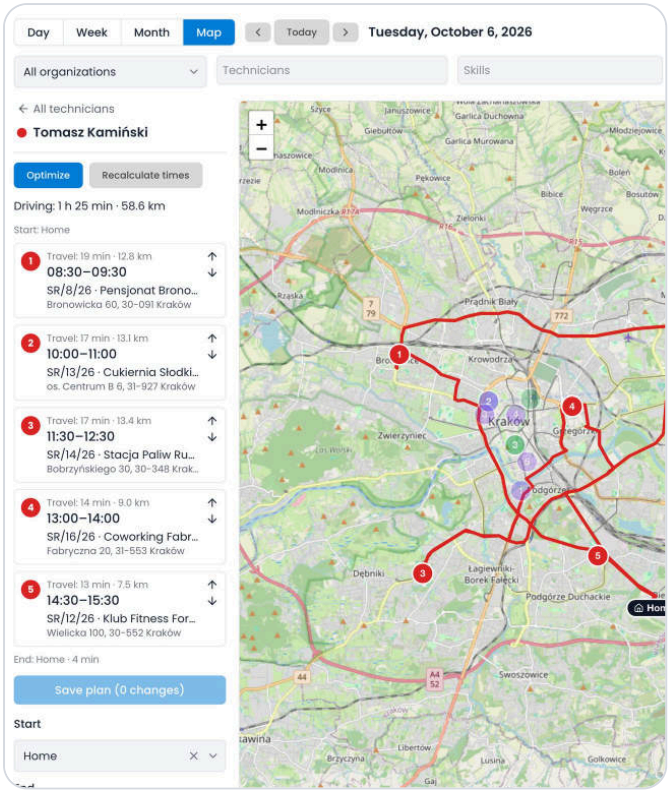
The dispatcher sees a technician's home only as a point on the map, without the address.

Own routing server

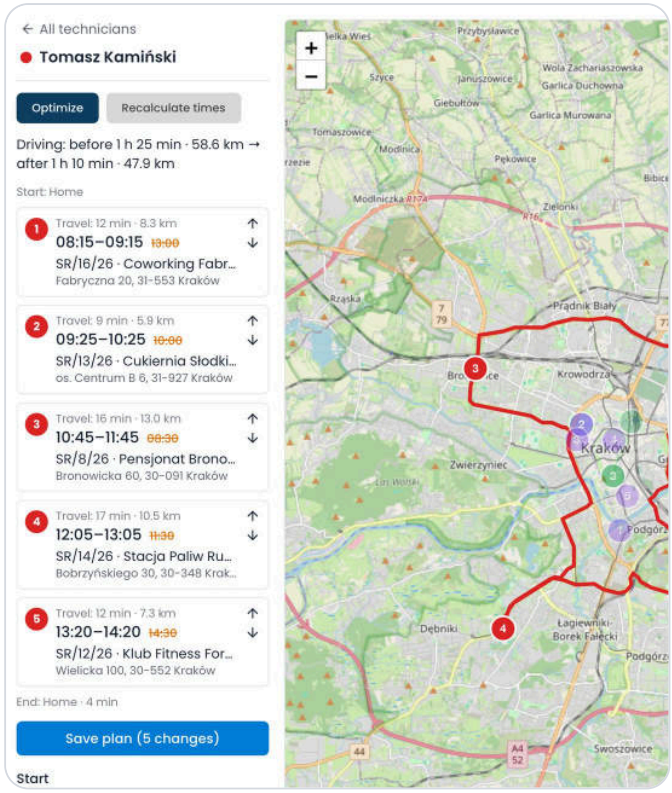
Travel times are calculated on Reklamator's own server. Your customers' addresses are not sent to external map providers.

When coordinates are missing, the system shows which addresses to complete.

"Optimize" — and the day has fewer kilometers



Before. The order in which visits were booked: north-west → east → south → center → south.



After. New order and new times; old times crossed out, saved with one button.

58.6 km
route before optimization

47.9 km
route after optimization

−15 min
of driving on this one day

5 visits
one technician, a sample day from the demo data

How to optimize

1. On the map click a technician, then **Optimize**.
2. Compare "driving before → after" and the new visit order.
3. Adjust by hand with the arrows if you know something the map does not — times recalculate automatically.
4. **Save plan** — all the day's jobs get their new times at once.

