Repairs

Inventory · https://docs.dacapoinventory.com/doc/repairs/

Create a New Repair

1. To create a new repair, you can click on one of the yellow ‘Repair’ icons in an Action column , or visit the ‘Repairs’ page in the Inventory Menu.



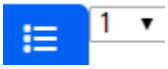
Repair Tool

2. If you chose the latter, you may 'Select an Instrument' (or 'Select a Supply') to send to repair. Type in the description of the repair, select a Vendor to send the repair to, and click Create Repair Ticket. Based upon your School District’s settings, an email will be sent immediately, or delayed for up to one week, to You, your Administrator, and the Vendor with details about the repair.



Create Repair Ticket

3. You may print out labels for all or some of your repairs by clicking the Label Button near the top-right of the ‘Current Repairs’ table.



Repair Labels

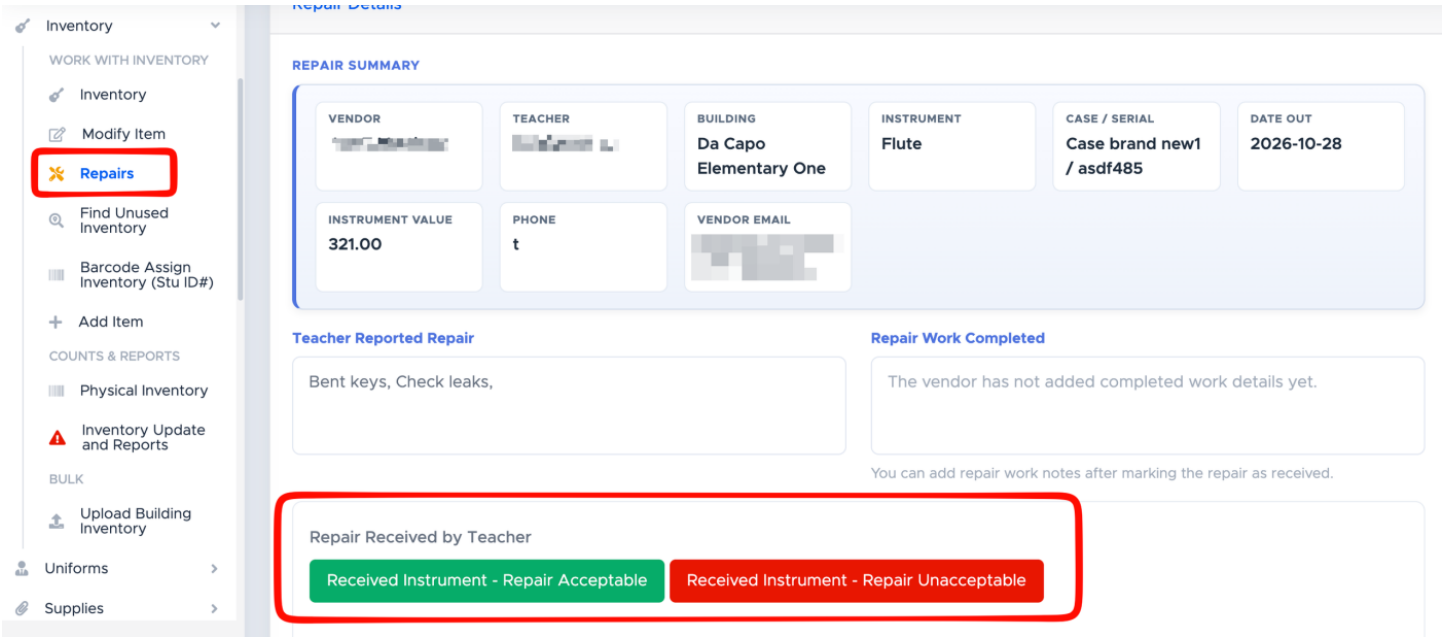
4. To limit the labels that will be printed, simply type ‘Flute’ in the search field, and only Flute Repair labels will be printed.
    - Or, select one or more rows from the table using the mouse and either your CTRL-key or your SHIFT-key. Then click the Labels button and inspect your labels before you print them. These labels are Avery 5160 or compatible.

NEW – February 2026:

Teachers can now view a student's complete repair history and upload a PDF Incident Report from the **Student Details page** to attach supporting documentation to repair records. When a new repair is created, the system automatically associates it with the most recent student who was issued the instrument.

Mark Repair as Received (Either Acceptable or Unacceptable)

1. To view details about the repair, click Manage Repair. From here, you can enter or view whether or not an estimate has been received and accepted, and you can mark the instrument as Received when it comes back from repair.



