questico.site

Asset Register & Repairs

User manual

Inside your tool it is called “Saaman”.

An asset register that gives every laptop, AC and coffee machine a tag number, tracks where it is and who has it, schedules servicing, takes problem reports from staff, prints labels and works out book value after depreciation.

1. Your tool at a glance

Offices and shared spaces lose track of who has which laptop, when the AC was last serviced and what a repair cost, and faults reported on the phone get forgotten. Saaman tags every asset, records who holds it, reminds you when servicing is due, lets staff report faults and follows them until fixed. The owner sees maintenance spend and a fixed asset register with book value after depreciation.

Made for: Offices, co-working spaces and other shared facilities with many physical assets, run by an owner or facility manager with maintenance staff.

Who can do what

Your tool has 3 role profiles. Everyone signs in with their own email address and sees only what their role allows.

Role	Usually	Can	Cannot
Owner	The business owner	• Do everything in the tool; owner and manager are identical here • See the full register with costs, maintenance, check-outs, book value and labels • Assign problems and delete assets or problems • Add team members from the Questico owner console (Team section) by typing their email address and choosing "Can use it" (staff) or "Can manage it" (manager)	• Invite or change team members from inside the tool; this is done in the console
Manager	A facility manager or office manager	• Do everything the owner can do inside the tool: add, issue, move, edit, service, retire and delete assets • See costs, book value, maintenance, check-outs and labels • Assign and manage every problem	• Add team members from inside the tool
Staff	Maintenance technicians and other employees	• See the staff Overview • Browse the whole register without costs, or only the assets with them if that setting is off • See all reported problems, or only their own reports and jobs if that setting is off • Report problems • Update problems assigned to them • Mark their own reports fixed • Message the facility desk on WhatsApp	• Issue, move, edit, service or retire assets • See costs, book value, the service log or labels • See Maintenance, Check-outs, Book value or Labels screens

What staff can do in each list

These rules are kept by Questico's database, not only by the screens: a staff member who finds a way past a screen is still refused. They are for staff: owners and managers are not held to them.

Assets

- Staff see every entry.
- Staff can't add entries.
- Staff can't change entries.
- Staff can't delete entries.

Vendor list (private settings)

- Staff see every entry.
- Staff can't add entries.
- Staff can't change entries.
- Staff can't delete entries.

Moves and assignments

- Staff see every entry.
- Staff can't add entries.
- Staff can't change entries.
- Staff can't delete entries.

Problems reported

- Staff see every entry.
- Staff can add entries in their own name.
- Staff can change only their own entries.
- Staff can't delete entries.
- An entry is a staff member's own when they reported it or it is assigned to them.
- Once saved, staff can never change the problem number, who reported it and when it was reported.

2. Getting started

Ready when you buy

- Your business name (and its short form) is set from checkout, and your contact details replace the demo's.
- The demo business is gone: its people, customers, vendors and figures are not in your copy. City and address start empty for you to fill in.
- Lists such as departments start with a common set; change them to match your business in the admin panel.

Where your tool lives

- Your tool has its own address, such as yourbusiness.questico.site. Open it on a phone or a computer.
- You can also open it from your Questico account: Your space → Paid, or your console, where the tool shows three buttons: Open the tool, Edit website (the admin panel) and Team.

Signing in: there are no passwords

- Everyone opens your tool’s address and presses Sign in, then signs in with the email you added for them, in one of two ways.
- With Google: press “Continue with Google”. For a Gmail address, or a work email that is a Google account (Google Workspace). Google looks after the password and security.
- With any other email (Outlook, Zoho, your company’s own mail): under “No Google account? Use any email”, type the address and press “Email me a code”. Questico emails a 6-digit code; type it in and you are in. The code works once and expires soon.
- Someone who signs in but has not been added sees “You’re signed in, but not invited yet” until you add their address.

Adding your team

1. One person at a time: in your Questico console, open the tool’s Team section, type their email address and choose “Can use it” (Staff) or “Can manage it” (Manager).
2. Everyone at once: in the same Team section → Add many from Excel. Download the template, fill one row per person (name, email and access), and upload it. You see every row checked before anything is added.

3. Your whole company, for all your tools: Your space → Your company team. Upload your staff sheet once (name, email, employee ID, department, designation, function, mobile, joining date, access, and Active or Left), then press Apply beside each business tool. New people get access and appear on the tool's own lists. Applying never changes the access someone already has in a tool. To take someone off, mark them Left: the next Apply removes their access, and their past records stay. Someone simply missing from a new sheet is not treated as having left.

