Garage

Manual

Table of Contents

Tool Reference	3
User Management	4
Garages	8
Stores	10
Workers (Garages' employees)	12
Suppliers	13
Labels	14
Master Products	15
Product List	17
Categories (categories of work orders)	18
Orders	19
Tickets	21
Work Orders	22
Work Orders Parts	24
Notifications	25
Master Product Statistics	27

Tool Reference

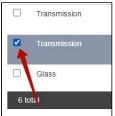


- drop-down list, will be opening and closing once you click on

the arrow in the upper right corner.



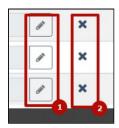
- cleaning the line in the drop-down list.



- checkbox for choosing a particular product.



- 'Actions' button, opens drop-down list with additional options.



- 1. Update/Edit buttons.
 - 2. Delete buttons.

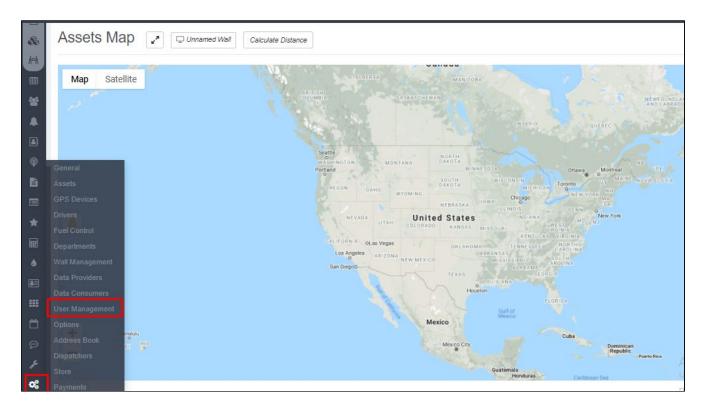
User Management

In Garage system you can register users with different access levels. It can be a group of managers, drivers, garage employees or any other access group.

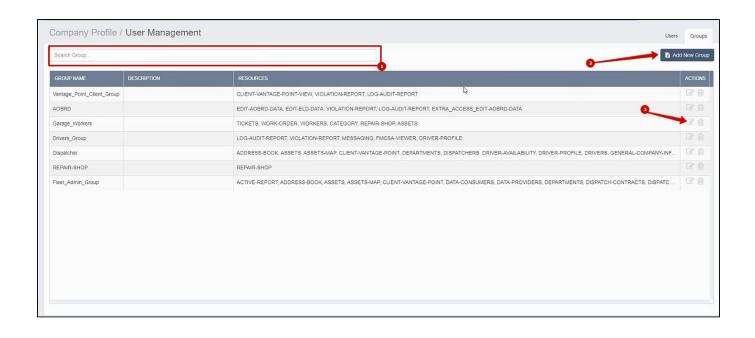
First of all we have to create a group and set its access level. After that we can add any user to this group.

Please follow these steps to create a Garage group and to add users to this group:

- 1. In the sidebar please click on the 'Settings' button.
- 2. In the drop-down list click on the 'User Management' button.



Once the 'User Management' page is open, we click on the 'Groups' tab. Here we can manage our groups.



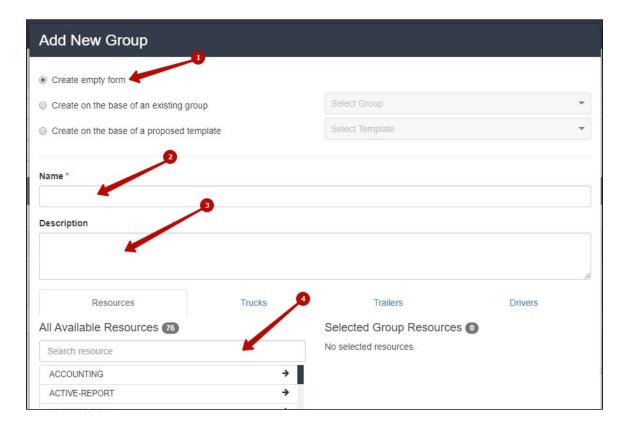
Creating a group

Please click on the 'Add new group' button. In the newly opened window please choose the 'Create empty form' button and then type in the name of the group (for the sake of convenience we can name the group 'Garage Users'). You can also add a description of the group.

Now we should choose the access level for the group members. The access level we can choose from the 'All Available Resources' list by clicking on the correct resources for the group.