What the system takes into account

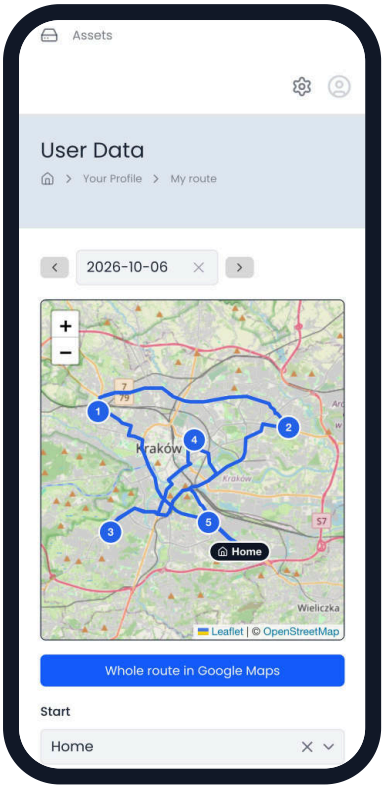
- **Pinned visits** (a time agreed with the customer) are not moved.
- The technician's working hours and the day's starting point.
- The duration of each visit and travel over the roads.
- Warns when there is too little time to get there or a visit falls outside working hours.

Optimization applies to one technician's day and does not change job assignment. Travel times exclude traffic; outside Poland they are estimates.

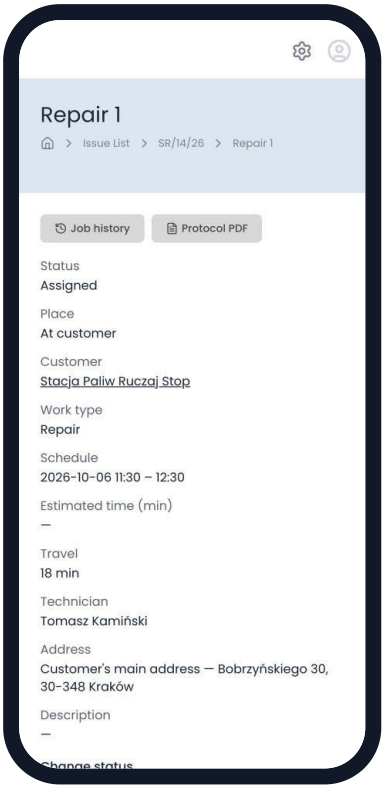
TECHNICIAN IN THE FIELD

The day plan and the job in your pocket

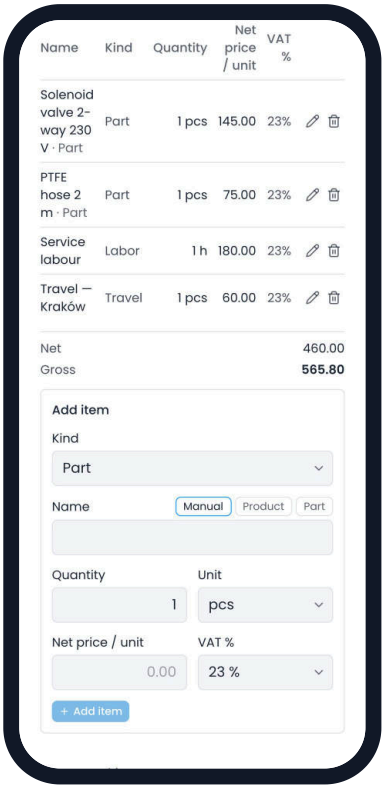
Technicians work in the phone's browser — no app to install. They see their own jobs, their own route and only what they need.



Day route and navigation



Job: status, date, address



Parts and labor

"My route"

- A map and a list of visits in the order set by the dispatcher.
- A **Navigate** button for each visit and the whole route in Google Maps.
- Their own start and end point for the day.

On the job

- Timer: travel, work, break — starting work sets "In progress" automatically.
- Parts from the van's stock, labor, travel.
- Service data and a worksheet with photos.
- The customer's on-screen signature, PDF report.

Sees only their own

The "own jobs" permission limits technicians and subcontractors to jobs assigned to them or to their company. Internal costs and margin stay hidden.

Time from the device

A time entry carries the time from the technician's phone, not the moment it was saved on the server.

One timer at a time

Entries of the same person cannot overlap — a forgotten timer shows up immediately.

Plan next to actuals

Travel planned from the map next to the measured one — you can see where the plan and reality diverge.

