

QuikOne FSM

User Guide – Service Management

Contents

5. Service Management	2
5.1 Service Categories.....	2
5.2 Service Types.....	3
5.3 Service Charges	5

5. Service Management

5.1 Service Categories

Service Category					
					Search...
Service Category	Category Description	Created By	Created At	Status	
☐ Installation	Installation	QuikFSM	07-08-2026, 01:22 am	Active	
☐ Maintenance Services	Electrical and plumbing maintenance	QuikFSM	06-08-2026, 03:47 pm	Active	
☐ Gardening Services	Garden and lawn maintenance services	QuikFSM	06-08-2026, 03:47 pm	Active	
☐ Disinfection Services	Home and office sanitization services	QuikFSM	06-08-2026, 03:47 pm	Active	
☐ Cleaning Services	Professional residential and commercial cleaning	QuikFSM	06-08-2026, 03:47 pm	Active	
☐ Pest Control	Professional pest management services	QuikFSM	06-08-2026, 03:47 pm	Active	

The **Service Categories** page allows administrators to create and manage the different categories of services offered by the organization. Service Categories help organize requests, work orders, quotations, and reports by service type.

Navigate to:

Explore → Main Master → Service Categories

The Service Categories page displays the following information:

- Service Category
- Category Description
- Created By
- Created Date
- Status

Create a Service Category

To add a new Service Category:

1. Click the **Add (+)** button.
2. Enter the required service category details.
3. Click **Save** to create the service category.

Search Service Categories

Use the **Search** box to quickly find a service category by entering the category name or related keywords.

Manage Service Categories

The Service Categories list allows you to:

- View existing service categories.
- Edit service category details.
- Activate or deactivate service categories.
- Select one or multiple records for bulk operations.

Import and Export

Use the toolbar options to:

- **Import** service categories from a supported file.
- **Export** service categories for reporting or backup purposes.

Note: Only active Service Categories are available for selection when creating requests, quotations, work orders, and other service-related transactions.

5.2 Service Types

Service Type							
--------------	--	--	--	--	--	--	---

The **Service Types** page allows administrators to create and manage the specific services offered by the organization. Each Service Type is associated with a Service Category and is used when creating requests, quotations, work orders, and service reports.

Navigate to:

Explore → Main Master → Service Types

The Service Types page displays the following information:

- Service Type Name
- Service Category
- Description
- Created By
- Created Date
- Status

Create a Service Type

To add a new Service Type:

1. Click the **Add (+)** button.
2. Enter the required service type details.
3. Select the appropriate **Service Category**.
4. Click **Save** to create the service type.

Search Service Types

Use the **Search** box to quickly locate a service type by entering the service name, description, or related keywords.

Manage Service Types

The Service Types list allows you to:

- View existing service types.
- Edit service type details.
- Activate or deactivate service types.
- Select one or multiple records for bulk operations.

Import and Export

Use the toolbar options to:

- **Import** service types from a supported file.
- **Export** service types for reporting or backup purposes.

Note: Only active Service Types are available for selection when creating customer requests, quotations, work orders, schedules, and other service-related transactions.

5.3 Service Charges

Service Charge							
☐	Item Name	Service Type	Description...	Unit Type	Price	Active	Service Category
☐	AC Installation Charge	AC Installation	-	-	2500	Active	Installation
☐	Pipe Installation	Plumbing Services	Bathroom pipe installation service	FIXED	2200	Active	Maintenance Services
☐	Tap Leakage Fix	Plumbing Services	Water tap leakage fixing service	FIXED	350	Active	Maintenance Services
☐	Switch Board Repair	Electrical Repair	Electrical switch board repair	FIXED	450	Active	Maintenance Services
☐	Fan Installation	Electrical Repair	Ceiling fan installation service	FIXED	700	Active	Maintenance Services
☐	Garden Cleanup	Lawn Maintenance	Complete garden cleaning service	FIXED	3200	Active	Gardening Services
☐	Monthly Lawn Trimming	Lawn Maintenance	Monthly lawn trimming and mainten...	FIXED	2500	Active	Gardening Services
☐	Office Sanitization	Home Sanitization	Office sanitization and disinfection	FIXED	4500	Active	Disinfection Services
☐	1 BHK Sanitization	Home Sanitization	Complete sanitization for 1 BHK hou...	FIXED	1500	Active	Disinfection Services
☐	Single Bathroom Cleaning	Bathroom Cleaning	Professional bathroom cleaning ser...	FIXED	500	Active	Cleaning Services

The **Service Charges** page allows administrators to create and manage standard pricing for the services offered by the organization. Service Charges help standardize pricing and ensure consistent billing across quotations, work orders, invoices, and other service transactions.

Navigate to:

Explore → Main Master → Service Charges

The Service Charges page displays the following information:

- Item Name
- Service Type
- Service Category
- Description
- Unit Type
- Price
- Status

Create a Service Charge

To add a new service charge:

1. Click the **Add (+)** button.
2. Enter the required service charge details.
3. Select the appropriate **Service Category**.
4. Select the corresponding **Service Type**.
5. Specify the **Unit Type** (if applicable).
6. Enter the **Service Price**.
7. Click **Save** to create the service charge.

Search Service Charges

Use the **Search** box to quickly locate a service charge by entering the item name, service type, or related keywords.

Manage Service Charges

The Service Charges list allows you to:

- View existing service charges.
- Edit service charge details.
- Activate or deactivate service charges.
- Select one or multiple records for bulk operations.

Import and Export

Use the toolbar options to:

- **Import** service charges from a supported file.
- **Export** service charges for reporting or backup purposes.

Note: Only active Service Charges are available for selection when preparing quotations, creating work orders, generating invoices, and other service-related transactions.