Mobile Appliance Repair Business Working Workbook

Work, Money & Place | Local review edition v2 | November 21, 2026

Editable blank forms come first. Completed fictional examples follow in a separate section. Make a copy of the blank master for your own business; case examples do not supply actual permissions, skill evidence or demand.

This is an experienced, qualified operator’s business course for one accessible LG WM4000HWA original drain-filter task. It does not teach general internal washer or dryer repair.

Each form is linked to the lessons that use it. Type in the blank response paragraphs, or print and write by hand. The complete course contains the full technical methods and reasoned exercise answers.

Stock scans all eight own-business slots, including opening units and rows after a gap. Confirm the number of filled rows in Stock C23. A mismatch or partial row withholds totals J34 and K34; zero is valid only when no rows are filled. Complete every required zero in a used row.

Your order C19 is only the actual fee withheld from service receipts. It cannot exceed those receipts. Record a genuine additional processor bank debit paid in C47 with its reason, date and statement reference in C48; confirm 0 when none. It is included once in management cost and linked Cash C49. Unknown or unreconciled fee data blocks a successful result.

Blank working forms

F01 Service and competence map

Define the exact operation before advertising.

Lessons: L01. Keep a blank master. Complete this form with your own verified evidence; the separate completed example is fictional. Unknown is not a confirmed zero or permission.

Supported task

Name model family, task and skill evidence.

Response _____

_____

Observed result

State what completion can prove.

Response _____

_____

Fixed exclusions

List work that cannot become approved by changing a status.

Response _____

_____

Training decision

Record next permitted practice and assessor.

Response _____

_____

F02 Demand and acquisition record

Make the stop-before-purchase decision with evidence.

Lessons: L02. Keep a blank master. Complete this form with your own verified evidence; the separate completed example is fictional. Unknown is not a confirmed zero or permission.

Area and population

Define area, dates and matching campaign.
Response _____

_____

Research evidence

List conversations and source observations, distinguishing plans.
Response _____

_____

Message and offer

Write the complete permission request and truthful service promise.
Response _____

_____

Campaign math

Record cash, owner minutes, rate, leads, bookings and paid completions.
Response _____

_____

Buying decision

State pass criteria and current result.
Response _____

_____

F03 Authority and documentation log

Verify actual authority separately from fictional assumptions.

Lessons: L03. Keep a blank master. Complete this form with your own verified evidence; the separate completed example is fictional. Unknown is not a confirmed zero or permission.

Jurisdiction

State city, scope and agencies.
Response _____

_____

Registration evidence

Record current source and verification result.
Response _____

_____

Repair authorizer and access

Identify each role and evidence.
Response _____

_____

Required documents

List quote, estimate, invoice and required wording.
Response _____

_____

Open gates

List unanswered requirements.
Response _____

_____

F04 Intake and diagnostic confirmation

Create a specific assessment appointment.

Lessons: L04. Keep a blank master. Complete this form with your own verified evidence; the separate completed example is fictional. Unknown is not a confirmed zero or permission.

Machine and complaint

Record complete identity and observations.
Response _____

_____

Access and hazards

Separate known conditions and missing information.
Response _____

_____

Diagnostic offer

Disclose complete first-call charge and credit rule.
Response _____

_____

Confirmation

Record date, authorizer and scope.
Response _____

_____

Cancellation and stop

State terms before accepting.
Response _____

_____

F05 Practice permission and kit record

Prepare and observe a permitted rehearsal.

Lessons: L05. Keep a blank master. Complete this form with your own verified evidence; the separate completed example is fictional. Unknown is not a confirmed zero or permission.

Practice appliance and permission

Identify owner, model, supervisor and allowed task.
Response _____

_____

Document match

Record identifier, page and exact model.
Response _____

_____

Controls and containment

Record access, temperature, power control and water plan.
Response _____

_____

Observed results

Record evidence and supervisor interventions.
Response _____

_____

Next decision

State ready, repeat or refer with reason.
Response _____

_____

F06 Assessment and next decision

Keep observation distinct from diagnosis.

