

STOCK2TRACK

Service Jobs & Assets

User manual and guide — repairs and job cards, recurring services, and the equipment your business owns

START HERE

Before you begin

This guide covers two modules. **Service Jobs** is for items customers leave with you: repairs, alterations, servicing. **Assets** is for the equipment your own business owns.

Switch them on

1. Open **Admin** > **Module Setup** and switch on **Service Jobs** and, if you need it, **Assets**.
2. Give your staff the permissions in the table at the end of this guide (Admin > User Roles).
3. Create your service types (Chapter 1) and asset categories (Admin > Asset Categories).

A job from start to finish

1. Book it in, with its condition and a promised date (Chapter 3).
2. Add parts and labour, and move it through its stages (Chapter 4).
3. Generate the invoice when the customer collects (Chapter 5).

Chapters

- | | |
|---------------------------------|---------------------------------|
| 1. Service Types | 6. Recurring Services |
| 2. The Job Card List | 7. Service Reports |
| 3. Booking In a Job | 8. The Asset Register |
| 4. Working on a Job | 9. Lending Equipment |
| 5. Delivering and Billing a Job | 10. Maintenance Contracts (AMC) |

Service Types

A service type is a kind of job you do: mobile repair, alteration, AC service. Every job card belongs to one.

Who	Owner	How often	Once, then when you add a service
-----	-------	-----------	-----------------------------------

Why it matters

The type sets how many days a job normally takes, so every job card gets a sensible promised date and the reports can compare like with like.

How to use it

1. Open **Service Jobs › Service Types**.
2. Type a **Name** and a short **Description**, and set **Default Est. Days**: how long this kind of job usually takes.
3. If customers book this service as an appointment (salons, clinics), also set the **Duration (minutes)** and the product it is billed as (**Bill as this product**).
4. Press **Add**. To change a type, press its pencil; to stop using it, press the eye icon. Types are never deleted, so old jobs keep their type.

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CLASSIC BLUE

QUICK INVOICE

NEW INVOICE

Service Type Setup

1

Add Service Type

Name *

e.g. Repair, Alteration

Description

2

Default Est. Days

3

+ ADD

For appointment booking (salons, spas, clinics)

Duration (minutes)

0

Bill as this product

Customers may book this online

0 = use the shop default

Needed to put this service on an invoice

3

ID	Name *	Description	Default Est. Days	Duration (minutes)	4	Actions
3	Alteration	Garment alteration and fitting	2 days	20 min	Active	 
2	Hearing Aid Servicing	Clean, tune and test hearing aids	5 days	30 min	Active	 
5	Installation	Curtain and fixture installation at home	1 days	—	Active	 
1	Mobile Repair	Screen, battery and charging repairs	3 days	—	Active	 
4	Tailoring / Stitching	New stitching from customer fabric	7 days	—	Active	 

Figure 1. Service types

1

Add a service type

2

Days this kind of job usually takes

3

Your service types

4

Active types appear on new job cards

Before you start

Privilege **Service Type Setup**. The **Service Jobs** module must be on in Admin > Module Setup.

Good to know

- Set up at least one service type before you book in the first job.
- A deactivated type disappears from New Job Card but stays on old jobs.

The Job Card List

Every item left with you for repair or service, with its status and promised date.

Who	Counter staff, technicians	How often	All day
-----	----------------------------	-----------	---------

Why it matters

Customers ask "is it ready?" The list answers in seconds, and the Overdue tile shows promises you are about to break.

How to use it

1. Open **Service Jobs > Job Cards**. The last 30 days are shown; widen **From Date** for older jobs.
2. Use **Status** and **Search** (name, phone, item or job number), then press **Filter**.
3. The tiles count Received, In Progress, On Hold, Ready for Pickup and Overdue jobs. A job is overdue when its promised date has passed and it is not yet delivered, invoiced or cancelled; overdue rows are tinted and the date shows in red.
4. Press the job number or the eye icon to open the job card.

