



Monthly Report Pack



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Zettle Sales Report

Sales report

01/10/2021 - 31/10/2021

The Gadget Refuge Chester

Company number: 25051975GBDWCH35

Total sales breakdown

	Excluding VAT	VAT	Including VAT
Sales	£2,520.00	£0.00	£2,520.00
Total	£2,520.00	£0.00	£2,520.00

Sales by sales channels

Sales	Quantity	Excluding VAT	Including VAT
Payment links	12	£1,230.00	£1,230.00
Sent Invoices	2	£360.00	£360.00
Point of sale	10	£930.00	£930.00
Total	24	£2,520.00	£2,520.00

VAT breakdown

	Excluding VAT	VAT	Including VAT
0% VAT	£2,520.00	£0.00	£2,520.00
Total	£2,520.00	£0.00	£2,520.00

Zettle payments and fees

Zettle collected payments and fees	Amount	Fee
Card, payment links	£1,230.00	-£30.75
Card, reader	£930.00	-£16.29
Paid invoices, card	£560.00	-£14.00
Total Zettle payments	£2,720.00	
Total fees		-£61.04
Total after fees	£2,658.96	

① There is no VAT on Zettle fees

Zettle by PayPal



Profit and Loss

DW Tech Repair
For the year ended 5 April 2021

	2021
Turnover	
Sales	9,643.95
Total Turnover	9,643.95
Cost of Sales	
Cost of Goods Sold	3,481.01
Total Cost of Sales	3,481.01
Gross Profit	6,162.94
Administrative Costs	
Bank Fees	139.11
Insurance	101.03
Management charges	600.00
Postage, Freight & Courier	25.55
Total Administrative Costs	865.69
Operating Profit	5,297.25
Profit on Ordinary Activities Before Taxation	5,297.25
Profit after Taxation	5,297.25

Balance Sheet

DW Tech Repair
As at 5 April 2021

	5 APR 2021
Fixed Assets	
Tangible Assets	
Intangibles	12,000.00
Total Tangible Assets	12,000.00
Total Fixed Assets	12,000.00
Current Assets	
Cash at bank and in hand	
Starling Sole Trader Account	2,642.68
Zettle Control Account	449.10
Total Cash at bank and in hand	3,091.78
Prepayments	211.47
Total Current Assets	3,303.25
Net Current Assets (Liabilities)	3,303.25
Total Assets less Current Liabilities	15,303.25
Net Assets	15,303.25
Capital and Reserves	
Current Year Earnings	5,297.25
Owner A Drawings	(2,505.00)
Owner A Funds Introduced	12,511.00
Total Capital and Reserves	15,303.25



