



INDITION COMMERCE

Service & Repair

Feature Inventory — every capability shipped in Service & Repair, grouped
by area

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Exhaustive list of every feature shipped in Service & Repair, grouped by area. Each bullet is a capability that exists today.

Module	Shop / Service & Repair
Hard dependency	Shop
Optional integrations	Inventory · POS · Customer · Messaging · In-Store Pickup · VertexTax

Quick stats — 16 default statuses · 32 default transitions · 34+ settings · 1 frontend widget.

1. Module Enable & Integrations 4 features

- Master Settings toggle gates all other functionality
- Module-disabled notice view shown on every gated screen
- Backend menu auto-collapses to just “Settings” when off
- Optional integrations (Inventory, POS, Warranty, Vendor, Loaner) each have independent toggles

2. Settings Page 28 features

One-screen control panel under **Service & Repair → Settings**, laid out like the Inventory settings.

- Master Module Enabled toggle
- Store Source radio: existing vs. create new
- Create-new-store form: name + alias
- Alias auto-derivation from name when blank
- Alias uniqueness validation against existing stores
- “Copy products and settings from existing store” toggle
- Source store dropdown when copy is YES
- Existing store per-store toggle list (when in existing mode)
- Default work-order number prefix
- Default work-order number starting value
- Inventory integration toggle (auto-disabled if Inventory not installed)
- POS integration toggle (auto-disabled if POS not installed)
- Warranty handling toggle
- Outsourced vendor repairs toggle
- Loaner pool toggle
- Default priority (normal / rush / emergency)
- Rush surcharge percent
- Emergency surcharge percent
- Default SLA days
- Quote expiry days
- Default warranty months
- Deposit policy: none / percent of quote / fixed amount
- Deposit value
- Loaner default deposit
- Loaner overdue hours threshold
- Public tracking link toggle
- Per-event email notification toggles
- Menu refreshed automatically on enable/disable

3. Store Mapping & Provisioning 11 features

- Many-to-many store mapping (the module can run on several stores)
- Per-store work-order numbering sequence with prefix and counter
- Module enable on any subset of existing stores
- Create a brand-new store inline from Settings save
- Auto-link new store to the current workflow

- Copy products from a source store
- Copy all store settings from the source store
- Inherit source store's high-level flags (pickup, ship, drop-ship, price config, delivery settings)
- Store mapping updated in one step on each save
- Independent enable/disable per store without affecting others
- Validation rejects enabling module with no stores selected

4. Work Order Lifecycle 19 features

- Unique, store-scoped work order numbers (e.g. `SR-01042`)
- Unique public tracking token per work order
- Customer linkage (existing account or walk-in capture)
- Item identification: make, model, serial
- Optional link to the source Shop product / SKU
- Optional link to the source order for warranty lookup
- Reported issue (verbatim from customer)
- Condition notes (intake assessment)
- Accessories included (checklist text)
- Priority levels (normal / rush / emergency)
- Priority surcharge auto-applied to quote subtotal
- SLA due-at timestamp with overdue flagging on grid
- Repair type: customer paid / warranty manufacturer / warranty store / goodwill
- Pricing model: time & materials / flat-rate / custom quote
- Status + status history with actor (admin/customer/system)
- Closed-at and cancelled-at timestamps
- Intake signature + terms-accepted timestamp
- Customer approval signature + approved-at timestamp
- Quote revision counter (incremented on each approval)

5. Status System 14 features

- 16 default statuses (Intake → Closed, Declined, Cancelled, Warranty Claim)
- 32 default allowed transitions
- Status code (fixed) + display name + customer-visible label
- Status category (workflow / vendor / warranty / closed)
- Status color for pill rendering
- Sort order for menu/grid display
- Active / inactive flag
- Terminal flag (auto-stamps the closed date)

- System flag (protects the default statuses)
- Requires-quote-approval flag
- Notify-customer flag (triggers notification on entry)
- Admin can add custom statuses
- Admin can add/deactivate transitions
- Per-transition requires-note enforcement