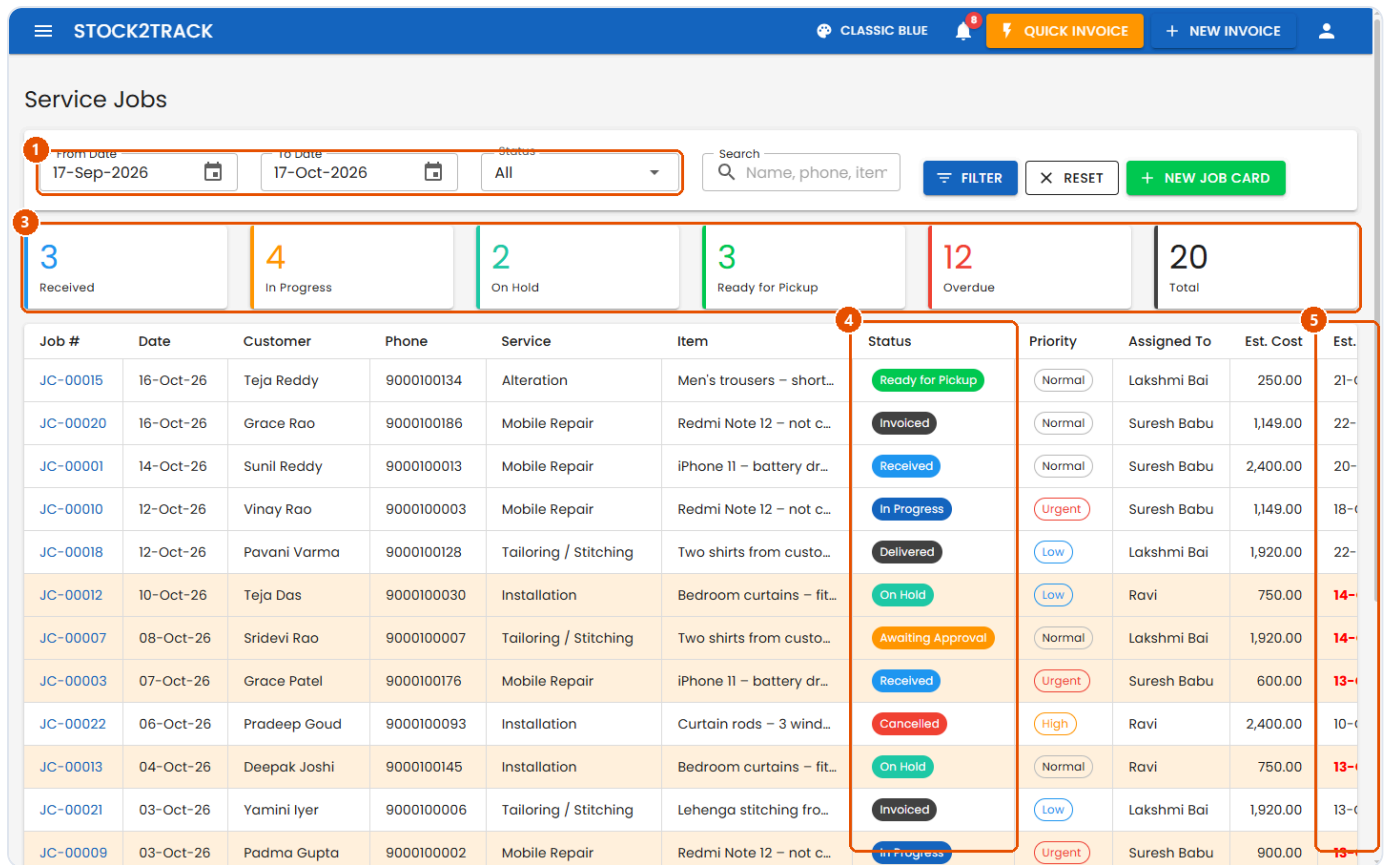


Figure 2. Job cards

- 1 Dates and status filter
- 2 Book in a new job
- 3 Jobs by stage; Overdue = past the promised date
- 4 Where each job is
- 5 Promised date (red when late)

Before you start

Privilege **Job Card View**.

Good to know

- The tiles follow the filters: widen the dates to see every open job.

Booking In a Job

Record the customer, the item, its condition, the price you quoted and the date you promised.

Who	Counter staff	How often	Every item received
-----	---------------	-----------	---------------------

Why it matters

Writing the condition down at the counter protects you: "the back was already scratched" is on the receipt the customer signed.

How to use it

1. Press **New Job Card**. Type the customer's **Phone**; an existing customer is found and the name filled in. For someone new, type the **Customer Name**.
2. Choose the **Service Type** and **Priority**, and type who will do the work in **Assign To**.
3. Describe the item in **Item Description** (make, model, serial, the fault) and its state in **Condition at Receipt**.
4. Type the **Estimated Cost** (leave it blank if you cannot say yet) and check the **Expected Delivery Date**.
5. Press **Create Job Card**. The job is numbered (JC-00012), its status is **Received**, and the job card opens. Press **Print Receipt** to give the customer a slip.

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QUICK INVOICE

NEW INVOICE

New Job Card

5

Customer Details

Phone **
9848011122

Customer Name **
Rahul Verma

Walk-in / New customer

2

Service Details

Service Type **
Mobile Repair

Priority
Urgent

3 Assign to (worker/technician)
Suresh Babu

4

Item description **

Redmi Note 13 - screen cracked, touch not working

Condition at receipt
Back cover scratched. No SIM or memory card.

Estimates

Estimated Cost
Rs. 1,800.00

Expected Delivery Date
19-Oct-2026

6

CREATE JOB CARD

CANCEL

Figure 3. A new job card

- | | |
|------------------------------------|---|
| 1 Phone finds an existing customer | 4 The item, and its condition when received |
| 2 Kind of job and how urgent | 5 Price quoted and date promised |
| 3 Who will do the work | 6 Create the job card |

Before you start

Privilege **Job Card Creation**.

Good to know

- The expected date is filled from the first service type in the list. Change it after picking the type.
- A new customer typed here is kept on the job only; add them in Customers if you want them in the customer list.

Working on a Job

Add the parts, labour and other charges, keep notes, and move the job through its stages.

Who	Technician, manager	How often	As the work happens
-----	---------------------	-----------	---------------------

Why it matters

The parts you add here are what the customer is billed for and what leaves your stock, so nothing used on a repair goes missing.

How to use it

1. Open the job. The top shows the customer, the item, the estimate, the promised date and who it is assigned to.
2. In **Parts, Labour & Materials**, press **Add Item**. Choose **Part (from inventory)** and pick the product, or **Labour** or **Miscellaneous** and describe it. Set the quantity and unit cost and press **Add**.
3. Write what you did in **Progress Notes**.
4. In **Update Job Card**, choose the next status, add a note (required) and press **Update**. You can also re-assign the job, change the estimate and set the **Warranty Days**.
5. The stages are: Received → Diagnosed → Awaiting Approval → In Progress → Ready for Pickup → Delivered → Invoiced. On Hold and Cancelled are possible until the job is ready. Every change is listed in **Status History** with who made it.

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8

QUICK INVOICE

+ NEW INVOICE

1

Job Card JC-00015

2

Ready for Pickup

Normal

3

Customer & Item Details

Customer

Teja Reddy

Phone

9000100134

Customer Code

233

Service Type

Alteration

Received Date

16-Oct-2026 10:17 PM

Received By

demo

Item Description

Men's trousers – shorten 2 inches

Condition at Receipt

No other damage.

