qcok-qc: phone aane se phone bikne tak

Desktop app v1.5.0 aur qcok.in website ki step-by-step guide. Har tutorial mein: kaun kare, kya chahiye, har step, sahi hua to kya dikhega, aur galti ho to kya karein.

Kram: Inward -> Asset ID -> Store / rack -> QC -> Pass: bikne ko taiyaar / Fail: repair ya as-is -> Invoice -> Packing -> Gate pass

WHAT'S NEW IN v1.7.1 (2026-10-25)

• Bundle Sale: a real step-by-step tutorial (with real screenshots) added to Help & tutorials, in Hinglish, English and Hindi. Fixed the 'Scan & sell...' button showing as 'Scan sell...'.

A SHURUAAT

A-01 Install aur pehla login
A-02 Staff aur unke kaam (roles)

B STOCK AANA (INWARD)

B-01 Inward: parcel se Asset ID tak
B-02 Store: rack, bin aur charging

C QC TESTING

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C-02 Android QC: seedha qcok.in ko bhejo (bina baar-baar USB ke)
C-03 Android phone brand-wise setup: install block, Developer options, battery/autostart
C-04 iPhone ka QC
C-05 Foldable phone ka QC

D QC KE BAAD

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D-02 In-house repair
D-03 Part procurement (poora kit rule)

E BECHNA AUR BHEJNA

E-01 Sale invoice (GST billing)
E-02 Packing, gate pass aur dispatch
E-03 Shop-to-shop transfer
E-04 Bundle Sale: ek saath kai phone bechna

F WEBSITE QCOK.IN

F-01 Website: sab data online
F-02 My Franchise
F-03 My Dealers aur Supplied Stock
F-04 Credits aur updates

G SURAKSHA AUR BACKUP

G-01 Google Drive backup aur restore
G-02 Emergency data wipe

A-01 Install aur pehla login

Kaun: **Shop admin** | Samay: ~10 min

Desktop app har PC pe ek baar install hota hai. Login aapke qcok.in account (mobile + password) se hota hai, alag Super Admin banane ki zaroorat nahi.

PEHLE CHAHIYE

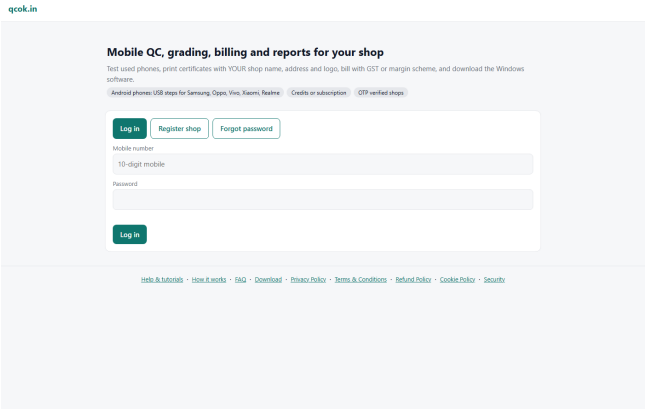
Windows 10/11 PC • qcok.in pe registered shop account (mobile + password) • Internet (pehle login ke liye)

STEPS

1 **qcok.in pe login karo**

Browser mein https://qcok.in kholo. Apna registered mobile number aur password daalo.

`qcok.in > Login > [Login]`



2 **App download karo**

Login ke baad 'New version' popup aaye to 'Download update' dabao. Popup na aaye to left menu mein 'My account & credits' kholo aur wahan se desktop app download karo.

`qcok.in > My account & credits > [Download desktop app]`



3 **Installer chalao**

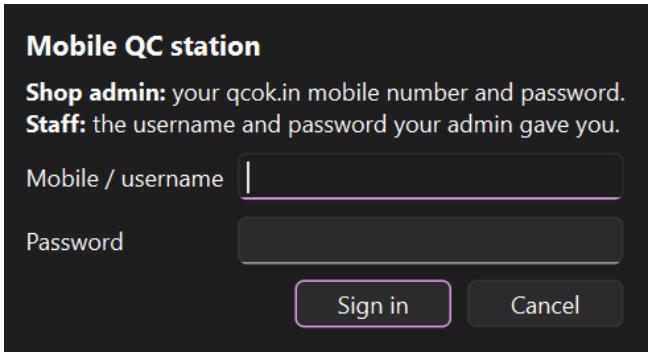
qcok-qc-setup.exe pe double-click karo. Agar blue screen 'Windows protected your PC' aaye to 'More info' dabao, phir 'Run anyway'. Next > Install. Admin password nahi maangega.

Tip: Purana version install hai to bhi seedha naya chala do. Data waisa hi rehta hai.

4 App kholo aur login karo

Desktop par 'qcok-qc' icon kholo. Wahi qcok.in wala mobile number aur password daalo. Pehli baar internet chahiye.

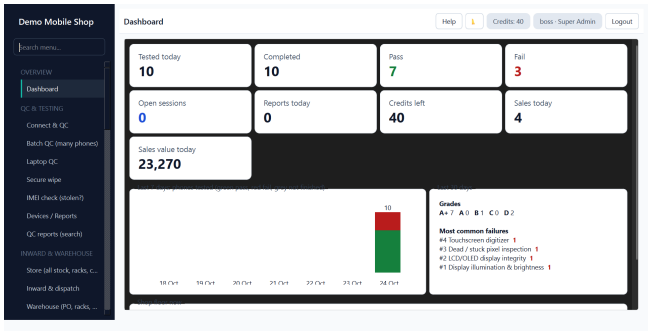
`Login > [Sign in]`



5 Version check karo

Window ke upar title mein 'qcok-qc 1.4.0' dikhna chahiye. Neeche status bar mein qcok.in sync ka haal dikhta hai.

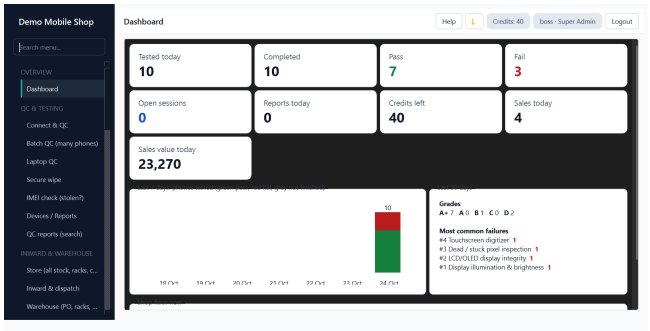
`Overview > Dashboard > [Sync now]`



6 Madad kahan milegi

Ye guide hamesha 2 jagah hai: app ke upar 'Help' button (jis page pe ho uska tutorial khulta hai) aur website qcok.in/help.

`Overview > Dashboard > [Help]`



SAHI HUA TO DIKHEGA

- Title bar mein 1.4.0
- Dashboard khulta hai
- Status bar mein 'synced' ya sync time

GALTI HO TO

'Wrong mobile or password'	qcok.in pe pehle login karke password confirm karo. Bhool gaye to website pe 'Forgot password'.

Installer khulta hi nahi	Antivirus ne block kiya ho sakta hai. File pe right-click > Properties > 'Unblock' tick karo.

A-02 Staff aur unke kaam (roles)

Kaun: **Shop admin** | Samay: ~5 min

Har staff ko sirf uske kaam ke page dikhte hain. QC technician ko billing nahi dikhegi, billing wale ko QC settings nahi.

PEHLE CHAHIYE

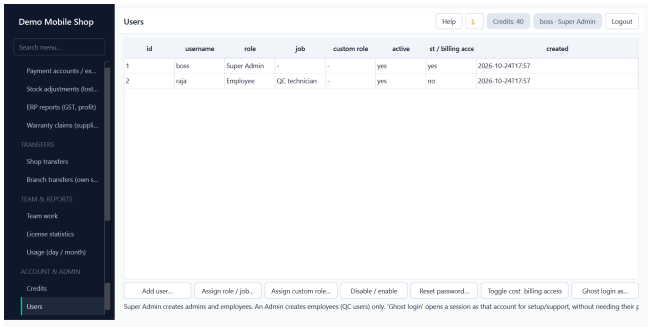
Admin login

STEPS

1 **Users page kholo**

Left menu: Account & Admin > Users.

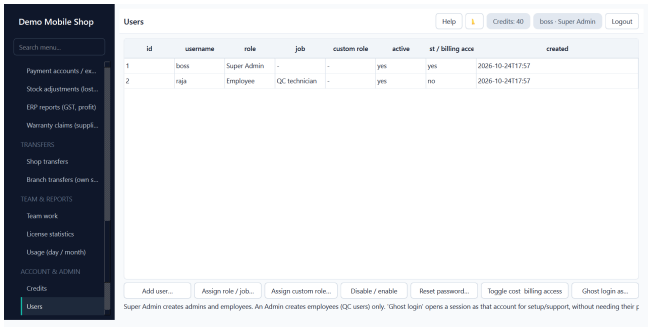
`Account & Admin > Users > [Add user...]`



2 **Naya staff banao**

'Add user...' dabao. Username, password aur 'Job' chuno: QC technician, Inward desk, Store / charging, Billing / accounts, Repair technician, Team lead, Security guard, Dispatch / gate pass waghera.

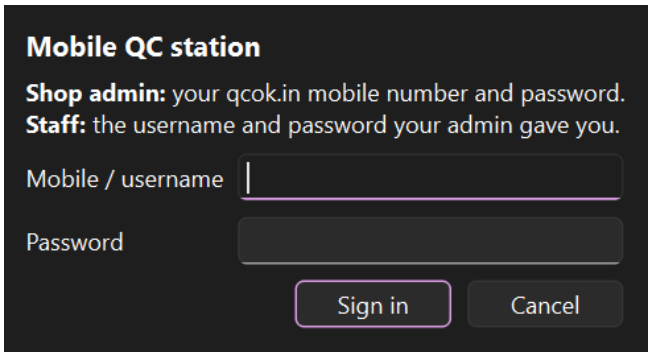
`Account & Admin > Users > [Job: QC technician]`



3 **Staff se login karwao**

Staff apne username + password se isi PC pe login karega. Usko sirf uske job ke page dikhenge.

`Login > [Sign in]`



SAHI HUA TO DIKHEGA

• Staff login pe menu chhota dikhta hai (sirf uske kaam ke page)

GALTI HO TO

Staff ko koi page nahi dikh raha	Users mein uska Job sahi chuno. Kaam ke hisaab se job badal sakte ho.

B-01 Inward: parcel se Asset ID tak

Kaun: **Security guard, Inward desk** | Samay: ~15 min

Har phone jo shop mein aata hai, gate pe gina jata hai, PO se milaya jata hai, aur usko ek Asset ID (jaise AD0001) aur sticker milta hai. Isi ID se aage sab track hota hai.

PEHLE CHAHIYE

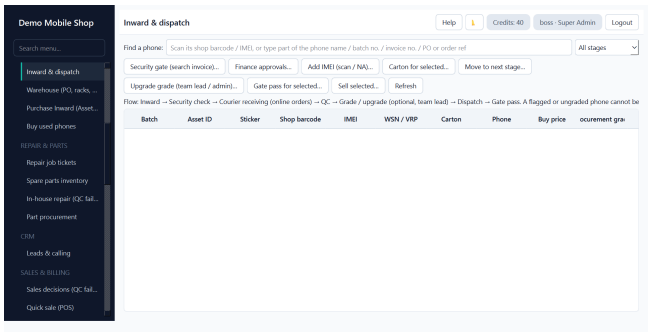
Supplier ka invoice / PO • Sticker printer (optional)

STEPS

1 **Gate pe parcel gino**

Inward & Warehouse > Inward & dispatch. 'Declare / change parcels coming...' mein kitne parcel aane hain likho, aane par 'Record parcels received...'. Ginti alag ho to finance 'Approve difference (finance)...' karta hai.

