

Repair Work Orders

04/09/2025 12:47 pm CDT

Overview

To avoid revenue loss, products in compromised condition (e.g. in damaged packaging, with missing parts, etc.) can undergo various maintenance procedures to improve their state. In Skustack, **Repair Work Orders** can be created for such products to initiate and track required restoration tasks within a chosen time frame. The **Repair Work Orders** can contain custom instructions and their associated costs.

Create Repair Work Orders through the Skustack Admin portal or use the Skustack application to add and oversee repair instructions and costs.

Manage Repair Work Orders

The Skustack application enables you to easily view the custom guidelines required to repair a unit.

To manage Repair Work Orders:

1. Navigate to the **Work Order** module and search for the desired [Work Order](#).
2. Open the Repair Work Order and swipe it to the left to reveal shortcuts to other actions:
 - **Bins** – Tap the icon to see all bins where the product is stored (bins will show only if you're logged into a bin-enabled warehouse).
 - **Info** – Tap to be directed to the [Product Info](#) module.
3. Tap on the Work Order to display products to be repaired. Tap on a product to view its list of **Repair Instructions**. The **# of Repairs** indicates the number of existing instructions.

Repair Instructions

When you open the list of **Repair Instructions**, you'll see the restoration tasks and their corresponding costs.

Repair Instruction	Cost
TPLINK_Charger	\$3.00
New packaging	\$3.00

Add Repair Instructions

To add a new instruction and its cost to an existing Repair Work Order:

1. Tap the + icon.
2. Choose a **Mode** to add the instruction:
 - a. **Manually** – Populate the **Repair Instruction**, its **Cost**.

+ Add Repair Instruction

Mode: Manually ▼

Repair Instruction

Cost

CANCEL ADD

b. **ProductID** – This mode gives you the option to enter/scan existing products that should be included in the

repair (e.g. new charger, new lightbulb, etc.).

+ Add Repair Instruction

Mode: Proudct ID ▼

Enter product SKU / UPC 

CANCEL ADD

3. Tap **Add**. The new instruction will be visible in the repairs list.

Create Repair Work Orders

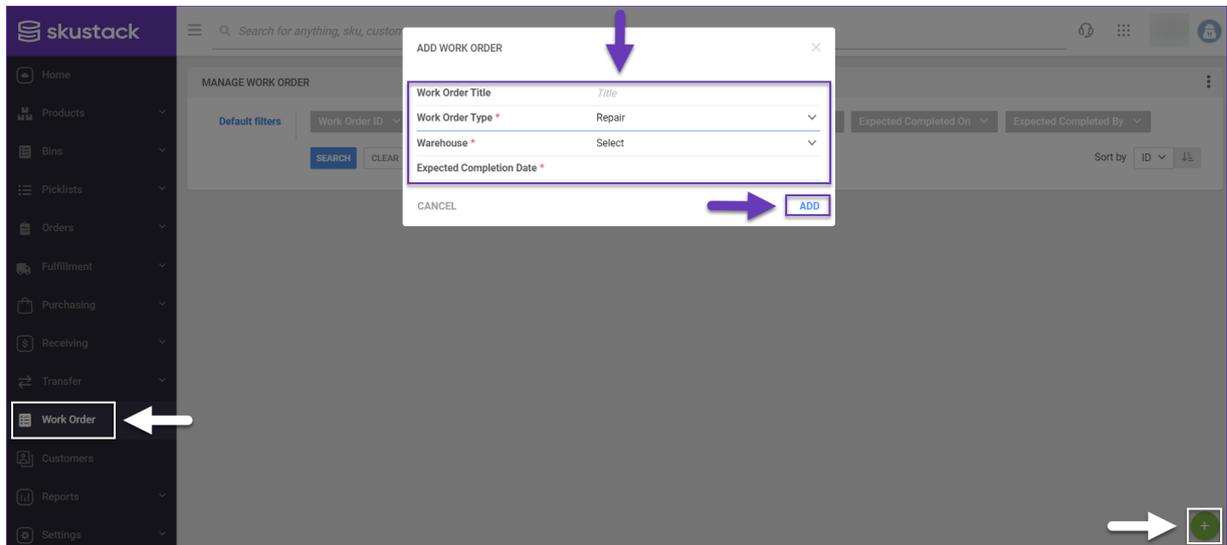
The Skustack Admin portal lets you easily create Repair Work Orders in two ways:

- Via a standard [Work Order](#) of type **Repair**.
- From graded units in [Grading Work Orders](#).

