

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.

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