6. Intake 10 features

- New work order form with required customer + issue capture
- Customer lookup by ID
- Walk-in customer capture (name, email, phone)
- Optional source order linkage
- Default priority & SLA from settings
- Auto-generated work order number from store sequence
- Auto-generated public tracking token
- Auto-history entry "Work order created"
- Intake event triggers email + SMS dispatch (when configured)
- Single-screen form (no multi-step wizard)

7. Quote & Pricing 22 features

- Three pricing models supported on the same work order
- Line item types: part / labor / flat / fee / discount
- Per-line: description, qty (decimal), unit cost, unit price, line total
- Per-line taxable flag and tax class
- Per-line tax amount
- Per-line parts source: inventory / special order / customer supplied / none
- Per-line serial number capture
- Per-line inventory location
- Inventory reserved / consumed flags per line
- Line sort order
- Add line item from form
- Remove line item
- Update line item
- One-click flat-rate pick (auto-fills description and price)
- Auto-recalc of line total on add/update
- Auto-recalc of work-order totals on any line change
- Priority surcharge applied to subtotal before tax

- Deposit required auto-calculated from settings policy
- Customer approval (admin-on-behalf or self-serve)
- Customer decline with reason note
- Auto-stamp the customer approval time on approval
- Quote revision counter bump on approval

8. Labor Tracking 12 features

- Per-technician timer (start/stop) on the work order
- One open timer per technician per work order (auto-detect existing)
- Multiple technicians per repair
- Multiple sessions per repair
- Manual time entry with required edit reason
- Billable vs. non-billable flag per entry
- Per-technician hourly rate snapshot at entry time
- Idle-timer warning flag (for review queue)
- Duration in minutes auto-calculated on stop
- Per-tech rollup: total / billable minutes / billable cost
- Open timer indicator in the work order Labor tab
- Note capture on stop

9. Parts & Inventory Integration 7 features

- Parts source flag per line item
- SKU linkage on parts lines
- Inventory location capture per part
- Inventory-reserved / inventory-consumed flags
- Serial-number capture for serial-tracked parts
- Graceful degradation when Inventory module is disabled (parts become free-text)
- Integration toggle in Settings (auto-disabled if Inventory not installed)

10. Outsourced Vendor Repairs 14 features

- Vendor directory CRUD (name, contacts, address, turnaround SLA, markup)
- Vendor active flag
- Send-to-vendor workflow on work order
- Vendor cost capture (admin-only, hidden from customer)
- Outbound tracking number
- Vendor expected-back date

- Vendor sent-at timestamp
- Receive-back workflow
- Inbound tracking number
- Vendor received-back-at timestamp
- Auto status transitions: → Sent to Vendor, → Back from Vendor
- History entry on send + receive
- Customer notification on send (configurable)
- Vendor performance report (turnaround, cost, jobs count)

11. Warranty Handling 12 features

- Warranty term CRUD with three scopes (product / category / global)
- Per-term coverage months
- Covers / excludes text fields
- Active flag
- Eligibility lookup (product → category → global fallback)
- Auto-pull purchase date from source Shop order
- Calculate warranty expiry against term + purchase date
- Repair-type flag: customer paid / warranty manufacturer / warranty store / goodwill
- Mark-as-warranty-claim flow with claim number
- Warranty submitted-at timestamp
- Warranty amount expected + amount received tracking
- Separate billing path for warranty repairs

12. Loaner Pool 17 features

- Loaner asset CRUD with unique asset tag
- Per-asset make, model, serial, condition note
- Status: available / out / maintenance / retired
- Check-out flow with required loaner pick + work order link
- Customer ID-verification reference
- Expected return timestamp
- Deposit amount capture
- Condition-at-checkout note
- Auto loaner status flip to "out"
- Auto payment record for the deposit
- Check-in flow
- Condition-at-checkin note
- Damage charge capture

- Deposit release flag
- Auto loaner status return to "available"
- Overdue scan + bulk notification
- Loaner utilization report

