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INDITION COMMERCE

Service & Repair

Release Notes — Service Location, Self-Service & Staff Notifications

Indition Service & Repair · Release Notes · September 2026

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> The newest additions (September 2026) bring the **Slip Designer**: the shop lays out every slip it prints, the drop-off receipt, work order sheet and pickup receipt also come as **Letter layouts**, and the receipt printer gets a **logo of its own**. The release before it makes the details taken at drop-off easier to capture and to correct: an **accessories checklist**, an optional **serial-number requirement**, and serial, issue and condition entered right where an item is picked from a past order. An earlier release brings **counter intake** — taking an item in for repair at the POS register — together with a set of fixes to drop-off signatures, documents, work-sheet barcodes and drafts. The sections after it cover the release that re-focuses Service & Repair around the physical **Service Location** — the bench or site where a repair is actually worked. The headline additions are the customer-facing **My Repairs** self-service page, **staff notifications** on key events, per-event SMS templates, a new **Revenue by Service Location** report with PDF/Excel exports and grand totals, a fully equipped Work Orders list (filters, bulk actions, exports and paging), warranty-reimbursement recording, and a customer **Service & Repair** tab in the admin.

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1. What's new in 1.2.57 — the Slip Designer, Letter layouts and receipt-printer logos

September 2026. Everything a repair prints can now be laid out by the shop itself, on a new page in the Service & Repair menu, and printed cleanly on any receipt printer roll or on a full Letter page.

- **The Slip Designer** — **Service & Repair → Slip Designer** lays out each slip: the drop-off receipt, pickup receipt, pickup release, work sheet, item tag and the register's payment receipt. Drag pieces into rows, choose how each row is spread and the line above it, reword and resize pieces, add your own text, and watch a live preview drawn on a real work order (type a work order number to preview that one). **Test print** prints the slip without saving it.
- **Nothing changes until you change it** — every slip has a built-in **Indition basic** layout that prints exactly what your shop printed before, and it is the default. Duplicate it to make your own, then **Make default**. Built-in layouts can't be edited or deleted, but their paper, inner margin and printer alignment can be set.
- **Printing moved to the Slip Designer** — the **Printing** settings (Print Work Order Documents On, Receipt Paper Width, Item Tags, Show Prices on the Shop Copy) are now at the top of the Slip Designer, with their own **Save printing settings** button, instead of on the Settings page. Receipt Paper Width now offers 58mm, 76mm, 80mm and 112mm rolls.
- **Letter layouts** — the drop-off receipt, the work order sheet and the pickup receipt also come as Letter layouts. Their built-in Letter layouts print the full-page documents exactly as before and are the Letter defaults. Full page printing (the admin's PDF, and a POS station set to Full page) prints each document's Letter default, so these three documents now have two defaults: one for the receipt printer and one for Letter. Duplicate a built-in Letter layout to design your own page, laid out across the page with larger type.
- **Receipt-printer logos** — **Manage Logos**, on the Slip Designer's breadcrumb bar, holds a logo for the receipt printer apart from the website's color logo, which prints speckled on a thermal printer: one logo for every store location, or one for each location with a shared fallback. SVG prints sharpest; PNG is accepted; JPG is not. SVG files are cleaned of scripts and outside links on upload. Without one, the slips print the shop name, as before. Letter pages, PDFs, emails and the customer's pages keep the website logo. With POS installed, **Use the same logos in Service & Repair and POS** keeps one set of logos for both.
- **Printable width and the end mark** — slips are laid out at the width the printer's head actually prints (for example 72mm on 80mm paper), so nothing is cut off at the right; the preview shows the whole paper with the strips the head can't reach shaded. Every roll slip now ends with a tiny mark 12mm below its last line, which makes the printer feed the slip past its cutter, so the cut no longer goes through the bar code.
- **Inner margin and printer alignment** — on every layout, built-in ones included: white space kept inside each edge of the paper, and a nudge right or down for a printer that prints slightly off.
- **The payment receipt is a slip too** — the receipt the register prints for a deposit or a payment on a repair is laid out in the Slip Designer like the others. Its built-in **Indition basic payment receipt** is the register's own receipt, as the register printed it before, on the station's receipt paper; the **Standard payment receipt** is a slip-style one with the logo, a PAID stamp and the totals.

Also in this release

- **Payment receipts on repairs with two invoices.** A payment taken against one of two invoices now prints that invoice's number, total, paid to date and balance, on both payment receipts.

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- **No placeholder emails.** The placeholder email address intake gives a walk-in customer who has no email never prints on a payment receipt.
- **The repair location's 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 repair location the item is at (set on that location's page in Store Management), or the website logo when it has none.

> Nothing needs to be done to keep printing as before: every slip prints its built-in layout until you make another layout the default, and printing settings already saved carry over to the Slip Designer. To print a logo on the receipt printer, upload one in **Manage Logos**.