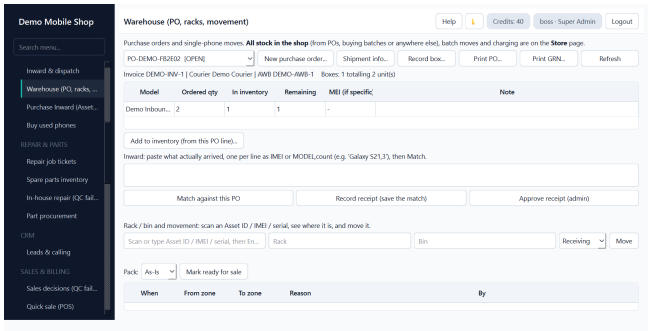
`Inward & Warehouse > Inward & dispatch > [Record parcels received...]`



2 **PO banao**

Warehouse (PO, racks, movement) mein 'New purchase order...' se supplier ka PO banao: model, quantity, rate.

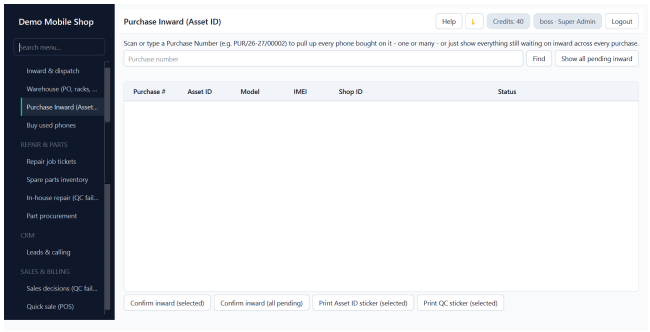
`Inward & Warehouse > Warehouse (PO, racks, movement) > [New purchase order...]`



3 Phones ko Asset ID do

Purchase Inward (Asset ID) kholo, PO line chuno, 'Add to inventory (from this PO line)...' dabao. Har phone ka IMEI scan karo. Har phone ko apni Asset ID milti hai.

`Inward & Warehouse > Purchase Inward (Asset ID) > [Add to inventory (from this PO line)...]`

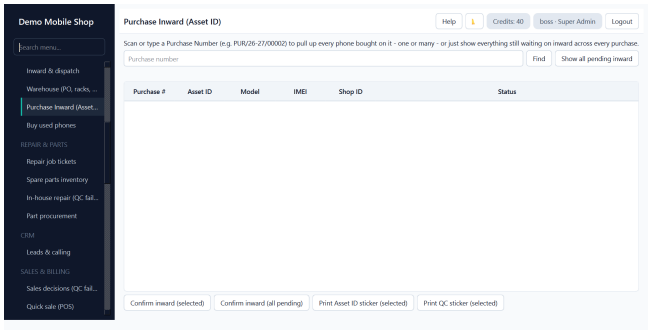


4 Sticker lagao

'Print' se Asset ID sticker nikalo (Asset ID, WSN/lot) aur phone pe lagao.

`Inward & Warehouse > Purchase Inward (Asset ID) > [Print]`

Tip: Asset ID ka prefix (jaise AD) Settings mein badal sakte ho.



SAHI HUA TO DIKHEGA

- Har phone Store mein 'Awaiting QC' status ke saath dikhta hai
- IMEI galat ho to app mana kar deta hai (15 digit, Luhn check)

GALTI HO TO

'not a valid 15-digit IMEI'	IMEI dobara scan karo. *#06# se phone ka asli IMEI dekho.

B-02 Store: rack, bin aur charging

Kaun: **Store / charging** | Samay: ~10 min

Store page pe saara stock ek jagah: kaunsa phone kis rack/bin mein hai, charge hua ya nahi, QC baaki hai ya bikne ko taiyaar.

PEHLE CHAHIYE

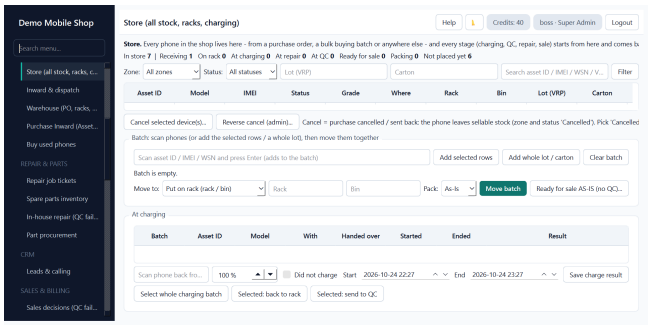
Asset ID wale phones

STEPS

1 **Store kholo**

Inward & Warehouse > Store (all stock, racks, charging). Upar filter se status/rack chuno aur 'Filter' dabao.

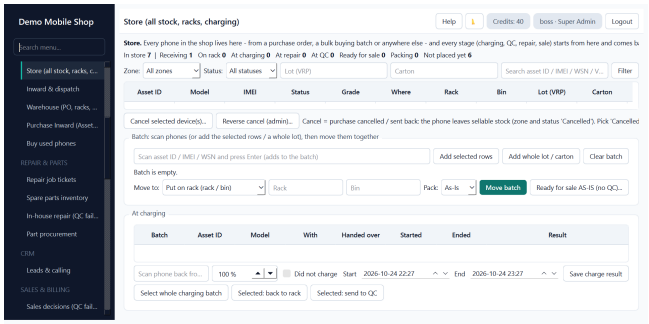
`Inward & Warehouse > Store (all stock, racks, charging) > [Filter]`



2 **Rack mein rakho (batch move)**

'Move batch' mein rack aur bin likho, phir phones ke Asset ID ek-ek karke scan karo. Enter na bhi dabao to bhi scan ho jata hai.

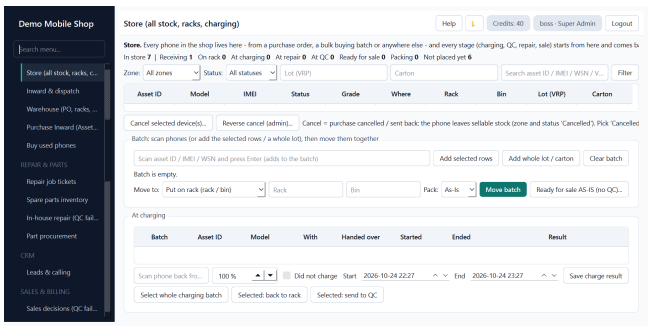
`Inward & Warehouse > Store (all stock, racks, charging) > [Move batch]`



3 **Charging record karo**

'Hand to charging' se phone charging pe do. Wapas aane par 'Scan phone back from charging', battery % likho aur 'Save charge result'. QC se pehle phone kam se kam 50% charge ho to behtar.

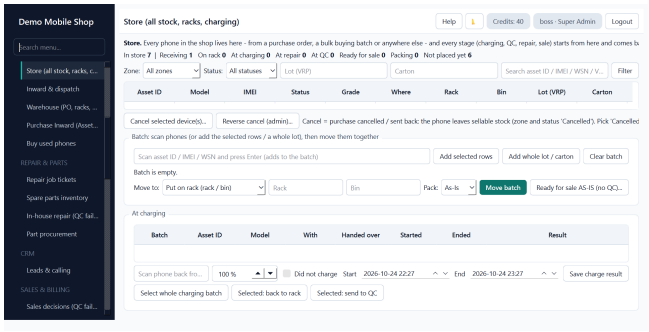
`Inward & Warehouse > Store (all stock, racks, charging) > [Save charge result]`



4 Bina QC bechna (sirf zaroorat pe)

Agar phone as-is bechna hai to 'Ready for sale AS-IS (no QC)...' aur reason likho. Ye admin ke liye hai.

`Inward & Warehouse > Store (all stock, racks, charging) > [Ready for sale AS-IS (no QC)...]`



SAHI HUA TO DIKHEGA

- Phone ka rack/bin Store aur Packing dono mein dikhta hai

GALTI HO TO

Phone list mein nahi	Filter mein 'All' chuno. Cancelled/dispatched phones alag dikhte hain.

C-01 Android phone ka QC

Kaun: **QC technician** | Samay: ~8 min

App phone ko USB se padh kar 85-point test chalata hai, kuch test phone pe khud karwata hai, grade deta hai (A/B/C/D) aur 2-page certificate PDF banata hai.

PEHLE CHAHIYE

Phone pe USB debugging ON • Achhi data cable • Credits (har QC ek credit)

STEPS

1 **Phone pe USB debugging ON karo**

Phone: Settings > About phone > 'Build number' pe 7 baar tap. Phir Settings > Developer options > 'USB debugging' ON.

`Phone > Developer options > [USB debugging: ON]`

Tip: App mein 'USB debugging help' button bhi yahi steps dikhata hai.

2 **Phone jodo aur allow karo**

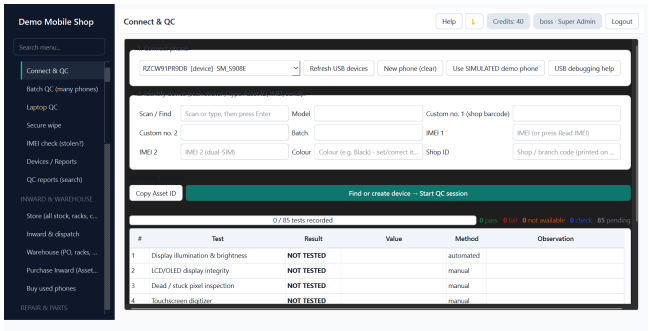
Cable lagao. Phone pe 'Allow USB debugging?' aaye to 'Always allow' tick karke 'Allow'.

`Phone > Allow USB debugging? > [Allow]`

3 **Phone chuno**

QC & Testing > Connect & QC. 'Refresh USB devices' dabao. Phone list mein aayega, use chuno.

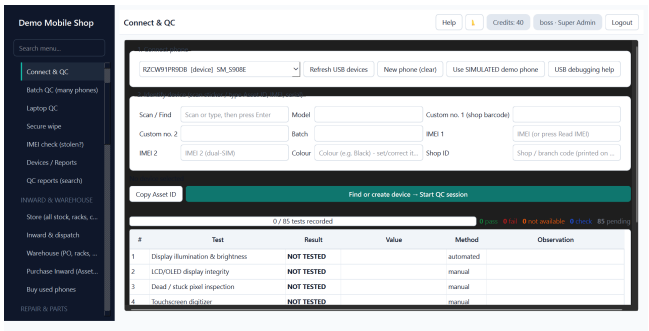
`QC & Testing > Connect & QC > [Refresh USB devices]`



4 **QC session shuru karo**

Asset ID scan karo ya IMEI daalo, phir 'Find or create device -> Start QC session'. Ek credit lagta hai.

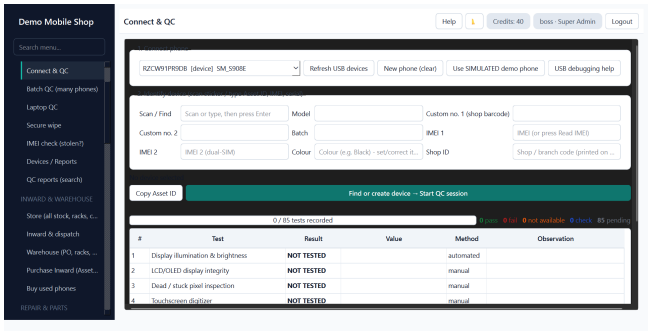
`QC & Testing > Connect & QC > [Find or create device -> Start QC session]`



5 Automatic tests chalao

'Run automatic tests' dabao. Model, storage, battery, sensors, network waghera khud bhar jate hain.

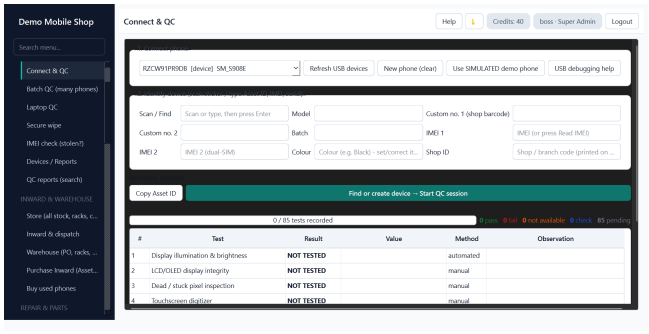
`QC & Testing > Connect & QC > [Run automatic tests]`



6 Phone pe touch/camera tests

'Phone app: install & open' dabao. Phone pe app khulega: screen touch, camera, speaker, mic test karo. Khatam hone par 'Import phone-app results'.