For the Garage usage we should choose the following resources from the list:

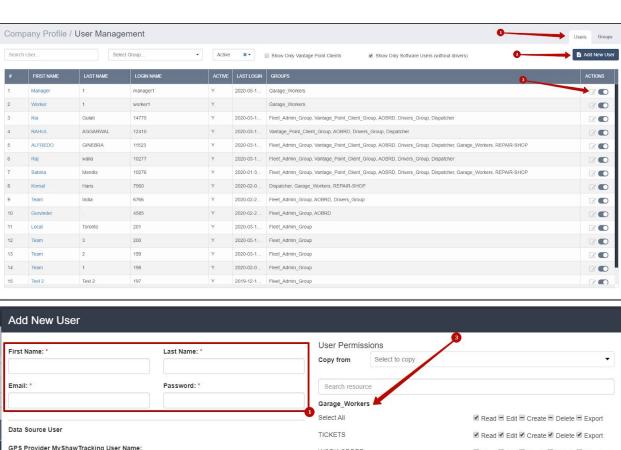
- CATEGORY
- REPAIR-SHOP
- TICKETS
- WORK-ORDER
- WORKERS

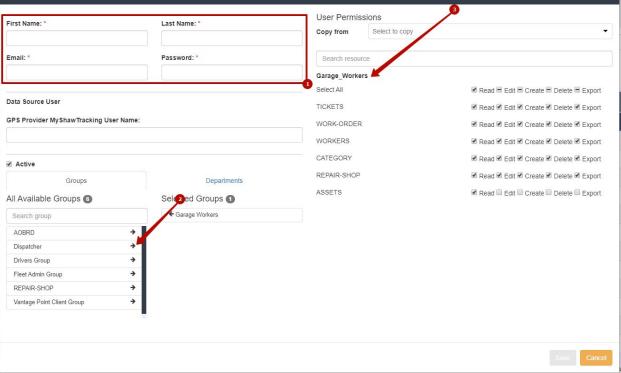


Adding new Garage employees.

In the 'Users' tab we can add users to the new group.

In order to create a new user, please click on the 'Add new user' button. After filling out all the details (name, last name, login, password) we can add this new user to the group by finding the name of the group in the 'All Available Groups' column and clicking on it. After clicking on the name of the group it transfers to the 'Selected Groups' column. The access level of every employee can be changed in the future. For now though, it will be enough to add the previously created Garage group to the list of Selected groups for the garage employee.

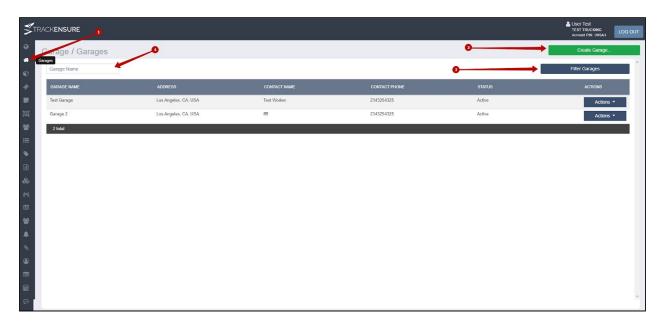




Garages

As soon as we login under a user with access to the Garage group, on the left tab we will see the new Garage options.

The first new button is 'Garages'. Once we click on it, the new page will open with options to create a new garage by clicking on the 'Create Garage' button or to edit already existing garage by clicking on 'Actions' and then on 'Edit'.





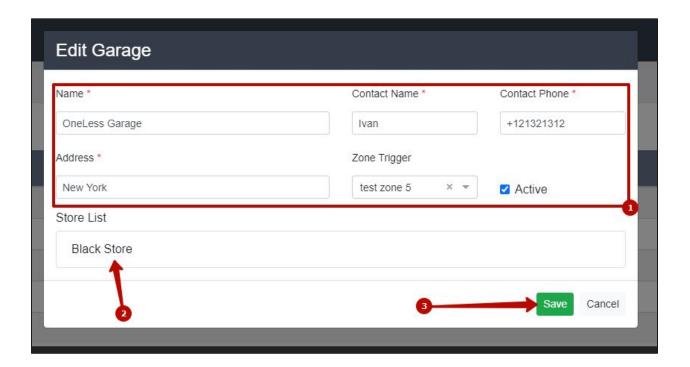
For each garage we fill out the following clauses: name for the garage, name and phone number of the pearson in charge, address and the Zone Trigger (not mandatory).

Zone Trigger is the location trigger. The manager will receive a notification every time when a vehicle enters the designated area.

