

# Repair Orders-Customer Property

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Prior to creating a Repair Order for Customer owned parts, the part must first be put into stock into the Customer Part Repairs warehouse by performing a Miscellaneous Return transaction. If your company does not have a warehouse setup for this purpose, see your company System Administrator to have this warehouse created.

□ **Note: The Customer Repairs warehouse should be setup with a zero standard cost for parts.**

**If your company is doing business in multiple Branches, you would probably setup a Customer Part Repairs warehouse for each branch.**

## Return to Stock

Before Performing the Return to Stock transaction, make certain the part number is associated with the Customer Repairs warehouse at a zero cost.

1. Navigate to the Main Application Menu and select the Issues>Returns option from the Inventory module.
2. The Issue Parts form will be displayed. Fill in the information in this form; see the data entry field definitions below.

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### Return to Stock - Data Entry Field Definitions

- Radio Buttons - Select the Other radio button.
- Warehouse - Select the Customer Part Repairs Warehouse from the drop-down list.
- Reference - You may enter an optional note into this field. If the part was removed on a Service Ticket, it is a good idea to enter the ticket number in this field for reference purposes.
- Issue Date - Enter or select a date from the calendar. This is the date the parts are being put into the Warehouse. This date must be in an open accounting period.
- Category Code - Select the appropriate Category from the drop-down list.
- Cost of Goods - Select the appropriate cost of goods sold G/L account to be used for the transaction. The application will debit this account and credit the inventory account associated with the selected warehouse. This transaction should have a zero amount for both the debit and credit side of the transaction.
- Return to Stock - Select this option.
- Parts List - In the Parts List grid, either type in the exact part number or click the  button to the right in the part field to search for and select the part. Enter the quantity being put into the Warehouse. If more than one part number, continue on to the next line and select the next part and quantity until all needed parts are listed.

3. Once all information has been entered, click the Save button located at the lower right of the Issue Parts form. The Repair Order may now be created.

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## Create the Repair Order

4. Navigate to the Main Application Menu and select the Repair Order option from the Inventory module.
5. The Repair Order List form will be displayed; click the New button located at the lower right of the form.  
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6. The New Repair Order form will be displayed. The data entry fields for this form will be described below.

#### **Repair Order Data Entry Field Definitions**

- Vendor - Select the Vendor from the drop-down list to whom the parts are being sent for repair.
- Category - Select the appropriate Category Code from the drop-down list.
- Warehouse - Select the Warehouse from the drop-down list.
- Repair Number - This field will automatically fill in with the next regular Purchase Order number; typically this field is used to enter the return authorization number provided by the Vendor.
- Order Date - Enter the date the parts are being sent out for repair.
- Due Date - If the Vendor has provided a date when the parts will be returned, entered that date; otherwise this field may be skipped.
- Parts - In the body of the form select the part(s) being sent to the Vendor. In the Part Code field, either type in the exact part number or click the  button in the right of the field to search for and select the part. Enter the quantity. If more than one unique part number is being returned, continue on to the next line and select the next part until all needed parts are listed.
- Memo - You may type in a note with information related to the repair; it is a good idea to reference the Ticket Number/Customer Name in this field.

7. Once all information is filled into the form, click the Save button located at the lower right of the Repair Order form.
8. Print the Repair Order - If you would like to print a copy of the Repair Order to use as a packing list, return to the Repair Order List; double-click on the desired Repair Order to open the form. Once the Repair Order form is open, click the Printer icon located on the Main Function Button toolbar; the report will be sent to the workstation default Purchase Order printer.

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