

2. Repair Ticket Information

Open and edit the customer, device, issue, and problem details on a repair.

- [How to open an existing repair](#)
- [How to edit repair customer and device information](#)

How to open an existing repair

1. Open **Repair** and select **List**.
2. Search by customer, phone, device, ticket ID, IMEI, or serial information when available.
3. Use date and delivery-status filters to narrow results.
4. Select the repair row or choose **Open** from its action menu.

The Repair Profile shows financial totals and the workflow steps used to review, settle, and return the device.

How to edit repair customer and device information

Open the Repair Profile and use the edit controls beside the information that needs correction.

- Update device name, IMEI or serial, and bin location.
- Change the device category.
- Add or remove reported issues.
- Edit the problem description.
- Update alternate contact or other additional details.

Delivered repairs lock some core fields. Reopen the repair through the supported workflow when legitimate post-delivery changes are required.