1. Pricing and Deposits

Configure minimum deposits and diagnostic fees.

- How to require a minimum repair deposit
- How to configure a diagnostic fee

How to require a minimum repair deposit

1. Open **Repair > Manage > General**.
2. Enable the minimum deposit requirement.
3. Enter the required deposit percentage.
4. Save Repair Settings.
5. Start a controlled new repair and verify the deposit rule.

Choose a percentage that matches business policy. Explain the deposit and refund terms to customers before collecting it.

How to configure a diagnostic fee

1. Open General Repair Settings.
2. Enable **Diagnostic Fee**.
3. Enter the fee amount.
4. Save the settings.

During repair completion, employees can be offered the configured diagnostic fee when a repair is marked Fixed or Cannot Fix. Policy and customer authorization should explain when the fee applies.