

How to create a new repair ticket

Create a repair ticket to record the customer, device, reported issues, intake details, and expected charges.

Complete the six steps

1. **Select customer:** Find or create the customer, then continue.
2. **Choose category:** Select the device category or use Other.
3. **Enter device:** Select an inventory product when available or type the device name.
4. **Select issues:** Search configured issues, select all that apply, or add another issue.
5. **Add intake details:** Enter IMEI or serial, bin location, alternate contact, problem description, and device password or pattern when authorized.
6. **Set pricing:** Enter repair price, optional diagnostic fee, deposit, and tax.

Create the ticket

Select **Create Ticket** to save without checkout, or **Create Ticket and Checkout** when payment should be handled immediately. Enable automatic label printing when the intake station is configured for it.

Revision #1

Created 2026-09-13 03:03:58 UTC by Sunny

Updated 2026-09-13 03:03:59 UTC by Sunny