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 Laxable by Detault	Irue
Repair Loaded From Bought Item What To Do With Ima	ge 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	Irue

- 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.

escribe The Item To Be Repaired tem Description: (For Customer Receipt)			Already Finished	-	1	
Lady's Diamond Engagement Ring (Item #1	00-1000016)	 Declared Valu 	e \$1,500.00	Contraction of the second		
Private Notes: Enter optional private notes]	Condition Notes: [Enter notes about the condition of the item to be repaired]	^	Estimate Only	(de		
		Notify Item # 001-1	O-1000016 Show Details			
	how All Associates	~	Find Another Bought			
k8 Parts Notes History escribe the Tasks to be Performed			Previous Repairs			
Fask		Description	Clear -		Price	Tx
1 вки га	ter required task description)		Cancel	< >	Parts Labor	
ind IKU	ter optional private notes about the task]			< >	Other Total	
	10	Show All Associ	ates			-

lob #	Type	Envelope #	Customer	Spouse/Partner	Phone	Entered	Original ETA	Current ETA	Express	Done	Picked Up	Cancel Date	Location	Notfied By	Notify Address	Last Notfied Dat
001-00364-001	R	001-00364-001	Mestri, Billy (001-00143)			3/5/2024	3/8/2024	3/8/2024		3/5/2024	3/5/2024		(gone)			
001-00369-001	R	001-00369-001	Mastri, Billy (001-00143)			3/5/2024	3/6/2024	3/6/2024								
001-00374-001	R	001-00374-001	Mastri, Billy (001-00143)			3/5/2024										
r .																
<u>10</u>																



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.

	aptor: For t	Castomer Receipt stion of Nem to be) repaired]	Atready Finished Declared Value		
Private No (Enter co	stas: Dones priviste		Obsidition Notes: Second Sec	Notify Field		
		istoy be Performed		CHICK		
Task				Description	 Price	TR
>1	SKU	~	(Enter required task description)		Paris Lebor	
Find			Settor optional annuals notes about the task		Ciber	- 2
SKU					Total	
			Who	- Show Al Associates		-
	Add Job Task	Task Detain	ETA Etimaled	Free is Estimated	Tax Tax	\$0.0 \$0.0 \$0.0
Move Task Op					eposit	
	Cancel / Uncancel					

Repair Part – Detail Dropdowns

When adding a **non-inventory part** to a Repair, the **Metal Type, Metal Color, Metal Finish**, and **Item Style** dropdown 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.

ltern #				
		Quantity	Units	
Status	Non-Inventory	Price Each	\$0.00	
		Cost Each	\$0.00	
Vendor				
Ven Style #	×	Belongs to	Customer	
Barcode	~	In Stock A	nd Ready To Use	
Metal Type	X	Ordered		
Metal Color	10 Karat	Received		
Metal Finish	18 Karat 22 Karat	Canceled		
Metal Weight	24 Karat Base Metal			
Item Style			രി	
Size				
Length	Stainless/18K			
	StainlessSteel			
Description	Ttanium	0		

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**.

	isk #1							
ltem #				Quantity	1	Uni	ts	
Status No	n-invento	Find		Price Each		\$0.0	0	
	_	Bought		Cost Each		\$0.0	0	
Vendor	-4	Cancel						
Ven Style #			~		Belongs b	o Customer		
Barcode			~		In Stock A	and Ready To Use		
Metal Type			v	Ordered			-	
Metal Color			~	Received			•	
Metal Finish			v	Canceled			•	
letal Weight								
Item Style			 ~			രി		
Size								
Length								
Description			14		~			
Description								
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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**'.

SKU	Description	Price
1000	Sizing, 14kt yellow gold, Narrow Ring-<3mm, 0-4 stones, Smaller, Torch	\$50.00
10000	Cast Stock Wax, Stock Single Ring, In Gold	\$270.00
100000	Metals, 14kt Gold, \$500-\$549, Per Pennyweight	\$59.00
00001	Metals, 14kt Gold, \$550-\$599, Per Pennyweight	\$64.00
00002	Metals, 14kt Gold, \$600-\$649 per ounce, Per Pennyweight	\$70.00
00003	Metals, 14kt Gold, \$650-\$699 per ounce, Per Pennyweight	\$76.00
00004	Metals, 14kt Gold, \$700-\$749 per ounce, Per Pennyweight	\$82.00
00005	Metals, 14kt Gold, \$750-\$799 per ounce, Per Pennyweight	\$88.00
00006	Metals, 14kt Gold, \$800-\$849 per ounce, Per Pennyweight	\$94.00
00007	Metals, 14kt Gold, \$850-\$899 per ounce, Per Pennyweight	\$105.00
80000	Metals, 14kt Gold, \$900-\$949 per ounce, Per Pennyweight	\$115.00
00009	Metals, 14kt Gold, \$950-\$999 per ounce, Per Pennyweight	\$110.00
0001	Cast Stock Wax, Stock Single Ring, In Platinum	\$390.00
00010	Metals, 14kt Gold, \$1000-\$1,049 per ounce, Per Pennyweight	\$116.00
00011	Metals, 14kt Gold, \$1050-\$1,099 per ounce, Per Pennyweight	\$122.00
		>

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**.