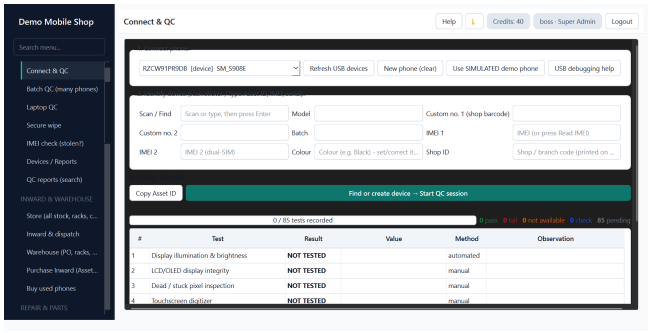
`QC & Testing > Connect & QC > [Import phone-app results]`



7 Baaki tests haath se

Bache test list mein chuno, Pass/Fail chuno aur 'Submit result for selected test'. 'Check FRP / MDM now' se Google lock check karo.

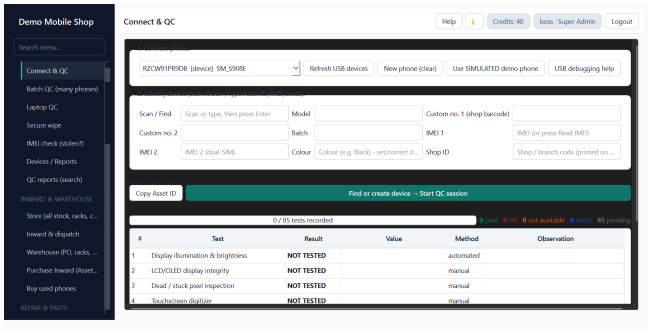
`QC & Testing > Connect & QC > [Submit result for selected test]`



8 Condition, grade aur report

'Phone condition' mein body ke scratch/dent bharo, 'Pricing' (optional), phir 'Finalize & grade'. Uske baad 'Generate 2-page PDF' aur 'Print sticker'.

`QC & Testing > Connect & QC > [Finalize & grade]`



SAHI HUA TO DIKHEGA

- Grade A/B/C/D milta hai
- PDF certificate mein QR code (qcok.in pe verify)
- Pass = Store mein 'Ready for sale', Fail = 'Sales decisions' mein

GALTI HO TO

Phone list mein nahi aata	Doosri cable/port try karo, phone pe 'Allow' dabao, 'Refresh USB devices'.
Credits khatam	Credits page > 'Request credits...'. qcok.in pe approve hote hi mil jate hain.

C-02 Android QC: seedha qcok.in ko bhejo (bina baar-baar USB ke)

Kaun: **QC technician** | Samay: ~3 min

Phone ek baar PC se install hone ke baad, baaki testing ke liye baar-baar USB laga ke rakhna zaroori nahi - result seedha internet se qcok.in tak pahunch jata hai, bilkul usi tarah jaise USB se import hota hai. Bade batch ya dur-dur phone test karte waqt sabse tez tarika.

PEHLE CHAHIYE

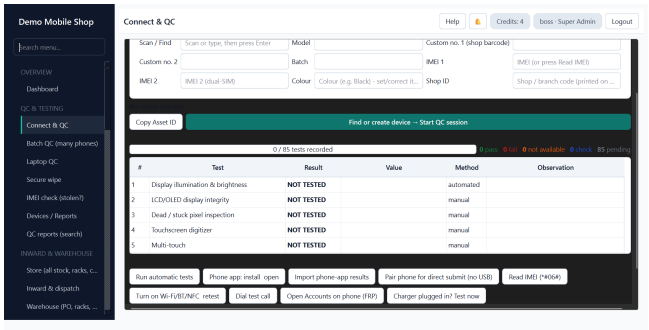
Shop qcok.in par signed in ho (Settings) • Phone mein internet (Wi-Fi ya mobile data) • Phone app pehle se install ho (USB se ek baar 'Phone app: install & open')

STEPS

1 **PC par 'Pair phone' dabao**

Connect & QC screen ke button row mein 'Pair phone for direct submit (no USB)' dabao. Agar shop pehle se signed in hai, ye code phone ko install ke waqt hi khud-ba-khud mil jata hai - ye button sirf naya/fresh code chahiye tab lagta hai.

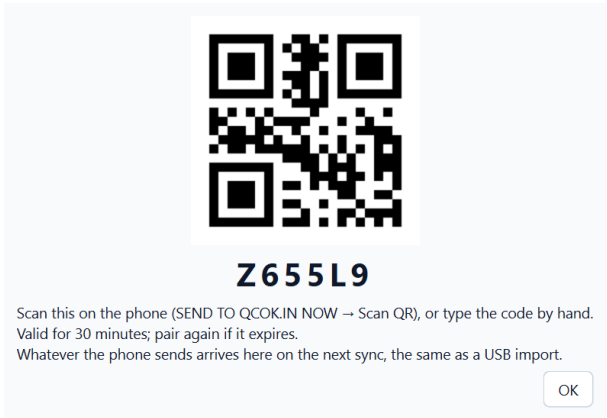
`QC & Testing > Connect & QC > [Pair phone for direct submit (no USB)]`



2 **Code aur QR dikhega**

Ek 6-character code aur uska QR dono dikhte hain. 30 minute tak valid - expire ho to dobara dabao.

`Pair phone for direct submit`



3 Phone par 'SEND TO QCOK.IN NOW' dhoondo

Phone app ke menu mein neeche yeh button hai. Agar PC ne install ke waqt hi code bhej diya tha, to agle step mein code pehle se bhara milega.

`Phone > QCOK Diagnostics - menu`

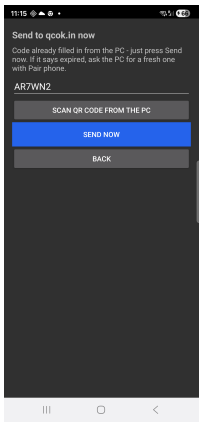


4 Code daalo (ya scan karo) aur Send dabao

Code pehle se bhara ho to seedha 'Send now' dabao. Nahi to 'Scan QR code from the PC' se scan karo, ya haath se type karo.

`Phone > Send to qcok.in now`

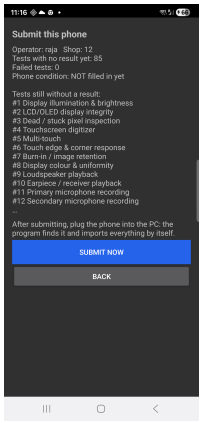
Tip: Ek baar bhej kar bhi testing jaari rakh sakte ho - jab bhi naya result ho, 'Send now' dubara dabao, pehle wala overwrite ho jata hai.



5 Saare test khatam hone par Submit

'SUBMIT / FINALIZE THIS PHONE' dabao. Jo test abhi bache hain, wahan list mein dikhte hain.

`Phone > Submit this phone`



6 Submit ke baad: wipe, factory reset ya cancel

Submit hone ke baad app poochta hai: Secure Wipe karna hai, Factory Reset (Settings tak le jayega - app khud reset nahi karta, Android isi liye allow nahi karta), ya Cancel.

`Phone > Submitted`

Tip: Dhyan se padh kar sahi button dabao - phone customer ko wapas jana ho to seedha 'Cancel - back to the list' dabao.



SAHI HUA TO DIKHEGA

- PC par 'Sync now' dabate hi (Devices/Reports tab) result apne aap import ho jata hai - bilkul USB jaisa
- Results ka method 'apk-automated' ya 'apk-operator-confirmed' dikhta hai, report mein bhi

GALTI HO TO

Code 'invalid ya expired' bolta hai	PC par 'Connect & QC' > 'Pair phone for direct submit' dobara dabao, naya code milega
Phone par koi code pehle se bhara nahi mila	Shop qcok.in par signed in honi chahiye - tabhi PC install ke waqt khud code bhejta hai
Submit ke baad galti se wipe/reset dab gaya	Secure Wipe sirf free space overwrite karta hai (files nahi mitte); Factory Reset sirf Settings tak le jaata hai, khud reset nahi karta - wahan 'Cancel' dabao to kuch nahi hoga

C-03 Android phone brand-wise setup: install block, Developer options, battery/autostart

Kaun: **QC technician** | Samay: ~5 min

Xiaomi/Redmi, Oppo, Vivo aur kabhi Samsung bhi apni taraf se extra security dikhate hain jab app seedha link/APK se install hoti hai, ya Developer options on karte waqt - ye sab normal hai, koi virus warning nahi. Ek baar ye steps kar lo to phir dobara nahi karni padti.

PEHLE CHAHIYE

Phone mein internet (link se download karne ke liye)

STEPS

1 **'Install blocked' ya 'Unknown sources' warning aaye to**

Sabhi phone mein (brand kuch bhi ho): warning mein 'Settings' ya 'More details' dabao, phir 'Install anyway' ya 'Allow from this source' ON karo, wapas jaake phir 'Install' dabao. Ye Android ka normal safety check hai - sirf Play Store se bahar ki kisi bhi app ke liye aata hai.

`Phone > Install blocked / Unknown sources`

Tip: Google Play Protect bhi ek alag warning de sakta hai ('Harmful app blocked') - 'More details' > 'Install anyway' dabao. Ye bhi normal hai, kyunki app Play Store se nahi hai.

2 **Xiaomi / Redmi / POCO (MIUI ya HyperOS)**

Developer options: Settings > About phone > 'MIUI version' (ya 'HyperOS version') par 7 baar tap karo. Phir Settings > Additional settings > Developer options > 'USB debugging' ON aur 'Install via USB' ON (Mi account se sign-in aur internet maang sakta hai - ye MIUI ka apna extra step hai). Autostart: Settings > Apps > Manage apps > QCOK Diagnostics kholo > 'Autostart' ON karo, aur 'Battery saver' ko 'No restrictions' par set karo - warna app background mein band ho jati hai.

`Phone > Settings (MIUI/HyperOS)`

3 **Oppo (ColorOS)**

Developer options: Settings > About device > 'Version' par 7 baar tap karo. Settings > Additional settings > Developer options > 'USB debugging' ON + 'Install via USB' ON. Autostart/battery: Settings > Battery > App Battery Management > QCOK Diagnostics > background activity allow karo (optimize mat karo). Settings > Apps > Auto-launch mein bhi app ON karo.

`Phone > Settings (ColorOS)`

4 **Vivo (FuntouchOS / OriginOS)**

Developer options: Settings > More settings (ya About phone) > 'Version' par 7 baar tap karo. Settings > More settings > Developer options > 'USB debugging' ON + 'Install via USB' ON. Autostart/battery: i Manager (ya Phone Manager) app kholo > App manager > Autostart manager > QCOK Diagnostics ON karo. Settings > Battery > Background power consumption management mein bhi allow karo.

`Phone > Settings (FuntouchOS/OriginOS)`

5 **OnePlus (OxygenOS)**

Mostly stock Android jaisa hi hai, kam extra steps. Settings > About device > 'Build number' par 7 baar tap karo. Settings > System > Developer options > 'USB debugging' ON. Battery: Settings > Battery > Battery optimization > QCOK Diagnostics dhoondo > 'Don't optimize' chuno.

`Phone > Settings (OxygenOS)`

6 Samsung (One UI)

Developer options: Settings > About phone > Software information > 'Build number' par 7 baar tap karo. Settings > Developer options > 'USB debugging' ON. Battery: Settings > Apps > QCOK Diagnostics > Battery > 'Unrestricted' chuno. Settings > Battery and device care > 'Put unused apps to sleep' mein is app ko bahar (exclude) rakho.

`Phone > Settings (One UI)`

SAHI HUA TO DIKHEGA

• App install ho gayi aur khulti hai bina kisi error ke
• Thodi der background mein rakhne ke baad bhi app khud band nahi hoti (battery optimization sahi se off hai)

GALTI HO TO

Install ke baad bhi 'App not installed' error	Phone mein jagah (storage) check karo; ya download dobara karo - file adhuri download hui ho sakti hai
Developer options menu hi nahi dikh raha	Settings mein upar search bar mein 'Developer' type karke dhoondo - kabhi menu ki jagah badal jati hai
Kuch der baad phone pe test ruk jaate hain / app gayab ho jati hai	Autostart/battery-optimization wala step upar se dobara karo apne phone ke brand ke hisaab se

C-04 iPhone ka QC

Kaun: **QC technician** | Samay: ~8 min

iPhone ke liye USB debugging nahi hota. Apple ka driver chahiye, aur phone pe 'Trust' dabana hota hai. Baaki QC Android jaisa hi hai.