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2. What’s new in 1.2.56 — intake details: accessories, serial numbers and past orders

Everything a customer leaves, and everything they tell you about it, can now be captured completely at drop-off — and corrected afterwards without starting again.

- **Accessories checklist** — a new catalog, **Settings → Accessories Checklist**, holds the things customers usually leave with a machine (power cord, foot pedal, carrying case…). At intake they are one tap each, next to the free-text box for anything else. The drop-off receipt, work sheet and pickup receipt list both, so every item is ticked off on the way back out.
- **Accessories can be corrected after intake** — the work order’s *Items Being Serviced* panel now has an **Accessories Included** row with **Edit**: tick, untick or type, and it saves as you go.
- **Require Serial Number on Intake** — a new switch in **Settings → Work Order Defaults**. When it is on, 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 to a work order later need one too, and a serial number cannot be removed once entered. It is off until you turn it on.
- **Details on the “From an existing order” tab** — choosing **+ Add** on a line from the customer’s previous orders now opens its serial number, reported issue and condition on intake right there, instead of sending you to the Free-form tab to fill them in afterwards.
- **Order lookup finds orders again** — the *Order lookup* tab, for an item bought under a different account, finds an order by its full number as printed on the receipt or invoice. It returns that one order, never a list.

Also in this release

- Clicking **+ Add item** straight after typing a serial number now always adds the item.

> Nothing needs to be done to use the accessories checklist, other than trimming the starter list to suit your shop. Require Serial Number on Intake stays **off** until you switch it on.

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3. What’s new in 1.2.14 — counter intake at the POS register

A cashier can now open a work order and run the whole intake from the till, without a back-office login. It produces an ordinary work order in the store’s own numbering sequence, on the Work Orders screen the moment it is saved — only the way it was created is different.

- **Create Work Order at the register** — F10 now offers it alongside finding an existing work order. Customer, items, reported issue, condition, accessories, priority, promised date, storage location, photos and signature are all captured at the counter.
- **The till’s own searches drive the work order** — the Customer and Products panels stay where they are and apply what the cashier picks to the work order rather than to a sale. The Payment tab and PAY NOW are hidden while the form is open, because there is nothing to pay for yet.
- **Items linked to what the customer bought** — add an item from the catalog or from the customer’s previous orders, which is what lets warranty cover be worked out automatically rather than checked by hand.
- **Serials and repeat visits** — serialised products are marked and prompted for; a serial that has been in before shows its earlier repairs at the counter.
- **Deposits that follow the shop’s rule** — a fixed deposit is named and pre-filled, a percentage deposit is explained as falling due at quote approval, and a shop that takes no deposits is not asked. Part payment is accepted and the shortfall stays on the work order.
- **Paperwork from the till** — print the drop-off receipt and the work sheet tag (with the barcode F10 scans back), email the receipt, or text a tracking link where the customer has agreed to texts.
- **Drafts and corrections** — save a half-finished intake when the next customer is waiting; reopen and amend the work order while the customer is still at the counter.
- **Work orders across stores** — a local search that finds nothing reports how many matches exist elsewhere and can include them, each clearly marked, so a customer can be served at any branch.

> Counter intake (**Work Order Intake at the Register**) is **off by default** and depends on **POS Integration**; turning that off withdraws counter intake with it. The register’s store also needs a Service Location mapped to it — see the Configuration Guide.

Also in this release

- **Drop-off signatures, documents and customer uploads are saved correctly.** Signatures and documents taken at intake now appear against the work order — at intake, on the admin Documents tab and in the customer portal.
- **Work sheets print their QR code and barcode.** Previously both were missing, which meant the tag on the item could not be scanned back.
- **Draft work orders can be deleted, and are listed properly.** Deleting a draft silently did nothing, and resuming one from the admin reported an error after the work order had already been created. Drafts also showed “No item yet” regardless of their contents.
- **Intake texts.** The intake SMS message now ships as one of the default SMS events on new installations. Existing shops keep whatever they have selected — tick *intake* under SMS events if you want it.

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4. Highlights

- **Service Location is now the primary concept** — the physical bench or site where a repair is worked replaces the old “Store”/sales-channel language on every staff- and customer-facing surface. The location still maps to a store behind the scenes for invoicing and work-order numbering, but people see the Service Location name.
- **My Repairs** — customers now track all their repairs from a self-service page in My Account, right beside My Orders.
- **Staff notifications** — the module now emails technicians and managers on assignment, customer replies, and quote decisions, plus a daily overdue digest.
- **Per-event SMS templates** — all 10 SMS events can now be worded independently (previously 5 events shared templates).
- **Revenue by Service Location report**, plus **PDF and Excel exports** and **grand-total rows** across the reports.
- **Work Orders list overhaul** — in-grid filters, cross-page selection with bulk actions, Excel/PDF exports, and paging.
- **Warranty reimbursement** — record a reimbursement received to close out a warranty claim.
- **Customer admin Service & Repair tab** and a new **customer-portal deposit payment** on the repair-tracking page.