13. Payment Handling 11 features

- Deposit posting
- Final payment posting
- Refund posting
- Payment types: deposit / final / loaner deposit / damage / refund / warranty
- Method and reference capture per payment
- Note per payment
- Optional hand-off to the POS register
- POS payment and transaction reference captured on success
- Graceful fallback when POS module disabled (payment recorded on the work order)
- Auto-recalculation of deposit paid and amount paid on each payment
- Payment history view in work order Payment tab

14. Email Notifications 11 features

- Sent through the Messaging module
- Per-event enable list managed in Settings (toggle UI)
- Supported events: intake / quote ready / quote approved / status change / parts arrived / ready for pickup / loaner overdue / quote expiring
- Recipient = work order customer email
- Subject auto-built from event label + work order number
- Body includes work order number, status, item, tracking URL, Service Location name
- Skip log entry when customer email is missing or invalid
- Success log entry with provider message id
- Failure log entry with provider error message
- Auto-trigger on status entry when the status's notify-customer flag is on
- Per-event toggles shown as YES/NO switches

15. SMS Notifications 17 features

- Master SMS enable toggle
- Three providers: Twilio / AWS SNS / Generic Webhook
- Provider-specific field reveal in Settings

- Twilio: account SID + auth token + from number
- AWS SNS: access key + secret + region
- Generic webhook: validated URL
- From-number / sender ID
- Per-event enable list (separate from email)
- Per-event SMS templates — each of the 10 SMS events resolves to its own independently worded template
- Token substitution: `{customer_first_name}`, `{customer_full_name}`, `{work_order_no}`, `{status_name}`, `{item_name}`, `{store_name}` (physical Service Location), `{service_location_name}`, `{tracking_url}`, `{quote_total}`, `{loaner_asset_tag}`, `{expected_return_at}`
- Phone number normalization (digits only, preserve leading +)
- Skip log when customer phone is missing
- Skip log when event not enabled for SMS
- Disabled log when master SMS toggle is off
- Success log with Twilio SID or webhook response status
- Failure log with provider error
- Settings validation rejects enabling SMS with incomplete provider config

16. Customer Self-Serve Portal 12 features

- “My Repairs” list page (signed-in customer)
- Repair detail page (signed-in customer, ownership-checked)
- Status pill with customer-visible label and color
- Customer quote approve action
- Customer quote decline action with reason
- Customer message thread (inbound)
- Internal-only messages hidden from customer
- Public tracking page (no login, tokenized URL)
- Read-only timeline on public tracking page
- Module-disabled notice when module is off
- Status timeline on repair detail with notes
- Tracking URL shown on repair detail for the customer to copy/share

17. Frontend Widget 7 features

- “My Repairs” widget for CMS pages
- Available in the Widget Manager
- Configurable widget title
- Configurable empty-state message
- Configurable max repairs to show

- Auto-renders status pill, item, total, link
- Renders signed-in customer's current repairs only

18. Admin Backend 26 features

- Service & Repair menu in backend nav (gated by module toggle)
- Work Orders index grid with filters: WO number, customer, status, Service Location, priority, overdue
- My Queue page (open repairs assigned to current admin, oldest SLA first)
- New Intake form
- Tabbed work order detail (Overview, Quote, Labor, Vendor, Loaner, Payment, Messages, History)
- Status transition selector with required-note enforcement
- Technician assignment
- Add / remove line items inline
- Pick-from-flat-rate dropdown
- Timer start/stop buttons
- Manual time entry form
- Approve-quote-on-behalf-of-customer action
- Send-to-vendor and receive-back forms
- Loaner check-out form
- Post-payment form (deposit/final/refund)
- Add-message form (internal or customer-visible)
- Vendors CRUD pages
- Loaner Pool CRUD + check-in form + manual "run overdue notifications" button
- Warranty Terms CRUD
- Flat-Rate Catalog CRUD
- Statuses CRUD with transition matrix editor
- Add-transition / deactivate-transition forms
- Reports page
- Settings page (every option editable here)
- Module-disabled notice on every gated screen
- YES/NO switches throughout