The 'Active' checkbox marks whether the garage is active at the moment.



If there are stores connected to a particular garage, they will be depicted in the 'Store List' section. If there are no stores linked to a garage the 'Store List' section will not be depicted. For more on this please see the 'Stores' part in the manual.



Stores

After we created a garage, we have to create in the system all the stores that are linked to that garage. For that, please click on the 'Stores' button in the sidebar. In the newly opened page we have the list of all the stores for all of the garages. We can sort them by garage to which the stores are linked or by their status. 'Create Store' button will create a new store. To edit the existing store please click on 'Actions' and then 'Edit'.

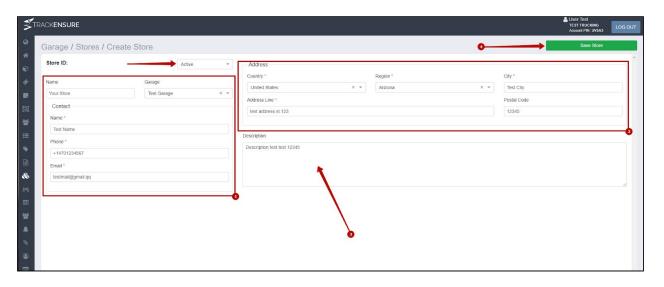


Creating a Store

After clicking on the 'Create Store' button we should fill out the information about the particular store: who is the contact person, to which garage this store belongs, etc.

It is important to chose the Store's status:

- Active means that the store is active and that we can link different products and parts to this store
- Inactive the store is inactive, the linked to the store products and the store will not appear as an option for the garage

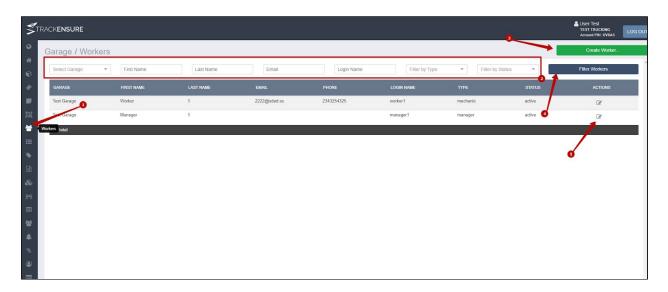


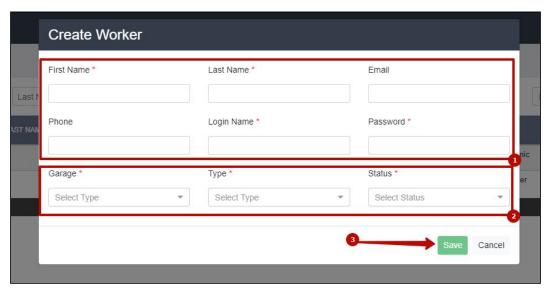
Workers (Garages' employees)

After we create a garage and stores we have to add employees. For that we go to the sidebar and click on the 'Workers' button. On this page we can create a new worker's profile and modify the details for the existing workers.

There are 3 types of the employees: Mechanic, Manager and Advisor. Both manager and advisor have the same access levels. Mechanics though have access only to the working process and making work requests.

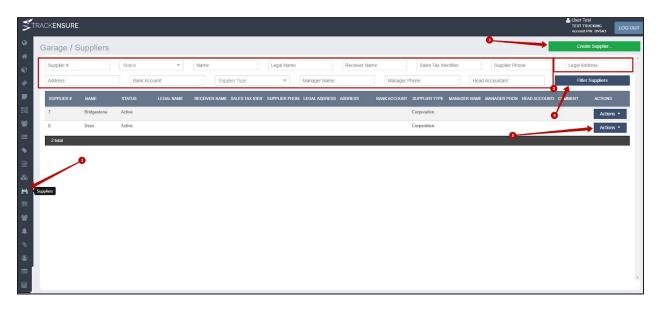
In order to create a new worker's account please click on the 'Create Worker' button and fill out the information about the worker. This information can always be edited by clicking on 'Actions' and then on 'Update Worker'. After creating a new worker, he can login into the system with his new login name and password.

