4. Taking an item in (intake)

Creating a work order when a customer arrives is called **intake**.

1. **Start.** Service & Repair → Work Orders → **Create Work Order**. Half-finished intakes can be saved as a **draft** and resumed.
2. **Customer.** Search by name/email/phone, or add a new customer on the spot. Confirm **email** and **mobile** — these drive every notification, the tracking link, and payment requests.
3. **Item & problem.** Make / Model / Serial; the **reported issue** in the customer's words; **condition notes** (existing damage, missing parts); and **accessories** received (charger, case) so you return everything.
4. **Service location & priority.** On a multi-location shop, choose the repair location (defaults to your "Working at" location). Set the priority — *Normal*, *Rush*, or *Emergency* — which can carry a surcharge.
5. **Photos.** Take drop-off photos so the item's arrival condition is on record.
6. **Signature & receipt.** Capture the customer's drop-off signature if used, save, and print the **Drop-Off Receipt** (Section 19) with the work order number and tracking link/QR.

> On save, the customer gets an **intake confirmation** email with their tracking link (if that event is enabled). A work order number is assigned from the store's own sequence (e.g. `SR-1001`).