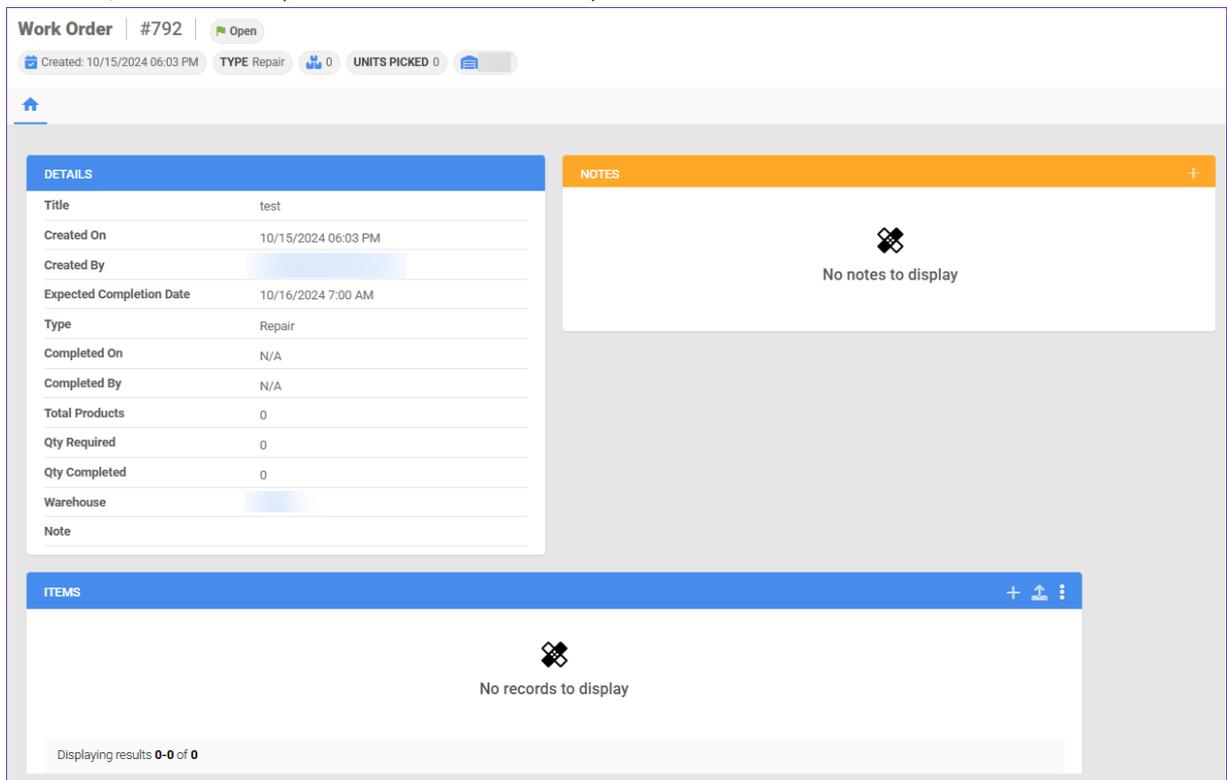
To create a Repair Work Order:

1. Navigate to the Skustack Admin portal at <https://xx.skustack.com> (replace “xx” with your server ID or team name).
2. Enter your login credentials.
3. On the left, select **Work Order** and click on the green Plus icon.
4. Choose:

- **Word Order Title** – A task name.
- **Work Order Type** – Select **Repair** from the dropdown menu.
- **Warehouse** – The affected warehouse.
- **Expected Completion Date** – Estimated completion time.