Estimated Cost

Rs. 250.00

Expected Delivery

21-Oct-2026

Assigned To

Lakshmi Bai

Warranty

None

Parts Cost

Rs. 0.00

Labour Cost

Rs. 250.00

Total / Final Cost

Rs. 250.00

Parts, Labour & Materials

+ ADD ITEM

Type	Description	Qty	Unit Cost	Total	Notes
Labour	Hemming - 2 inches	1.00	Rs. 250.00	Rs. 250.00	

Progress Notes

Add a note

Actions

GENERATE INVOICE

CANCEL JOB CARD

PRINT RECEIPT

COPY JOB INFO

CUSTOMER JOB HISTORY

Job Card Info

Created By

demo

Created On

16-Oct-26 10:17 PM

Cost Breakdown

Parts	Rs. 0.00
Labour	Rs. 250.00
Miscellaneous	Rs. 0.00
Total	Rs. 250.00
Estimated	Rs. 250.00

Figure 4. A job card

- 1 Job number
- 2 Current stage
- 3 Customer, item, estimate and promised date

STOCK2TRACK

CLASSIC BLUE

8

QUICK INVOICE

+ NEW INVOICE

1

Parts, Labour & Materials

+ ADD ITEM

2

Type	Description	Qty	Unit Cost	Total	Notes
Labour	Hemming - 2 inches	1.00	Rs. 250.00	Rs. 250.00	

Labour	Rs. 250.00
Miscellaneous	Rs. 0.00
Total	Rs. 250.00
Estimated	Rs. 250.00

Progress Notes

Add a note...

Progress update, diagnostic findings, customer communication...

ADD NOTE

Customer wants it before Friday.

demo — 17-Oct-26 08:17 AM

Update Job Card

Change Status

Ready for Pickup

Assign To

Lakshmi Bai

Update Cost Estimate

Rs. 250.00

Warranty Days

0

Notes *

Describe the update...

UPDATE

Status History

Date & Time	From	To	By	Notes
17-Oct-26 09:47 PM	Awaiting Approval	In Progress	demo	Customer approved, work started
17-Oct-26 09:47 PM	In Progress	Ready for Pickup	demo	Work done, customer informed
17-Oct-26 02:17 PM	Diagnosed	Awaiting Approval	demo	Estimate sent on WhatsApp

Figure 5. Parts, labour and materials

- 1 Add parts, labour or other charges
- 2 Part, Labour or Miscellaneous
- 3 Line total; parts leave stock at Ready for Pickup

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8

QUICK INVOICE

+ NEW INVOICE

Type	Description	Qty	Unit Cost	Total	Notes
Labour	Hemming - 2 inches	1.00	Rs. 250.00	Rs. 250.00	

Estimated

Rs. 250.00

Progress Notes

Add a note...

Progress update, diagnostic findings, customer communication...

ADD NOTE

Customer wants it before Friday.

demo - 17-Oct-26 08:17 AM

Update Job Card

1 Change Status

Ready for Pickup

Assign To

Lakshmi Bai

Update Cost Estimate

Rs. 250.00

2 Warranty Days

0

3 Notes

Describe the update...

4 UPDATE

Status History

Date & Time	From	To	By	Notes
17-Oct-26 09:47 PM	Awaiting Approval	In Progress	demo	Customer approved, work started
17-Oct-26 09:47 PM	In Progress	Ready for Pickup	demo	Work done, customer informed
17-Oct-26 02:17 PM	Diagnosed	Awaiting Approval	demo	Estimate sent on WhatsApp
17-Oct-26 06:17 AM	Received	Diagnosed	demo	Checked, part needs replacing
16-Oct-26 10:17 PM	Received		demo	Job card created

Figure 6. Moving a job on

- 1

Next stage
- 2

Warranty given on the work
- 3

Note (required)
- 4

Save the change

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CLASSIC BLUE

8

QUICK INVOICE

+ NEW INVOICE

Type	Description	Qty	Unit Cost	Total	Notes
Labour	Hemming - 2 inches	1.00	Rs. 250.00	Rs. 250.00	

EstimatedRs. 250.00

Progress Notes

Add a note...
Progress update, diagnostic findings, customer communication...

ADD NOTE

Customer wants it before Friday.
demo - 17-Oct-26 08:17 AM

Update Job Card

Change Status
Ready for Pickup

Assign To
Lakshmi Bai

Update Cost Estimate
Rs. 250.00

Warranty Days
0

Notes *
Describe the update...

UPDATE

Status History

Date & Time	From	To	By	Notes
17-Oct-26 09:47 PM	Awaiting Approval	In Progress	demo	Customer approved, work started
17-Oct-26 09:47 PM	In Progress	Ready for Pickup	demo	Work done, customer informed
17-Oct-26 02:17 PM	Diagnosed	Awaiting Approval	demo	Estimate sent on WhatsApp
17-Oct-26 06:17 AM	Received	Diagnosed	demo	Checked, part needs replacing

Figure 7. Status history

- Every stage change, who made it and why

Before you start

Privilege **Job Card View**; adding items needs **Job Card Items** or **Job Card Update**; changing the status needs **Job Card Update**.

Good to know

- Parts leave stock when the job becomes **Ready for Pickup**. Only parts picked from the product list are deducted, once each.
- Removing a part after that, or cancelling the job, does not put the part back in stock. Adjust stock if the part was not used.

Delivering and Billing a Job

Turn the job card into a bill in one press, take the payment, and close the job.

Who	Counter staff	How often	When the customer collects
-----	---------------	-----------	----------------------------

Why it matters

Billing from the job card means every part and every hour of labour you recorded is charged. Nothing is retyped and nothing is forgotten.

How to use it

1. When the job is **Ready for Pickup** or **Delivered**, open it and press **Generate Invoice**.
2. The invoice opens with the customer and every job line already in it; each line is marked with the job number. Labour and other charges are billed as a service item.
3. Take the payment and press **Create Invoice**. The job becomes **Invoiced** and shows the linked invoice number.
4. Setting the job to **Delivered** records the delivery date and starts the warranty.

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QUICK INVOICE

NEW INVOICE

Job Card JC-00015

Ready for Pickup

Normal

Customer & Item Details

Customer

Teja Reddy

Phone

9000100134

Customer Code

233

Service Type

Alteration

Received Date

16-Oct-2026 10:17 PM

Received By

demo

Item Description

Men's trousers – shorten 2 inches

Condition at Receipt

No other damage.