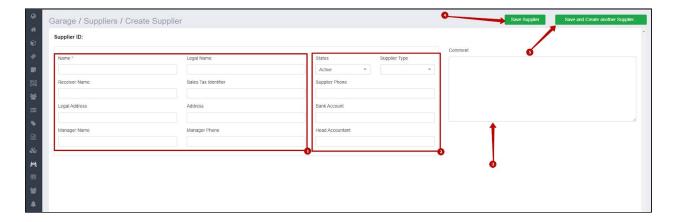




Suppliers

In order to maintain a database on the items available at stores we have to add all our suppliers. In order to do that please go to the sidebar and click on the 'Suppliers' button. We can add a new supplier by clicking on the 'Create Supplier' button. In order to help you to navigate through the list of all of the suppliers, there are filters positioned above the supplier's list. We can edit the existing supplier by clicking on 'Actions' and then on 'Edit' buttons.

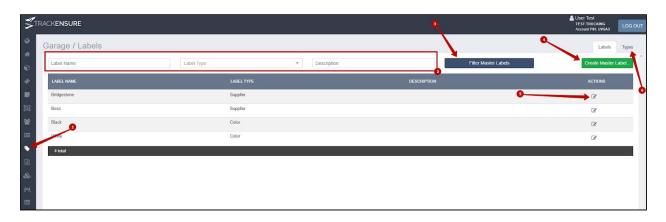


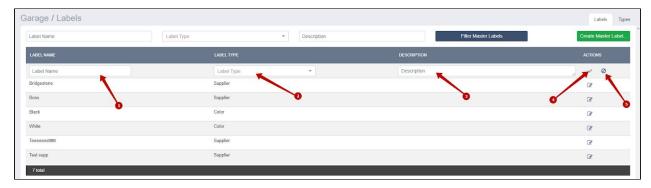


Labels

In order to search for the products easily we can pre-label them. We can create and edit the labels by going to the sidebar and clicking on the 'Labels' button.

First of all we create a label type by clicking on the tab 'Types' and then on 'Create Label Type'. For example, if we want to sort out the products by the suppliers of particular items. We create (for example) a label type 'Tires' by clicking on the 'Create Label Type' button. Then we return back to the 'Labels' tab and now we can create more precise labels, for example 'Winter Tires' with the label type 'Tires'. After this we will be able to link this label to different products and suppliers.





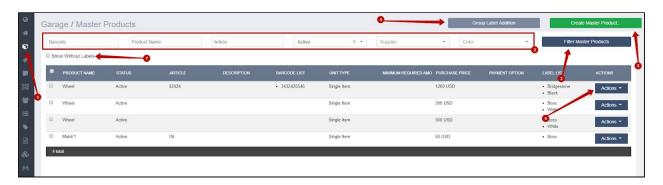


Master Products

Master Product - is a broad definition of any product that may be present at one of the stores. It can be any part or consumable (oil for example). We can create Master Products by going to the sidebar, clicking on the 'Master Products' and then clicking on the 'Create Master Product' button. For every product we can create delivery notes that will let us know how many units of this product arrived at the store.

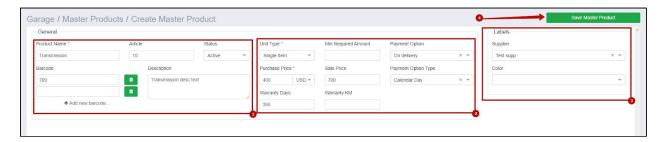
After we click on 'Master Products' in the sidebar, we will see the entire list of products available in the system. At the head of the page there are filters for searching for a particular product. We can modify any existing product by finding it in the list of products and then clicking on 'Actions' and then on 'Edit'.

The button 'Group Label Addition' will allow us to link already existing labels to multiple products.



Creating a new product and editing an already existing one conducted in the same way. The mandatory fields are Product Name, Unit Type (either in single items or in boxes) and the Purchase Price.

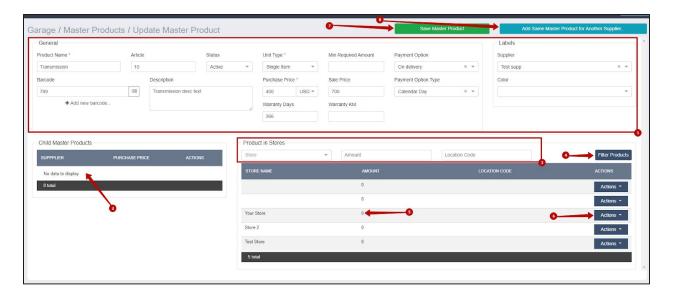
For future convenience we can also fill out the Article of the product, its Status (active or inactive), Barcode etc. We can also link the product to any label or to specify its supplier.



When we are editing the master product we have few additional options. The 'Add Same Master Product for Another Supplier' button will take us to the page of adding identical product with all identical descriptions, but we will be able to change the price and to mention another supplier.

