

# 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.

Repair Labor Taxable by Default	True
Repair Loaded From Bought Item What To Do With Image	Always_Copy
Repair One Item Per Envelope	Always_Copy
Repair Parts Taxable by Default	Copy_Within_First_30_Days
Repair Price Printed on Envelope	Never_Bring_Image_Over
Repair Print Declared Value on Customer's Receipt	True

- **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.

The screenshot shows the 'Repair Intake' form. The 'Item #' dropdown menu is open, and the 'Previous Repairs' option is highlighted in red. Other options in the menu include 'Show Details', 'Find Another', and 'Bought'. The form also displays fields for 'Describe the Item to be Repaired', 'Declared Value', 'Private Notes', 'Condition Notes', and 'Tasks to be Performed'.

Jobs - 3 matching Previous Repairs.

Job #	Type	Envelope #	Customer	Spouse/Partner	Phone	Entered	Original ETA	Current ETA	Express	Done	Picked Up	Cancel Date	Location	Notified By	Notify Address	Last Notified Date
001-00364-001	R	001-00364-001	Mason, Billy (001-00143)			3/5/2024	3/9/2024	3/9/2024		3/5/2024	3/5/2024		(none)			
001-00369-001	R	001-00369-001	Mason, Billy (001-00143)			3/5/2024	3/5/2024	3/5/2024								
001-00374-001	R	001-00374-001	Mason, Billy (001-00143)			3/5/2024										

Print List... Select Cancel



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:

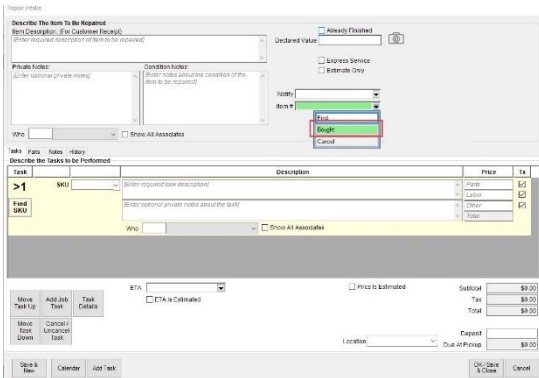
- Item Description
- Declared Value
- Private Notes
- Condition Notes
- Image (this is controlled by the new **System Option - Repair Loaded From Bought Item What To Do With Image**)

Details that **do NOT** copy:

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

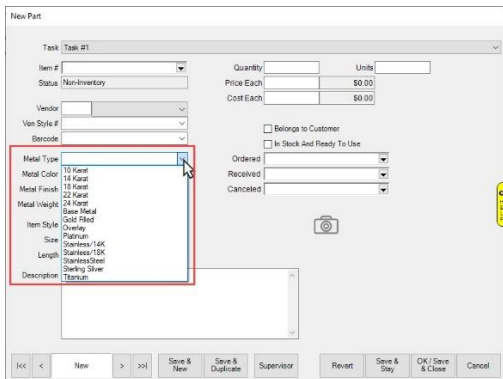
## Bought Item – Copy Style Number

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.



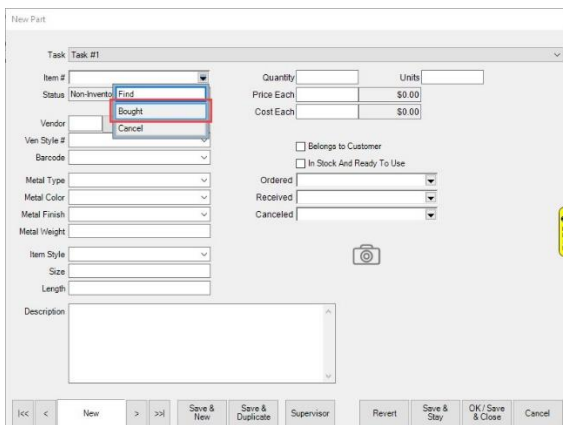
## Repair Part – Detail Dropdowns

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**.

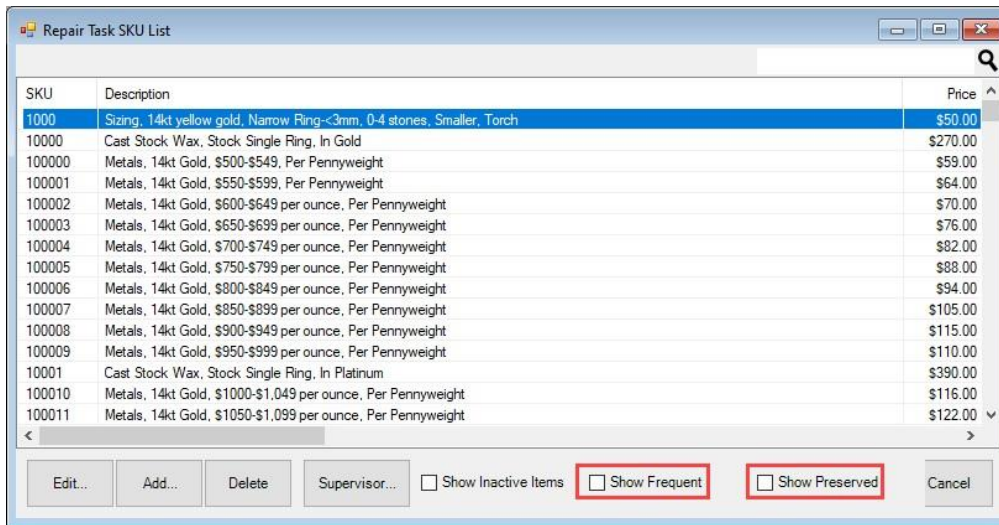


## Repair/Custom Jobs

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**.