Lessons: L06. Keep a blank master. Complete this form with your own verified evidence; the separate completed example is fictional. Unknown is not a confirmed zero or permission.

Reported complaint

Record who observed what and when.
Response _____

_____

Arrival observations

Record actual site and permitted observations.
Response _____

_____

Hypothesis and unknowns

Name next question without a guessed part.
Response _____

_____

Options and recommendation

List priced supported next steps.
Response _____

_____

Customer decision

Record actual authority and timing.
Response _____

_____

F07 Part and procedure evidence

Prevent a guessed part from becoming an approved repair.

Lessons: L07. Use the blank form for an exact proposed part and machine. Preserve unknowns; read the separate fictional example only after your attempt.

Machine identity

Record full model suffix, serial and label evidence.
Response _____

_____

Applicable procedure

Record manufacturer, document identifier, page and operation.
Response _____

_____

Proposed part and fit

Record exact number and fit evidence or unknown.
Response _____

_____

Commitment decision

Record scope, approval and money separately.
Response _____

_____

Returns and advance

Separate customer liability from supplier credits.
Response _____

_____

F08 Independent estimate and accepted baseline

Price the resources before accepting a commitment.

Lessons: L08. Keep a blank master. Complete this form with your own verified evidence; the separate completed example is fictional. Unknown is not a confirmed zero or permission.

Unpriced resources

Record time, rate, consumption, cash and resource allocations.
Response _____

_____

Fee and threshold

State invented fee basis and independent floor.
Response _____

_____

Selected customer offer

State scope and independent chosen price.
Response _____

_____

Accepted values only

Record date, price, time, cost and evidence.
Response _____

_____

Actual variance

Keep baseline fixed and compare actual.
Response _____

_____

F09 Customer confirmation and parts decision

Keep terms and part applicability reviewable.

Lessons: L09. Keep a blank master. Complete this form with your own verified evidence; the separate completed example is fictional. Unknown is not a confirmed zero or permission.

Complete fictional confirmation

For a real business, include its actual identity, dates, scope, prices and terms.
Response _____

_____

Part applicability

Record model, serial, procedure, proposed part and confirmation source.
Response _____

_____

Purchase and advance

State actual purchases and held customer money.
Response _____

_____

Change decision

Record potential quote separately from earned work.
Response _____

_____

F10 Drain service and observation record

Record controlled work and a bounded result.

Lessons: L10. Keep a blank master. Complete this form with your own verified evidence; the separate completed example is fictional. Unknown is not a confirmed zero or permission.

Prerequisites

Confirm model, permission, controls, water temperature and access.
Response _____

_____

Drain and clean

Describe controlled draining, debris and any stop.
Response _____

_____

Reassembly

Verify two separate closures.
Response _____

_____

Functional observation

Record the exact normal program, load conditions, observation and result.
Response _____

_____

Release decision

State limits and next action.
Response _____

_____

F11 Invoice settlement and follow up

Tie the handoff to actual money evidence.

Lessons: L11. Keep a blank master. Complete this form with your own verified evidence; the separate completed example is fictional. Unknown is not a confirmed zero or permission.

Invoice and delivery

Record work actually delivered and the actual earned amount separately from its authorized ceiling.
Response _____

_____

Receipt evidence

List gross receipt, fee, net bank amount, date and document.
Response _____

_____

Customer acceptance

Record actual acknowledgement without a rights waiver.
Response _____

_____

Correction and request log

Separate request/initiation/posting.
Response _____

_____

Follow up

Record time, message and actual response.
Response _____

_____

F12 Whole cycle reconciliation

Reconstruct economics independently of bank cash.

Lessons: L12. Keep a blank master. Complete this form with your own verified evidence; the separate completed example is fictional. Unknown is not a confirmed zero or permission.