Estimated Cost

Rs. 250.00

Expected Delivery

21-Oct-2026

Assigned To

Lakshmi Bai

Warranty

None

Actions

1

GENERATE INVOICE

3

CANCEL JOB CARD

2

PRINT RECEIPT

COPY JOB INFO

CUSTOMER JOB HISTORY

Job Card Info

Created By

demo

Created On

16-Oct-26 10:17 PM

Cost Breakdown

Parts

Rs. 0.00

Labour

Rs. 250.00

Miscellaneous

Rs. 0.00

Total

Rs. 250.00

Estimated

Rs. 250.00

Parts, Labour & Materials

ADD ITEM

Type	Description	Qty	Unit Cost	Total	Notes
Labour	Hemming - 2 inches	1.00	Rs. 250.00	Rs. 250.00	

Progress Notes

Figure 8. Job card actions

- 1

Bill the job
- 2

Slip for the customer
- 3

Cancel, with a reason

STOCK2TRACK CLASSIC BLUE QUICK INVOICE NEW INVOICE

Advanced Invoice Shortcuts CUSTOMER VIEW OPEN IN 2ND SCREEN CREATE INVOICE PARK PARKED (0) CANCEL

Add Product

Barcode Scan or type barcod + Product Name Serial Number Enter serial number

Line Items (1) Show Images Delivered Add in FIFO Popup Needed

	Product Name	Serial #	HSN	MRP	Offer Price	Qty	Del. Qty	Disc%	Disc
☒	Hemming - 2 inches (JC-00015)	-		250.00	250.00	1.00	0.00	0.00	0.00

Customer Unknown

Phone * 9000100134 Name Teja Company Reddy

Email GSTIN State Telangana

Referred By Address Kukatpally, Hyderabad

Customer: Teja Reddy (Code: 233) Clear

REPEAT ORDER

Ship To

Grand Total: 250.00

Subtotal: 250.00 SGST: 19.07 CGST: 19.07

Payment

CASH CARD

Cash Amount 0.00

Total Paid: 0.00

Due Amount: 250.00

Partial payment - balance will be recorded as due.

Pay Before Date Select pay before date

Overall Discount % 0.00

Figure 9. The invoice, filled from the job

- | | |
|---|---------------------------------|
| 1 Job lines, marked with the job number | 3 Customer, filled from the job |
| 2 Bill total | 4 Create the invoice |

Before you start

Privilege **Invoice Creation**.

Good to know

- Parts already taken from stock by the job card are not taken again by the invoice.
- Choosing "Invoiced" in the status list does not create a bill. Always use Generate Invoice.
- A job with no items is billed as one service line at the estimated cost.

Recurring Services

Customers you service on a schedule: a car every quarter, a water purifier every six months, an AC every year.

Who	Manager	How often	Weekly
-----	---------	-----------	--------

Why it matters

Regular service is repeat income. The list shows who is due this week and who is overdue, so you call them before they go elsewhere.

How to use it

1. Open **Service Jobs > Recurring Services**. The tiles show active schedules, those due this week, and overdue ones.
2. Press **New Recurring Service**. Enter the customer's phone and name, the service type, the item, the **Frequency** (monthly, quarterly, half-yearly, yearly), the usual cost and the **Next Service Date**. Press **Save**.
3. When a customer is due, press **Create Job** on their row. A job card is created and the next due date moves forward by the frequency.
4. Use the pause button to stop a schedule.

STOCK2TRACK									
CLASSIC BLUE									
QUICK INVOICE									
NEW INVOICE									
Recurring Services									
NEW RECURRING SERVICE									
Active Schedules		Due This Week		Overdue		Total Schedules			
3		1		1		4			
Customer	Phone	Service Type	Item	Frequency	Last Service	Next Due	Est. Cost	Status	Actions
Harika Naidu	9000100143	Hearing Aid Servicing	ClearSound BTE – routi...	Quarterly	14-Jul-26	12-Oct-26	Rs. 500.00	Overdue	CREATE JOB
Keerthi Chowdary	9000100029	Hearing Aid Servicing	ClearSound BTE – routi...	Quarterly	22-Jul-26	20-Oct-26	Rs. 500.00	Active	CREATE JOB
Saritha Khan	9000100050	Installation	Living room curtains – ...	Half-Yearly	30-May-26	26-Nov-26	Rs. 500.00	Active	CREATE JOB
Uma Patel	9000100123	Alteration	School uniform – mont...	Monthly	29-Sep-26	29-Oct-26	Rs. 500.00	Inactive	

Figure 10. Recurring services

- 1 Active, due this week, overdue
- 2 Add a schedule
- 3 Next service date
- 4 Overdue: call the customer, then Create Job

Before you start

Privilege **Recurring Service Setup** or **Job Card View**.

Good to know

- Nothing is created automatically. Check this page every week.
- The next due date counts from the day you create the job, not from the old due date.

Service Reports

How many jobs, how much income, how long they take, and who did them.

Who	Owner	How often	Monthly
-----	-------	-----------	---------

Why it matters

Turnaround time and on-time percentage show whether your promises are realistic. Technician figures show who carries the workload.

How to use it

1. Open **Service Jobs > Reports**. Choose the dates and the **Report**, and press **Generate**.
2. **Overview Dashboard**: jobs, completed, cancelled, revenue and average days, with a breakdown by status.
3. **Revenue by Service Type**: parts, labour and total per type. **Turnaround Time**: average, fastest and slowest days, and the on-time percentage.
4. **Technician Utilization**: jobs, completed, active and revenue per person. **Warranty Tracker**: every job still under warranty and the days left.