5. Click **Add**, and the new **Repair Work Order** will load on your screen.



6. (Optional) Add **Notes** with any custom requirements or additional information. Users you tag will receive the note as a **notification** in the Admin Portal and in Sellercloud's Delta interface.

NEW NOTE
✕

Add A Note * Example Note

Users To Notify testshipper@sellercloud.com ✕ | ▾

CANCEL
ADD

Add Items

Next, proceed to add items to repair. You can do that either Individually or In bulk.

Individually

1. Navigate to the **Items** panel and click the **+** icon to add products.

The screenshot shows a 'Work Order #600' interface. At the top, there are tabs for 'Manage Unit Info' and 'Toolbox'. Below this, a summary card displays 'Total Products: 0', 'Qty Required: 0', 'Qty Completed: 0', 'Warehouse', 'Note', 'Reference Type: Unknown', and 'Reference ID'. Below the summary card is the 'ITEMS' panel, which currently shows 'No records to display'. A purple arrow points to the '+' icon in the top right corner of the 'ITEMS' panel header.

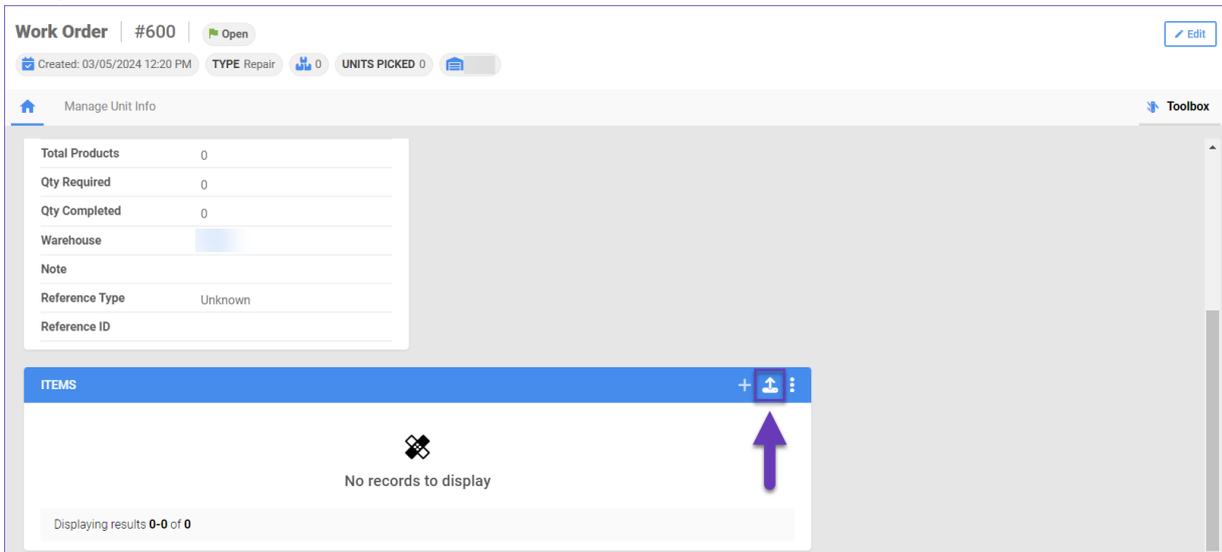
2. Search and select your desired products in the grid.
3. Enter the quantity for each item.
4. Click **Add Selected** to continue adding more products or **Add & Close**.

The screenshot shows a product selection grid. At the top, there is a search bar with 'tplink' entered. Below the search bar is a table with columns for 'SKU', 'PRODUCT', and 'QTY'. The table lists several products, including 'TPLINK' which is selected with a checkbox and has a quantity of '1' entered in its 'QTY' field. At the bottom of the grid, there are two buttons: 'ADD SELECTED' and 'ADD & CLOSE (1)'. Purple arrows point to the search bar, the 'TPLINK' row, the 'QTY' field for 'TPLINK', and the 'ADD SELECTED' button.

