NIKARAM TECHNOLOGIES

PRODUCT OVERVIEW

Service Point Management

Complete service centre software for mobile, electronics and appliance repair shops — job cards, spare parts, billing and full customer history in one system.

An integrated Windows desktop application for service centres and repair shops — covering device intake, job card tracking, technician assignment, spare parts inventory, service billing, GST accounts and staff payroll — all in a single SQL Server database with role-based user access and daily backup. Developed and supported by **Nikaram Technologies**.

MODULES

01

Service Entry

Structured device intake with full customer details, fault description and auto-fill from previous visits.

- Service number auto-generated on each new intake
- Customer name, three-line address and mobile number
- Brand and Model (from master) — device type from item master
- Serial number, given-by, taken-by, reference number and remarks / fault description
- Assigned date (target completion date), technician, service slot and service type
- Status tracking — Pending, In Progress, Completed, Delivered
- Auto-fill on mobile or serial number entry — pulls complete service history for the same customer or device
- Appointment slot assignment for scheduled drop-ins

02

Job Card Management

Full job card lifecycle — creation, technician assignment, status updates and display with search.

- Job card number auto-generated per intake
- Customer name, address and mobile; Brand and Model from masters
- Work type (from work master) and serial number tracking
- Given-by, taken-by, reference and remarks fields
- Auto-fill from mobile number or serial number search
- Job card status updates throughout repair lifecycle
- Job card display — search, filter and view all open and closed cards
- Job limit settings — configurable maximum open cards per technician or per day

03

Job Card Billing

Full service charge billing against a job card with the same multi-column item grid as counter billing.

- Bill linked directly to the job card number
- Multi-item grid — item code, brand, name, model, size, MRP, unit, qty, rate, GST, discount, total
- Addon charges for service fees (service charge, courier, inspection) — fixed or percentage
- Denomination grid for cash payment and change calculation
- Multiple payment modes — Cash, Card, Credit in a single bill
- Last records panel — recent bills for this job card at a glance
- Item history — past sales of each spare to this customer
- Loyalty points and coupon redemption; configurable bill copies
- GST invoice with tax-inclusive or tax-exclusive mode

04

Spare Parts & Stock

Spare parts inventory management with automatic deduction when parts are issued against job cards.

- Item master for spare parts with Brand, Model, Size attributes
- Purchase bill entry for spare parts restocking
- Job Card Spares — record parts issued per job card with automatic stock deduction
- Real-time stock display during billing and spares issue
- Minimum stock alert for critical spares — dashboard widget and login reminder
- Stock adjustment entry with reason groups
- Stock reports — current stock, quick report, monthly and bill-wise
- Barcode label creation and printing for spare parts

05

Service Masters & Setup

Configure all service-specific masters — work types, service categories, appointment slots and technician assignment.

- Work Type master — types of repair or service work done (Screen Replacement, Battery, Board Repair, etc.)
- Service Type master — service categories (In-Warranty, Out-Warranty, AMC, Walk-In)
- Appointment Slot master — morning, afternoon and evening time batches
- Technician assignment from staff ledger on each job card or service entry
- Job Card Limit settings — cap on open cards per technician
- Brand and Model masters for device classification
- Customer master with credit limit and area grouping
- Price list — customer-group or ledger-specific rates for service charges

06

Accounts & GST

Full double-entry accounts, financial statements and GST compliance with Tally export.

- Ledger and Ledger Group master; account entries — journal, payment, receipt, contra
- Day Book — daily transaction log with print
- Trial Balance, Balance Sheet, Profit & Loss
- Outstanding bill-wise report — receivables and payables
- GST tax master with configurable rates; tax-inclusive and exclusive billing
- GSTR1 — HSN summary, B2B, B2CL, B2CS and Document summary
- GSTR2 HSN summary; E-Invoice API integration
- Tally export utility for accounting data transfer

07

Staff Management

Technician and staff attendance, wages, advances and salary processing linked to the accounts ledger.

- Staff and labour attendance entry with daily shift and wage rate
- Advance payment entry per staff member or technician
- Monthly salary payment processing with statement print
- Staff attendance report and payment report
- Technician linked to job card for performance tracking
- Salary linked to ledger for automatic accounting
- Birthday reminder for staff and customers

08

Reports & Dashboard

Job card reports, service history, billing and financial reports covering every module in the system.

- Job card summary report — all cards with status, technician and pending days
- Job card detail report — with spares issued, charges and technician details
- Service history — complete device and customer repair history
- Live dashboard — today's service intake, billing totals and minimum stock alerts
- Sales reports — summary, detail, item-wise, customer-wise
- Day Book, Ledger statement, Outstanding bill-wise report
- Stock reports — current, quick, monthly and bill-wise spare parts stock
- Staff attendance and salary payment reports

Platform Features

CUSTOMER HISTORY AUTO-FILL

Enter a mobile number or serial number and the system auto-fills customer details with the complete repair history — no repeat data entry.

APPOINTMENT SLOTS

Configurable morning, afternoon and evening appointment batches. Assign slots at intake so customers know their service window in advance.

SPARES STOCK TRACKING

Spare parts inventory automatically deducts when parts are issued against a job card. Minimum stock alerts flag critical parts before stock runs out.

MULTI-COMPANY

Manage multiple service centre branches in one installation. Switch between companies at login without restarting the application.

USER ACCESS CONTROL

Per-tab and per-button permissions (view / alter / delete) for every user. Control technician access separately from billing and accounts staff.

BACKUP & RESTORE

One-click database backup to any folder. Restore on demand. SMS and email alerts for login activity and daily cash balance reporting.

TECHNICAL SPECIFICATIONS

ITEM	DETAILS
Platform	Windows Desktop Application — .NET / Visual Basic
Database	Microsoft SQL Server (local installation or network server)
Operating System	Windows 10 / Windows 11 (32-bit or 64-bit)
Recommended Hardware	PC or Laptop — minimum 4 GB RAM, 50 GB free disk space
Barcode Support	USB barcode scanner; barcode label creation and printing for spare parts
Printer Support	Any Windows-compatible printer; thermal and inkjet supported
Multi-user / Network	LAN multi-user — each workstation connects to a central SQL Server
Data Security	User-level login, role-based permission table, encrypted backup

SOFTWARE COST & SUPPORT

LICENSING

Software Cost

One-time licence fee — pricing varies based on number of nodes (workstations) and edition selected.

- Cost varies based on the **number of nodes** (billing workstations / technician terminals)
- Includes service entry, job cards, billing, spares stock and accounts
- Single-branch and multi-branch licences available
- Any customisation or additional feature development will be charged **separately** based on scope
- Contact us for a tailored quote based on your node count and requirements

AFTER SALES

Installation & Support

Full setup handled end-to-end with one year of free service included from the date of installation.

- On-site or remote installation and SQL Server database setup
- Barcode scanner and printer configuration with live testing
- User training — service intake, job cards, billing, reports and daily operations
- **1 year free service** included from date of installation (bug fixes, updates, support calls)
- After 1 year — **Annual Maintenance Contract (AMC) is required** to continue receiving service and software updates
- AMC fee varies based on number of nodes; contact us for pricing
- Support via phone, WhatsApp and remote-desktop during AMC period

NOTE

Software cost and AMC pricing may vary based on the **number of nodes** (workstations) at your service centre. Any **customisation** required beyond the standard feature set will be scoped and quoted separately. The first year of service is **complimentary**. AMC renewal is required after that to continue support and receive updates. All pricing is provided on request — **Nikaram Technologies**.