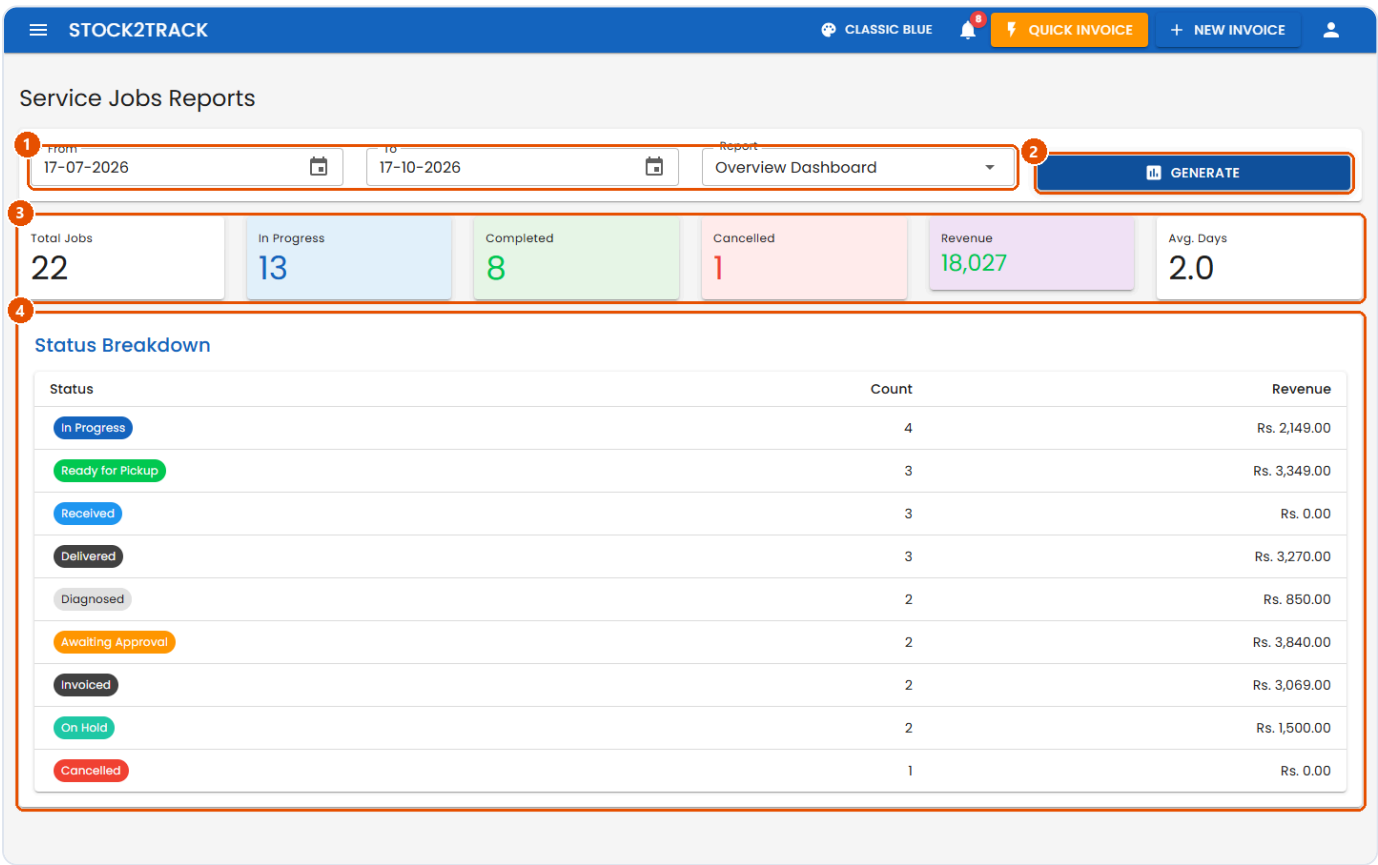


Figure 11. Service reports

- 1

Dates and which report
- 2

Run it
- 3

Jobs, revenue and average days
- 4

Jobs and revenue by stage

Before you start

Privilege **Service Job Reports** or **Job Card View**.

Good to know

- Changing the report does nothing until you press Generate.
- Technician names are typed, so spell them the same way every time.

The Asset Register

A list of everything the business owns: laptops, printers, ACs, display stands, scales, with where it is and what it cost.

Who	Owner	How often	When you buy or move equipment
-----	-------	-----------	--------------------------------

Why it matters

Equipment walks away quietly. A register with codes, serial numbers and locations is how you notice.

How to use it

1. Open **Assets > All Assets**. Filter by category, location and status.
2. Press **Add Asset**. Leave the **Asset Code** blank to number it automatically (AST-4). Type the name, choose the **Category** and **Location**, and add the serial number, purchase date and price, supplier and **Warranty Expiry**. Press **Save**.
3. Press **QR Code** to print a label for the asset.
4. On an existing asset, the **Assignment History** and **Maintenance Log** tabs record who has it and every repair or service.