PEHLE CHAHIYE

Microsoft Store se 'Apple Devices' app (PC pe ek baar) • iPhone ka passcode • Original ya achhi Lightning/USB-C cable

STEPS

1 **Apple driver install karo (ek baar)**

PC pe Microsoft Store kholo, 'Apple Devices' search karke install karo. Isse Apple ka USB driver aa jata hai.

2 **iPhone jodo aur Trust karo**

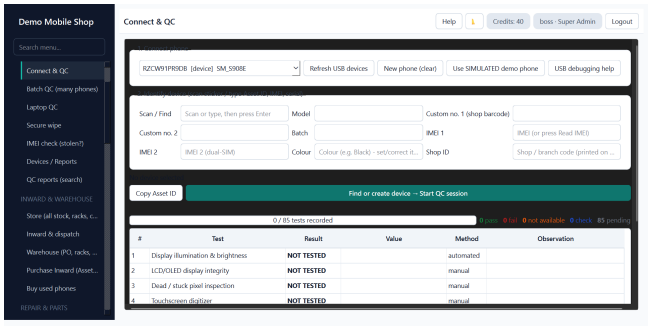
iPhone unlock karo, cable lagao. Phone pe 'Trust This Computer?' aaye to 'Trust' dabao aur passcode daalo.

`Phone > Trust This Computer? > [Trust]`

3 **Phone chuno**

Connect & QC > 'Refresh USB devices'. List mein '[iPhone]' dikhega. Agar 'tap Trust' likha ho to phone pe Trust dabao aur dobara Refresh.

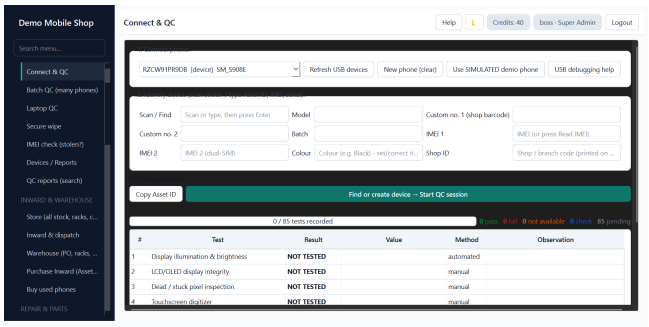
`QC & Testing > Connect & QC > [Refresh USB devices]`



4 **Session aur auto tests**

'Find or create device -> Start QC session', phir 'Run automatic tests'. iPhone unlocked rakho. Agar phone pe 'Trust This Computer?' aaye to Trust dabao aur dobara Run automatic tests. Model, iOS, IMEI, storage, battery health/cycles aur iCloud lock khud bhar jata hai.

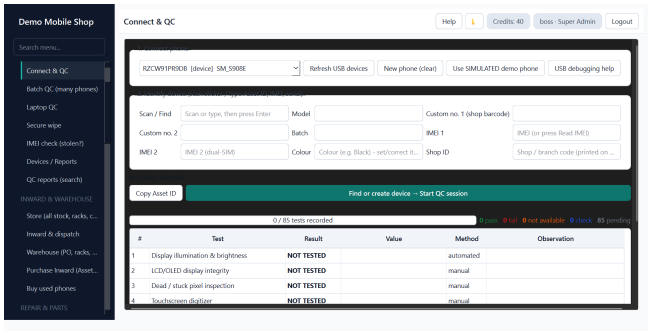
`QC & Testing > Connect & QC > [Run automatic tests]`



5 Haath wale tests aur report

Screen, Face ID/Touch ID, camera, speaker haath se check karke 'Submit result for selected test'. Phir 'Finalize & grade' aur 'Generate 2-page PDF'.

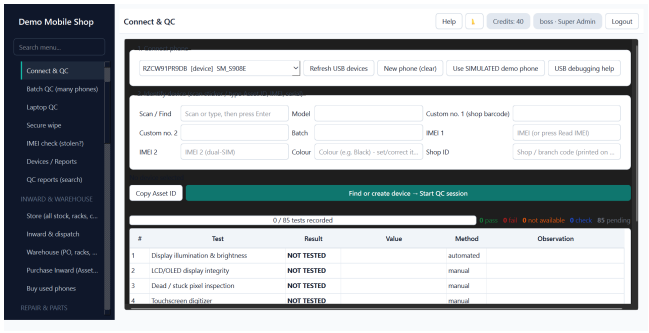
`QC & Testing > Connect & QC > [Finalize & grade]`



6 iCloud lock zaroor dekho

iPhone pe Google FRP nahi hota, iCloud lock (Find My / Activation Lock) hota hai. Test #56 'iCloud lock' FAIL ho to app turant chetavni deta hai: owner Settings > [naam] > Sign Out karke Find My band kare, phir 'Check iCloud lock now' dabao. iCloud lock ON wala iPhone mat khareedo / becho.

`QC & Testing > Connect & QC > [Check iCloud lock now]`



SAHI HUA TO DIKHEGA

- IMEI, model, storage apne aap bhare
- Test #56 'iCloud lock' mein OFF / ON saaf likha aata hai, report mein bhi
- Android wale buttons (Phone app, Dial call, Read IMEI...) iPhone pe band dikhte hain

GALTI HO TO

'Apple driver missing'	Apple Devices app install karo, PC restart karo.
'iPhone not ready: ...'	Message mein likha karo: phone unlock karo, ya Trust dabao. 'Don't Trust' dab gaya ho to Settings > General > Transfer or Reset iPhone > Reset > Reset Location & Privacy, cable dobara lagao.
Phone dikhta hai par data nahi	Ek baar Apple Devices app kholo iPhone lagake (pairing theek ho jati hai), phir dobara try karo.

C-05 Foldable phone ka QC

Kaun: **QC technician** | Samay: ~12 min

Galaxy Z Fold/Flip, Pixel Fold, razr jaise phones mein bahar ki screen, andar ki folding screen aur hinge teeno alag check hote hain. Ek bhi kharab ho to phone us hisaab se grade hota hai.

PEHLE CHAHIYE

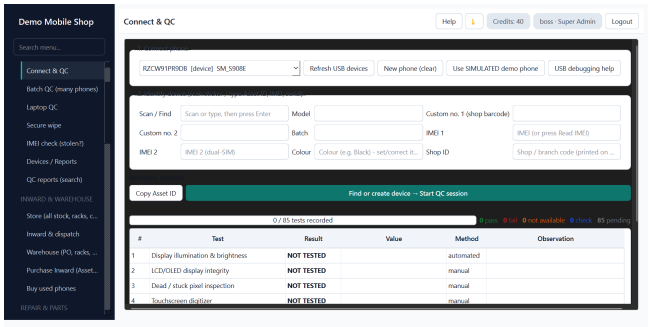
Normal Android QC jaisi taiyari

STEPS

1 **Normal QC shuru karo**

Android QC jaise phone jodo, session shuru karo, 'Run automatic tests' chalao.

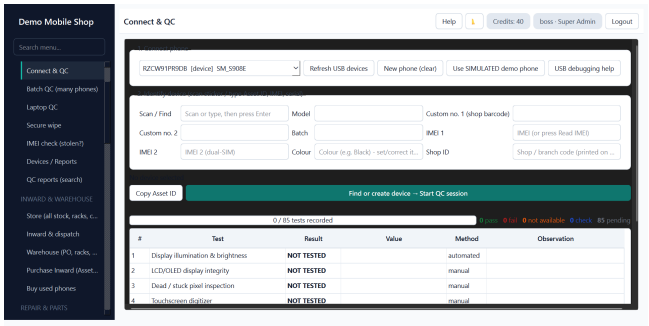
`QC & Testing > Connect & QC > [Run automatic tests]`



2 **Foldable QC kholo**

App khud poochhega 'Ye foldable hai, Foldable QC kholein?' > Yes. Ya 'Foldable Phone QC' button dabao. Model apne aap pehchana jata hai (jaise Galaxy Z Fold5).

`QC & Testing > Connect & QC > [Foldable Phone QC]`



3 **Auto checks**

'Run automatic checks' se dono screens, refresh rate aur hinge sensor padhe jate hain. 'Fold-state sensor test...' mein phone band karo > Yes, khol do > Yes.

`Foldable Phone QC > [Run automatic checks]`

4 **Teen tab bharo**

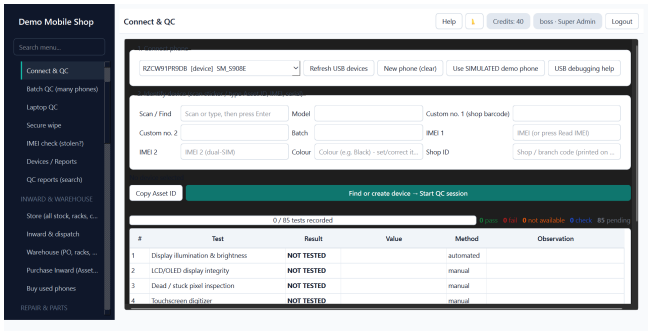
Outer display, Inner display, Fold & hinge: har test pe Pass / Fail / Not tested / Manual review chuno. Fail ya Manual review pe comment zaroori hai. Crease ka normal factory nishaan defect nahi hai.

`Foldable Phone QC > [Inner display]`

5 Photo aur finalize

Kharab hisse ka photo attach karo. Dialog band karke 'Finalize & grade' aur 'Generate 2-page PDF'. Report mein Foldable ka alag page aata hai.

`QC & Testing > Connect & QC > [Generate 2-page PDF]`



SAHI HUA TO DIKHEGA

- 4 cards: Outer / Inner / Hinge / Other
- Inner ya hinge fail = grade D + 'Review / repair'
- Report mein foldable page

GALTI HO TO

Model nahi pehchana	Profile dropdown se model haath se chuno.
Finalize mana karta hai	Koi zaroori test 'Pending' hai. Har tab check karo.

D-01 QC fail phones: repair ya as-is

Kaun: **Team lead, Billing** | Samay: ~5 min

QC pass phone seedha bikne ko taiyaar hota hai. Fail phone 'Sales decisions' mein aata hai jahan tay hota hai: repair karna hai ya jaisa hai waisa (as-is) bechna hai.

PEHLE CHAHIYE

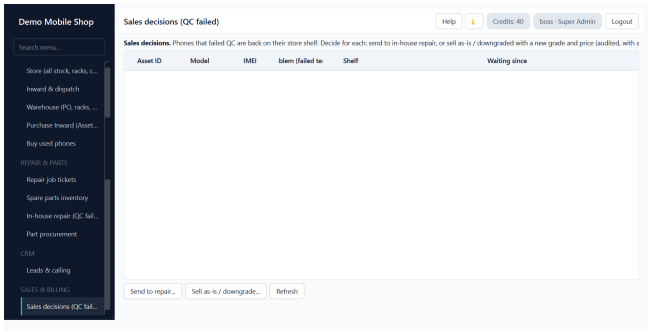
QC fail phones

STEPS

1 **Sales decisions kholo**

Sales & Billing > Sales decisions (QC failed). Har fail phone ka reason dikhta hai.

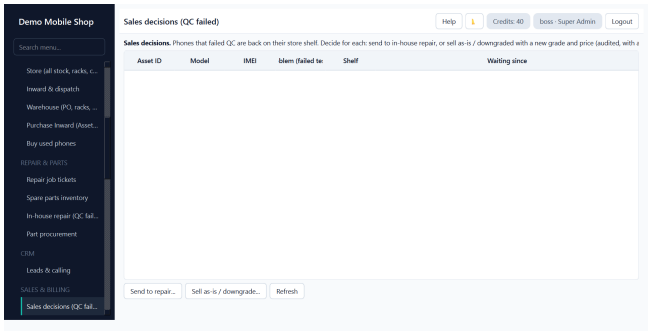
`Sales & Billing > Sales decisions (QC failed) > [Send to repair...]`



2 **Faisla lo**

'Send to repair...' = in-house repair ticket banta hai. 'Sell as-is / downgrade...' = grade aur price chun ke phone bikne ko taiyaar.