19. Reports 5 features

- Open work-order aging by status (counts + avg age in days)
- Technician productivity (jobs, total minutes, billable minutes per tech)
- Revenue by repair type (customer paid / warranty / goodwill)
- Vendor performance (jobs, avg turnaround days, total vendor cost)
- Loaner utilization (checkouts count, hours out per asset)

20. Service Locations & VertexTax 8 features

- Any store location can be flagged as a repair location (when In-Store Pickup is installed)
- Each work order records its Service Location
- Admin users mapped to one or more locations, with a default
- New admin page: Service Locations (toggle repair location per store)
- New admin page: User Service Locations (user-to-location matrix)
- Intake form pre-fills the Service Location from the current admin user's default mapping
- Planned Completion choice on every WO: In-Store Pickup vs Return Shipping
- VertexTax address resolution branches: pickup → service-location address; shipping → customer shipping address

21. Reports, Portal, WO Grid, Tax Completeness 16 features

- 12-month Customer-Paid vs Warranty Mix report
- WO grid full-text search (serial, customer phone, warranty claim number, customer name, customer email, work order number, make, model)
- WO grid bulk actions: status change and technician reassignment
- WO grid checkbox column + select-all
- WO grid quick filters: warranty, created today, due today, closed today
- Tech Dashboard page: per-tech active timers, minutes today, billable today, open WO count, Free/OK/Busy/Over load indicator
- Tech Dashboard: Long-Running Timers panel (> 4 hr)
- Customer portal: on-screen signature pad on quote approval
- Approval signatures saved with the approved quote
- Customer portal: "Add Your Photos" upload card (logged in the work order history)
- Intake form: prior-repair lookup by serial (up to 10 matches, surfaced inline as the admin tabs out)
- Inbound SMS replies (Twilio or a generic gateway), secured and matched to the work order by reference or phone number
- Warranty / goodwill repairs auto-zero the final total, tax and required deposit (line totals stay intact for cost accounting)
- VertexTax: per-line tax class flows to Vertex as the product type
- Duplicate-payment protection: a payment matching one already on the work order (type, amount, reference, refund) is not recorded twice
- Final payments and refunds through the POS register

22. Calendar 7 features

- Expected start date on every work order
- Month / week / day / list-week views

- Drag-to-reschedule shifts the expected start and due dates by the same amount and logs the change in the work order history
- Filters: technician, status, Service Location, priority, category (WIP / Upcoming / both)
- Expected Start Date input on the intake form
- Expected Start Date input on the WO meta-edit panel
- Calendar entry added to the admin menu

23. Module Dashboard 10 features

- New Service & Repair Dashboard as the admin home page
- 8 headline stat cards (Open, Overdue, Awaiting Approval, Awaiting Parts, Ready For Pickup, Open Warranty Claims, Active Timers Now, Avg Turnaround 90d) — every card linked
- Today snapshot (5 cells: New Intakes, Due Today, Closed Today, Minutes Logged, Techs Clocked In) — all linked
- Needs Attention panel (Past SLA + Quotes Expiring + Long-Running Timers)
- Work In Process queue (top 12 active WOs with priority-color border, status pill, live-timer dot)
- Upcoming This Week panel (every WO with an expected start date in the next 7 days)
- Open WOs by Status bar chart
- Intake trend chart (past 12 weeks, Y-axis ticks, gridlines, hover tooltips)
- Recent activity feed (last 15 history entries; customer names link to the customer record)
- Customer names always shown current from the customer record

24. Shared UX, Documents, Reports for 1M+, Intake Rebuild, Quote Search 30+ features

- Single shared drag-and-drop dropzone used everywhere uploads happen
- Dropzone applied to intake form, WO loaner check-out, Loaner Pool check-in, the customer portal repair page, and the photo gallery
- Live thumbnail previews and per-file remove buttons
- The files you stage are exactly what gets uploaded
- Image types expanded to JPG, PNG, GIF, BMP, WebP, HEIC
- Documents stored alongside photos (staff and customer documents)
- Document types: PDF, DOC, DOCX, XLS, XLSX, CSV, TXT
- New Documents tab on the WO view
- New Send Documents card on the customer portal
- Reports directory page with a card for each report
- Per-report view with date filters and pagination
- Excel export that handles very large reports (1M+ rows)
- Replaces previous per-report CSV export