Owner time

Include every actual stage, with unused buffer kept separate.
Response _____

_____

Inventory

Record whole packs, units used, units lost and units remaining.
Response _____

_____

Management result

Separate cash costs, resource allocations, owner value and reserve.
Response _____

_____

Bank rollforward

Use posted evidence only.
Response _____

_____

Plan versus actual

Preserve accepted dated values.
Response _____

_____

F13 Adverse and refund evidence

Keep unsuccessful work and money states accurate.

Lessons: L13. Keep a blank master. Complete this form with your own verified evidence; the separate completed example is fictional. Unknown is not a confirmed zero or permission.

Separate scenario

Name the job and separate the base case from an alternative.

Response _____

_____

Advance and earning

Record actual received amount and supported earning.

Response _____

_____

Refund states

Keep the actual same-operation request, initiation and bank posting in chronological order; record partial amounts separately.

Response _____

_____

Supplier return

Record the request, physical return and posted credit.

Response _____

_____

Control improvement

Explain preventable resource loss.

Response _____

_____

F14 Readiness and portable record test

Finish with an honest decision and next action.

Lessons: L14. Keep a blank master. Complete this form with your own verified evidence; the separate completed example is fictional. Unknown is not a confirmed zero or permission. Complete the separate AP-028 source packet without consulting its key first. Submit your own evidence and decisions using F04, F06, F08, F10, F11, F12, F13 and F14; do not reuse the AP-026 answers.

Evidence packet

List completed evidence and open unknowns.

Response _____

_____

Practical performance

Record observer, result, interventions and date.

Response _____

_____

Decision

Choose proceed, hold or decline and explain why.

Response _____

_____

Backup recovery

Record a known answer and progress mark restored to this course.

Response _____

_____

First bounded next step

State who will resolve each missing item before launch.

Response _____

_____

Independent source packet attempt

Identify AP-028’s reporting date, attach your completed forms, state the evidence behind each decision, and keep the separate key closed until submission.

Response _____

_____

Fresh independent decision packet

AP-028: a stopped visit and an unused advance

All records below are invented. First prepare the packet as of November 23, 2026. Preserve the questionable draft without treating it as verified evidence. Then apply the November 25 supplement as a separate dated update. Complete the required neutral forms, reconcile known amounts, and give a reasoned proceed, hold or decline decision. Do not open the separate grading key until your attempt is complete. No real outreach, refund, appliance work or qualification is authorized.

Business and client: fictional Clear Route Laundry Service, technician Alex Rivera, owner Devon Lake, job AP-028, LG WM4000HWA, fictional serial AP028SERIAL. The supported menu is external screening and, after all actual gates, the accessible original drain-filter task. Internal pump replacement is excluded. The owner asks whether an internal pump could be fitted for an extra $140; there is no supporting internal procedure or part-fit evidence.

Authority packet P028: the paper exercise assumes the business's registration and coverage have been checked for the narrow menu. It supplies no real learner qualification or actual supervised-performance observation. Customer consent covers external screening and the stated narrow task only; no appliance movement, panel opening or building alteration is authorized.

Accepted offer Q028 dated November 20: one diagnostic visit has a $95 authorization ceiling. A separately authorized linked original-filter return would have a $145 ceiling. The client has not authorized internal repair. These ceilings are not a promise that those amounts will be earned.

Visit note V028 dated November 21 at 10:10 a.m.: external identification is confirmed. The washer's accessible service-cover area can be seen, but the plug cannot be safely reached without moving a stacked appliance and retained water is still hot. The operator starts screening, stops, does not open the hose or filter, and gives a stop notice. The promised assessment is not delivered. Client and business confirm in memo Z028 that no assessment fee is earned or due. The proposed November 24 return has not occurred by November 23.

Questionable draft T028: diagnostic status Delivered, date November 21, earned $95; linked return status Delivered, date November 20, earned $145; total $240. The bookkeeper copied both ceilings into earning. No separate completed assessment report or return-performance record supports this draft. Keep it in the history rather than silently overwriting the evidence.

