

Noble

A Step by Step Setup Guide



Welcome, and thank you for choosing Noble. This guide walks you through everything you need to get started - from installation to creating your first work order on the Shopify POS.

Welcome to Noble

Noble is built specifically for independent and boutique jewellers who use Shopify POS. It replaces paper tickets, sticky notes, and spreadsheets with a streamlined digital workflow - right inside your existing Shopify setup.

What Noble helps you do:

1. Create repair and custom order tickets directly from the POS at your counter
2. Track every job from intake through completion and customer pickup
3. Capture intake photos at the time of drop-off
4. Record estimated costs, ETA, and reference items
5. Collect customer acceptance before work begins
6. View all active and completed jobs in one admin dashboard
7. Take deposits and payments through POS

Who it's for: Staff at your front counter (creating jobs), technicians in the back (updating status), and owners (reviewing the dashboard).

Prerequisites

Before you install, make sure you have the following ready:

1. A Shopify store with an active plan
2. Shopify POS app installed on your iPad or Android tablet
3. Staff accounts set up for anyone who will create or manage work orders
4. A stable internet connection at your counter
5. The installation link provided by the QL Noble team (see Step 1)

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Step 1: Install the App

Noble is a custom app - it is not listed on the public Shopify App Store. Your installation link will be provided directly by the QL Noble team.

1. Open your Shopify Admin in a browser (not the POS app).
2. Click the installation link provided by the QL Noble team.
3. You will be redirected to the app's permission screen inside your Shopify Admin.
4. Review the permissions and click Install app.

Note: Installation takes less than a minute. You will be redirected to the Noble dashboard when it is complete.

Step 2: Grant Permissions

When you install the app, Shopify will ask you to approve a set of permissions. Here is what each one means and why it is needed:

Permission:	Reason:
Read and write orders / draft orders	Creates and updates repair tickets as Shopify Draft Orders
Read and write metafields	Stores job details (status, notes, ETA, deposit amount) on each order
Read customers	Links repair jobs to the correct customer profile
Read and write files	Saves intake photos to your store
Read products and inventory	Allows you to attach reference products to a job
Read locations	Assigns jobs to the correct store location

Click Approve to grant access. Without these permissions, the app cannot create or track work orders.

Warning: Do not skip any permissions. If you decline one and encounter errors later, you will need to reinstall the app to reset the permission prompt.

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Step 3: Set Up in Shopify POS

Add the Repair Order Tile to Your POS Home Screen

1. Open the Shopify POS app on your iPad or tablet.
2. Tap the grid icon (bottom right) to open the tile editor.
3. Tap Edit (top right corner of the home screen).
4. Tap Add tile.
5. Scroll to find Noble - Repair Order and tap it.
6. Position the tile somewhere easy to reach on your home screen.
7. Tap Save.

You will now see the Repair Order tile on your POS home screen.