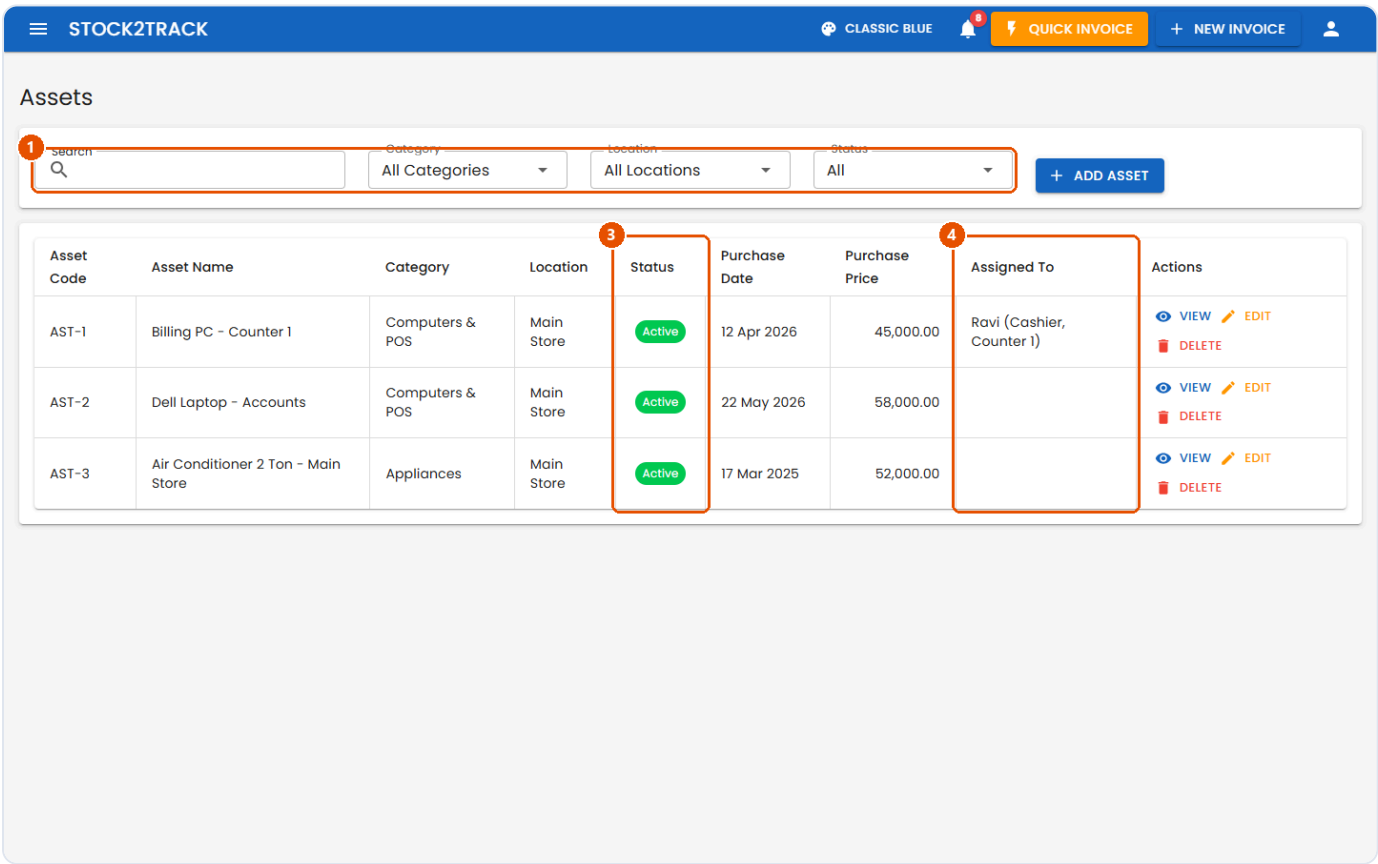


Figure 12. All assets

- 1

Search and filter
- 2

Add an asset
- 3

Active, In Repair, Disposed or Lost
- 4

Who has it

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QUICK INVOICE

NEW INVOICE

Asset Detail: AST-2

Asset Information

1 Asset Code

AST-2

Asset Name *

Dell Laptop - Accounts

2 Category *

Computers & POS

Location *

Main Store

Status

Active

Serial Number

DL-5520-0042

Purchase Date

22-05-2026

Purchase Price

58,000.00

Supplier Name

Demo Computers

3 Warranty Expiry

Warranty Expiry

Storage Shelf

-- None --

Description

Used for accounts and stock counts

4 SAVE

QR CODE

BACK

ASSIGNMENT HISTORY

MAINTENANCE LOG

Assign To

Notes

ASSIGN

Assigned To	Assigned By	Assigned On	Returned On	Notes	Actions
-------------	-------------	-------------	-------------	-------	---------

Figure 13. An asset

- 1

Code (blank = numbered for you)
- 2

Category and location
- 3

Warranty end date
- 4

Print a QR label

Before you start

Privilege **Asset View**; adding needs **Asset Create**, editing needs **Asset Edit**. Create categories first in Admin > Asset Categories. The Assets module must be on.

Good to know

- Status can be Active, In Repair, Disposed or Lost. Never delete an asset that has gone; mark it Disposed or Lost.

Lending Equipment

Record who took a laptop, scanner or tool, and when it is due back.

Who	Manager	How often	Whenever equipment leaves its place
-----	---------	-----------	-------------------------------------

Why it matters

When everyone knows a name is written against the laptop, it comes back.

How to use it

1. Open **Assets > Check-out / Check-in** and press **New Checkout**.
2. Choose the asset, type who it is going to in **Checked Out To**, set the **Due Date** and a note. Press **Save**.
The asset is marked checked out.
3. When it comes back, press **Return** on its row.
4. Items not back by the due date show as **Overdue**, and a banner counts them.

