

Repair Orders Overview and Topics

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A Repair Order is created when parts are being sent to a Vendor to be repaired and are expected to be returned to your company. If the part being sent out for repair is customer property; a part removed from your customer site, typically during a service call, the transaction must be handled differently so your inventory values are not affected.

Processing a Repair Order for both company owned and customer owned parts are covered in this section.

When a Part is sent out for repair, there is no effect on the general ledger or the value of your on-hand stock. Once a Repair Order is created, the on-hand quantity and value displayed is inclusive of any parts out for repair.

If there are charges billed to your company for performing the repair work or shipping charges, these are entered as expense items when matching the Vendor Bill to the Repair Order Receipt record.

Follow the links below for detailed information on creating Repair Orders.

[Create a Repair Order - Company Owned Parts](#)

[Create a Repair Order - Customer Owned Parts](#)