

Repair Payments, Documents & Closeout

Collect repair payments, review payment history, print receipts, statements, invoices, and labels, refund, close, or delete repairs.

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1. Repair Payments

Receive payments and review or correct payment history.

How to receive a repair payment

1. Open the repair from Repair List or Repair Profile.
2. Select **Make Payment** or **Receive Payment**.
3. Review total, paid, and balance due.
4. Enter the amount and choose the payment method.
5. Complete the payment.
6. Open the payment list or receipt to verify it was recorded.

Never collect more than the intended balance without confirming the refund or change workflow.

How to view the repair payment list and payment receipts

1. Open the Repair List action menu.
2. Select **Payments List**.
3. Review each payment's date, method, and amount.
4. Select **View** to open the payment receipt.

The payment list explains how the total paid was built. Use it when reconciling a balance or answering a customer question.

How to delete an incorrect repair payment

Delete a repair payment only when the payment record itself is erroneous and the authoritative processor or cash record supports the correction.

1. Open **Payments List**.
2. Identify the exact payment by date, method, and amount.
3. Select **Delete**.
4. Read the confirmation and approve only the intended record.
5. Verify the repair's paid amount and balance due.

Deleting a POS payment record does not necessarily refund an external card transaction. Verify the processor separately.

2. Receipts, Statements and Invoices

View and print the financial documents connected to a repair.

How to view or print a repair statement

1. Open Repair List.
2. Open the repair's action menu.
3. Select **View Statement**.
4. Review customer, repair, charge, payment, and balance information.
5. Use the available print control to produce a copy.

A statement summarizes the repair account. It is useful when a balance remains or several payments were made.

How to view and print the repair invoice

When a repair has a connected invoice, choose **View Invoice** from the list or profile.

1. Confirm the invoice belongs to the correct repair and customer.
2. Review items, taxes, payments, and balance.
3. Print or provide the invoice through the supported document workflow.

An invoice shows the billed transaction; a statement focuses on the repair's financial activity and balance.

How to view or print a repair receipt

Use a repair receipt to document a repair payment or completed repair transaction.

1. Open the repair or its payment list.
2. Select the applicable receipt.
3. Review customer, device, charges, tax, payment, and balance.
4. Print using the configured receipt workflow.

Repair Receipt Settings control whether problem description, solution, and serial number are shown.

3. Repair Labels

Print a repair label manually or automatically.

How to print a repair label

A repair label helps staff match the physical device to the correct ticket.

1. Confirm DYMO is enabled on the current computer.
2. Open the Repair List action menu.
3. Select the label-print action.
4. Review customer, phone, date, problem, and serial information.
5. Print and attach the label according to device-safety policy.

Automatic label printing can also be enabled when creating a ticket or in Repair Settings.

4. Refund, Close and Delete

Safely resolve unpaid, incomplete, refunded, completed, or erroneous repairs.

How to refund or mark an incomplete repair

Use the close workflow to resolve a repair that cannot be completed or must return collected money.

1. Open the repair close or completion workflow.
2. Review whether the repair is paid and whether a balance remains.
3. Choose the supported incomplete, cannot-fix, or refund action.
4. Confirm the refund amount and payment method where required.
5. Record the reason and verify the final balance.

Confirm external card refunds in the processor. Do not use payment deletion as a substitute for a refund.

How to close a completed repair

1. Confirm all work, parts, and checklists are complete.
2. Verify repair status and device handoff.
3. Review total, payments, and balance due.
4. Collect required payment or follow the approved unpaid-repair action.
5. Select the close-and-return action.
6. Verify the repair shows closed and delivered as intended.

A repair may be fixed before it is paid or delivered. Closing should reflect the real operational and financial outcome.

How to delete a repair safely

Delete only duplicate, test, or truly erroneous repair records. Use status, refund, and close workflows for real customer repairs.

1. Open Repair List and identify the exact ticket.
2. Review customer, device, payments, invoice, parts, and status.
3. Resolve any external payment or inventory consequences first.
4. Select **Delete** and confirm.
5. Verify the record is removed.

Deletion can remove important operational history and may not reverse processor, accounting, or inventory activity.

Repair Payments, Documents & Closeout overview

This book explains how to receive and verify repair payments, review payment history, print receipts, statements, invoices, and labels, and safely handle refunds, incomplete repairs, closing, and deletion.

Always verify processor activity and inventory consequences before deleting payments or repairs.

For repair work and delivery status, see [Repair Work & Status](#).