What's New in 2024 – Repairs

Introduction

A series of exciting updates have been added to the **Repairs** feature beginning with **Edge version 24.1** that will give you more control over functionality, additional options for tracking Repairs, and streamline the overall process making it quicker and more efficient than ever before.

System Options

A series of new **System Options** were introduced giving you more control over **Repairs**, as well as **Custom Jobs**. These options can be found by going to **Administrative > System Options > Repair Options**, or by **searching** the desired option listed below.

➢ **Repairs**

- ○ **Repair Loaded From Bought Item What To Do With Image –** On **Repair Intake** when using Item # drop-down to select a bought item or a previous repair, this controls if/when an image should be brought in from the previous repair.

  - ▪ **Always Copy:** Always copies image to your new Repair.

  - ▪ **Copy Within First 30 Days:** Brings image over if the purchase or previous Repair was less than 30 days ago.

  - ▪ **Never Bring Image Over:** Never copies image to your new Repair.

➢ **Repairs/Custom Jobs**

- ○ **Show Repair/Custom Job Adjustment Reason on Receipts –** Controls whether the adjustment reason is printed on a receipt.

- ○ **Require Job Location at Intake** – Controls whether a job location is required to be chosen during the Repair/Custom Job intake process.

- ○ **Protect Price on Repair SKU –** If set to **True**, it requires the **Associate Permission 'Change Price for Jobs'** if the associate tries to change the price of an **existing Repair SKU** during **Repair Intake** or **Repair Edit**.

Repair Intake

Copy From Previous Repair

A **Previous Repairs** button has been added to the **Item #** drop-down menu on the **Repair Intake** form which allows you to copy details from a previous repair. When you click the **Previous Repairs** button, you will see a list of all the times this item has been previously repaired.

> This button will **only** appear on the Item # drop-down menu **AFTER** an **Item** has been selected, and **ONLY** if the **selected Item** has had **previous Repairs**. This button will be **hidden automatically** if the required criteria has not been met.

Selecting one of the resulting **previous repairs** will copy in the following details:
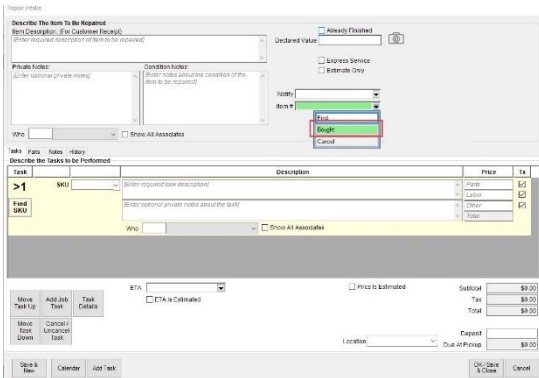
- Item Description
- Declared Value
- Private Notes
- Condition Notes
- Image (this is controlled by the new **System Option** - **Repair Loaded From Bought Item What To Do With Image**)

Details that **do NOT** copy:

- Repair Tasks
- Parts
- Notes tab
- Express and/or Estimate Only checkbox status(es)
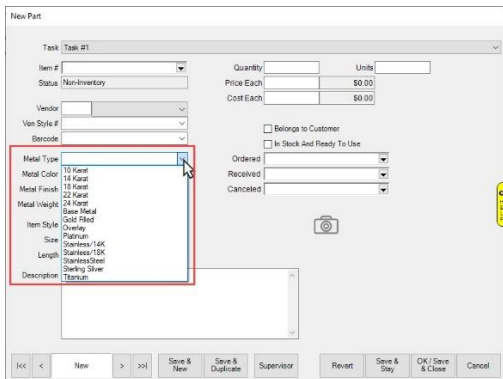- Who field
- ETA field
- Location