- Intake form rebuild: six labelled sections (Store & Customer / Item Being Serviced / Scheduling & Location / Billing / Issue & Condition / Intake Photos)
- Customer is required at intake with two-mode picker
- Live customer search returns name + email + phone + default address
- "+ New Customer" inline form creates the customer account
- Linked Customer panel after pick shows full details
- Store dropdown hidden when only one SR-enabled store
- Quote tab Part-from-Catalog search
- Part-pick auto-fills description, unit price and SKU, and sets the line type to Part and the parts source by stock
- Print Quote PDF button on Quote tab
- Send Quote to Customer button on Quote tab (sends the Quote Ready message)
- Notes tab: replaced single Add Note form with two side-by-side forms (Internal gold-bordered + Customer green-bordered)
- Every customer name links to the customer record when the WO has a linked customer; walk-ins show as plain text
- Consistent grid alignment: first column left, last column right, middle columns centered (header AND data); money columns right-aligned
- Module-wide date format MM/DD/YYYY
- Consistent breadcrumbs across 25+ Service & Repair screens
- Configurable priorities admin page
- Configurable dispositions admin page
- Configurable technician rates admin page
- Reassignment flow with disposition reason
- Warranty deny-with-reason flow
- Idle-timer warning in Labor tab
- Quote Revisions log + view UI
- Parts Arrived notification auto-fires on Awaiting Parts → next status
- Stats cards in the standard card-grid layout
- Module Dashboard is the first menu item; label is "Service & Repair Dashboard"

25. Service Location, Customer Self-Service, Staff Notifications, Reporting & Grid Toolkit 9 features

- **Service Location as the primary concept** — the physical Service Location replaces the old "Store" / sales-channel language on intake (a Service Location picker defaulting to the user's "Working at" location), the Work Orders grid column / filter / sort, grid & report exports, and the calendar; a repair location maps to a store for invoicing and work-order numbering, and a new `{service_location_name}` email token is available while `{store_name}` now resolves to the physical Service Location.
- **My Repairs customer page** — a self-service My Repairs page in My Account (`/account/my-repairs`), beside My Orders, listing every current and past repair newest-first (work order #, item, status pill, total, submitted date) with a View link to the tracking page; added automatically.

- **Warranty reimbursement** — record a warranty reimbursement received from the work order's Warranty tab, writing the amount received and closing/settling the claim (marked approved/paid) to complete the claim → approval → reimbursement loop.
- **Staff notifications** — emails to the assigned technician(s) plus a configurable manager list on work order assigned/reassigned, customer replied, quote approved and quote declined, plus a daily overdue-work-order digest, all toggled per event under Settings.
- **Per-event SMS templates** — each of the 10 SMS events resolves to its own independently worded SMS template in Settings.
- **Reporting — new report, exports & totals** — new Revenue by Service Location report; PDF (landscape for wide reports) and Excel exports honouring the current filters; a grand-totals row computed over the full result set (aging and vendor-performance totals use weighted averages), shown on screen and in both exports.
- **Customer admin "Service & Repair" tab** — a customer's admin record gains a Service & Repair tab listing that customer's work orders, each row's View link opening the work order in a new tab so the customer record stays in place.
- **Work Orders grid toolkit** — Work Orders, My Queue and Drafts grids gain in-grid column filters (type-as-you-go text; Status / Priority / Service Location multi-select; date-range and min/max money-range pickers) with a universal search and Overdue toggle, a selection dock with Change Status and Reassign Technician bulk actions (failures name the work order number), cross-page select-all feeding the dock and exports, Excel/PDF exports of ticked-or-filtered rows, a pager with 100 / 250 / 500 / All page size remembered for the session, a Drafts "Created By" column/filter, and contrast-text status/priority pills with a red OVERDUE marker.
- **Customer portal deposit payment** — on the authenticated repair-tracking page a customer can pay a requested deposit online, matching the deposit-payment experience already available via emailed payment links.