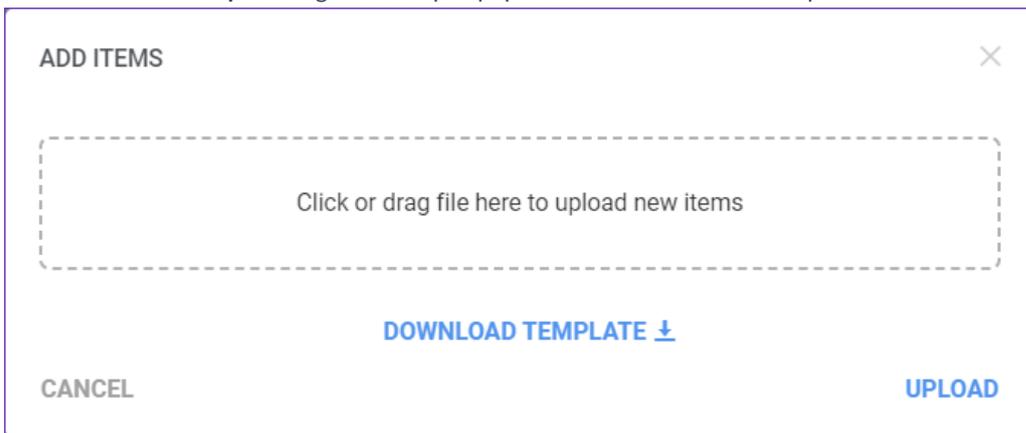
SKU	PRODUCT	QTY
<input type="checkbox"/> test1234354	TPlink	0
<input type="checkbox"/> TP_LINK300	Tplink 300 + charger	74
<input checked="" type="checkbox"/> TPLINK	Tplink	1
<input type="checkbox"/> Tplink Refurb	TPlink	0
<input type="checkbox"/> TPLINK_Defective	TPLINK_Defective	0
<input type="checkbox"/> Tplink_Refurbished	TPlink	0
<input type="checkbox"/> TPlink_test_clone	TPlink	0

In Bulk

1. Navigate to the **Items** panel and click the **Bulk Import** icon.



2. Click **Download Template** to generate a pre-populated file with all of the required columns.

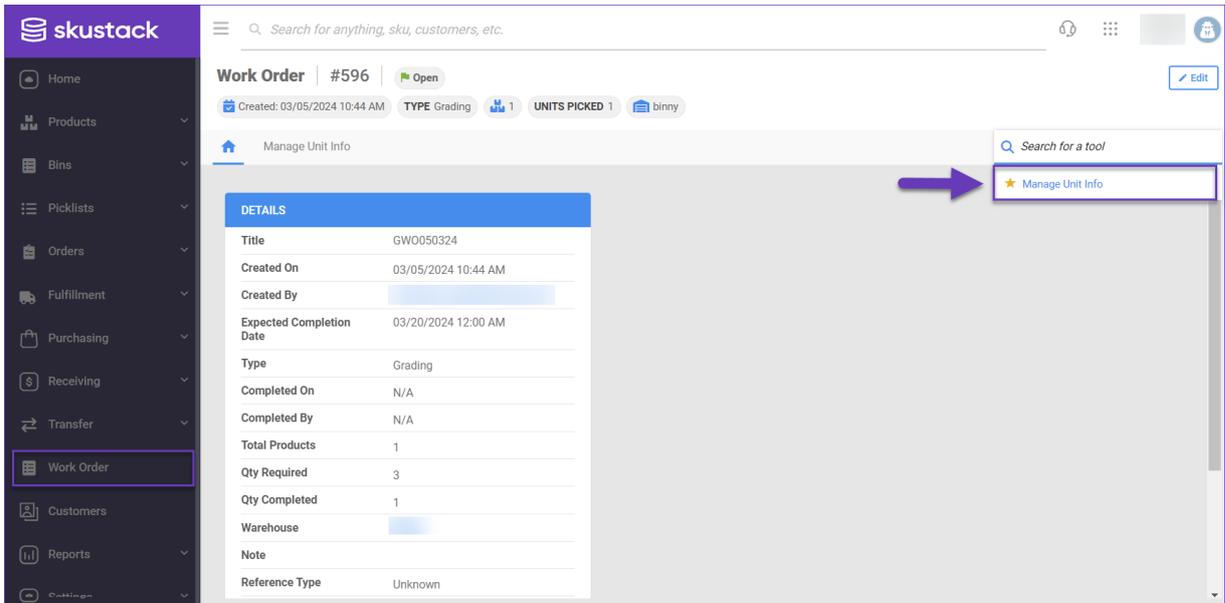


3. Populate the required values (**ProductID**, **WarehouseName**, and **TotalQtyRequired**), save the file, and drag it back onto the grid.
4. Click **Upload** and the product/s will appear in the **Items** panel.