`Sales & Billing > Sales decisions (QC failed) > [Sell as-is / downgrade...]`



SAHI HUA TO DIKHEGA

- Repair wala phone 'Under repair' status mein
- As-is wala Store mein 'Ready for sale'

D-02 In-house repair

Kaun: **Repair technician, Team lead** | Samay: ~10 min

Apni dukaan ke fail phones ki repair ka poora record: kisne kiya, kaunse parts lage, aur repair ke baad dobara QC.

PEHLE CHAHIYE

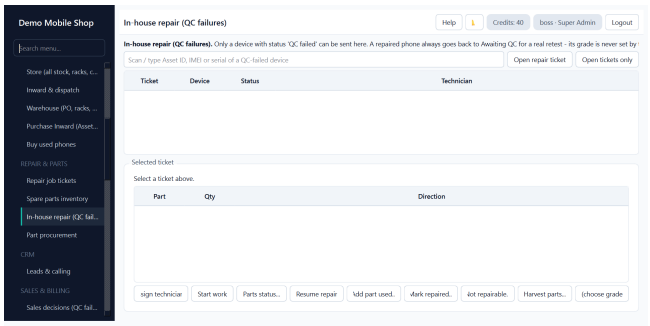
Repair ke liye bheja gaya phone

STEPS

1 **Ticket dekho**

Repair & Parts > In-house repair (QC failures). 'Open tickets only' se khule ticket dikhte hain.

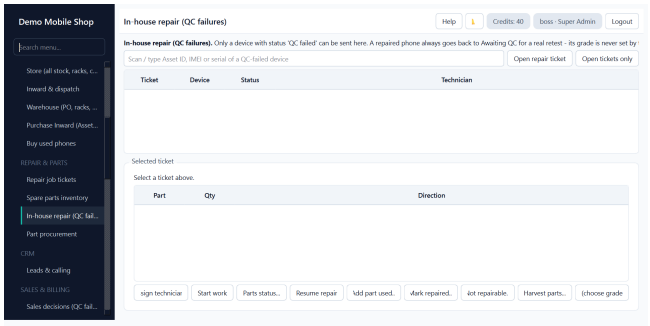
`Repair & Parts > In-house repair (QC failures) > [Open tickets only]`



2 **Technician assign aur kaam shuru**

Ticket chuno, 'Assign technician...' se technician ka username do, phir 'Start work'.

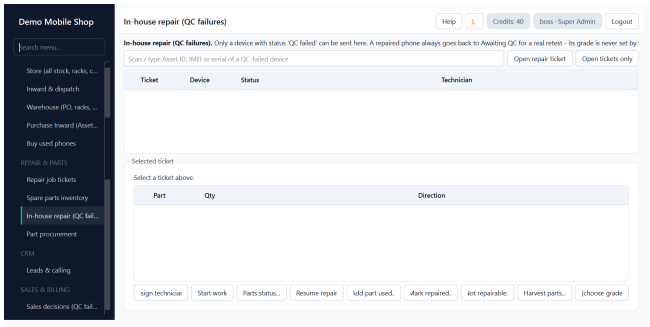
`Repair & Parts > In-house repair (QC failures) > [Start work]`



3 **Parts chahiye to**

'Parts status...' mein 'Pending parts' karo aur parts ki list Part procurement mein daalo (agla tutorial).

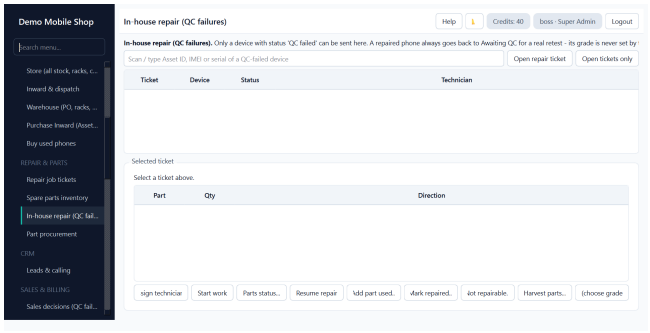
`Repair & Parts > In-house repair (QC failures) > [Parts status...]`



4 Repair poora

Parts aa gaye to 'Resume repair', repair karo, lage parts 'Add part used...' mein daalo, phir 'Mark repaired...'. Phone dobara QC ke liye jata hai.

`Repair & Parts > In-house repair (QC failures) > [Mark repaired...]`



SAHI HUA TO DIKHEGA

- Har status badlav ka log ticket mein

GALTI HO TO

Repair nahi ho sakta	'Not repairable...' > 'Harvest parts...' (parts nikaalo) ya 'Sell as-is'.

D-03 Part procurement (poora kit rule)

Kaun: **Repair technician, Inward desk, Billing** | Samay: ~10 min

Ek phone ke SAARE parts market mein mil rahe hon, tabhi khareed hoti hai. 4 mein se 3 mile aur 1 nahi, to kuch nahi khareeda jata. Isse parts mahino tak dukaan mein phanse nahi rehte.

PEHLE CHAHIYE

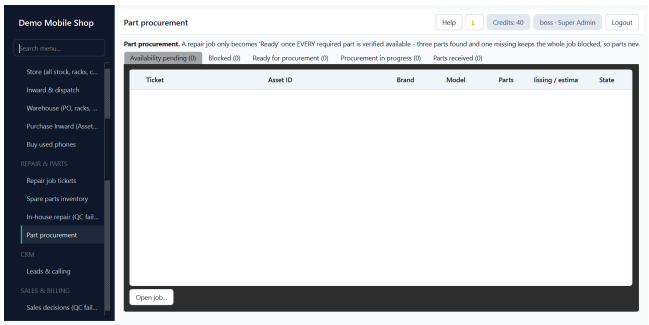
Repair ticket jisme parts chahiye

STEPS

1 **Page kholo**

Repair & Parts > Part procurement. 5 tab: Availability pending, Blocked, Ready for procurement, Procurement in progress, Parts received.

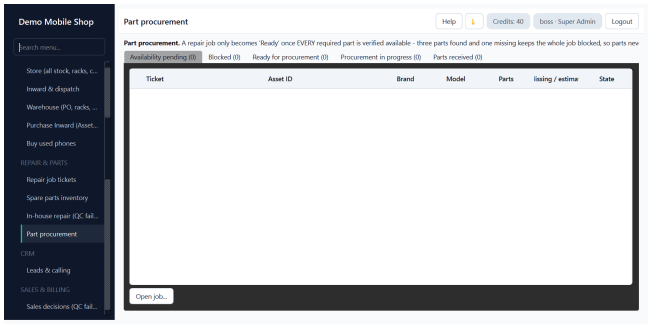
`Repair & Parts > Part procurement > [Availability pending]`



2 **Zaroori parts daalo**

Job kholo > 'Add required part...': naam (Display, Battery...), quantity, type (Original/Compatible). Jitne bhi parts chahiye sab daalo.

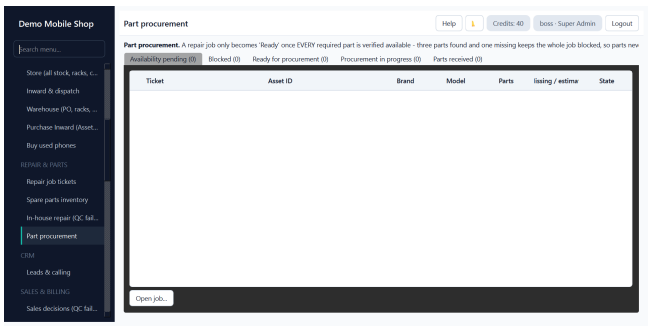
`Repair & Parts > Part procurement > [Add required part...]`



3 **Market mein dhundho, record karo**

Har part chuno > 'Record availability...': shop, market, contact, kitne stock mein, rate, kitne din valid. Stock confirm ho to 'VERIFIED'. Sirf rate pata ho to 'QUOTE_ONLY'. Save karne se KUCH KHAREEDA NAHI JATA.

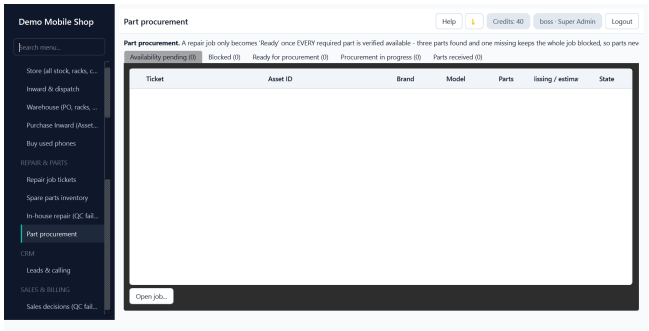
`Repair & Parts > Part procurement > [Record availability...]`



4 Kit ready hone do

Jab tak ek bhi part VERIFIED nahi, job 'Blocked' mein rehta hai aur kaunsa part missing hai wo dikhta hai. Saare VERIFIED hote hi job 'Ready for procurement' mein, poore kit ki estimate ke saath.

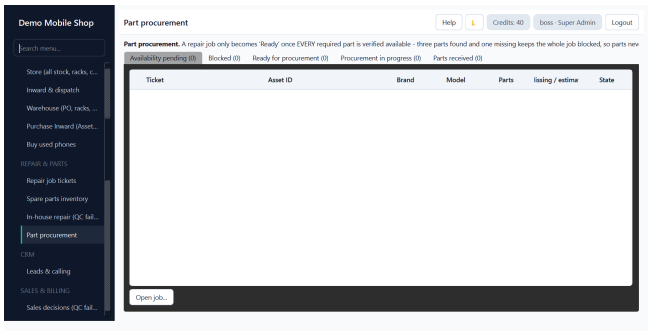
`Repair & Parts > Part procurement > [Ready for procurement]`



5 Purchase order banao

Ready tab mein job chuno > 'Create purchase order for selected...'. Ek job ka ek hi PO banta hai.

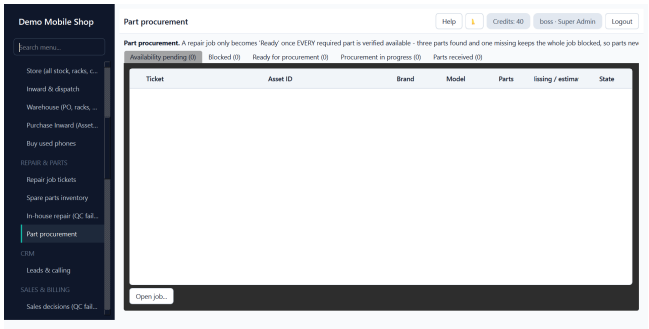
`Repair & Parts > Part procurement > [Create purchase order for selected...]`



6 Parts receive karo

Parts aane par job kholo > 'Receive parts...': kitne accept, kitne reject. Saare parts aate hi repair ticket apne aap 'Full parts received' ho jata hai.

`Repair & Parts > Part procurement > [Receive parts...]`



SAHI HUA TO DIKHEGA

- 3 part verified + 1 missing = job Blocked, PO nahi banta
- Quote expire hone par job dobara Blocked
- Alternative part tabhi chalta hai jab supervisor approve kare

GALTI HO TO

PO button 'not ready' bolta hai	Blocked tab mein dekho kaunsa part missing hai aur kyun (qty kam, quote expire, verify nahi).

E-01 Sale invoice (GST billing)

Kaun: **Billing / accounts** | Samay: ~5 min

Phone bechne par GST invoice banti hai. Bina IMEI wala phone bikta nahi. Invoice website pe bhi dikhti hai.

PEHLE CHAHIYE

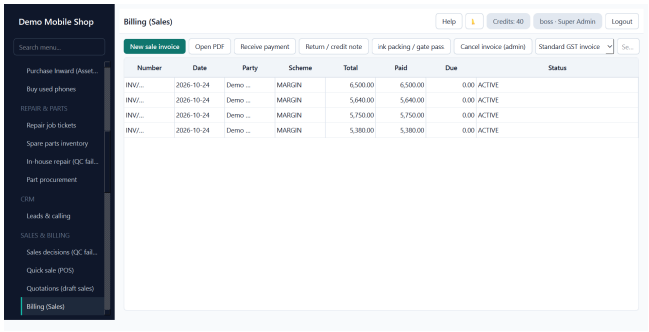
Ready for sale phone • Customer ki details

STEPS

1 **Billing kholo**

Sales & Billing > Billing (Sales). Dukaan pe turant bechna ho to 'Quick sale (POS)'.