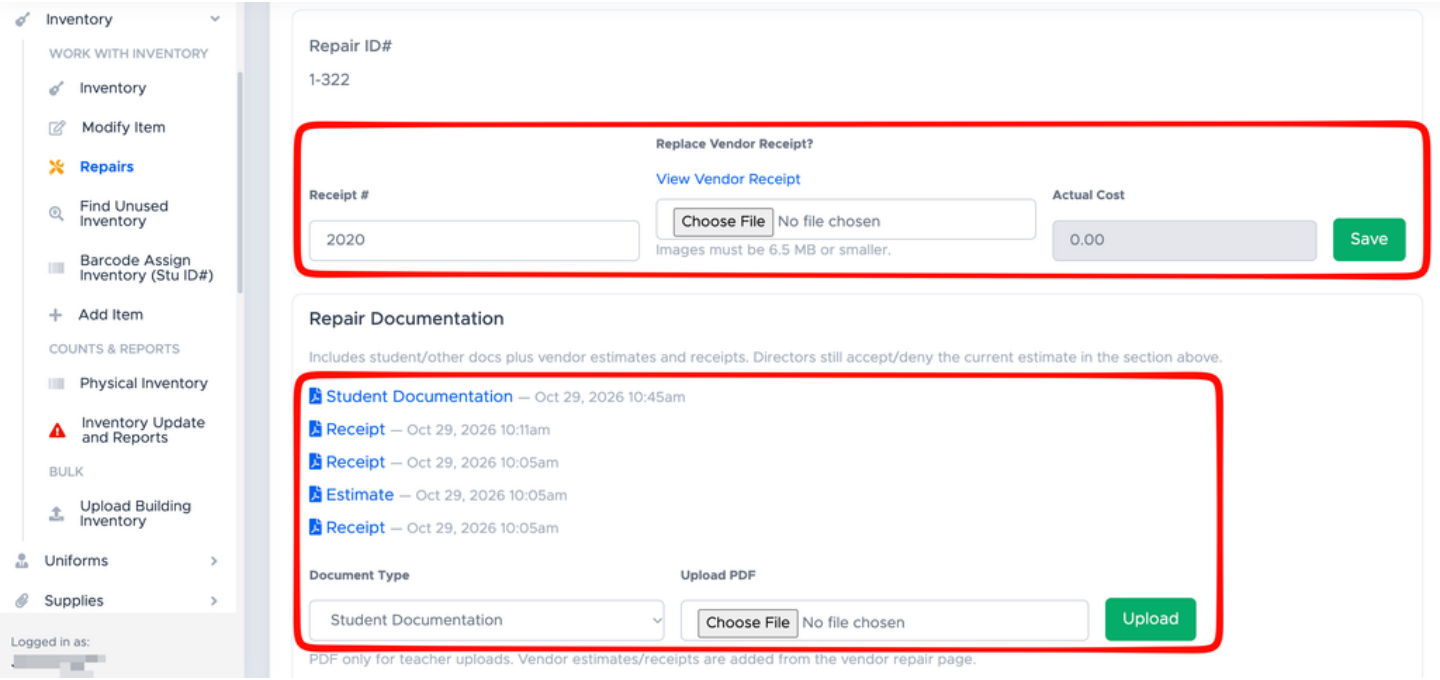
Repair Receipts & Documentation

You can keep track of repair receipts and any other repair documentation by clicking 'Manage repair' and scrolling to the Repair Documentation section.

For receipts, you can save the receipt number, repair cost, and upload a picture of the receipt under the 'Repair ID#' section. Easier way to log this information is on mobile, as once you click 'Choose File', your phone camera opens and you can snap a picture of the receipt. Once done, click 'Save' to store the receipt information. If vendor submitted uploaded receipt information, you can view it by clicking 'View Vendor Receipt'.

For estimates, student documentation, and more, you can see and upload from the 'Repair Documentation'. Teachers are able to upload any necessary documentation and are able to see any previous receipts, estimates, and uploads.

- Directors are able to change vendors and accept/deny repair estimates
- Vendors are able to upload receipt information, so any repair information submitted from the vendor is visible.



Cancel Repair

Teachers can cancel a repair **only if no activity has occurred** on it.
If a repair was **created by mistake**, follow these steps to cancel it:

1. Go to the **Repairs** page.
2. In the **Actions** column on the right, click the **red trash can icon** next to the **Manage Repair** button.

Please note:

- If an email has already been **sent or scheduled** to be sent to the vendor, it **cannot be recalled** automatically.

- In this case, you may wish to **contact the vendor directly** to let them know that the repair has been cancelled.