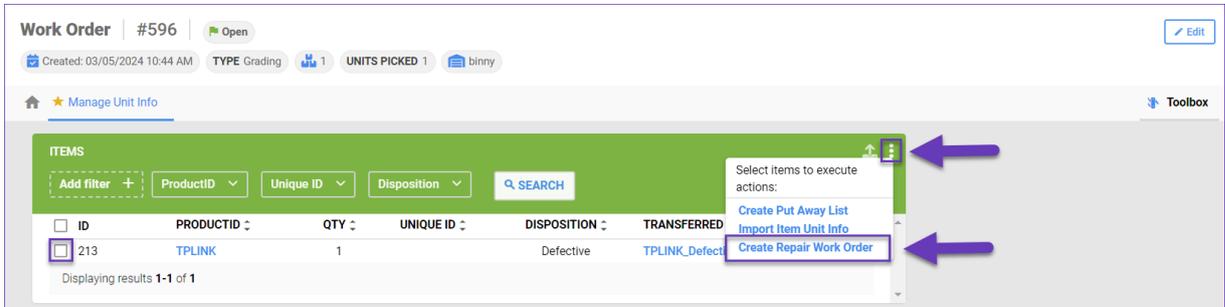
From Grading Work Order

When evaluated products in **Grading Work Orders** require repair activities, you may initiate them directly from the graded unit. To do so:

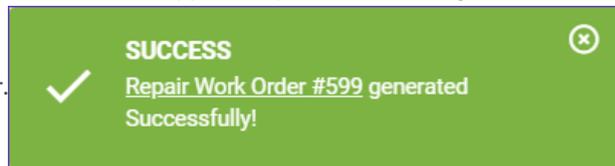
1. Open the required Grading Work Order.
2. From its **Toolbox**, select **Manage Units**.



3. Choose which unit to repair, click on the three dots in the **Items** panel and select **Create Repair Work Order**.



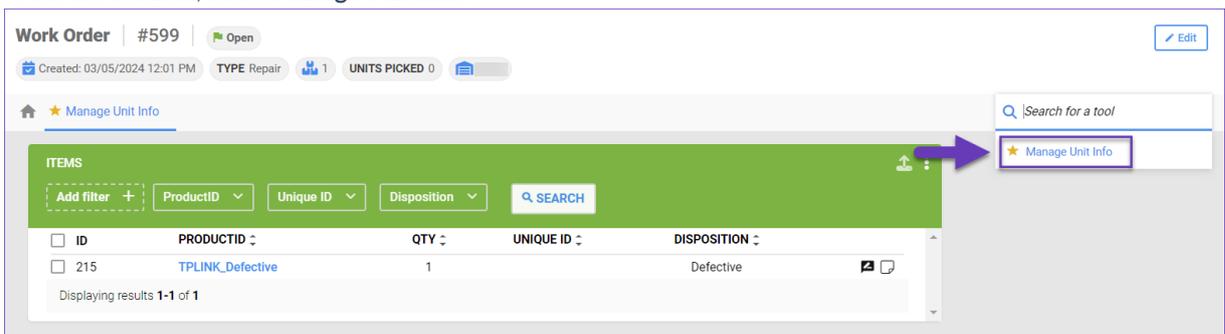
4. A success message with a link to the newly created work order will appear on your screen. The graded unit will be automatically added to the new Repair Work Order.



Manage Unit Info

The product's Repair instructions and respective costs are stored on the Repair Work Order's **Manage Unit Info** page. To locate this information:

1. Navigate to the **Work Order** section and open the required order.
2. From the **Toolbox**, select **Manage Unit Info**.