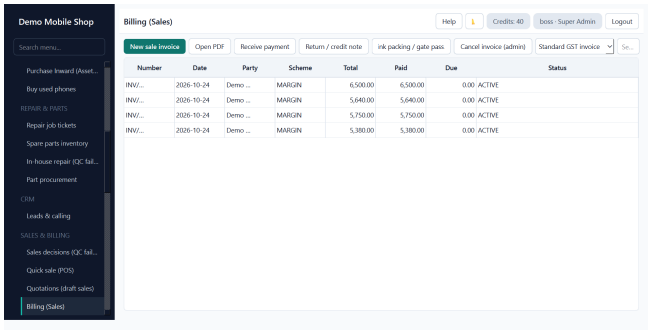
`Sales & Billing > Billing (Sales) > [+ New customer]`



2 **Customer aur phone**

Customer chuno ya '+ New customer'. Asset ID scan karke 'Add line'. Rate daalo.

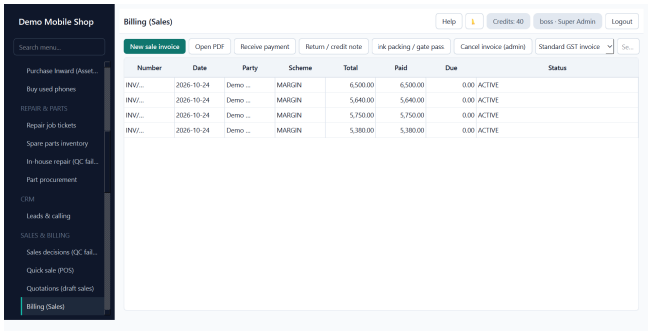
`Sales & Billing > Billing (Sales) > [Add line]`



3 **Invoice banao**

'Sell now' se invoice ban jati hai aur phone 'Sold' ho jata hai. Sirf quotation chahiye to 'Save as draft (quotation)'.

`Sales & Billing > Billing (Sales) > [Sell now]`



SAHI HUA TO DIKHEGA

• Invoice number banta hai

• Phone Store mein 'Sold'
• qcok.in > Sales & Billing mein invoice dikhti hai aur print hoti hai

GALTI HO TO

Galat invoice	'Reverse selected...' se reason ke saath ulta karo. Delete nahi hota.

E-02 Packing, gate pass aur dispatch

Kaun: **Dispatch / gate pass, Security** | Samay: ~8 min

Invoice ke har phone ko scan karke pack kiya jata hai, galat phone pakda jata hai, aur gate pe security check-out ke baad hi maal bahar jata hai.

PEHLE CHAHIYE

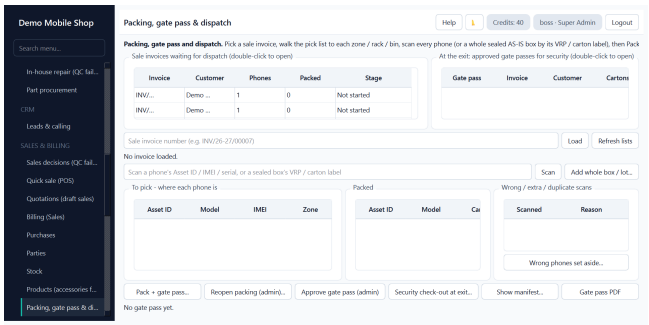
Sale invoice

STEPS

1 **Invoice load karo**

Sales & Billing > Packing, gate pass & dispatch. Invoice number daal ke 'Load'. Har phone ka rack/bin dikhta hai.

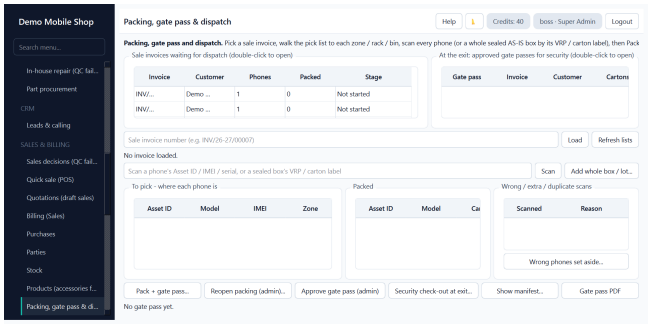
`Sales & Billing > Packing, gate pass & dispatch > [Load]`



2 **Har phone scan karo**

Asset ID 'Scan' karo. Poora box/lot ek saath ho to 'Add whole box / lot...'. Galat phone scan ho to app rok deta hai.

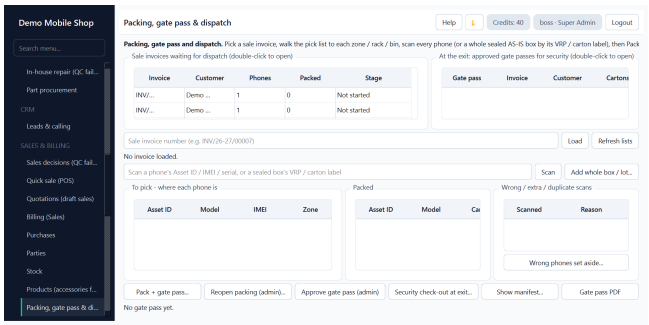
`Sales & Billing > Packing, gate pass & dispatch > [Scan]`



3 **Pack aur gate pass**

'Pack + gate pass...' > carton count. Admin 'Approve gate pass (admin)'. 'Gate pass PDF' print karo.

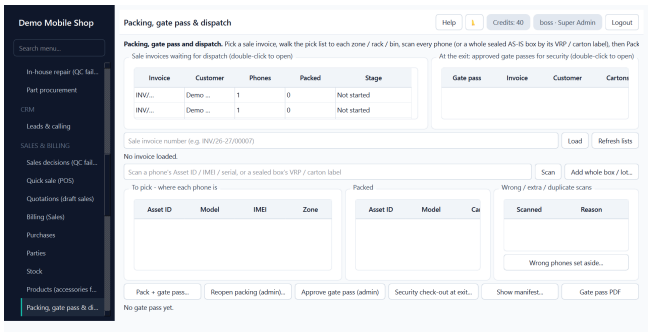
`Sales & Billing > Packing, gate pass & dispatch > [Pack + gate pass...]`



4 Gate pe check-out

Security 'Security check-out at exit...' se carton gin ke maal bahar jane deta hai.

`Sales & Billing > Packing, gate pass & dispatch > [Security check-out at exit...]`



SAHI HUA TO DIKHEGA

- Phone 'Dispatched' ho jata hai
- Gate pass PDF mein cartons aur phones

GALTI HO TO

Galat phone pack ho gaya	'Wrong phones set aside...' se alag karo.

E-03 Shop-to-shop transfer

Kaun: **Billing / accounts** | Samay: ~6 min

Doosri qcok.in shop ko phones bechne par unki taraf purchase apne aap ban jati hai. Ek OTP se poori invoice transfer hoti hai, saath mein QC report bhi.

PEHLE CHAHIYE

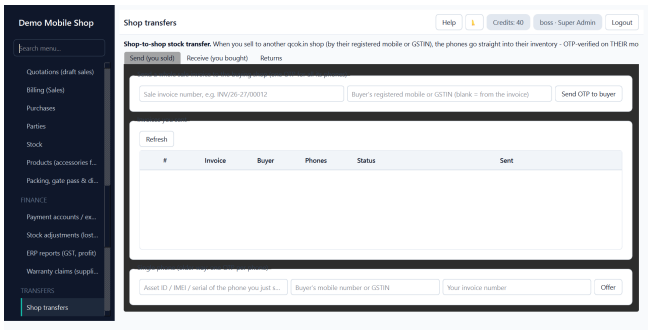
Kharidne wali shop qcok.in pe registered • Sale invoice

STEPS

1 **Offer bhejo**

Transfers > Shop transfers. Sale invoice chuno, 'Offer' aur 'Send OTP to buyer'.

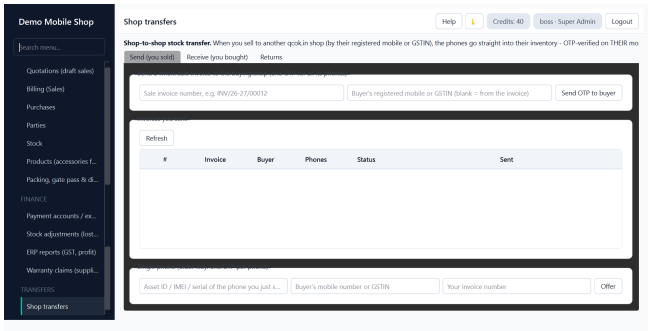
`Transfers > Shop transfers > [Send OTP to buyer]`



2 **Kharidne wala accept kare**

Buyer shop apne app mein 'Accept selected (enter OTP)...' karke OTP daalti hai. Unki purchase apne aap ban jati hai.

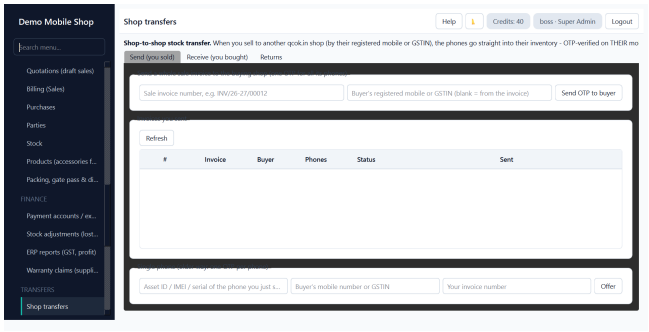
`Transfers > Shop transfers > [Accept selected (enter OTP)...]`



3 **Return (agar zaroorat ho)**

Buyer 'Send back...' se courier/AWB ya haath se wapas bhej sakta hai. Seller 'Receive selected...' karta hai.

`Transfers > Shop transfers > [Send back...]`



SAHI HUA TO DIKHEGA

• Buyer ke Purchases mein entry
• Phones buyer ke Store mein

GALTI HO TO

Buyer nahi mila	Buyer ko qcok.in pe register karna hoga.

E-04 Bundle Sale: ek saath kai phone bechna

Kaun: **Billing / accounts, Team lead** | Samay: ~8 min

Jab ek customer ko ek saath kai phone bechne hain (jaise 10 Samsung A14), unko ek bundle mein group karo, ek QR + PDF catalogue do, aur billing mein sirf ek scan se poora bundle bech do - har phone ki apni GST line aur stock update alag se hoti hai, bilkul jaise ek-ek karke becha ho. Bundle bechna all-or-nothing hai: agar ek bhi phone bikne layak nahi raha to poora bundle bikta hi nahi, kuch bhi adhura bill nahi hota.

PEHLE CHAHIYE

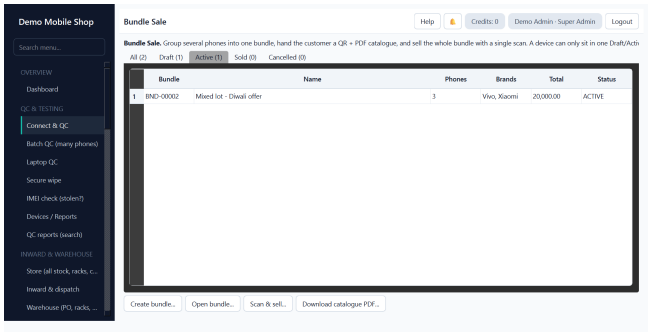
Graded phones jo bechne ko taiyaar hain • Bundle activate karne ke liye admin login chahiye

STEPS

1 **Bundle Sale page kholo**

Sales & Billing > Bundle Sale. Yahan Draft, Active, Sold aur Cancelled bundle alag tab mein dikhte hain.

