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## CORTEX COMPUTER REPAIR INTAKE SYSTEM

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### 1. INTRODUCTION

CorteX Computer Repair Intake System is a smart repair management plugin designed specifically for computer and laptop service centers.

Instead of using handwritten books or Excel sheets, your team can manage all repair jobs inside a simple, user-friendly web system:

- Receive the device
- Create a repair job with all details
- Print a professional RMA / Repair Receipt
- Track status from “Received” until “Collected”
- Send WhatsApp updates to customers
- View reports by date, status or warranty

The system runs inside WordPress, so you can access it from any computer or laptop with a browser and internet connection.

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### 2. WHO IS THIS FOR?

This plugin is ideal for:

- Computer repair shops
- Laptop service centers
- Mobile / tablet repair shops (can be adapted)
- IT service companies that handle warranty claims and diagnostics

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If you handle multiple repairs per day and want proper tracking with RMA numbers, this system is built for you.

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### 3. HOW THE WORKFLOW LOOKS (DAY-TO-DAY USE)

- Customer brings a computer / device to your shop.
  - Staff member opens “Add New Repair Job” in the system.
  - They enter customer details, device details, accessories, reported problem and warranty information.
  - The system automatically generates a unique RMA / Receipt Number.
  - Staff prints the Repair Receipt / RMA Slip (A5 size) and hands it to the customer.
  - Repair team updates the status as the job moves forward (In Diagnosis, Sent to Warranty, Waiting for Parts, Ready for Pickup, etc.).
  - When required, staff can send a pre-written WhatsApp message to the customer directly from the system (device received, ready for pickup, etc.).
  - Customer can also scan the QR code on the receipt and check their status online.
  - At the end of the month, the owner can use the Reports page to see how many jobs were done, how many were under warranty, and the breakdown by status.
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### 4. KEY FEATURES

#### 4.1 Smart RMA / Receipt Numbering

- Automatic generation of unique RMA numbers for each job (including year and running number).
- Separate sequence per year (e.g. RMA-2025-00001, RMA-2025-00002, ...).
- Avoids duplicated numbers and manual mistakes.

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## 4.2 Clean Intake Form (Repair Job Screen)

Each job record contains:

- Customer Name
- Mobile / WhatsApp Number
- Email (optional)
- Device Category (Laptop, Desktop, Printer, etc.)
- Brand and Model
- Serial Number
- Accessories handed over (bag, charger, mouse, etc.)
- Reported Problem (customer's complaint)
- Warranty status (Yes / No) + Warranty details
- Received Date & Time
- Current Status

Everything is in one place, so any staff member can quickly understand the job.

## 4.3 Professional Repair Receipt / RMA Slip (A5 Print)

- Automatically formatted A5 receipt, ready to print.
- Shows your shop logo, name, address, phone and email.
- Displays full customer and device details, problem description and warranty information.
- Includes Terms & Conditions (can be adjusted to your policy).
- Contains signature areas for Customer and Authorized Staff.

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- Hides all WordPress admin menus when printing – only the clean receipt is printed.

This immediately makes your shop look more professional and organized.

#### 4.4 WhatsApp Integration (No API Required)

The plugin can open WhatsApp with a pre-filled message, such as:

- “We have received your device (RMA: ...). We will update you after diagnosis.”
- “Your repair is completed. Total: Rs. ... Please come to collect. – [Shop Name]”

Key points:

- Uses normal wa.me links – no official WhatsApp API, no extra monthly cost.
- Mobile number is taken from the repair job automatically.
- Message text is customizable in the plugin settings.

#### 4.5 Online Status Checking (Customer Portal)

- The plugin provides a shortcode that you can place on any page, for example: “Check Your Repair Status”.
- Customer enters their RMA Number, and the system shows:
  - RMA Number
  - Customer name
  - Device (brand + model)
  - Current status
  - Received date/time

You can also offer this as a service from your website:

“Go to our website → Check Repair Status → enter your RMA number.”

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## 4.6 QR Code on Repair Receipt

- Each printed RMA slip includes a QR code.
- When the customer scans it, they are taken directly to the status page with their RMA number pre-filled.
- No need to type the number manually; very convenient for both the customer and your staff.

## 4.7 Status Management

Built-in status options can include (and can be customized):

- Received
- In Diagnosis
- Waiting for Customer Approval
- Sent to Warranty / Supplier
- Waiting for Parts
- Repair in Progress
- Ready for Pickup
- Collected / Completed
- Cancelled

At any time you can open a job and update its status.

When a customer calls with their RMA number, staff can instantly see where the job is.

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## 4.8 Powerful Job List Screen

The “Repair Jobs” list shows:

- RMA Number
- Customer
- Phone
- Device
- Current Status
- Date

Under each job there are quick actions:

- View Details
- Print Receipt
- Open WhatsApp Message (for pickup notice)

The list can be searched by:

- RMA number (full or partial)
- Customer name
- Phone number

This makes day-to-day work very fast.

## 4.9 Reports & Analytics

The Reports screen allows you to select a From and To date and view:

- Total number of jobs in the selected period
- Jobs under warranty

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- Jobs out of warranty
  - Status breakdown (how many Received, Sent to Warranty, Completed, etc.)

This helps the owner to understand workload, performance and business volume.

#### 4.10 Settings & Customization

From the Settings page you can configure:

- Shop name, address, phone and email
- Shop logo (shown on the receipt)
- WhatsApp country code
- WhatsApp message templates (received / ready for pickup)
- Terms and Conditions text for the receipt

This makes the system match your branding and policies.

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## 5. BENEFITS FOR YOUR SHOP

- More professional image – Printed receipts with logo and QR code build trust.
- Faster counter operations – RMA number and customer details are created in seconds.
- Better communication – Pre-written WhatsApp messages reduce typing and mistakes.
- Fewer lost items – Accessories and serial numbers are recorded clearly.
- Easy status tracking – Any staff member can answer “What’s the status?” in a few clicks.
- Data history – You keep a complete record of all past repairs.

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- Decision support – Reports show how many jobs you did, and how much of your work is warranty vs. paid.
  - Scales with your team – Multiple staff can use the system from different PCs.
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## 6. TRIAL & PRICING

To make it easy to test, we offer:

### 30-Day Free Trial

- Full system with all features enabled.
- You can use it with real customers for one month.
- If you are not satisfied, you can simply stop – no cost.

### Full License – LKR 50,000 (one-time)

Includes:

- Lifetime license for one shop (one website)
- All core features of the Cortex Computer Repair Intake System
- 1 year of updates and email support
- Optional extra training session for your staff (online)

After purchase, you keep using the system without any monthly subscription.

(If you need the system on multiple branches, we can discuss a special multi-branch plan.)

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## 7. TECHNICAL REQUIREMENTS

- A basic WordPress website (we can also set this up for you if needed).
- Standard hosting plan with PHP and MySQL (normal WordPress hosting is enough).
- Modern web browser (Chrome / Edge / Firefox) for staff computers.
- Internet connection (for WhatsApp links and online status page).

If you do not have a website yet, we can create a simple site with the repair status page and connect it to this system.

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## 8. CONTACT

For demonstrations, trial setup or license purchase:

CortexX Solutions

Web: [www.cortex.lk](http://www.cortex.lk)

Email: : [info@cortex.lk](mailto:info@cortex.lk)

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Location: Dankotuwa

We will be happy to install the system, configure it for your shop, and train your staff to use it confidently.