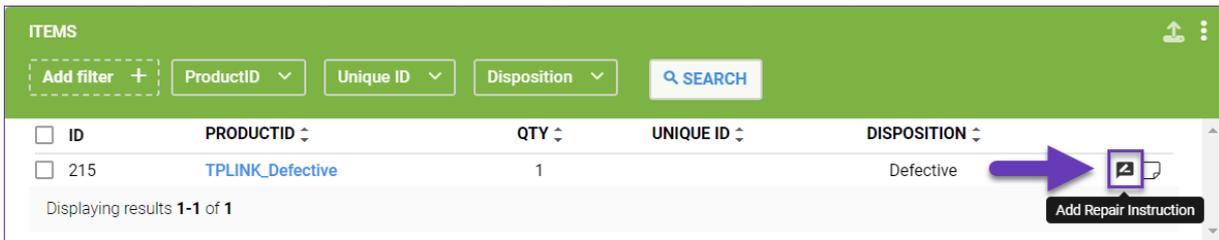


3. Optionally, use the available filters in the **Items** panel to narrow the list of units.

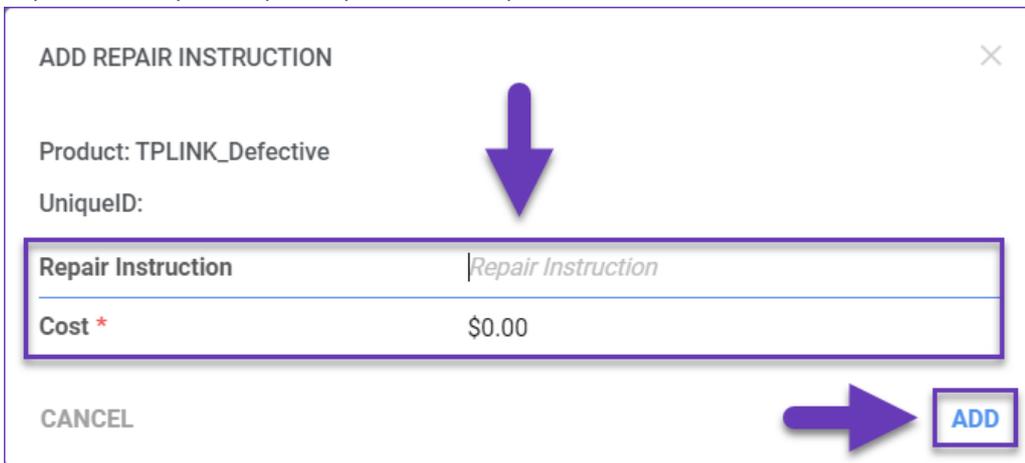


Repair Instructions

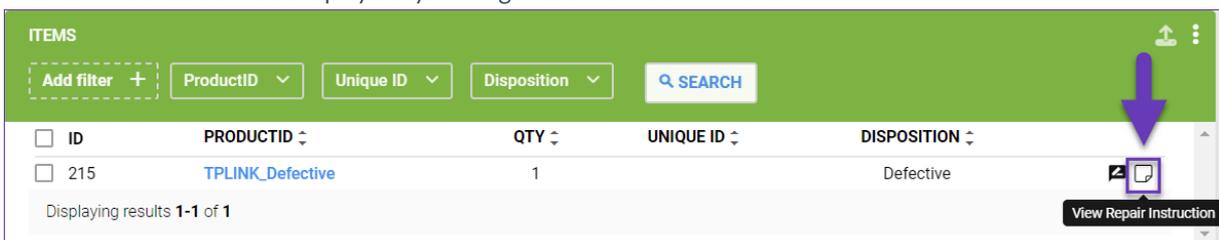
In the **Items** panel, next to the product's disposition, you can add unit-specific **Repair Instructions**.



Populate the required repair steps and their respective cost and click **Add**.



The new instruction can be displayed by clicking the **View Instructions** icon.



The list of **Repair Instructions** will appear.