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5. Service Location — the new primary concept

The physical **Service Location** — the bench or site where a repair is actually worked — is now the primary concept across the whole module, replacing the old “Store” / sales-channel language on every user-facing surface.

- **Requires a mapped store** — when a repair location is enabled in Settings, it now requires a mapped store. That mapped store is what drives **invoicing and work-order numbering**, but staff and customers see the **Service Location** name, not the store or channel.
- **Intake** — the old “Store” picker is replaced by a **Service Location** picker, defaulting to the user’s “Working at” location. The store is derived from the chosen location.
- **Work Orders grid** — the Store column, filter, and sort are now **Service Location** (by name).
- **Grid & report exports** — the Store column becomes the **Service Location** name.
- **Calendar** — the redundant Store filter is dropped; the Service Location filter remains.
- **Email tokens** — `{store_name}` now resolves to the physical Service Location (falling back to the channel name only if unmapped), and a new `{service_location_name}` token is available.

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6. My Repairs — customer self-service

Customers now have a **My Repairs** page inside their **My Account** area, at `/account/my-repairs`, sitting beside **My Orders** with the same account navigation and storefront chrome.

- Lists all of the customer's current and past repairs — work order number, item, status pill, total, and submitted date — newest first.
- Each row has a **View** link to that repair's tracking page.
- Added **automatically** — there is no page to build by hand. It appears only when the module is enabled.

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7. Staff notifications & SMS templates

Staff notifications

The module now emails **staff**, not just customers, on key events. Notifications go to the **assigned technician(s)** plus a **configurable list of managers**.

- Triggers: work order **assigned / reassigned**, **customer replied**, **quote approved**, and **quote declined**.
- A **daily overdue-work-order digest** (an SLA/overdue reminder) is sent on a schedule.
- Everything is turned on/off and configured under **Settings** — a Staff notifications section with per-event YES/NO toggles and the manager recipient list.

Per-event SMS templates (5 → 10)

Every one of the **10 SMS events** now resolves to **its own SMS template**; previously 5 events shared templates. Each event can be worded independently in Settings.

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8. Reporting — new report, exports & totals

- **New report: Revenue by Service Location**.
- **PDF and Excel exports** — reports now export to PDF (landscape for wide reports) and Excel, honouring the current filters.
- **Grand-total rows** — summable numeric columns get a grand-totals row computed over the full result set, shown on screen, in the Excel export, and in the PDF. Aging and vendor-performance totals use weighted averages, never a naive average.

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9. Work Orders list — filters, bulk actions & exports

The **Work Orders**, **My Queue**, and **Drafts** grids gained a full working toolkit.

- **In-grid column filters** — type-as-you-go text; **Status / Priority / Service Location** multi-select dropdowns; **date-range** (from/to) pickers on date columns; and **min/max money range** on money columns. A universal search and an **Overdue** toggle ride alongside without a full reload.
- **Selection dock + bulk actions** — a fixed dock shows how many work orders are selected and offers **Change Status** (only the statuses all selected orders can move to) and **Reassign Technician**. Bulk failure messages name the **work order number**, never an internal id.
- **Cross-page selection** — ticking rows persists across paging and filtering and feeds the dock count, bulk actions, and exports; select-all accumulates across pages.
- **Grid exports (Excel + PDF)** — export the ticked rows first, otherwise the active filters. The button says which scope it will use (“Export 3 selected” / “Export filtered”).
- **Pager + page size** — a pager above and below each grid, page size **100 / 250 / 500 / All** (remembered for the session), and sortable columns on every grid.
- **Drafts grid** — adds a **Created By** column and filter, showing which staff member started the draft.
- **Legible pills** — status and priority pills use automatic contrast text so labels stay readable on any configured color, and overdue work orders show a red **OVERDUE** marker.

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10. Warranty reimbursement

Staff can now **record a warranty reimbursement received** against a warranty claim from the work order's **Warranty** tab. Recording the reimbursement writes the amount received and **closes/settles the claim** (marks it approved/paid), completing the warranty loop: claim → approval → reimbursement recorded.

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11. Customer admin & portal

Service & Repair tab on the customer record

A customer's admin record now has a **Service & Repair** tab listing that customer's work orders. The per-row **View** link opens the work order in a **new tab**, so the customer record stays in place.

Customer-portal deposit payment

On the authenticated customer repair-tracking page, a customer can now **pay a requested deposit online**, matching the deposit-payment experience already available through emailed payment links.

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12. Upgrade notes

- Contact Indition support to update the module; the update adds the My Repairs account page, warranty reimbursement and the daily overdue-work-order digest.
- **Map each enabled repair location to a store** — an enabled Service Location now requires a mapped store, which drives invoicing and work-order numbering.
- Configure **Staff notifications** in Settings — set the manager recipient list and the per-event YES/NO toggles, and confirm the overdue-digest schedule.
- Review the **10 per-event SMS templates** in Settings, as each event now has its own template.

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