26. Counter Intake at the POS Register 10 features

- **Create a work order from the register** — a cashier presses F10 and chooses **Create Work Order** to run a complete intake (customer, items, reported issue, condition, accessories, priority, promised date, storage location, photos, signature) without signing in to the back office; the result is an ordinary work order in the store's own numbering sequence, on the Work Orders screen immediately.
- **The register's own search drives the work order** — the till's existing Customer and Products panels stay on screen during an intake and apply what the cashier picks to the *work order* rather than to a sale, with an on-screen reminder to that effect; the Payment tab and PAY NOW are hidden while the form is open, because there is nothing to pay for yet.
- **Items linked to the catalog and to past purchases** — an item can be added from the product catalog, or from the customer's own previous orders, which is what lets the system work out warranty cover automatically instead of asking staff to check.
- **Serial numbers and repeat-visit history** — every item takes a serial; products sold as serialised are marked and highlighted until one is entered, and a serial that has been in before surfaces its previous repairs at the counter before the customer has to recount them.
- **Deposits at drop-off, following the shop's own rule** — a fixed deposit is named on the button and filled in for the cashier, a percentage deposit is explained as falling due at quote approval (there is no quote yet to take a percentage of), and a shop that takes no deposits is never asked; part payment is accepted and the shortfall stays visible on the work order.

- **Drop-off paperwork from the till** — print the drop-off receipt and the work sheet that becomes the tag on the item (carrying the barcode the register scans back later), email the receipt, or text the customer a tracking link where they have agreed to texts.
- **Drafts** — a half-finished intake can be saved when the next customer is waiting and resumed from the register that took it.
- **Corrections at the counter** — the work order just created can be reopened and amended (items added, corrected or removed) while the customer is still there, and stops being editable from the till once a technician or a quote has moved it on.
- **Work orders across stores** — a search that finds nothing locally reports how many matches exist at other stores and can include them on request, with each clearly marked; a customer can settle or pay a deposit on a repair booked at another branch.
- **Switched off by default** — counter intake is opt-in per shop (the **Work Order Intake at the Register** setting) and requires the POS integration to be on; turning that integration off withdraws counter intake with it.

27. Intake Details: Accessories Checklist, Required Serial Numbers, Past-Order Items 7 features

- **Accessories checklist catalog** — Settings → Accessories Checklist: add, rename, reorder and switch off the accessories customers usually leave; starts with power cord, foot pedal, carrying case / bag, extension table, presser feet and bobbins; each name used once.
- **Checklist at intake and on the work order** — accessories are one tap each next to the free-text “Anything else”; a work order keeps the accessories it was given, so later catalog changes never rewrite it; drafts keep the ticks.
- **Accessories on the paperwork** — the drop-off receipt, work sheet and pickup receipt list the ticked accessories and the free-text ones, each once, as tick boxes.
- **Edit accessories after intake** — the Items Being Serviced panel has an Accessories Included row with Edit; ticks and text save as you go and every change is recorded in the work order’s history.
- **Require Serial Number on Intake** — an opt-in setting: every item on a new work order needs a serial number in the back office, at the desktop and touch registers and in the Indition POS tablet app; items added later need one; an entered serial can’t be removed; items saved before it was switched on stay editable.
- **Serial, issue and condition on the past-order tab** — + Add on a line from the customer’s previous orders opens those fields in place, so an item from a past purchase is captured complete without visiting the Free-form tab.
- **Order lookup by number** — finds one order by its full printed number (with or without its prefix or #), for an item bought under a different account; a partial number returns nothing, never a list.

28. Slip Designer, Letter Layouts & Receipt-Printer Logos 21 features

- **Slip Designer** — its own item in the Service & Repair menu, for the Service & Repair admin role: how work order documents print, and the layout of every slip the shop prints.
- **Printing panel** — Print Work Order Documents On, Receipt Paper Width, Item Tags and Show Prices on the Shop Copy moved from the Settings page to the top of the Slip Designer, with their own Save printing settings button;

the receipt paper widths are 58mm, 76mm, 80mm and 112mm rolls.