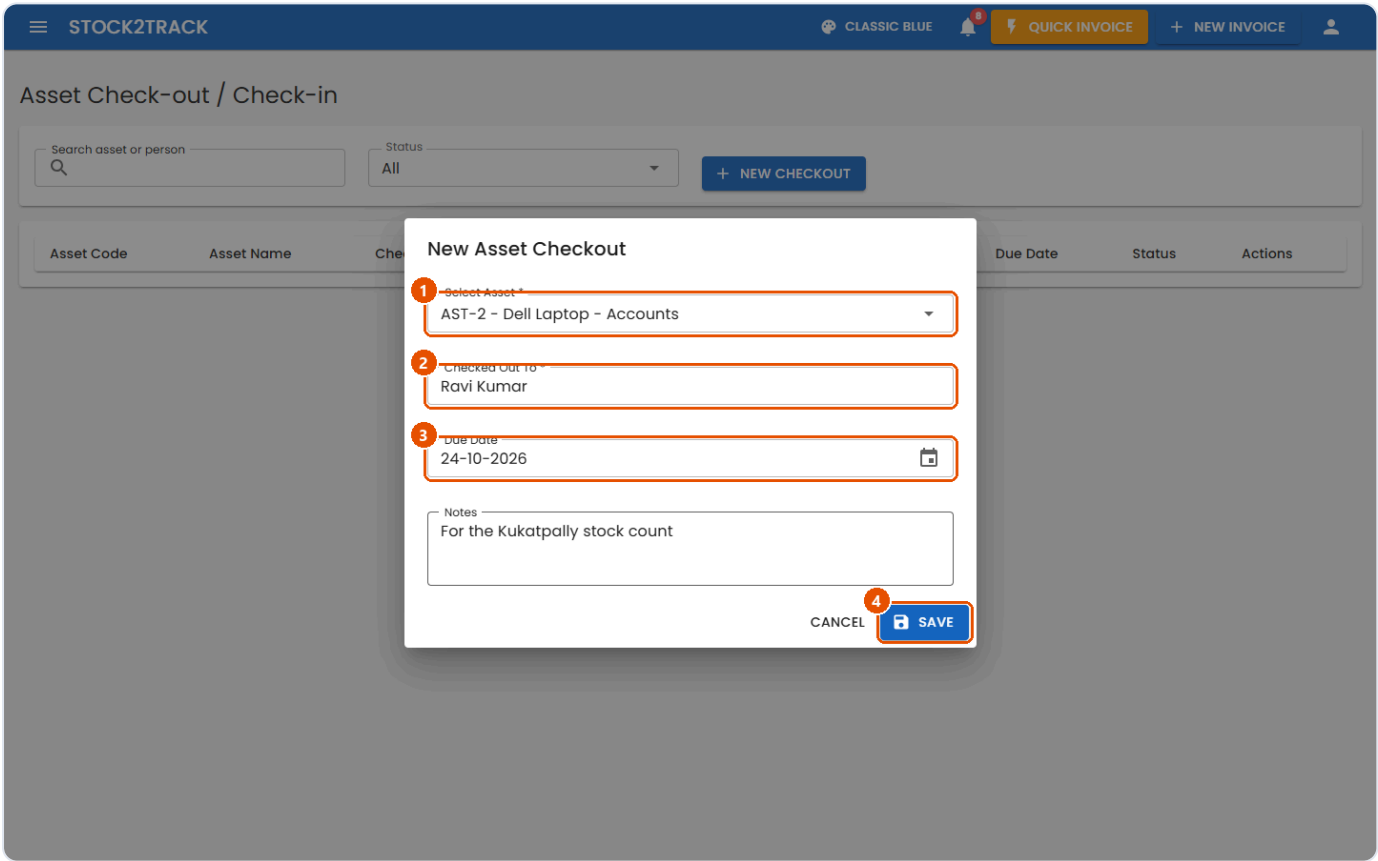


Figure 14. Lending an asset

- 1

The asset going out
- 2

Who takes it
- 3

When it must come back
- 4

Save

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QUICK INVOICE

NEW INVOICE

Asset Check-out / Check-in

1 search asset or person

2

3

4

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Figure 15. What is out, and with whom

- 1

Search and filter
- 2

Out, with whom and since when
- 3

Due back
- 4

Press when it comes back

Before you start

Privilege **Asset View**; lending and returning need **Asset Edit**.

Good to know

- Only active assets can be lent: not one that is in repair, disposed or lost.

Maintenance Contracts (AMC)

Annual maintenance contracts for your own equipment: who services the AC, until when, and for how much.

Who	Owner	How often	When you sign or renew a contract
-----	-------	-----------	-----------------------------------

Why it matters

An expired AMC is found out when the AC breaks in May. The Expiring Soon tile gives you a month's warning.

How to use it

- 1. Open **Assets > AMC Contracts** and press **Add AMC Contract**.
- 2. Choose the **Asset**, type the **Vendor Name** and **Contract Number**, the **Cost**, the start and end dates and what is covered. Press **Save**.
- 3. The tiles count active contracts, those expiring within 30 days, expired ones, and the total cost. Expiring rows are highlighted.
- 4. To renew, edit the dates, or add the new contract.