Tickets Report

Tickets Data

Ticket Ref	Customer	Device	Issue	Issue Type	Status	Technician	Total	Date Created	Last Updated	Due Date
RPR-981	Dan Woodbury (+447788915565)		Network Check		Resolved/Picked up		£0.00	19-Oct-2021 12:09	14 days ago	
RPR-954	Suzie Luckhurst (+447830111111)	Apple - iPad Air 2	Charging Flex Replacement	Hardware	Resolved/Picked up	Daniel Woodbury	£0.00	04-Oct-2021 16:42	24 days ago	1 month ago
RPR-955	Dave Henderson (+447830111111)	Apple - iPad 7th Gen	Cracked screen	Screen	Resolved/Picked up	Daniel Woodbury	£0.00	04-Oct-2021 16:46	24 days ago	1 month ago
RPR-956	Sarah (+447830111111)	Apple - iPhone 7G	Battery	Battery	Resolved/Picked up	Daniel Woodbury	£0.00	04-Oct-2021 16:51	24 days ago	1 month ago
RPR-970	Amy Scott (+447583819663)	Apple - iPhone XS	Cracked screen	Screen	Resolved/Picked up	Daniel Woodbury	£0.00	06-Oct-2021 11:38	24 days ago	1 month ago
RPR-957	Lucy Bognar (+447762386350)	Apple - iPhone SE(2020)	Cracked screen	Screen	Resolved/Picked up	Daniel Woodbury	£0.00	04-Oct-2021 16:56	24 days ago	30 days ago
RPR-958	Lottie Hume (+447599792190)	Apple - iPhone 11	Front screen and back glass cracked	Hardware	Resolved/Picked up	Daniel Woodbury	£0.00	04-Oct-2021 17:00	24 days ago	29 days ago
RPR-967	Sue Webster (+447830111111)	Apple - iPhone 6G	Rear camera faulty	Hardware	Resolved/Picked up	Daniel Woodbury	£0.00	05-Oct-2021 21:18	24 days ago	29 days ago
RPR-968	Freya Fleet-Jones (+447564964846)	Apple - iPhone 11 Pro Max	Cracked screen	Screen	Resolved/Picked up	Daniel Woodbury	£0.00	05-Oct-2021 21:28	24 days ago	29 days ago
RPR-969	Margaret Faulkner (+441829260837)	Apple - iPad 7th Gen	ipad setup	Software	Resolved/Picked up	Daniel Woodbury	£0.00	06-Oct-2021 11:12	24 days ago	29 days ago
RPR-971	Margaret Faulkner (+441829260837)	Apple - iPad 7th Gen	ipad setup	Software	Resolved/Picked up	Daniel Woodbury	£0.00	07-Oct-2021 20:54	24 days ago	28 days ago
RPR-959	alberto (+441829708974)	Apple - iPhone 7 Plus	Cracked screen	Screen	Resolved/Picked up	Daniel Woodbury	£0.00	04-Oct-2021 17:01	24 days ago	27 days ago
RPR-973	Dawn Pugh (+447830111111)	Samsung - Samsung Galaxy Tab 4.0 10.1 Inch	Cracked screen	Screen	Resolved/Picked up	Daniel Woodbury	£0.00	12-Oct-2021 13:26	22 days ago	24 days ago
RPR-974	Liz Weston (+447784788605)	Apple - iPad Air	Battery	Battery	Resolved/Picked up	Daniel Woodbury	£0.00	15-Oct-2021 10:51	15 days ago	22 days ago
RPR-975	Graham Dimalow (+447718903484)	Apple - iPhone 11	Camera lens replacement	Hardware	Resolved/Picked up	Daniel Woodbury	£0.00	15-Oct-2021 11:30	15 days ago	22 days ago
RPR-982	Daniel Elkington Barlow (+447971862372)	Apple - iPad Air	Cracked screen	Screen	Resolved/Picked up	Daniel Woodbury	£0.00	19-Oct-2021 12:19	8 days ago	18 days ago
RPR-984	Shireen White (+447830111111)	Apple - iPhone XS Max	Cracked screen	Screen	Resolved/Picked up	Daniel Woodbury	£0.00	21-Oct-2021 13:59	8 days ago	15 days ago
RPR-986	Sarah Ward (+447864610274)	Apple - iPhone 6S	Cracked screen	Screen	Resolved/Picked up	Daniel Woodbury	£0.00	21-Oct-2021 14:04	5 days ago	13 days ago
RPR-988	Sarah Ward (+447864610274)	Apple - iPhone 6S	Cracked screen	Screen	Resolved/Picked up	Daniel Woodbury	£0.00	22-Oct-2021 14:09	8 days ago	11 days ago



Tickets Report

Ticket Ref	Customer	Device	Issue	Issue Type	Status	Technician	Total	Date Created	Last Updated	Due Date
RPR-985	Steve Fay (+447717542263)	Apple - iPad Pro 7	Cracked screen	Screen	New	Daniel Woodbury	£0.00	21-Oct-2021 14:02	15 days ago	10 days ago
RPR-987	Charlotte Bromley (+441948780584)		Cracked screen	Screen	Resolved/Picked up	Daniel Woodbury	£0.00	22-Oct-2021 14:08	8 days ago	10 days ago
RPR-989	Sally Ann Nicholson (+447884186289)	Apple - iPhone 7 Plus	wont turn on	Hardware	Resolved/Picked up	Daniel Woodbury	£0.00	28-Oct-2021 17:26	8 days ago	8 days ago
RPR-990	Denise Huxley (+447876343514)		software crashes	Software	Resolved/Picked up	Daniel Woodbury	£0.00	28-Oct-2021 17:32	8 days ago	8 days ago
RPR-991	Sharon clarke (+447900242921)		Battery	Battery	Resolved/Picked up	Daniel Woodbury	£0.00	28-Oct-2021 17:36	5 days ago	7 days ago
RPR-992	Jennifer Skeldon (+447931951098)	Apple - iPad Mini 4	Broken screen	Screen	Resolved/Picked up	Daniel Woodbury	£0.00	28-Oct-2021 17:37	5 days ago	7 days ago