- **Six slips** — Drop-off receipt, Pickup receipt, Pickup release (shop copy), Work sheet (shop copy), Item tag and Payment receipt, each with its own list of layouts (Layout, Paper, Default, Status, Actions) and a + New layout button.
- **Built-in Indition basic layouts** — every slip has one, printing exactly what the shop has always printed, and it is the default; built-ins are read-only and never deleted, and a shop duplicates one to make its own; their paper, inner margin and printer alignment can still be set (Save paper, margin and alignment).
- **Rows of pieces** — drag pieces into rows; each row is spread Left, Center, Right, Ends or Spread, with an optional thin, thick, dashed or dotted line above; sections take a row of their own; a Not on the slip tray takes pieces off, with + and × buttons for keyboards and tablets; a piece with nothing to print drops its row and the line above it.
- **Piece settings** — label or heading, your own text, size in points, bold, upper case, and each piece's own options (serial numbers, number under the bars, lines between items...); Custom Text pieces for opening hours, a returns policy or a website; extra space between rows.
- **Live preview on a real work order** — drawn at the real width of the paper, exactly as it prints; Fit to width / Actual size / 125% / 150%; Preview with work order takes a work order number, and defaults to the most recent (for the payment receipt, the most recent with a payment, or a sample cash payment).
- **Test print** — prints the slip as the preview shows it, in a new tab with the print dialog open, without saving it.
- **Duplicate, Make default, retire, Delete** — a copy is never the default; Available (Yes/No) retires a layout without deleting it; the default and the built-ins can't be deleted; leaving the designer with unsaved changes asks first.
- **One default per slip and paper** — the drop-off receipt, work sheet and pickup receipt have a receipt-printer default and a Letter default; the other slips one default each.
- **Letter layouts** — built-in Indition basic drop-off receipt (Letter), work order sheet (Letter) and pickup receipt (Letter) print the full-page documents exactly as before; Full page printing (the admin's PDF and a POS station set to Full page) prints each document's Letter default; a duplicate lays the pieces out across the page with larger type; a layout of those three slips can be set to Letter in Designed for.
- **Printable width** — slips are laid out at the width the print head reaches (58mm paper 48mm, 76mm 64mm, 80mm 72mm, 112mm 104mm) so nothing is cut off at the right; the preview shows the whole paper with the unreachable strips shaded.
- **End mark** — every roll slip ends with a 1mm mark 12mm below its last line, so the printer feeds the slip past its cutter and the cut never goes through the bar code.
- **Inner margin** — white space inside each edge of the paper, set per side up to 25mm; a blank side keeps the paper's usual margin.
- **Printer alignment** — Move right / Move down up to 20mm either way, for a printer that prints slightly off; moves what is printed, never the paper.
- **Manage Logos** — a receipt printer logo apart from the website's color logo: one for every store location, or one per location with a shared fallback; SVG (cleaned of scripts and outside links) or PNG, no JPG, up to 2 MB; without one the slips print the shop name; changes save at once.
- **Logos shared with POS** — Use the same logos in Service & Repair and POS (Yes/No) keeps one set of receipt printer logos for both modules; each module keeps a full copy, so either works without the other.
- **Logo note in the designer** — lists each repair location with its logo state (Own receipt logo, Receipt logo set or No receipt logo; on a Letter layout, Website logo set or No website logo).
- **Payment receipt slip** — the register's receipt for a deposit or payment on a repair: the Indition basic payment receipt is the register's own receipt (the same look as a POS sale receipt), printed on the station's receipt paper;

the Standard payment receipt is a slip with the logo, a PAID stamp, the payment and the totals.

- **Payment receipts on two-invoice repairs** — a payment against one of two invoices prints that invoice's number, total, paid to date and balance, on both payment receipts; placeholder (walk-in) email addresses never print.
- **Repair location logo on the customer's pages** — the tracking page, the pay page and the repair's page in the customer's account show the logo of the work order's repair location, else the website logo.

Service & Repair (August 2026) — feature inventory.