The system makes sure nobody is kept waiting

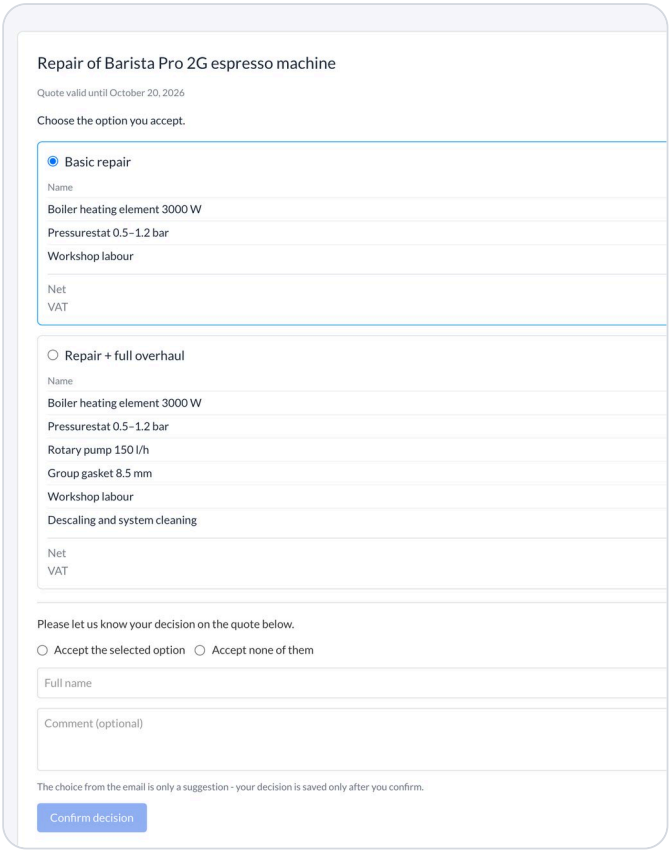
Business rules on service events

A rule is built in the panel: event, conditions, actions. No developer needed.

WHEN…	THE SYSTEM…
a job is **assigned**	sends the customer an SMS with the date and the technician's name
a quote is **sent**	sends an email with the approval link
a quote is **approved**	creates a repair job to be scheduled
a quote is **rejected**, reason "too expensive"	creates a task for the salesperson
a job has **missing parts**	notifies the warehouse, adds an "order" task
a job is **done**	sends the report, changes the issue stage
a job has **failed**	notifies the service manager, creates tasks from a template

Tasks and task templates

"Who, what, by when" on every issue. A checklist inserted with one click or by a rule; tasks with a due date show up in the dashboard calendar.



Online quote: the customer picks an option, signs with their full name and can add a comment.

What the customer sees

- **Status page** — after entering the issue number and an email or phone: the case stage, the next visit with the technician's name, the quote link, their equipment.
- **Notifications** by email and SMS from your own templates, in the customer's language.
- **PDF report** once the work is done.
- **Request form** on your website.

PERIODIC INSPECTIONS

A plan on the equipment: every how many months and when next. An issue from the plan moves the date by the interval — no spreadsheet needed.

SUBCONTRACTORS

A job can be given to an external company. Its people see only the issues with their job and work on it like a technician.

REPORTS

Next visit, technician, open jobs, quote status and travel time as list and report columns; scheduled report delivery.

WHERE THE SERVICE BUSINESS SAVES MONEY

Nine places where time and margin leak away today

TODAY	WITH REKLAMATOR SERVICE	EFFECT
Visit order follows the order of phone calls.	Each technician's day optimized over real roads, warnings about too little travel time.	→ **Fewer kilometers and less fuel**, more visits in the same day.
The technician arrives without parts — a second trip.	Parts reserved on the job, shortages flagged, a rule notifies the warehouse.	→ **Fewer repeat visits.**
Quote sent by email, the customer stays silent.	A link with options, "sent / expired" status on the list, a decision with one click or by an operator.	→ **Faster decisions**, equipment does not pile up in the workshop.
Parts handed out on a verbal basis, never accounted for.	Every part on a job line, deducted from stock on closing, a change log with the issue number.	→ **Nothing leaves the warehouse for free.**
Nobody knows which jobs make money.	Internal cost and margin on job and quote lines, visible to those with permission.	→ **Pricing decisions based on numbers.**
Report on paper, retyped in the office.	Service data, worksheet and signature entered once, at the customer's; PDF report straight away.	→ **Office hours** recovered, invoice the same day.
A contract inspection is missed.	Inspection plans, a list of overdue and upcoming ones on the board.	→ **Recurring revenue** is not lost.
Customers call for a status update.	SMS and email with the date, a status page with the next visit.	→ **Fewer calls** to the dispatcher.
Disputes: "I never ordered this / never received it".	Quote approval with name and time, signature with evidence and a report hash.	→ **Fewer complaints** and unpaid jobs.

Fewer kilometers
routes planned over roads

Fewer repeat visits
parts reserved before the trip

Faster decisions
quotes approved online

Full billing
every part and hour on the job

Dispatcher
One screen instead of a calendar, a spreadsheet and a phone. Conflicts show up before departure, not after.

Technician
Knows where to go, what to do and what to record. No trips back to the office with paperwork.

Service manager
Team workload, job margins, part usage and recurring faults — in reports.

FROM SIMPLE TO COMPLEX

The same system, three sizes of service

Start with what you need today. Further modules are switched on with a toggle — no migration, no change of tools.