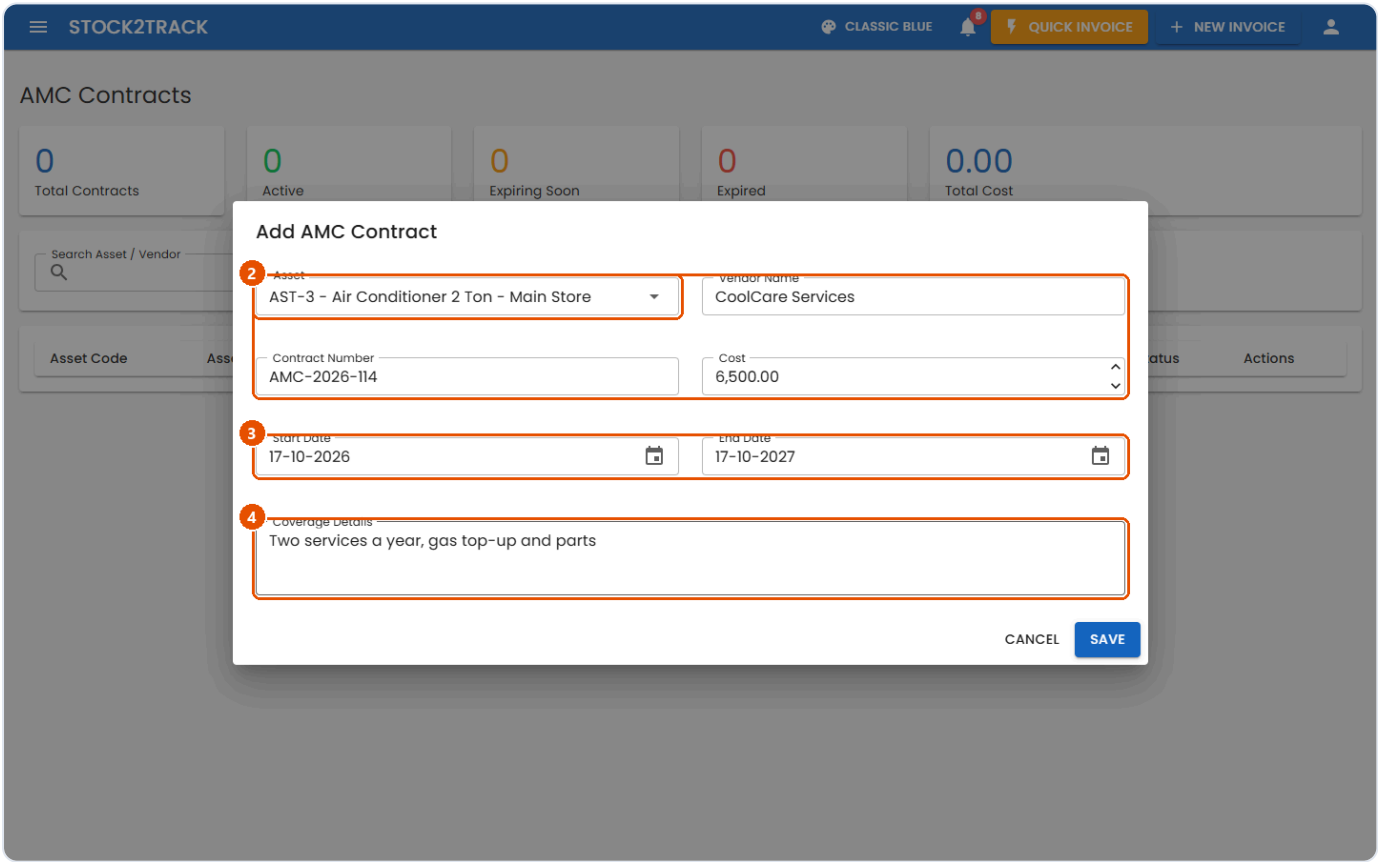


Figure 16. Adding a contract

- 1

The equipment covered
- 2

Who services it, and the contract number
- 3

Contract period
- 4

What is covered

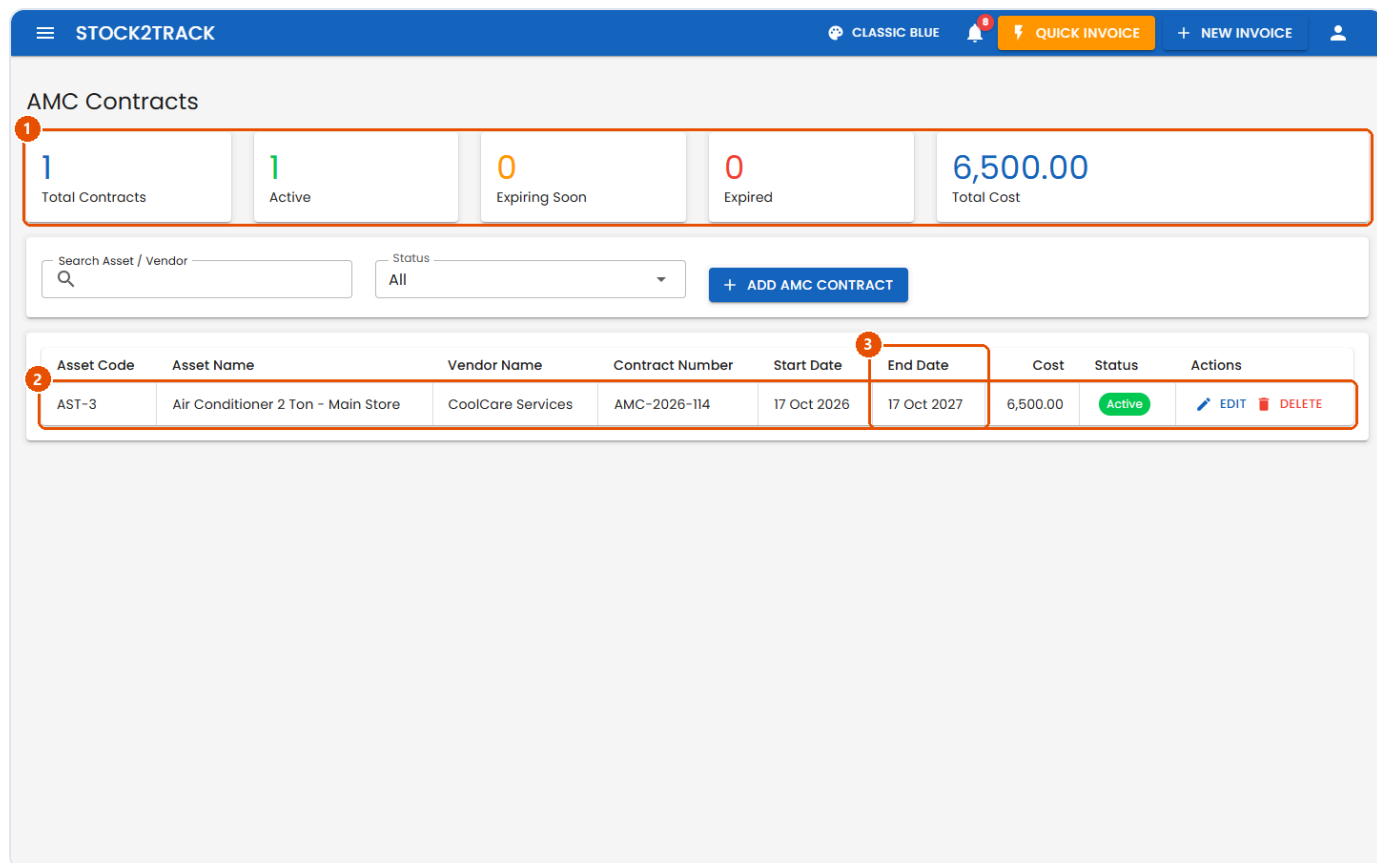


Figure 17. Contracts and their end dates

- 1 Active, expiring within 30 days, expired, total cost
- 2 The contract
- 3 End date

Before you start

Privilege **Asset View**; adding needs **Asset Create**.

Good to know

- These are contracts for equipment you own. For service plans you sell to customers, use Recurring Services.
- The contract cost is not posted to expenses; record the payment as an expense too.

Permissions

Permission	What it allows
Job Card View	See job cards, recurring services and reports
Job Card Creation	Book in a new job
Job Card Items / Job Card Update	Add parts and labour; change status, estimate and warranty
Service Type Setup	Service types
Recurring Service Setup	Recurring schedules
Service Job Reports	Service reports
Invoice Creation	Generate the invoice for a job
Asset View / Asset Create / Asset Edit	See, add and change assets, lending and AMC contracts
Asset Dashboard / Asset Reports	Asset dashboard and reports

Job statuses

Status	Meaning	Can move to
Received	Booked in	Diagnosed, In Progress, On Hold, Cancelled
Diagnosed	Fault found	Awaiting Approval, In Progress, On Hold, Cancelled
Awaiting Approval	Waiting for the customer to agree the price	In Progress, On Hold, Cancelled
In Progress	Being worked on	Ready for Pickup, On Hold, Cancelled
On Hold	Waiting for a part or the customer	In Progress, Cancelled
Ready for Pickup	Done; parts taken from stock	Delivered
Delivered	Collected; warranty starts	Invoiced
Invoiced	Billed (use Generate Invoice)	—