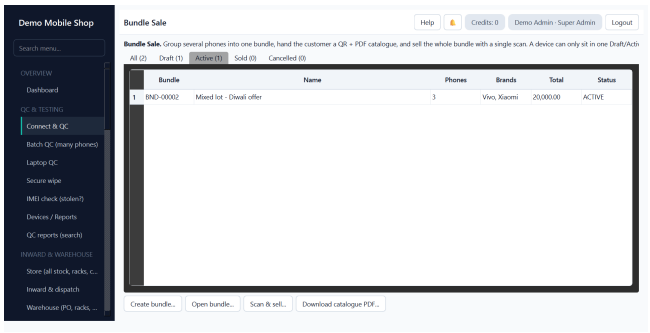
`Sales & Billing > Bundle Sale > [Create bundle...]`



2 **Naya bundle banao**

'Create bundle...' dabao, naam likho (jaise 'Samsung A14 lot - 10 pcs'). Naya bundle Draft mein khul jata hai.

`Sales & Billing > Bundle Sale > [Create bundle...]`



3 **Phones add karo**

Bundle khulne par 'Add device...' se Asset ID scan ya type karo, Enter dabao. Ek phone do alag-alag Draft/Active bundle mein ek saath nahi reh sakta.

`Sales & Billing > Bundle Sale`

4 **Price aur discount set karo**

Kisi phone ka price badalna ho to use karke 'Set price...'. Poore bundle par ek flat discount dena ho to 'Set discount...' (bundle ke total se zyada nahi ho sakta).

`Sales & Billing > Bundle Sale`

5 Bundle activate karo (sirf admin)

'Activate' dabate hi bundle ke saare phone 'Reserved' ho jate hain - ab wo kisi aur invoice se alag se bechne nahi dete, sirf isi bundle se bikenge. Isiliye activate karna sirf admin kar sakta hai; phone add/remove karna bhi admin-only hai.

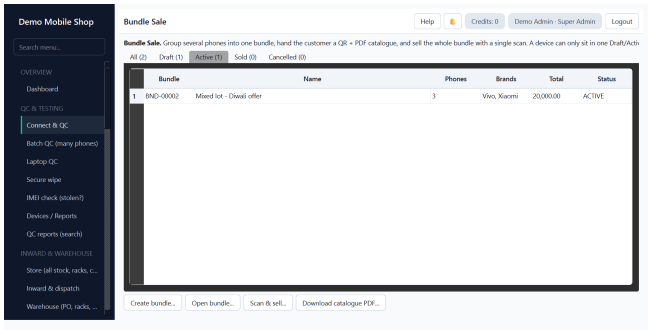
`Sales & Billing > Bundle Sale`

Tip: Bundle cancel karne par uske saare Reserved phone wapas bikne layak status (Graded) mein aa jate hain.

6 Customer ko QR/PDF do

'Download catalogue PDF...' se ek branded PDF banta hai jisme bundle ka QR code, har phone ka brand/model/grade/price aur total dikhta hai - IMEI ya cost nahi dikhta.

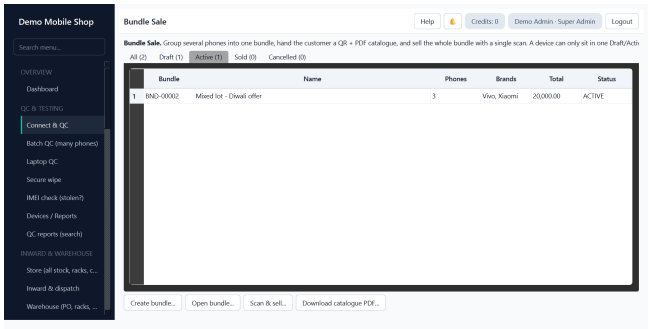
`Sales & Billing > Bundle Sale > [Download catalogue PDF...]`



7 Ek scan mein bech do

Billing ke time 'Scan && sell...' dabao, bundle ka QR/code scan ya type karo, customer chuno, 'Sell now'. Agar koi phone beech mein bikne layak nahi raha to poora bundle rukta hai, saaf error ke saath - kabhi adhura bill nahi banta.

`Sales & Billing > Bundle Sale > [Scan && sell...]`



SAHI HUA TO DIKHEGA

- Bech jaane par bundle 'Sold' tab mein, ek real invoice bana hota hai
- Har phone Store mein 'Sold' status mein, apni-apni GST line ke saath

GALTI HO TO

'only an admin can activate'	Bundle activate karna (reserve) aur phone add/remove karna sirf admin ka kaam hai - admin se karwao.
'cannot sell, no longer available'	Error mein bataya gaya Asset ID dekho - wo phone beech mein kisi aur tarike se bik/khatam ho gaya hai. Use bundle se hata kar dobara try karo.

F-01 Website: sab data online

Kaun: **Shop admin, Owner** | Samay: ~5 min

App ka saara data apne aap qcok.in pe aata hai. Kahin se bhi stock, QC, invoices dekho aur Excel/PDF download karo. Kaam app se hota hai, website pe dekhna aur download.

PEHLE CHAHIYE

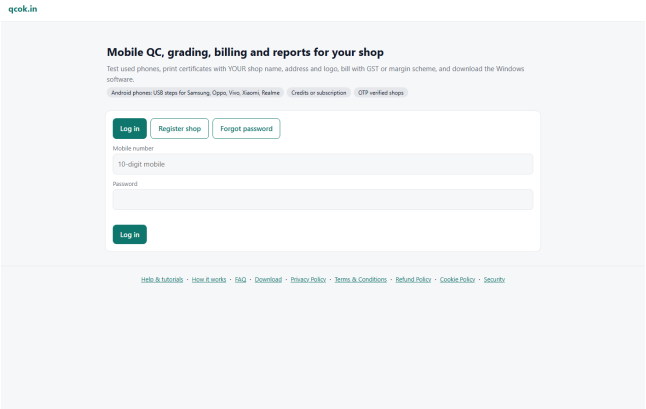
App internet se juda (sync ON)

STEPS

1 **Login**

qcok.in > mobile + password.

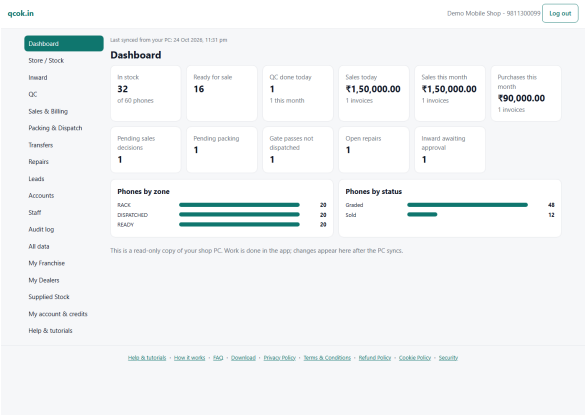
`qcok.in > Login > [Login]`



2 **Section chuno**

Left menu: Dashboard, Store / Stock, Inward, QC, Sales & Billing, Packing & Dispatch, Transfers, Repairs, All data.

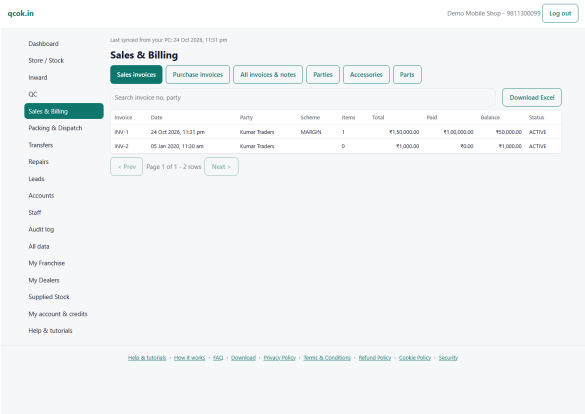
`qcok.in > Dashboard > [Store / Stock]`



3 Download

Har list pe 'Download Excel'. Sales & Billing mein invoice kholke 'Print / Save as PDF'.

`qcok.in > Sales & Billing > [Download Excel]`



SAHI HUA TO DIKHEGA

- App mein bana data 1-2 minute mein website pe

GALTI HO TO

Website pe purana data	App mein 'Sync now' dabao. Status bar dekho.

F-02 My Franchise

Kaun: **Main shop (owner)** | Samay: ~5 min

Apni franchise dukaano ko OTP se jodo aur unka billing, bika maal, baaki paisa aur stock ek jagah dekho.

PEHLE CHAHIYE

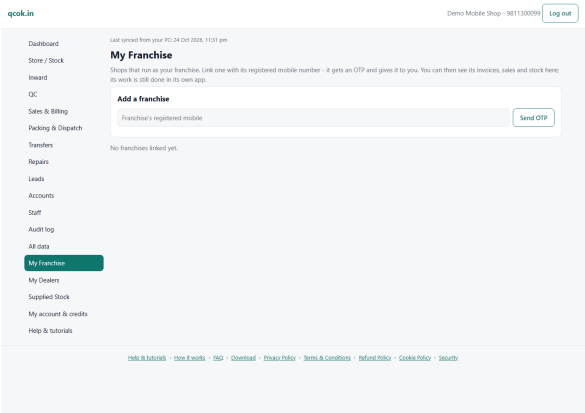
Franchise shop qcok.in pe registered

STEPS

1 **Franchise jodo**

qcok.in > My Franchise. Franchise ka mobile daal ke 'Send OTP'. Unse OTP lekar 'Link'.

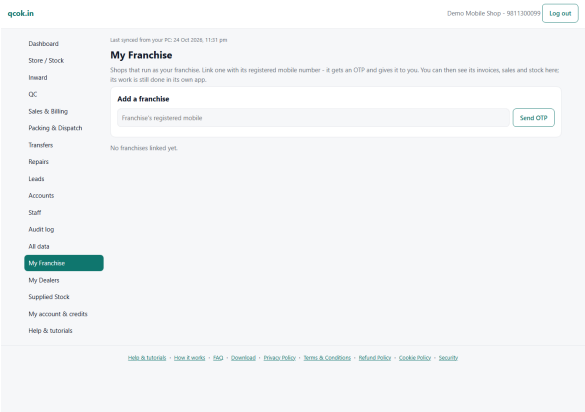
`qcok.in > My Franchise > [Send OTP]`



2 **Data dekho**

Franchise pe click: invoices, billing, phones sold, unpaid, stock. Excel aur invoice PDF bhi.

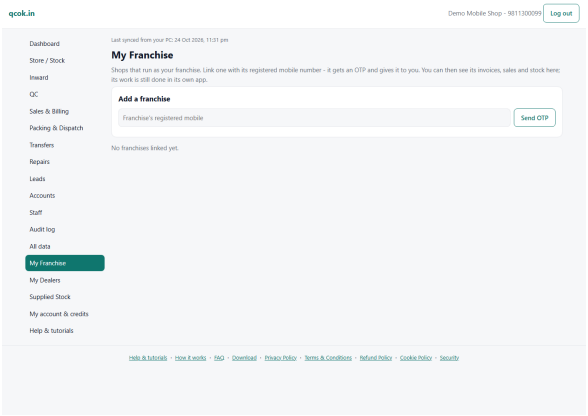
`qcok.in > My Franchise > [Invoices]`



3 Pending mark karo

Kisi invoice ko reason ke saath 'pending' (jaise payment baaki) mark karo, kaam hone par close.

`qcok.in > My Franchise > [Mark pending]`



SAHI HUA TO DIKHEGA

- Franchise ka data dikhta hai, franchise ko aapka nahi

F-03 My Dealers aur Supplied Stock

Kaun: **Franchise, Dealer** | Samay: ~6 min

Jo dealers aapko maal dete hain, unko jodo. Har dealer ko sirf APNA diya hua stock aur uska status dikhta hai: kitna bika, kitna pada hai. Doosre dealer ka kuch nahi.