Partners as owners

- If you run the business with partners, make them owners too: in your console, the tool's overview has an Owners card. Type a partner's email and press Add an owner. Up to five owners in all.
- They become owners the next time they sign in to Questico with that email, and can then do everything you can: the admin panel, the team, and asking for changes. The tool shows in their own Your space under Sites you co-own.
- Any owner can remove a co-owner, and a co-owner can leave. The person who bought the tool always stays an owner.

Sending the invitation, and seeing who has joined

- Questico emails each person an invitation as soon as you add them, however you add them: one at a time, from Excel, or from your company team. It tells them your tool's address and how to sign in, with Google or with a code.
- In the console's Team section, "Remind the N not signed in" emails everyone who has not joined yet. Under "Send the invitation" you can also copy the ready message for your team's WhatsApp group.
- The same page counts who has joined and who has not signed in yet, lists everyone with the date they were invited and the date they joined, and downloads the list for Excel.
- To change someone's access or remove them, use the tool's Team screen or the console's Team section. Their past records stay.

The emails Questico sends your team

Questico tells people when something needs them, by email from notices@questico.site, so nobody has to keep the tool open to find out.

Within a few minutes

- Owners and managers: "New problem reported: [title]."
- The person it is assigned to: "Problem [ref] is assigned to you: [title]."

Every morning at 8

- The person it is assigned to: "N open problems assigned to you"
- Owners and managers: "N assets due for service"

Several things at once come as one email, never a flood. Each email says what happened and links to your tool. Anyone can stop them: the link at the foot of each email stops that business's notices for that person, and the same link turns them back on. Invitations and sign-in codes still arrive.

Changing your settings

In your console, press Edit website to open your tool's admin panel. Change the name, logo, colours, words, pictures, lists and rules; every change shows in a live preview first. Records (the day-to-day entries) are made inside the tool itself.

Everyday features

- On a phone the menu moves to a bar at the bottom, and tables turn into cards.
- Anything printable opens your browser’s print window, where you can also choose “Save as PDF”.
- Lists and reports download as CSV files that open in Excel.
- WhatsApp messages open ready-written; you press send. Nothing is sent automatically.

3. Your first day

1. Try the demo first: switch "View as" between owner, manager and staff to see what each person will see
2. Open the admin panel from "Edit website" in the Questico console and set the brand and the name staff contact about equipment
3. Set the tag prefix and digits, and choose the label size and options to match the sticker sheets you buy
4. Set your categories with service intervals and useful lives
5. List your rooms and areas and choose the store location
6. Add your vendors with contract dates, and the kinds of service
7. Set priorities with target hours, and decide what staff can see
8. Set the alert windows, default return period and residual value per cent
9. Write the handover note wording
10. Add team members from the Team section of the Questico console: type their email address and choose "Can use it" (staff) or "Can manage it" (manager); they then sign in with that email address (with Google, or a code Questico emails them)
11. Inside the tool, add each asset with its cost and purchase date, print labels and issue items to people

4. Everything it does

Overview (owner and managers)

- See assets in use against the total, number of locations, open problems and how many are past their target in the greeting
- Jump to open problems or add an asset
- See assets in use, and how many are in store or under repair
- See open problems, how many are past target and how many are not assigned
- See servicing due soon and overdue
- See total book value and original cost
- See the most urgent problems to sort out
- See maintenance spend for 6 months
- See which assets are due for service
- Get reminders for warranties ending soon and items not returned by their due date
- See assets by category in a donut chart

Overview (staff)

- Report a problem
- Message the facility desk on WhatsApp
- See their jobs, their reports and assets with them
- See lists of jobs assigned to them, their reports and assets with them, plus the staff note

Assets (everyone; costs for owner and managers)

- Filter by category chips with counts, category and location
- Search by tag, name, make, serial or person
- Switch between Active, In use, In store, Repair, Retired and All
- See each asset's photo or icon, tag, location, who has it, status ("Return late" when overdue) and next service
- See book value (owner and managers)
- Download the register as a CSV file with cost and book value (owner and managers)
- Add assets (owner and managers)
- Show staff only the assets with them when the whole-register setting is off

Asset page (everyone; some parts for owner and managers)