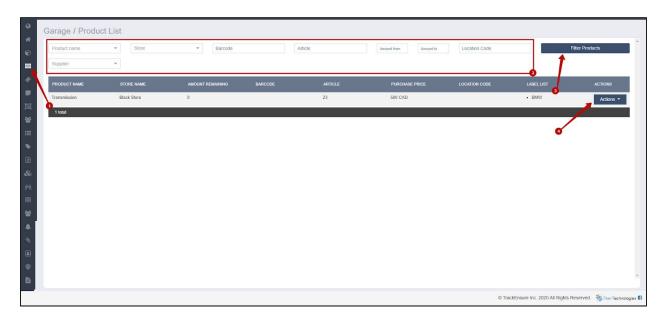
The 'Child Master Products' table will show us all identical products and to switch quickly to editing them.

The 'Product in Stores' table will show us how many units of this product are available at each one of our stores.

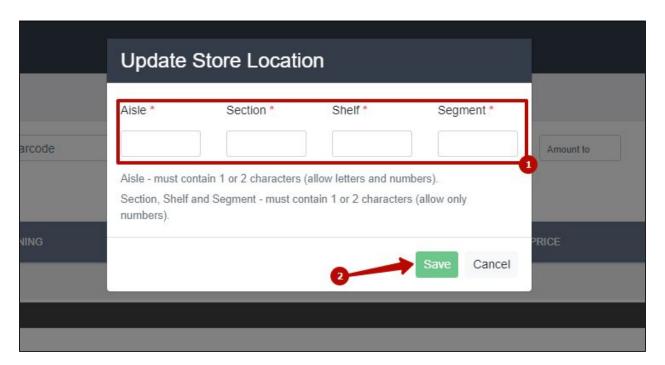


Product List

On the 'Product List' page we can see the information about the current stocks of every item at every one of our stores. We can use filters at the top of the page to sort by any of the categories (for example how many items of particular item are present at particular store; what items are available at a particular store; how many low quantity items do we have at a store, etc.)



This page is used mainly to view the information, however on this page we can also add location for any item in the store. To do this please click on the 'Actions' and then on the 'Update Location' buttons. To each item we can add its Aisle, Section, Shelf and the Segment.



Categories (categories of work orders)

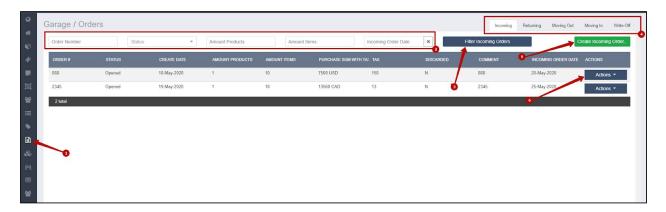
In order to create work orders we first of all have to create categories of different types of work (for example 'oil change', 'annual safety' etc.) In order to do that please go to the sidebar and click on the 'Categories' button and then click on the 'Create Category' button. On this page we can also view all the existing categories of work.

When creating a work category, we have to type in the name for the work, expected time that this work can take and the type of work (either repair or service). After actual completion of the work, we can compare the initially expected time with the actual time spent (under the 'Work Orders' sidebar button).



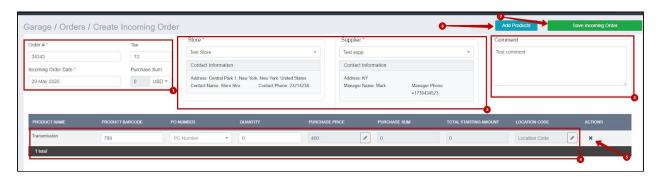
Orders

All the items that we receive from our suppliers have incoming orders. We can create an incoming order by going to the side bar, clicking on the 'Orders' button and then clicking on the 'Create Incoming Order' button. On this page we can also view the list of all previous incoming orders.



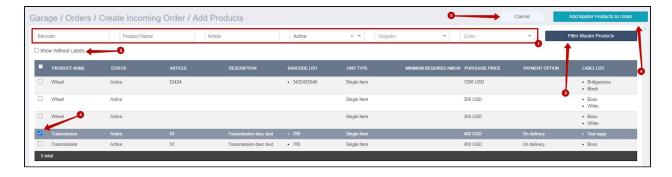
When we create an order we should type in the order number, date, store and supplier. We can also add a document, leave a comment or fill in the tax % paid.

