Creating an Internal Repair Order

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Overview

There are 2 types of Repair Order, Internal & External.

- Internal
 - Repair
 - Taking broken item in my inventory and repairing it to keep it in stock.
- External
 - Return & Repair for Customer
 - Customer sends in a broken unit, you fix it and return it to the Customer
 - Return & Repair for Stock
 - Customer sends in a broken unit, you fix it and return the Repaired Item to Stock
 - Return & Replace
 - Customer sends in a broken unit and you Replace the Item, sending them a Replacement immediately after inspecting the unit.

Enabling Repair Orders and Setting Repair Preferences

Learn More About External Repair Orders

Creating an Internal Repair Order

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- Alternatively click on the **Open Full List** drop-down and select **Repair Orders**
 - Then click New Repair Order

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- Add **Components** that are necessary for the repair, very similar to a Work Order
 - The Estimated Quantity is what you think you'll need, when you click the Allocate button it will Allocate all
 - The Quantity column is the true amount that was used.
 - You can enter a Std. Cost and a Value Amount
- Click on the **Problem Codes** column
 - Add Problem Codes to show the recurring issues that are happening to the Item
- **Repair History**, Linked Documents, Movement History, Attachments, Open Activities, Activity History
 - All these columns are similar to Work Orders and other Documents
- Click on **Allocate** and set the Status to **Approved**
- Click on the **Actions** drop-down and select the correct Action when the Repair Order is ready to move forward:
 - Write Off

- Write off the Inventory as Lost, Repair Failed
- Inventory Adjustment to reduce the inventory
- Return to Inventory
 - Return to Inventory, Repair Completed
 - Prompted whether or not to capitalize on the cost of the Repair. Yes = Value Adjustment and close Repair. No = No Value Adjustment and close Repair.
- Create vendor return
 - Return to vendor for a credit
 - Can create Debit Memo
- Selecting these sets the Status of the Repair Order to **Closed**