# 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.

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