

# SALES

## TRADE IN (LOAN ITEM) PROCESS

This process gives you the option to send out a **loan machine**, whilst the contract machine is sent for repair. If the machine cannot be repaired, the user can perform a **swap out**.

1. [Raise a Call](#) against the main machine on the contract
2. [Issue a Loan Unit](#) *or*
3. [Swap Out the Machine](#)
4. [Assign Technician](#) to the Call
5. [Print Work Order](#)

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