We can also choose the purpose of the order. In the dropdown list 'Purpose' we choose options 'store' or 'garage' in case the order was made for the particular store or garage. The options 'Truck' and 'Trailer' stand for the orders that were made for a particular truck or trailer. After we choose one of the last 2 options, additional option will appear to type in the truck or the trailer unit number. Later on when sorting the orders we will be able to see for which trucks or trailers we ordered parts more frequently.



We can choose what items we received with this order by clicking on the 'Add Product' button. There are 3 ways to choose:

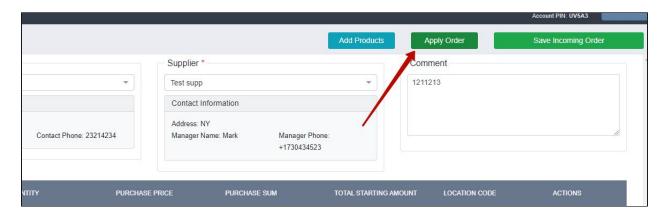
- 1. To type in the barcode and then clicking on the search button.
- 2. Click on 'Choose Products' button. It will take us to the list of all available products. From this list we can choose the items.
- 3. If it is a new product that we have not had before, then we can create a new one by clicking on the 'Add Product' button. This will take us to the 'Create Master Product' page.



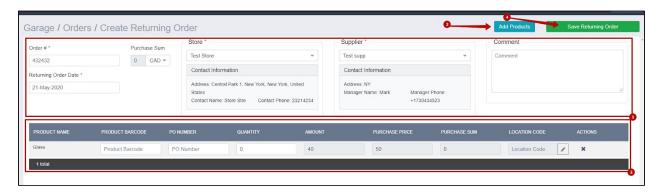
After we added the products to our order, we set the quantity of the items that we received. In accordance with that (multiplying the unit price by the quantity) the total sum will be depicted in the 'Purchase Sum' column.

We can also set the products' location at the store, similar to the location that we can set in the Product List.

We can apply this order by clicking on the 'Apply Order' button. After applying the order to the store the quantity of all the items included will be added to that store.



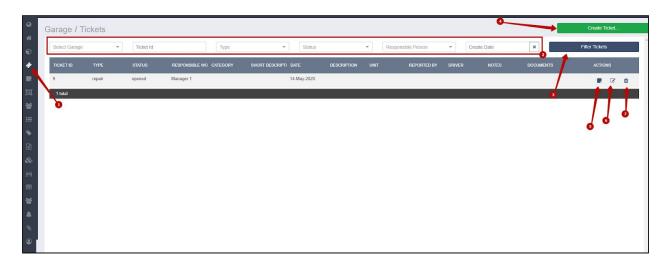
If we are returning the items, then we go to the 'Returning' tab, click on 'Create Returning Order' and fill out the form regarding the products we have received and returning now. After the order has been applied, the amount of products returned will be subtracted from the store in question.



Tickets

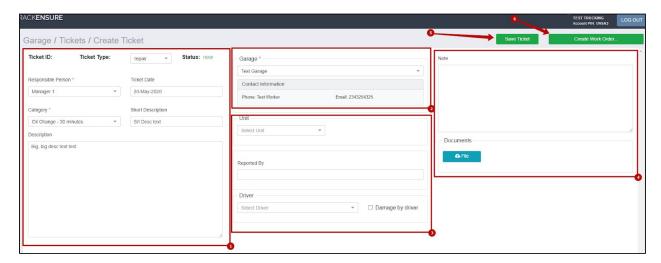
Tickets are the requests for any kind of garage work. We can create a ticket manually or automatically via the Maintenance functional, available in the TrackEnsure system. We can view the list of tickets after we go to the sidebar and click on the 'Tickets' button.

All the information about the ticket will be available in the table of tickets. Once we click on the 'Actions' button (on the right side of each ticket in the table), the dropdown list with additional options will open. There we can update or delete the ticket as well as turn it into work order.



We can create a new ticket by clicking on the 'Create Ticket' button. There we will have to choose what type of work will it be, either service or repair. Ticket date is always created automatically as the date when we create this ticket (both in manual and automatic ticket creation). We can add the description of the requested work, number of the truck or the trailer and garage where the work will be done. We can also upload a file, add notes, the person responsible, the person that reported the problem, the name of the driver and also mark by a checkbox whether the problem was caused by the driver.