- See photo, tag, category, make and model, status, location, who has it and back-by date
- Report a problem on this asset (anyone)
- Log a service, issue to someone or check in, move, edit, print a handover note, retire or delete (owner and managers)
- See details: serial, purchase date and age, warranty (Active or Ended), vendor, notes and retirement information
- See problems reported on this asset
- See the service log with total cost (owner and managers)
- See the history of adds, issues, returns, moves, services and retirement (last 30 entries)
- See servicing: next service, a progress bar, the interval and when it was last done
- See value: bought for, depreciated so far, book value today, yearly amount, fully depreciated flag, bill reference and money received on retiring (owner and managers)
- Preview and print this asset's label (owner and managers)

Add or edit an asset (owner and managers)

- Enter what it is, category, status (in use, in store or repair), make, model, serial, location, bought on, warranty until, vendor (suggested from your vendor list), service interval in months, last serviced on and notes
- Leave the service interval blank to use the category's default, or set 0 for no servicing
- Take a photo with the phone's rear camera; it is shrunk before saving
- Enter purchase cost, bill or invoice reference and useful life (blank uses the category's default)
- Get a tag number assigned automatically from your prefix and a running number

Issue, check in and move (owner and managers)

- Issue an asset to a person, with name suggestions from the team and earlier names
- Add the person's email to link the item to their login
- Record where it will be used, a return-by date (default from your settings), condition and accessories
- Print a handover note while issuing
- Check an asset back in, to the store location by default, as in store, in use or needs repair, with a condition note
- Move an asset to a new location with a note

Log a service (owner and managers)

- Record the date (not in the future), type of service, who did it, cost (0 if covered by a contract), work done and next due date (suggested from the interval)

- Mark an asset under repair as working again
- Mark a linked reported problem as fixed

Retire or delete (owner and managers)

- Retire an asset with a date, how it left (Scrapped, Sold, Given away, Lost, Stolen or Returned to vendor), money received and reason
- Keep a retired asset in the register but drop it from book value, servicing and labels
- Delete an asset and its cost; its service log stays

Problems (everyone)

- Switch between Open, Not assigned (owner and managers), Mine, Fixed and All, and search
- See open problems, past target, average time to fix and per cent fixed on time (owner and managers)
- Download problems as a CSV file (owner and managers)
- See a priority legend
- Report a problem: what's wrong, details, which asset (optional unless required by your setting), where, how urgent with its target time, and a photo
- Get a reference number for each problem made from the year, month and a running number
- See each problem's status, priority, time left or past target (or how long it took to fix), photo, asset, reporter, assignee and history
- Assign it, change priority or status, add a note, log a repair or delete it (owner and managers)
- Update status and add notes on problems assigned to you
- Add a note to your own report or mark it fixed
- Require a note before a problem can be marked fixed
- Use the statuses Open, Assigned, In progress, Waiting for parts and Fixed
- See unassigned open problems (managers) or your own open jobs (staff) counted on the menu

Maintenance (owner and managers; called Service on the phone)

- See overdue services, services due in the next few days, spend this month and spend this financial year
- See the schedule: overdue and due soon, next 60 days or everything, each with "Log service"
- See a 6-month spend chart and this year's spend by category
- See a month calendar of due, overdue and done services
- See the service log by month, with total, spend by category and a CSV download
- See vendors with contract end date (Ended, or "Renew soon" within 45 days), contact email, jobs this year and spend this year
- See the number of overdue services on the menu

Check-outs (owner and managers)

- See items with people, late returns and items ready in store
- See items with people with Check in buttons, and who holds the most
- See items in store with an Issue button
- See the movement log by month, with a CSV download

Book value (owner and managers)

- Choose the date: today, 31 March of last financial year or 31 March of this financial year
- See original cost, depreciated so far, book value and depreciation this financial year
- Get a warning for active assets with no cost entered
- See cost against book value by category, and the method used (lives by category, Schedule II note)

- See tables by category and for every asset: cost, this year, accumulated, book value and fully depreciated
- See assets retired this year: book value then, money received and gain or loss
- Download the fixed asset register as a CSV file
- Print the fixed asset register

Labels (owner and managers)

- Filter assets by category and location and tick which ones to print (select all or clear)
- Preview the first 12 labels
- Print labels on A4 sticker sheets in the size you set
- Put on each label: business name, tag, asset name, and optionally location, a footer line and a QR code
- Make the QR code in the app; it holds the tag, asset name and business name

Sign-in and phone use (everyone)

