Repair Work & Status

Manage repair details, technicians, tasks, parts, checklists, vendor work, completion, reopening, and delivery.

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  - How to edit device, category, issues, and problem description
  - How to edit repair price, tax, and additional details
- 2. Technicians, Tasks and Parts
  - How to assign a technician and manage repair tasks
  - How to add, select, or remove repair parts
- 3. Checklists, Notes and Images
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1. Core Repair Details

Edit device, category, issues, problem description, pricing, and additional information.

How to edit device, category, issues, and problem description

Open the Repair Profile and use the edit button beside the information being corrected.

1. Edit the device name, IMEI or serial, and bin.
2. Select the correct device category.
3. Add configured or custom issues and remove mistakes.
4. Update the customer-reported problem description.
5. Save each dialog before leaving.

Core details may be locked after delivery. Reopen through the supported workflow instead of changing a completed record without context.

How to edit repair price, tax, and additional details

Use **Edit Price and Tax** when the approved repair amount or tax treatment changes.

1. Open the Repair Profile.
2. Review subtotal, sales tax, total, paid, and balance due.
3. Select **Edit Price and Tax**.
4. Enter the approved price and choose the correct tax.
5. Save and confirm the updated balance.

Use Additional Information to maintain bin location, serial information, alternate contact details, and technician assignment when applicable.

2. Technicians, Tasks and Parts

Assign work, track tasks, and add or remove parts.

How to assign a technician and manage repair tasks

1. Open the repair’s Review & Settle or Work Details area.
2. Assign the technician responsible for the repair.
3. Add each task required to complete the work.
4. Update task progress as work is performed.
5. Remove a mistaken task only after confirming it is not needed for the record.

Clear assignments and task descriptions help the dashboard distinguish unassigned tickets and outstanding work.

How to add, select, or remove repair parts

Add parts to document the components used and include eligible charges in the repair.

1. Open Work Details.
2. Select an inventory part or add the supported repair item.
3. Confirm quantity, cost, and selling price when shown.
4. Save the part to the repair.
5. Remove an incorrect part before completing the repair.

Confirm stock ownership and availability at the current location. Serialized inventory must follow its identifier and availability rules.

3. Checklists, Notes and Images

Document device condition, work evidence, and internal notes.

How to complete pre-repair and post-repair checklists

Checklists document device condition before work and the verification performed afterward.

Pre-check

Record visible damage, functions tested, included accessories, and condition before repair begins.

Post-check

After work, record functions tested, remaining issues, cosmetic condition, and the final result.

1. Open the appropriate checklist.
2. Complete each applicable item accurately.
3. Do not mark an untested function as passed.
4. Save the checklist.

How to add repair notes and images

Use notes and images to preserve information that helps technicians and protects the business record.

- Photograph visible condition, damage, included accessories, and completed work when permitted.
- Write factual notes with dates, decisions, and customer approvals.
- Avoid passwords, payment-card data, or unrelated personal information.
- Review an image before attaching it to the correct repair.
- Remove an incorrect image promptly.

Notes are not a substitute for updating the structured status, task, part, or payment fields.

4. Vendor Work and Loaners

Track outsourced work, vendor costs, and loaner devices.

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.

5. Completion, Reopening and Delivery

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

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.

Repair Work & Status overview

Repair Work & Status covers everything technicians and managers do after intake: correct device and issue details, set pricing, assign work, add parts, document condition, manage vendor work and loaners, complete or reopen the repair, and return the device.

For collection and customer documents, continue to Repair Payments, Documents & Closeout.