Actual resource log through November 23: 90 owner minutes at the chosen $30/hour management value; $8 fuel paid; $6 nonfuel vehicle allocation; $4 overhead allocation. Stock used and lost, equipment allocation, additional purchases and additional fees are each confirmed $0. Unused future appointment capacity is not additional performed labor.

Advance receipt ADV028: $60 bank transfer received November 20 for a possible later authorized original-filter return, still entirely unearned. Transfer fee is confirmed $0. This is a separate advance ledger population from service earning; no money was paid for the $140 internal-pump request.

Refund request RQ028: the owner requests the full unused $60 on November 22. The draft records initiation November 21, taken from an unsent transfer screen. No actual initiation has been verified by November 23. An unsupported draft says Refund paid $60 and shows liability $0.

Bank statement BANK028 through November 23: opening bank $500, advance credit $60 and fuel debit $8. There is no service payment, no refund debit, no supplier credit and no other movement. All other listed bank movements, tax, reserve designation and owner draw are confirmed $0.

Later supplement, available November 25: the transfer record INIT028 confirms that the first actual refund initiation occurred November 24. Bank debit RF028 for $20 posts November 25 against the same November 22 $60 request. ADV028 is the receipt source; RF028 is a distinct actual posting source. There is no later appliance visit or other bank movement. The unused balance has not been refunded or earned.

Complete forms F04, F06, F08, F10, F11, F12, F13, F14. Save your first attempt before opening the separate Answer Key file. No answer to this packet is printed in this course or workbook.

Your decision and evidence _____

_____

Completed fictional examples

All people, businesses, permissions, evidence, prices, measurements and outcomes are fictional teaching examples. No actual fieldwork or qualification is established.

F01 Service and competence map

Define the exact operation before advertising.

Lessons: L01. Keep a blank master. Complete this form with your own verified evidence; the separate completed example is fictional. Unknown is not a confirmed zero or permission.

Supported task

LG WM4000HWA accessible drain-filter service; fictional technician has separately assessed relevant experience. Learner qualification remains unverified.

Observed result

A documented drain cycle completes without the original drain complaint or observed leakage at the serviced opening; no whole-machine certification.

Fixed exclusions

Gas, refrigeration, building alterations, unsupported heat pumps, unsafe movement, live internal testing and unsupported pump replacement remain excluded.

Training decision

Arrange supervised rehearsal on an owned training washer with written owner permission before any paid technical offer.

F02 Demand and acquisition record

Make the stop-before-purchase decision with evidence.

Lessons: L02. Keep a blank master. Complete this form with your own verified evidence; the separate completed example is fictional. Unknown is not a confirmed zero or permission.

Area and population

Fictional 14-day research in a compact Sacramento route. No real interviews or demand established.

Research evidence

Ten planned desk observations and five planned consent conversations; all actual evidence fields remain unknown.

Message and offer

Clear Route profile and the unsent permission inquiry in L02; diagnostic charge disclosed before booking, no same-day repair promise.

Campaign math

Separate fictional campaign: $40 spend plus 120 owner minutes at $30 per hour. Eight inquiries, three bookings and two completed paying customers. Cash acquisition cost is $20; including owner effort it is $50 per paying customer.

Buying decision

Hold commercial purchases until local requirements, practice evidence and relevant customer evidence are actually met.

F03 Authority and documentation log

Verify actual authority separately from fictional assumptions.

Lessons: L03. Keep a blank master. Complete this form with your own verified evidence; the separate completed example is fictional. Unknown is not a confirmed zero or permission.

Jurisdiction

California/Sacramento example; BHGS service-dealer registration plus actual local business and tax checks.

Registration evidence

Fictional assumed valid status only; no real registration number supplied or represented.

Repair authorizer and access

Fictional owner Maya Chen approves spend and permits access; no tenant authority conflict in base case.