Bought Item – Copy Style Number

The new **Bought** item selection found under the **Item #** drop-down on the **New Part** screen will now copy the **Vendor** and **Vendor Style** information of that bought item into the **Private Notes** section of the **Repair Intake** form.
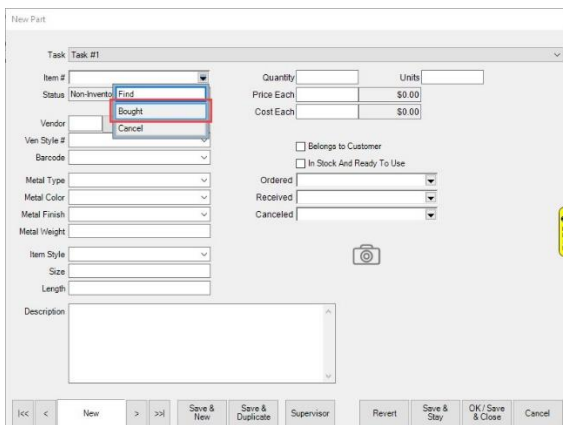

Repair Part – Detail Dropdowns

When adding a **non-inventory part** to a Repair, the **Metal Type, Metal Color, Metal Finish**, and **Item Style** drop-down fields will now **populate** based on the details your store has set up for **Categories**. Previously these were **empty,** and you could only **manually** fill them in.

Repair Part – Customer Owned

When adding repair parts, there is now a **Bought** option on the **Item #** drop-down that will show **all items** previously bought by this customer giving you the option to add them as **customer owned parts**.
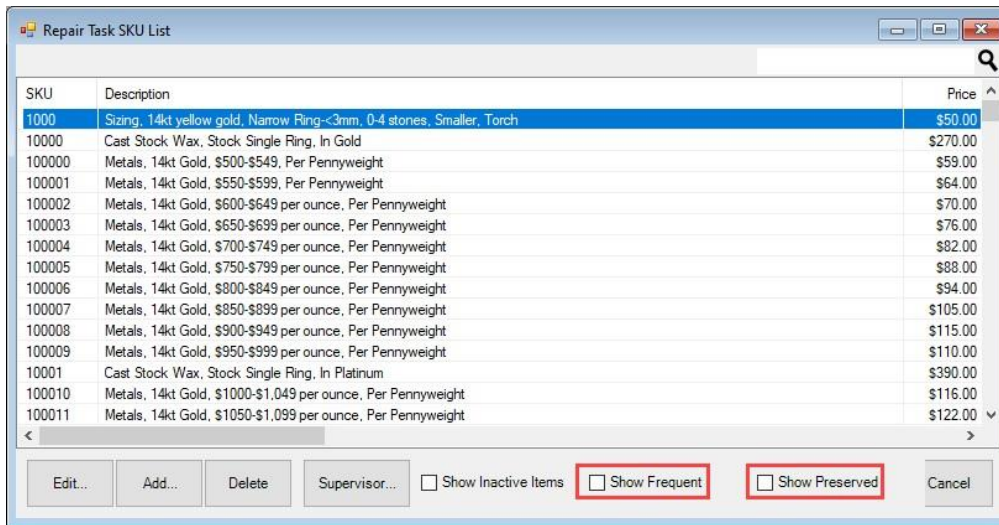
Repair/Custom Jobs

See the sections below for small updates made to the **Repairs** feature that extend to the **Custom Jobs** feature.

Filter by Frequently Used and Preserved

When looking up **Repair SKUs** (**Administrative > Repair > Repair SKUs**), there are **2 new checkboxes** at the bottom that let you filter the list by SKUs marked '**Frequently Used'** and/or '**Preserve this SKU when re-importing price book'**.

Show Cancel Date

When looking up **Repairs** or **Custom Jobs** using **Services > Find > Job**, the list now has a column to display **Cancel Date.**

Dashboards – Service Jobs by Location

New tiles were added to the **Dashboards** feature that will show **Service Jobs** (Repair, Custom Job, Special Order, and Appraisal) by their **location**.