SIZE 1

A small coffee machine service

2–4 people, visits to cafés and offices, a few workshop repairs.

Equipment · Jobs · Signature and report · Inspections · Board

- The history of every machine under the code on its label.
- The week planned on the board, six-monthly inspections from the plan.
- A signed report instead of a sheet of paper.

This document shows the data of exactly this kind of service.

SIZE 2

Field appliance service

A dozen or more technicians, dozens of visits a day, parts in the vans.

+ Quotes · + Parts and warehouse · + Map and routes · + Worksheets · + Automation

- Optimized routes, conflicts under control.
- Van stock, reservations, shortages.
- SMS to the customer, online quotes.

Part 2: "Appliance service — day by day".

SIZE 3

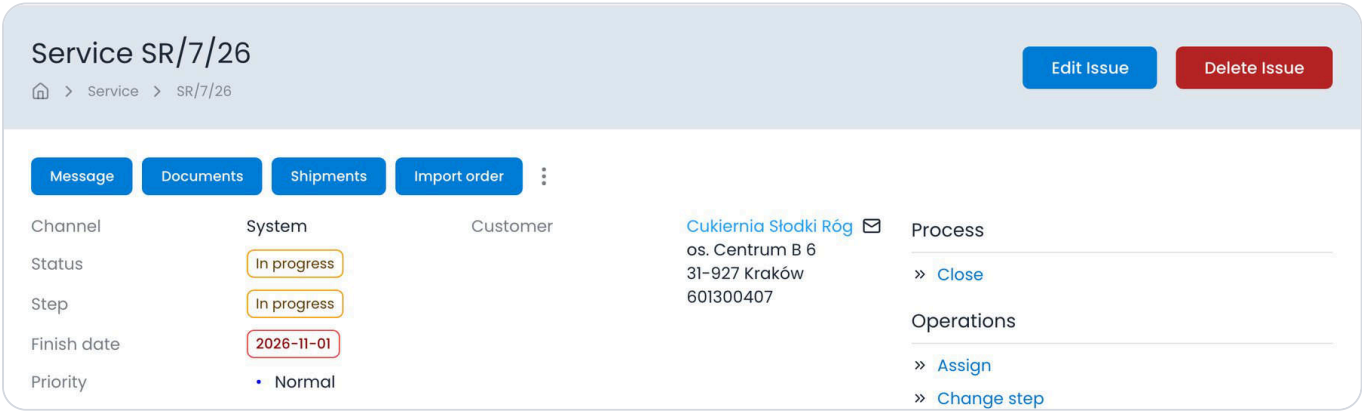
Authorized electronics service

Workshop and field, manufacturer warranties, subcontractors, billing.

+ Service fields · + Subcontractors · + Cost and margin · + Reports · + Equipment sets

- Fault codes and warranty repairs billed to the manufacturer.
- Intake and hand-back with a worksheet and a signature.
- Reports on part usage and margin.

Part 3: "Authorized electronics service".



A service issue card: equipment, service work, quote, tasks from a template and history — sections appear once the features are switched on.

SWITCHING FEATURES ON

Each issue type has its own set of toggles: equipment, service work, quotes, tasks, worksheets, signature mode (off / optional / required), report template. Complaints can keep working as before, while "Service" runs with the full set.

The warehouse has a separate stock toggle: just a parts catalog with prices, or full stock levels with reservations. Switching a feature off hides its sections — the data stays.

Everyone sees their part. You see the whole.

ROLE	SEES	DOES
Dispatcher / service manager	The board, the map, all jobs; costs — with permission.	Plans, assigns, optimizes routes, prepares quotes.
Technician	Their own jobs and their own day plan.	Time, parts, service data, worksheet, signature, report.
Subcontractor	Issues where their company has a job.	Works on their company's job.
Warehouse staff	Parts catalog, stock levels, change log.	Receipts, adjustments, imports.
End customer	The quote (link), the status page.	Approves or rejects, signs for the work.

Security and GDPR

- Internal cost and margin hidden without permission; never on customer documents.
- Quote link with a random token and an expiry date; a decision only by a deliberate click.
- Subcontractors isolated from each other.
- Customer addresses are not sent to external maps; a technician's home without an address for the dispatcher.
- The stock change log is append-only.

Good to know

- Technicians work online in the browser; an offline app is planned.
- The system does not distribute jobs among technicians automatically — the dispatcher does; optimization arranges one person's day.
- Address coordinates are set on the map.
- Warehouse integration with ERP systems is the next stage.

GETTING STARTED

We will show it on your process.

A 20-minute presentation on data similar to yours, then 30 days of testing. We set up the "Service" issue type, fields, worksheets and the report template together.

reklamator.online

support@reklamator.online
+48 507 058 755