Required documents

Written $95 diagnosis and service-call quote; a separate total repair estimate; an itemized final invoice. Current BHGS-required statements must be supplied in a real reviewed form.

Open gates

Learner must verify actual registration, local permissions, coverage, tax classification and competence before paid service.

F04 Intake and diagnostic confirmation

Create a specific assessment appointment.

Lessons: L04. Keep a blank master. Complete this form with your own verified evidence; the separate completed example is fictional. Unknown is not a confirmed zero or permission.

Machine and complaint

AP-026; LG WM4000HWA; fictional serial token AP026SERIAL. Customer reports OE after a hot wash. No pump failure is established.

Access and hazards

Ground-floor washer with reachable front cover and safely accessible plug; no movement required. At the first visit, retained water is too warm for safe filter service.

Diagnostic offer

$95 including service call, route travel, bounded assessment and report. Not credited against later work. No part or added service approved.

Confirmation

Fictional Maya Chen approves November 16 at 4 p.m. First visit November 17, 9–11 a.m., with the owner present. No real booking occurred.

Cancellation and stop

Cancel before dispatch without charge; after arrival only agreed assessment charge for work actually provided; immediate danger redirects to appropriate response.

F05 Practice permission and kit record

Prepare and observe a permitted rehearsal.

Lessons: L05. Keep a blank master. Complete this form with your own verified evidence; the separate completed example is fictional. Unknown is not a confirmed zero or permission.

Practice appliance and permission

Proposed owned LG WM4000HWA practice appliance. Owner and qualified supervisor permission remain blank until actually obtained.

Document match

LG manual MFL71728908 Rev.00_070920, WM4000H*A. Printed page 38 covers the filter task; page 30 normal controls. Match current applicability to the real label.

Controls and containment

Safe accessible unplugging with cord control, cooled water, a shallow pan and larger receiving container, a protected floor and appropriate drain disposal are required.

Observed results

No actual learner handling, reassembly or functional observation has occurred. The fictional case is not practical evidence.

Next decision

Hold paid work pending observed competence and all actual authority/site gates.

F06 Assessment and next decision

Keep observation distinct from diagnosis.

Lessons: L06. Keep a blank master. Complete this form with your own verified evidence; the separate completed example is fictional. Unknown is not a confirmed zero or permission.

Reported complaint

Maya reports OE after a hot wash. This is not a verified component failure.

Arrival observations

First visit November 17: matching identification, suitable front access and retained water not safe to handle. No forced opening.

Hypothesis and unknowns

Possible accessible filter obstruction; pump condition and filter condition remain unknown.

Options and recommendation

Stop with the report or separately authorize a $145 return service. No pump replacement is offered as supported approved work.

Customer decision

Fictional Maya chooses the bounded November 19 return. Revised total estimate is $240 pretax, including the prior $95 assessment.

F07 Part and procedure evidence

Prevent a guessed part from becoming an approved repair.

Lessons: L07. Use the blank form for an exact proposed part and machine. Preserve unknowns; read the separate fictional example only after your attempt.

Machine identity

Fictional AP-026 uses LG WM4000HWA. Actual model and serial matching must be performed on the real machine.

Applicable procedure

LG MFL71728908 Rev.00_070920, printed page 38: original drain filter removal, cleaning and refitting. No internal pump replacement procedure supplied.

Proposed part and fit

LG 383EER2001A product identity reviewed; exact revision fit unresolved. No replacement ordered or instructed.

Commitment decision

Hold replacement; perform only the separately authorized original-filter service when prerequisites are met. Potential pump request earns zero additional revenue.

Returns and advance

Base order has no part purchase or deposit. A separate $60 unearned advance remains a liability until supported earning or a posted refund.

F08 Independent estimate and accepted baseline

Price the resources before accepting a commitment.

Lessons: L08. Keep a blank master. Complete this form with your own verified evidence; the separate completed example is fictional. Unknown is not a confirmed zero or permission.

