4. Vendor Work and Loaners

Track outsourced work, vendor costs, and loaner devices.

- How to record outsourced vendor work
- How to track a loaner device

How to record outsourced vendor work

Record vendor work when part of the repair is performed outside the store.

1. Open Work Details and select **Add Vendor Work**.
2. Select the vendor.
3. Describe the job performed.
4. Enter vendor cost.
5. Add the vendor reference number and note when available.
6. Save the record.

You can later review vendor payment, edit the work record, or delete an erroneous entry. Accurate vendor cost prevents repair profit from being overstated.

How to track a loaner device

When loaners are enabled, record which device was provided, who received it, and when it should return.

1. Assign the available loaner to the repair.
2. Confirm its identifier and condition.
3. Record the customer handoff according to policy.
4. When returned, inspect the device and update its status.

Loaners still with customers appear in the Repair dashboard’s Needs Attention area.