uBreakiFix Manager Checklist

Week:

DAILY		ASSIGNED TO
☐ **Broken by Tech**. *Remove parts from inventory. Screens become graded credit buybacks.*		
☐ **Need to Order**. *Box should be at 0 by EOD. Every day except Saturday.*		
☐ **Feedback.** *Feedback > Date created. Coach techs and contact upset customers.*		
☐ **Leads (Delegate)**. *"Requires Action" should be at 0.*		
☐ **Store Cleanliness (Delegate)**. *Keep the place clean!*		
☐ **Store Emails.** *Keep email tab open. Use rules/filters to keep Inbox organized.*		
☐ **Work Order Management.** *Assign SD or MD to WO's. Ensure correct status for WO's in queue.*		

WEEKLY	DAY OF WEEK	ASSIGNED TO
☐ **Active Work Orders.** *Filter by Active WO's and sort by Next Update.*		
☐ **Buybacks.** *Alternate OEM Apple and Samsung/Google. (15) amkt iPhone.*		
☐ **Deposit / Drawer Balancing**. *Use Deposit Submission Form.*		
☐ **Inventory Count**. *Alternate Google, Apple, Samsung and Non-OEM Items.*		
☐ **Inventory Purchasing (Projection).**		
☐ **Inventory Purchasing (Reorder Points).** *Adjust reorder points for your needs!*		
☐ **RMA's.** *Distro and 3rd Party. This includes NTO's that were Unrepairable.*		
☐ **Schedule**. *Timeoff requests may impact schedule. Shifts should be covered.*		
☐ **Timeclock Adjustments**. *Must be adjusted by EOD Monday of pay week.*	-	JB

MONTHLY	START AND END	ASSIGNED TO
☐ **E-waste Recycling**. *Don't let this pile up.*		
☐ **RMA Slow Moving OEM Parts**. *If you're sick of counting it, send it back.*		
☐ **Inventory Count. OEM Vendors > Samsung**		
☐ **Inventory Count. OEM Vendors > Google**		
☐ **Inventory Count. OEM Vendors > Apple**		
☐ **Inventory Count. Non-OEM Items**		

AS NEEDED	START AND END	ASSIGNED TO
☐ **Accessory Purchasing.** *Or use projections. Stock liquid and tempered glass!*	-	-
☐ **Incident Reports.** *Keep continual track of tardies, breakage, ect.*	-	-
☐ **New Hire Onboarding.** *Contact JB3 prior to your first new hire.*	-	-
☐ **Performance Reviews.** *Continual coaching improves performance.*	-	-
☐ **Store Mail (Physical).** *Send JB3 picture of anything that looks important.*		
☐ **Store Supplies, Tools, and Equipment Purchasing**. *Don't run out of TP.*		