Unpriced resources

270 minutes at $30 per hour = $135 owner value. Fuel $12, stock $1.20, nonfuel vehicle use $10, equipment $8 and overhead $15 bring cost before fees to $181.20.

Fee and threshold

Invented fees: 3% plus $0.30 per receipt, with two receipts. Approximate cost-cover threshold $187.42 before contribution; not a market rate.

Selected customer offer

$95 assessment plus $145 supported return = $240. No parts and no second diagnostic credit.

Accepted values only

November 17, 2026; AP-026; price $240; time 270 minutes; management cost $189; reserve $20. Fictional Maya approves at 3:30 p.m.

Actual variance

Actual 300 minutes and $204 cost, price unchanged at $240. Variances: +30 minutes, +$15 cost and $0 price. Result $36 before reserve and $16 afterward.

F09 Customer confirmation and parts decision

Keep terms and part applicability reviewable.

Lessons: L09. Keep a blank master. Complete this form with your own verified evidence; the separate completed example is fictional. Unknown is not a confirmed zero or permission.

Complete fictional confirmation

Fictional Clear Route Laundry Service; Alex Rivera; service@clearroute.example.invalid; 555-0106; 100 Example Lane, Sacramento CA; registration DEMO ONLY. Customer Maya Chen at fictional 200 Example Way. AP-026 issued November 17, 2026, valid through November 18; return November 19, 10 a.m.–noon. Prior assessment $95 plus supported drain-filter service and limited observation $145 = $240 pretax. No part sold; tax $0 on the defined labor-only facts; final invoice $240. Pay $95 after assessment and $145 after completed authorized service; no deposit or repeated credit. Gas, refrigeration, building alterations, unsafe movement, internal pump/control work and unsupported tasks excluded. No extras before specific prior approval. Cancel the return before dispatch without the unperformed $145 charge. A 30-day correction visit applies to incorrectly reassembled listed labor, preserving statutory rights and excluding unrelated failures. Report leakage or recurrence promptly and stop using a leaking washer. Follow-up planned November 20. Fictional email approval November 17 at 3:30 p.m.; no real permission exists.

Part applicability

LG product 383EER2001A is identified, but its reviewed page alone does not prove fit to the exact WM4000HWA revision. No replacement is instructed, ordered or approved.

Purchase and advance

Base case: no pump or replacement filter purchased and no customer advance. A separate $60 advance fixture remains a liability until actually earned or refunded.

Change decision

Potential $140 pump request is declined as unsupported. Authorized addition $0, earned addition $0. A mutable approval status cannot release a fixed exclusion.

F10 Drain service and observation record

Record controlled work and a bounded result.

Lessons: L10. Keep a blank master. Complete this form with your own verified evidence; the separate completed example is fictional. Unknown is not a confirmed zero or permission.

Prerequisites

Fictional November 19: WM4000HWA matches, water is cool, plug safely accessible and controlled, front access, containment and scope confirmed.

Drain and clean

Residual water drains through the small hose into containment before filter removal. A button and lint are removed in the fictional case. No sharp probing, force or replacement parts.

Reassembly

Small hose plug secured and hose clipped. Original threaded filter seated clockwise and service cover closed. No substitute sealant.

Functional observation

Fictional empty normal Rinse+Spin: Power without selecting a regular cycle, Rinse+Spin, then Start/Pause, as manual page 30 describes. Draining observed, no OE recurrence or visible serviced-opening leak during this limited check. This is not the six-bath-towel installation test on page 16 and does not certify the whole washer.

Release decision

Authorized service completed in the fictional case. Customer told to report recurrence or leakage; unsupported further diagnosis is referred.

F11 Invoice settlement and follow up

Tie the handoff to actual money evidence.

Lessons: L11. Keep a blank master. Complete this form with your own verified evidence; the separate completed example is fictional. Unknown is not a confirmed zero or permission.