- Sign in with Google or a code by email; records stay private to the business
- Show a "You're signed in, but not invited yet" screen, with the person's email, to anyone not yet added
- Use it on a phone with a bottom tab bar, cards instead of tables, one-column forms and the rear camera for photos
- Show a clear message when a save fails instead of losing it quietly
- Refresh a screen's data when you come back to the browser tab

5. Reports, prints and downloads

Prints

- Asset labels on A4 sticker sheets, with optional QR code
- Asset handover note on letterhead: issued to, where, return by; item table with tag, make and model, serial and condition; terms; two signatures; "keep one copy at the facility desk"
- Fixed asset register grouped by category, with totals and a "Checked by" line
- Any print can be saved as a PDF from the browser's print window

Downloads

- Asset register CSV (with cost and book value)
- Problems CSV
- Service log CSV (by month)
- Movement log CSV (by month)
- Fixed asset register CSV

WhatsApp

- Staff message to the facility desk
- WhatsApp opens with the message filled in; you press send yourself

Worked out for you

- Straight-line depreciation, day by day from the purchase date, down to the residual value per cent of cost, over the category or asset life; it stops at retirement
- Depreciation for the financial year and opening book value
- Gain or loss when an asset is retired
- Next service = last service (or purchase date) plus the interval in months

- Problem target time = time reported plus the priority's hours; past target; average time to fix; per cent fixed on time
- Spend by month, by category and by vendor for the financial year
- Warranty-ending and late-return alerts

6. What you can change in the admin panel

No coding: every change shows in a live preview, and saving updates your live tool.

Business & look

- Change the business name, short name and city
- Set who staff contact about equipment
- Upload the logo
- Pick the main colour; text contrast is adjusted automatically
- Choose the sidebar style (Light, Deep or Tinted), one of 8 typefaces and the corner style (Soft, Round or Sharp)

Tags & labels

- Set the tag prefix (letters and digits, up to 6) and number of digits (3, 4 or 5)
- Choose the label size: Small 45 × 24 mm (4 across), Medium 60 × 32 mm (3 across) or Large 90 × 46 mm (2 across)
- Turn the QR code and location on labels on or off
- Write a footer line (hidden on small labels)

Categories

- Set 1 to 16 categories, each with a name, an icon (16 choices), service every N months (0 = none), useful life in years and a colour

Locations & vendors

- List rooms and areas and choose where returned things go (the store location)
- List up to 30 vendors, each with name, what they look after, maintenance contract end date and service email
- Edit the kinds of service

Problems

- Set 2 to 6 priorities, each with a name, fix-within hours and colour, most urgent first
- Turn on or off "Staff see every reported problem"
- Turn on or off "Staff can browse the whole asset register"
- Turn on or off "A report must name the asset"

Servicing & value

- Set how many days ahead service alerts appear (1 to 90)
- Set how many days ahead warranty warnings appear (1 to 180)
- Set the default return period when issuing (0 = no return date)
- Set the residual value per cent (0 to 50)

Handover note

- Write the title, who signs for the business and the terms text

Words & pictures

- Write the manager welcome, staff welcome, staff note and problem-report hint
- Write the sign-in heading, text and quote
- Change the banner, sign-in and empty-list pictures, with alt text

Contact

- Set the email (printed on handover notes and the register) and WhatsApp number

How the panel works

- Open it from "Edit website" in the Questico console; no coding needed
- See every change in a live preview, on desktop or phone, with sample data
- Get a warning before saving if category names repeat, priorities are not ordered shortest to longest, or the store location is missing from the locations list
- Get a flag when the residual value is above 5% (the Schedule II norm)
- Change only the look, words, lists and rules here; assets, services and problems are entered inside the tool

7. Good to know

- Has no barcode or QR scanning inside the app; the QR code on a label can be read as text by any phone camera
- Vendor details sit in the admin settings, which are public, so use business email addresses only for vendors
- Has no purchase orders or procurement
- Uses only straight-line, Schedule II-style depreciation; the app says income-tax written-down value is worked out separately
- Has no team invite or role screen inside the tool; owner and manager are the same here
- Problem lists load the newest 200 plus the last 2 months
- An asset's service log shows the newest 200 service records
- Sends no automatic notifications; WhatsApp to vendors or to the person holding an asset is not built in
- Deleting an asset removes it and its cost, but its service log stays; retiring keeps it in the register
- Photos are shrunk before saving

Need help?

Write to contact@questico.site with your tool’s address and what you need.