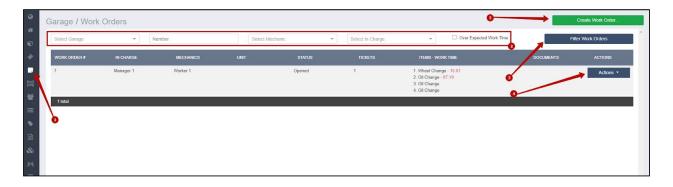
This ticket can either be saved (in this case any mechanic can take it from there) or we can create the work order right away by clicking on the 'Create Work Order' button.



Work Orders

Every work order can be traced on the 'Work Orders' page. To go there please go to the sidebar and click on the 'Work Orders' button.

On this page we can view all the ongoing works and those that are already done. We can create a new work order by clicking on the 'Create Work Order' button in the upper right corner of the screen.



In order to create a new work order we have to type in the following information:

- 1. Garage where the work will be conducted.
- 2. Truck or trailer for the work on.
- 3. The person that will be responsible for the work process.

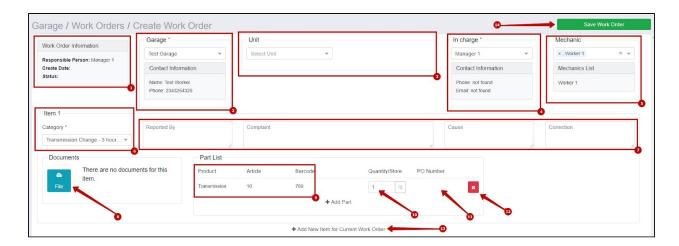
Every work order consists of Items. Every item constitutes part of work. For example the first item can be oil change and the second item can be tire change. Every item should be added separately.

For each item we should choose its category. Each category that we choose assumes expected time for the work. This expected time we can later on compare to the actual time that the work took. In this way we can trace the efficacy of the work and improve the work planning in the future.

We can also add the cause for the repair, description and documents or pictures.

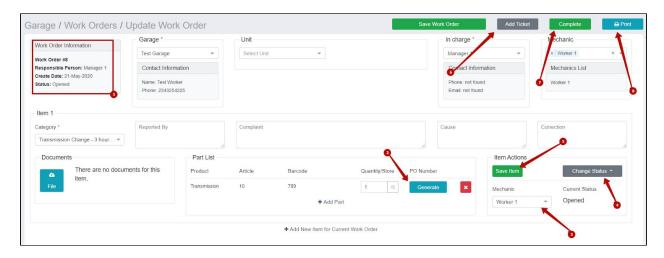
All necessary for the work parts we can add in the field 'Part List' by clicking on the 'Add Part' button. After we choose the store from which we take the parts, we will be able to choose the part either by searching for its barcode or finding it in the list of products. The chosen part will appear in the list of parts for the work and there we will be able to set the quantity needed. For these parts that we chose for work we can generate the incoming PO number.

For every item we choose mechanics that will be working on that particular item. Later on, all the mechanics that worked on all the items separately will be collected into a list of mechanics that worked on this work order.



Each order will have printable information on the date when it was created, the date when the work on the order started and it will also be possible to change the status for a particular part or for an entire order.

Based on this order we will be able to create another ticket (requests for other work to be done).



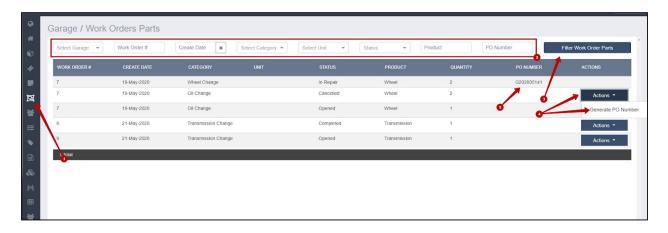
Every mechanic assigned can change the status of the work and/or add comments. Once the work marked as completed the time spent on the work will appear on the order.

After the work marked as completed all the parts mentioned in the order will be deducted from assigned stores.

Work Orders Parts

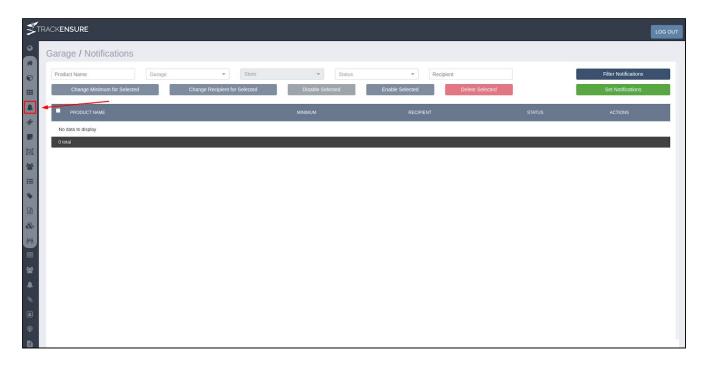
On the 'Work Orders Parts' page we can view the list of all the parts and their details that are either currently in use or have already been used in one of the orders.

