

5. Completion, Reopening and Delivery

Complete, reopen, and return the repaired device to the customer.

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How to complete a repair as Fixed or Cannot Fix

1. Review tasks, parts, checklists, notes, pricing, and balance.
2. Select **Complete Repair**.
3. Choose **Fixed** or **Cannot Fix**.
4. Choose whether to charge the configured diagnostic fee when offered.
5. Add final labor and a solution or completion note when applicable.
6. Confirm completion.

Completion records the repair result; delivery is a separate handoff status.

How to reopen a completed repair and record the reason

Reopen a repair when legitimate additional work or correction is required after completion.

1. Open the completed Repair Profile.
2. Select **Reopen Repair**.
3. Enter the reason, especially when the customer returned or the prior result changed.
4. Confirm reopening.
5. Update tasks, parts, notes, pricing, and status as work continues.

Do not reopen merely to hide a refund or alter financial history.

How to mark a device ready and delivered

Use Device Handoff to distinguish completed work from physical return to the customer.

1. Confirm the repair result and customer balance.
2. Open **Device Handoff**.
3. Select the appropriate ready, in-shop, or delivered option shown.
4. Confirm the delivery status.
5. Record any required signature or note.

Only mark Delivered after the device has actually been handed to an authorized recipient. This removes it from waiting-for-pickup attention queues.