

## 6. Statuses & the repair workflow

A status says where a repair is. The system ships with a full set; your manager can rename them, recolour them, set a separate customer-facing label, and add your own.

Status	Meaning
Intake / Received	Just dropped off.
Diagnosing	Being assessed.
Quote Pending / Awaiting Approval	A quote is being prepared / sent and waiting on the customer.
Approved	Customer approved the quote.
Awaiting Deposit / Deposit Received	Waiting for the deposit / deposit paid in full (Section 8).
Awaiting Parts	Waiting on a part to arrive.
In Progress	Work is happening.
On Hold	Paused (waiting on customer, etc.).
Sent to Vendor / Back from Vendor	Out to an outside repairer / returned (Section 10).
QA	Final quality check.
Ready for Pickup	Done and ready to collect.
Closed / Completed	Handed back and finished.
Declined / Cancelled	Customer declined the quote / repair cancelled.
Warranty Claim	A warranty job in progress (Section 15).

### Moving forward vs sideways

The green **next-step button** always shows the single best *forward* step (e.g. from *In Progress* it offers *Send to QA*, never back to a previous step). To go anywhere else — On Hold, back a step for rework, Cancel, Sent to Vendor — **click the status chip**, which lists every allowed move from where you are.

### The deposit gate

If a deposit is required, the system won't let a repair enter "work" statuses (In Progress, etc.) until it's paid — a manager can override the hold with a reason (Section 8).