Invoice and delivery

AP-026, November 19: $95 assessment + $145 drain-filter service. Parts $0; tax $0 under stated facts; final invoice $240. No hidden-component certification.

Receipt evidence

R01, November 17: gross $95, fee $3.15, net $91.85. R02, November 19: gross $145, fee $4.65, net $140.35. Totals: gross $240; net $232.20.

Customer acceptance

Fictional Maya observes the normal limited drain check and receives the scope explanation at 11:20 a.m. This is fictional acknowledgment, not actual acceptance.

Correction and request log

No refund in the base case. In a separate variant, $60 is requested November 20 with no confirmed initiation or posting. Bank is unchanged; the request remains recorded.

Follow up

Fictional five-minute follow-up November 20 records no reported recurrence. No actual customer response was obtained.

F12 Whole cycle reconciliation

Reconstruct economics independently of bank cash.

Lessons: L12. Keep a blank master. Complete this form with your own verified evidence; the separate completed example is fictional. Unknown is not a confirmed zero or permission.

Owner time

300 minutes at $30 per hour = $150 owner value. Includes all four travel legs, research, approval, reset, records and follow-up.

Inventory

One whole 100-pad pack costs $24. Five used, zero lost, 95 left. Consumption $1.20; remaining value $22.80.

Management result

$240 − ($150 + $12 + $1.20 + $10 + $8 + $15 + $7.80) = $36 before reserve. A separate $20 designation leaves $16.

Bank rollforward

$1,000 + $240 − $7.80 − $12 − $24 = $1,196.20 bank. Reserve $20 stays inside the bank; $1,176.20 remains after that designation, before any other obligations. No owner wage payment is invented.

Plan versus actual

Accepted November 17: 270 minutes and $189 cost. Actual: 300 minutes and $204 cost. Variance: 30 more minutes and $15 more cost. Price stays $240.

F13 Adverse and refund evidence

Keep unsuccessful work and money states accurate.

Lessons: L13. Keep a blank master. Complete this form with your own verified evidence; the separate completed example is fictional. Unknown is not a confirmed zero or permission.

Separate scenario

Separate AP-027 assessment-only case: $95 earned, 180 owner minutes, $123.63 management cost and −$28.63 result. AP-026 stays unchanged.

Advance and earning

Separate $60 advance fixture, received November 18. Earned allocation $0; held customer liability $60.

Refund states

Refund requested November 20, with no actual initiation or bank posting. Confirmed posted amount is $0; advance bank contribution and liability remain $60. A valid same-operation initiation on November 20 and $20 bank posting on November 21 leave $40 owed and $40 bank contribution. A valid full $60 posting clears both. The request itself never posts money.

Supplier return

No part return in the base case. A supplier return approval alone creates no bank credit; retain the purchase until an actual credit is supported.

Control improvement

An uncharged third visit adds 80 minutes, $6 fuel, $4 vehicle use and $0.48 stock. It reduces the $36 result by $50.48 to −$14.48. Investigate fit and completion controls before departure.

F14 Readiness and portable record test

Finish with an honest decision and next action.

Lessons: L14. Keep a blank master. Complete this form with your own verified evidence; the separate completed example is fictional. Unknown is not a confirmed zero or permission. Complete the separate AP-028 source packet without consulting its key first. Submit your own evidence and decisions using F04, F06, F08, F10, F11, F12, F13 and F14; do not reuse the AP-026 answers.

Evidence packet

Fictional written packet complete. Actual registration, demand, practical observation and customer permissions are not established.

Practical performance

No learner performance was observed. The fictional case is not a substitute.

Decision

Hold real paid technical work until actual authority, coverage, model matching, site conditions and observed competence exist.

Backup recovery

The learner performs their own export and restoration test in this course. Word and Excel remain independent.

First bounded next step

Arrange qualified supervised practice, complete the agency evidence log and test relevant demand before purchases.

Independent source packet attempt

The AP-028 source packet and grading key are separate learning files. This AP-026 filled form does not solve the new practice.