

# Repair

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# Transfer IN

This is the first step in the Repair section. It is used to transfer the IMEI from the source warehouse (where the product is available) into the repair warehouse.

## Steps:

1. Go to **OPS → Repair → Repair Transfer In**
2. Select the **Repair Warehouse**
3. Scan the **IMEI**

# Repair Request

After the product is transferred into the repair warehouse, the next step is to create a repair request. This involves selecting the vendor and specifying the part(s) that need repair.

## Steps:

1. Go to **OPS → Repair → Repair Request**
2. Select the **Vendor**
3. Enter the **Estimated Repair Date** and add a **Remark** (if any), then click **Next**
4. From the **Dropdown**, select the part(s) that need to be repaired
5. Scan the **IMEI** and click the **Save** button
6. Click the **Complete** button
7. A request will be created, and the details will appear in the box
8. Click **OK**

□ The repair request is now created successfully.

# Repair Receive

After the repair request is created, the vendor needs to receive it.

## Steps:

1. Go to **OPS → Repair → Repair Receive**
2. Select the **Vendor**
3. Scan the **IMEI**

□ The repair request is now received successfully.

# Repair QC

After the repair is completed, the product must undergo a quality check.

## Navigation:

OPS → Repair → Repair QC

## Steps:

1. Scan the **Box** or **IMEI**
2. Select whether the issue is **Fixed / Not Fixed**
3. Enter remarks (if any) in the **Add Remarks** field
4. (Optional) Click **Add More Services** to include additional services
5. Click **Receive** to complete QC

☐ Once QC is completed, the product must be **Regraded**.

# Repair transfer Out

After the Repair QC is completed, the product undergoes regrading by the production team. Once regrading is done, the product needs to be transferred out from the repair.

## Navigation:

OPS → Repair → Repair Transfer Out

## Steps:

1. Select the **Warehouse**
2. Scan the **IMEI**
3. The **Repair Transfer Out** is completed, and the product status will change to **Available**

□ The repair cycle is now fully completed.

# RMA Repair Request

**RMA Repair Request** is used to create records for products returned from customers. After completing the RMA onboard scan, you can create the RMA repair request.

## **Navigation:**

OPS → Repair → RMA Repair Request

## **Steps:**

1. Select the vendor, enter the estimated date and remarks, then click **Next**.
2. Select the vendor service, scan the IMEI, and click **Save Box**.
3. Click on **Complete Request**.

The **RMA Repair Request** is created successfully.

After this, proceed with **RMA Receive**.

# Product Activation

Product activation is used to activate a device for use in a specific country.

## Steps:

1. Navigate to the **Repair** section and click on **Product Activation**.
2. Select the **country** and the **activation date**.
3. **Scan the IMEI** of the device.
4. Once the IMEI is scanned, the **product activation is completed**.