

# 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

The screenshot shows the OrderTime software interface. The navigation bar at the top includes 'Home', 'Sales', 'Purchasing', 'Production', 'Repairs', 'Warehouse', and 'Reports'. The 'Repairs' menu is active. Below the navigation bar, there is a sidebar with 'Recent Records' and a main content area titled 'Repair Orders'. The 'Repair Orders' section has a search bar and a 'New Repair Order' button. The table below shows two repair orders:

NO.	DATE	EST. COMPLETION DATE	ITEM	LOT / SERIAL NUMBER	QUANTITY	ACTIONS
2	10/14/2021	10/14/2021	Hard Drive	52375027096KLFKJH	1	[Edit] [Delete]
1	10/12/2021	10/30/2021	Hard Drive	52375027096KLFKJH	1	[Edit] [Delete]

Total Records: 2

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

- Select the **Date** and **Estimated Completion Date**
- Pick the **Internal Repair Type**
- Select the **Item**
- Pick the **Lot / Serial Number**
- Pick the **Location and Bin**
- Enter the **Quantity** for Repair
- Assign an **Employee** if necessary
- Click on the **Descriptions and Notes** Tab
  - Write a Description for the Repair
  - Enter specific Technician Notes
- Click on the **Custom** Tab
  - Fill in any specific Custom Fields if necessary

ITEM	DESCRIPTION	ESTIMATED QUANTITY	STD. COST	QUANTITY	UOM	VALUE AMOUNT	ACTIONS
Component 2		4	0.00	0	EA	0.00	🔍 ⚙️

- 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 Adjustmnet 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**