REPAIR INSTRUCTIONS		
Product: TPLINK_Defective		
UniqueID:		
ID	REPAIR INSTRUCTION	COST
23	New label with correct packaging date	\$0.03
24	New Box	\$1.00
25	+1	\$0.01
26	New box & label with correct packaging date	\$1.00
CANCEL		

Actions

In the **Items** panel you can find the following Actions to manage your graded units:

- **Create a Put Away List** – Select the required unit's checkbox and use this action to create a [Put Away List](#) for it.
- **Import Item Unit Info** – With this action you can update the unit grading information via a file import. Another file import option can be found next to the Action menu.

ITEMS					
ID	PRODUCTID	QTY	UNIQUE ID	DISPOSITION	
<input type="checkbox"/>	215	TPLINK_Defective	1	Defective	

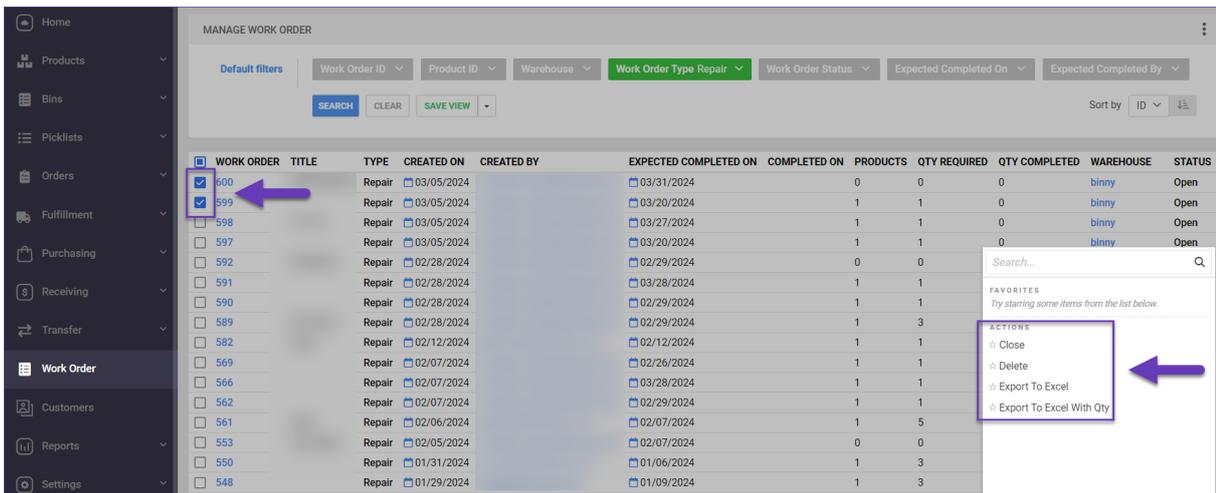
Displaying results 1-1 of 1

Manage Repair Work Orders

In addition to creating new work orders, you can utilize the Admin portal to:

- **Delete** – Permanently delete existing repairs.
- **Close** – Move work orders to a Closed status.
- **Export** – Export an Excel sheet with basic Repairs information.
- **Export to Excel with Qty** – Export an Excel sheet with Repairs information, including affected quantity

Simply check the desired work orders, click on the Action icon in the bottom-right corner and choose the required activity.



Related Settings

SETTING

DESCRIPTION

Validate serial globally

[Client setting](#). Enables serial number validation in Skustack. Learn more about serial number validation and relevant client settings [here](#).

Require Component Serial Scan If Necessary

Skustack's [Warehouse Management setting](#). When enabled, will force the user to scan serials for components that are set to require serial scan.

Allow Unlock Work Order

Skustack's [Warehouse Management setting](#). When enabled, this setting allows you to edit/add products to Work Orders.

Auto populate progress quantity when bin is selected

Skustack's [Warehouse Management setting](#). When a bin is selected, the Pick Qty field will automatically be set to the total quantity available in that bin, up to the quantity required.

Auto print new product labels

Skustack's [Warehouse Management setting](#). Automatically print out a label for new products after the transfer is complete.