

User Documentation: Repair Shop Marketplace Platform

The Opportunity

The independent repair industry is fragmented. Customers struggle to find trusted technicians for their devices, and repair shop owners lack the digital tools to market themselves professionally.

FixShops solves this by creating a centralized marketplace. It connects people who need repairs with local, certified experts.

As the Platform Owner, you are not fixing phones. You are running the infrastructure.

You earn recurring revenue by charging repair shops a monthly subscription fee to list their services, manage their bookings, and access your customer base. You provide the stage; they pay to perform.

Why You Should Own This Platform

This application is designed for immediate monetization and low-touch management.

1. Recurring Revenue Model

The system is built with a "Vertical SaaS" model. Repair shops (Providers) must pay a monthly subscription fee to publish their profile and receive bookings. This payment flow is integrated directly with Stripe. You set the price; you keep the revenue.

2. Complete White-Labeling

You do not need to touch the code to make this your own. The Admin Dashboard allows you to:

- Rename the platform (e.g., "PhoneFixers UK" or "TechRescue NYC").
- Upload your own logo.
- Set your own subscription pricing tiers.

3. Automated Operations

- **Providers** manage their own profiles, services, and prices.
 - **Consumers** book appointments directly.
 - **Stripe** handles the subscription billing automatically.
 - **You** focus on marketing the platform and recruiting shops.
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Roles & Responsibilities

There are three distinct user roles in this ecosystem. Understanding them is key to running your business.

1. Owner / Admin (You)

You hold the "Master Key." Your role is to configure the platform identity, monitor

platform statistics, and oversee the provider list. You ensure the marketplace runs smoothly.

2. Provider (Your Customer)

These are the repair shop owners. They sign up to get more business. They use the dashboard to:

- Create a digital storefront.
- List services (e.g., "iPhone 13 Screen Repair - \$120").
- Set operating hours and service areas.
- Manage incoming booking requests.
- They pay you a monthly fee for this privilege.

3. Consumer (The End User)

These are individuals with broken devices. They use the platform for free to:

- Search for local repair shops.
- Filter by device type (Phone, Laptop, Tablet).
- Book specific repair slots.
- Track the status of their repair.

Quick Start: Launch Your Platform

Follow these steps to take ownership and start accepting providers.

Step 1: Access the Admin Panel

The platform is hosted and ready. Navigate to the `/admin`` page (e.g., ``your-domain.com/admin``).

- **Default Username:** ``codeblix``
- **Default Password:** ``codeblix``

Note: You should change these credentials in the source code (`AdminDashboardPage.tsx``) before public launch.

Step 2: Configure Your Brand

Once logged in, navigate to the **Whitelabel** tab

Once logged in, navigate to the **whitelabel** tab.

1. **Brand Name:** Enter the name of your business.
2. **Platform Logo:** Enter the URL of your logo or upload a file.
3. **Subscription Label:** Name your billing tier (e.g., "Professional Partner").
4. **Subscription Price:** Set the display price (e.g., "\$49.99").
5. Click "**Commit White-label Changes**".

Your branding now appears across the entire site, including the header, footer, and emails.

Step 3: Connect Payments

Ensure your Stripe keys are set in the environment variables (refer to `STRIPE_GUIDE.md` in your technical files). This links the "Activate Plan" button to your bank account.

Real-World Use Cases

Scenario A: The Owner (You)

You decide to niche down to "Drone Repairs." You log into the Admin panel, change the Platform Name to "DroneMedic," set the monthly fee to \$99, and start emailing local drone shops. You track 20 signups in the first month, generating nearly \$2,000 in recurring revenue with minimal maintenance.

Scenario B: The Provider (Shop Owner)

"TechWave Repairs" signs up. They are redirected to the Subscription page. They pay the fee via Stripe. Immediately, they gain access to their Dashboard. They upload their logo, set their hours to 9 AM - 6 PM, and list "Water Damage Repair" for \$80. They are now live on the marketplace.

Scenario C: The Consumer

Sarah drops her phone. She Googles your platform, searches "iPhone Screen," and sees "TechWave Repairs" is 2 miles away. She views their rating (4.8 stars), sees the price is \$80, and books a slot for Tuesday at 10 AM. She gets a confirmation email.

Key Features Guide

For the Owner (Admin)

Global Statistics

- **Problem:** Hard to know if the business is growing.
- **Solution:** The Admin Dashboard shows real-time counters for Registered Users and Active Shops.
- **Outcome:** Instant visibility into business health.

Provider Fleet Management

- **Problem:** Bad actors or low-quality shops might sign up.
- **Solution:** The **Fleet** tab allows you to see every shop. You can toggle their status between "Live" and "Hidden" instantly.
- **Outcome:** Quality control and safety for your platform.

For the Provider

Digital Storefront

- **Feature:** A dedicated public page (e.g., `/store/techwave``).
- **Benefit:** Providers don't need their own website. Your platform gives them a professional SEO-friendly page with their logo, hours, and services.

Booking Management

- **Feature:** A "Bookings" tab in their dashboard.
- **Benefit:** Replaces pen-and-paper. They can Accept or Cancel appointments with one click, which automatically updates the customer.

For the Consumer

Smart Search

- **Feature:** Homepage search bar and category filters.
- **Benefit:** Users can find exactly what they need without scrolling through irrelevant listings.

Identity Hub

- **Feature:** Consumer Dashboard.
- **Benefit:** Users can see their booking history and status updates (Pending,

Confirmed, Canceled) in one place.

Step-by-Step Instructions

How to Onboard as a Provider

1. Click **Get Started** on the homepage.
2. Create an account and select "**I am a Provider**".
3. Complete the Stripe payment on the Subscription page.
4. You will land on the "Setup Your Shop" screen.
5. Enter your **Shop Name** and create a unique **URL Slug**.
6. Click **Launch Storefront**.

How to Add a Service (Provider)

1. Go to the **Dashboard** and click the **Services** tab.