Telephone Usage Report



Dan EXT Stats

Type: Extension Statistic Report

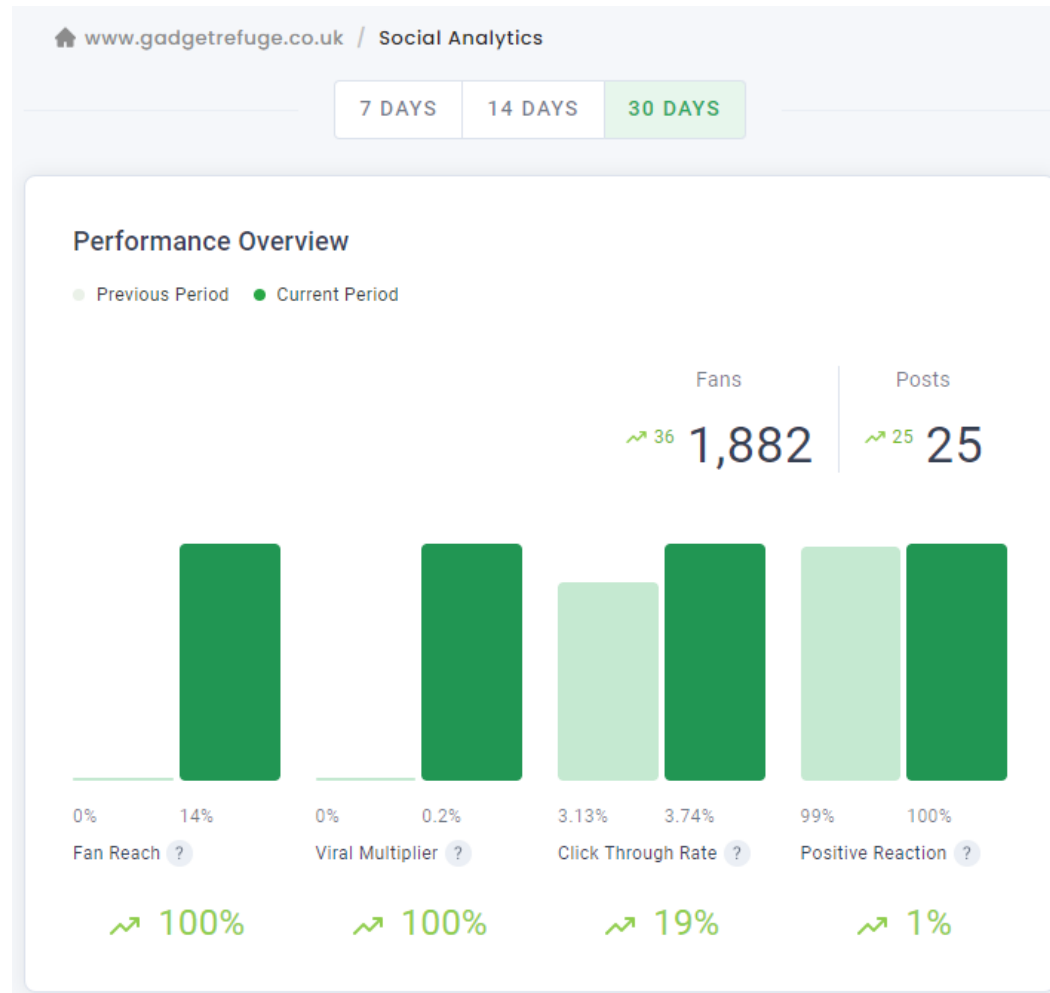
From 10/1/2021 12:00:00 AM To 10/31/2021 11:59:59 PM

Agent Extension: Extensions in range '505'

Agent Extension	Inbound		Outbound		Total		Total Talking time
	Answered	Unanswered	Answered	Unanswered	Answered	Unanswered	
505 Dan Woodbury	28	0	30	5	58	5	01:46:48
Total:	28	0	30	5	58	5	01h 46m 48s

3CX Ltd.

Social Analytics Report



Web Analytics Report (Monster Insights)



Web Analytics Report





Web Analytics Report

Top Posts/Pages	
1. The Gadget Refuge	56
2. Grampian – The Gadget Refuge	18
3. Locations – The Gadget Refuge	17
4. Services – The Gadget Refuge	14
5. Liverpool – The Gadget Refuge	7
6. Tamworth – The Gadget Refuge	6
7. Chester – The Gadget Refuge	5
8. Trade in your unwanted iPhone for Cash! – The Gadget Refuge	5
9. W'ton & Telford – The Gadget Refuge	5
10. Ayr – The Gadget Refuge	3