PEHLE CHAHIYE

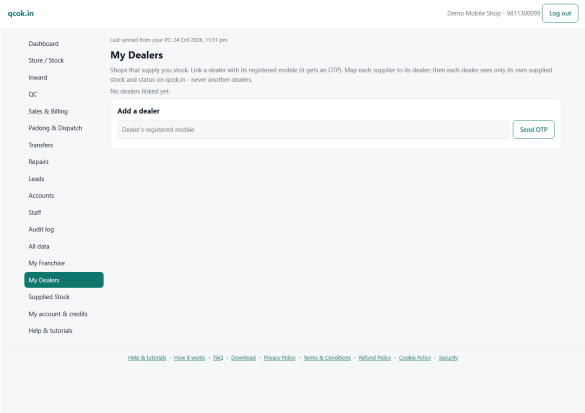
Dealer qcok.in pe registered

STEPS

1 **Dealer jodo (franchise)**

qcok.in > My Dealers. Dealer ka mobile > 'Send OTP' > unka OTP daalo > 'Link dealer'.

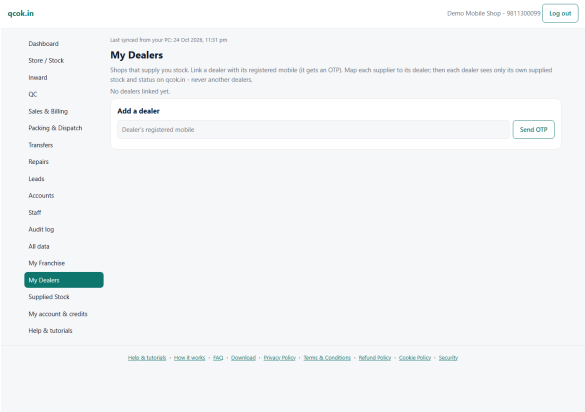
`qcok.in > My Dealers > [Link dealer]`



2 **Supplier ko dealer se milao**

'Which supplier is which dealer' table mein har supplier ke aage dealer chuno. Transfer se aaya maal apne aap us dealer ka hota hai.

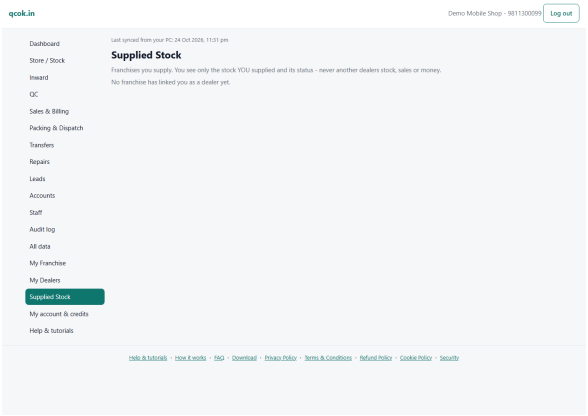
`qcok.in > My Dealers > [Dealer: choose]`



3 Dealer apna stock dekhe

Dealer apne login se 'Supplied Stock' > franchise chune. Status filter: Available, QC pending, Sold out, Returned... Excel bhi.

`qcok.in > Supplied Stock > [Status: Sold out]`



SAHI HUA TO DIKHEGA

- Dealer 1 ko Dealer 2 ka stock bilkul nahi dikhta
- Dealer ko rate/customer details nahi dikhti

GALTI HO TO

Dealer ko kuch nahi dikhta	Franchise ne supplier map kiya? Link ACTIVE hai?

F-04 Credits aur updates

Kaun: **Shop admin** | Samay: ~3 min

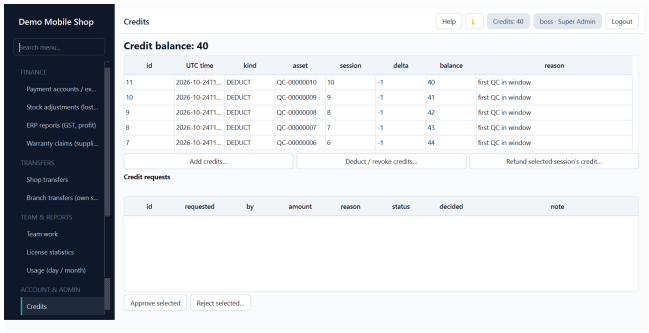
Har QC session ek credit leta hai. Naya version aane par website pe popup aata hai.

STEPS

1 **Credits maango**

App: Account & Admin > Credits > 'Request credits...'. Ya website pe 'Buy credits online'. Approve hote hi credits mil jate hain.

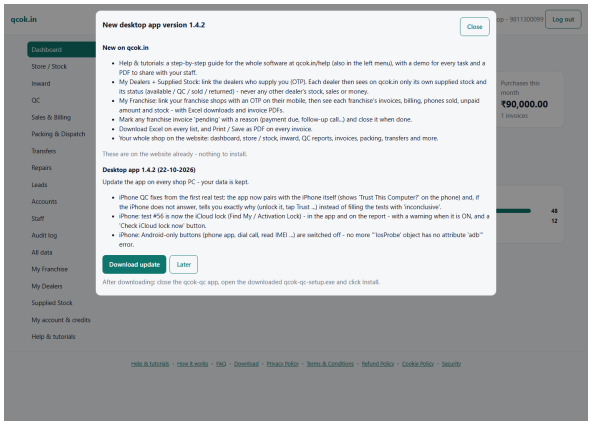
`Account & Admin > Credits > [Request credits...]`



2 **Update lo**

qcok.in login pe 'New version' popup > 'Download update' > install. Data safe rehta hai.

`qcok.in > Dashboard > [Download update]`



SAHI HUA TO DIKHEGA

- Credits ka balance app aur website dono pe

G-01 Google Drive backup aur restore

Kaun: **Shop admin** | Samay: ~6 min

Roz ka encrypted backup aapke apne Google Drive mein jata hai. PC kharab ho ya data mit jaye, to recovery code se sab wapas.

PEHLE CHAHIYE

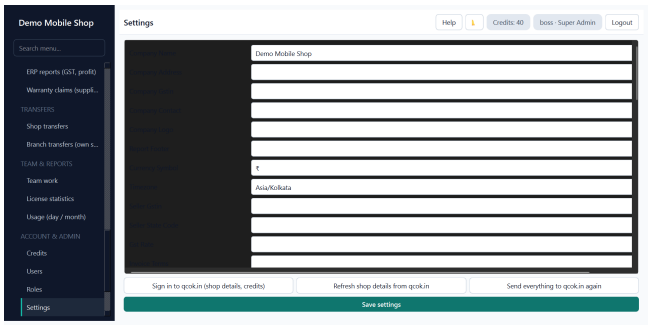
Shop ka Gmail account

STEPS

1 **Drive jodo**

Account & Admin > Settings > 'Connect Google Drive...' > Gmail se allow. 'Daily backup to Drive' ON rakho.

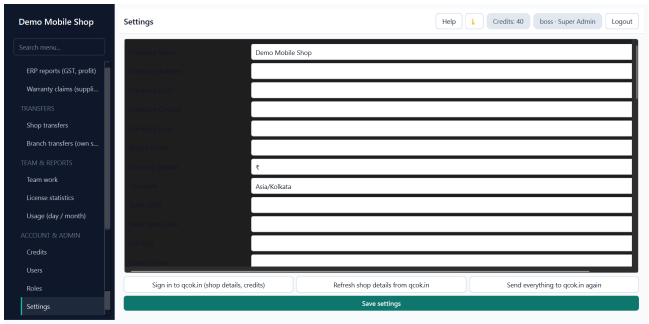
`Account & Admin > Settings > [Connect Google Drive...]`



2 **Recovery code likho**

'Show / save recovery code...' 16-digit recovery code dikhata hai. Kaagaz pe likh ke safe rakho. Iske bina backup nahi khulta.

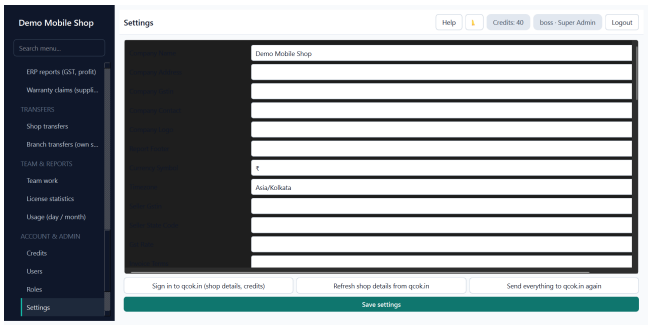
`Account & Admin > Settings > [Show / save recovery code...]`



3 **Restore**

Naye PC pe app install > Settings > 'Restore from Google Drive...' > Gmail > backup chuno > 16-digit code.

`Account & Admin > Settings > [Restore from Google Drive...]`



SAHI HUA TO DIKHEGA

• Drive mein qcok-qc backup files
• Restore ke baad wahi data

GALTI HO TO

Recovery code kho gaya	qcok.in owner (Super Admin) se call karke maango.

G-02 Emergency data wipe

Kaun: **Shop admin** | Samay: ~6 min

Mushkil waqt mein (chori, zabardasti) is PC ka saara local data mitane ka tareeka. Cloud backup safe rehta hai aur baad mein restore hota hai.

PEHLE CHAHIYE

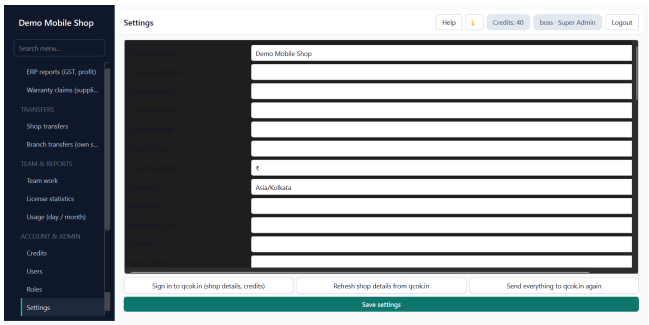
Google Drive backup ON (pehle wala tutorial)

STEPS

1 **Do code set karo**

Settings > 'Emergency data wipe...'. Ek LOGIN code (6 digit) aur ek alag EMERGENCY code (6 digit).

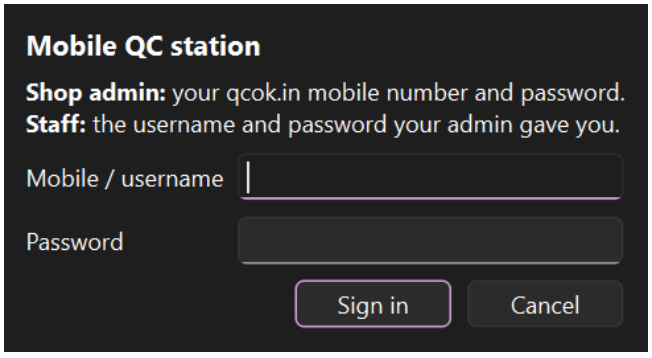
`Account & Admin > Settings > [Emergency data wipe...]`



2 **Roz ka login**

Password ke baad 6-digit maangega. LOGIN code = normal dashboard.

`Login > [OK]`



3 **Emergency mein**

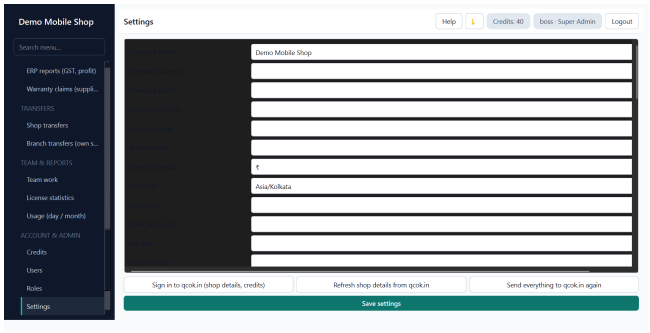
EMERGENCY code daalo > saaf warning aayegi > 'Yes' = is PC ka saara data mit jata hai aur app band. 'Cancel' = kuch nahi hota.

`Emergency data wipe > [Yes]`

4 Wapas laana

App kholo (khaali hoga) > 'Restore from Google Drive...' > Gmail > 16-digit recovery code. Purane 6-digit codes hat jate hain, naye set karo.

`Account & Admin > Settings > [Restore from Google Drive...]`



SAHI HUA TO DIKHEGA

- Galat code se kuch nahi mitta
- 5 galat code = kuch minute lock

GALTI HO TO

6-digit code bhool gaye	qcok.in owner 'Reset wipe codes' kar sakta hai. Agli online login pe codes hat jate hain.