This page is used to view which parts went for which orders and for which trucks or trailers.



Notifications

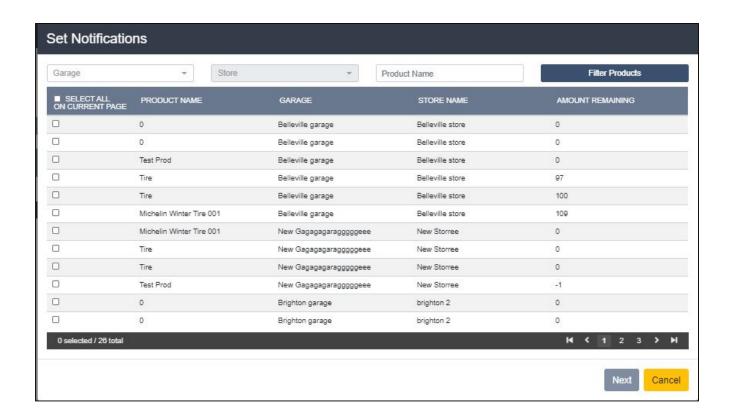
The 'Notifications' page was created to manage the stock of parts in our stores. On this page we can set a minimum quantity of any part or item at the store and our email address. Once the quantity of that part at the store will reach this minimum, the automatic notification will be sent.

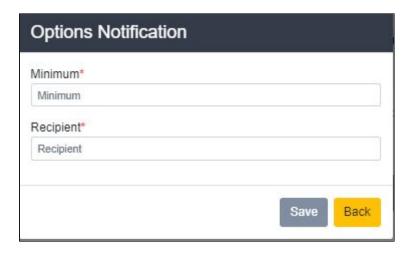


This page consists of already created notifications, each of which we can view, edit, deactivate or delete. For convenience, we can mark with a checkbox a few notifications at once and then use the buttons at the head of the page to edit, delete, activate / deactivate, change minimum quantity or to change the recipient for all of the chosen notifications.

We can create a new notification by clicking on the 'Set Notifications' button. Then we should choose the parts in a particular garage and store for which we are creating the notifications. After we click on the 'Next' button we will be asked to set a minimum quantity and to type in the email to receive this notification.

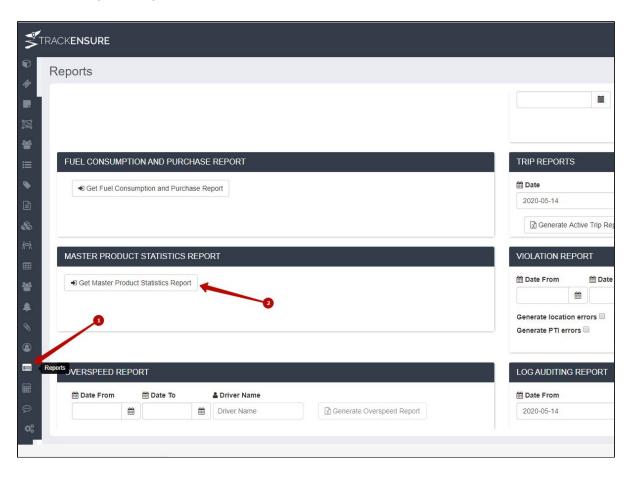
Notifications with different recipients, different stores or different minimal quantities should be created separately. For those notifications that were created for several products at once, only 1 line in the table will be created, but the notifications will be emailed separately for each of the products.





Master Product Statistics

In order to view statistics on the parts and products at our stores please go to the sidebar and click on the 'Reports' button. Then scroll down to the 'Master Product Statistics Report' as depicted on the picture below. In this report we can view all the parts and products that were used in the pre-set period of time.



After clicking on the 'Get Product Statistics Report' button the new page will be opened. In this page we can choose the criteria for the report. After all the criteria have been chosen, we can view the report by clicking on the 'Generate Report' button. Instead we can download the report to our computer by clicking on the 'Generate XLSX' button.

The criteria that can be chosen for the report are barcode, product name, garage or store, supplier, prices, quantities or time period.