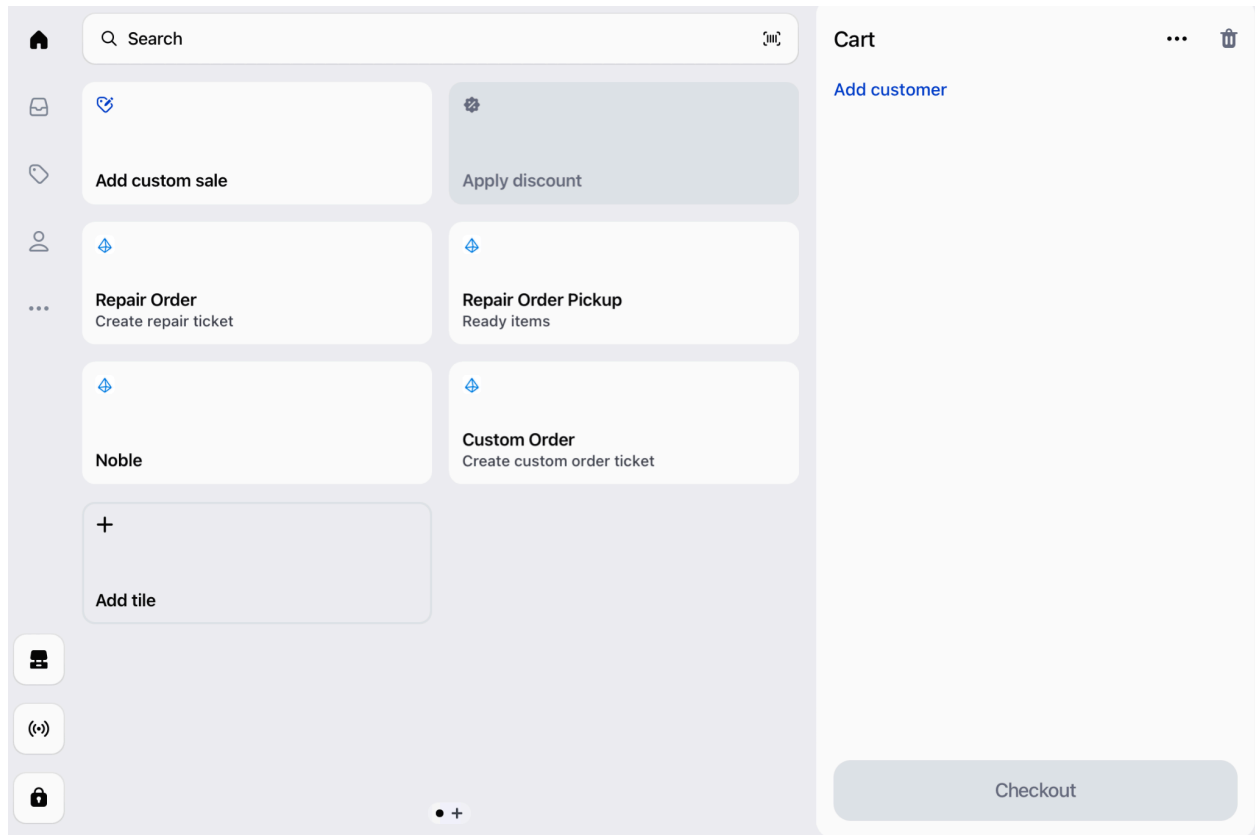
Add the Custom Order Tile to Your POS Home Screen

8. Open the Shopify POS app on your iPad or tablet.
9. Tap the grid icon (bottom right) to open the tile editor.
10. Tap Edit (top right corner of the home screen).
11. Tap Add tile.
12. Scroll to find Noble - Custom Order and tap it.
13. Position the tile somewhere easy to reach on your home screen.
14. Tap Save.

You will now see the Custom Order tile on your POS home screen.

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Overview of the Repair Order Form

When you tap the Repair Order tile, a form opens as a modal (a popup screen). This form is where staff capture all the details of a new repair at intake. You will complete a full walkthrough in the next step.

Step 4: Create Your First Repair Order (from POS)

Let's create a sample repair together. We'll use a common example: a customer bringing in a ring for a prong repair.

At your POS counter:

1. Tap the Repair Order tile on the POS home screen.
2. The Create Repair Order form opens.

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Fill in the form:

1. Customer - Search for the customer by name or phone number. If they are new, tap Add new customer and enter their details.
2. Item Type - Select the jewellery category (e.g., Rings) and then the repair type (e.g., Rebuilding Prongs or Bezels).
3. Services / Line Items - Add one or more service lines. Each line has:
4. A description (e.g., **Prong repair on engagement ring**)
5. A price (e.g., **\$85.00**)
6. A quantity (usually 1)
7. Tap Add another item to add more lines if needed.
8. Completion Date - Tap the date picker and select the expected ready date. Must be a future date.
9. Notes - Type any internal notes, e.g.:

Center stone at risk. Customer requests a call before work begins.

10. Reference Products - Optionally search your store's product catalogue to tag any products associated with this job. You may also search the clients linked history in the event the product at hand was previously purchased through your company.
11. Intake Photo - Tap the camera button to take a photo of the item using the tablet camera. This is saved directly to the work order. You may attach up to 10 photos.
12. Acceptance Agreement - Check the box to confirm the customer has acknowledged the information provided is correct.
13. Deposit (optional) - If the customer is paying a deposit now, enter the deposit amount. See the section below for what happens next.

If No Deposit

Tap Submit Work Order.

1. An Order is created in your Shopify Admin with all job details attached as metafields.
2. The job appears in the QL Noble Work Items dashboard with a status of Intake.
3. A draft order is created.

If a Deposit Is Collected

Enter the deposit amount and tap Submit Work Order.

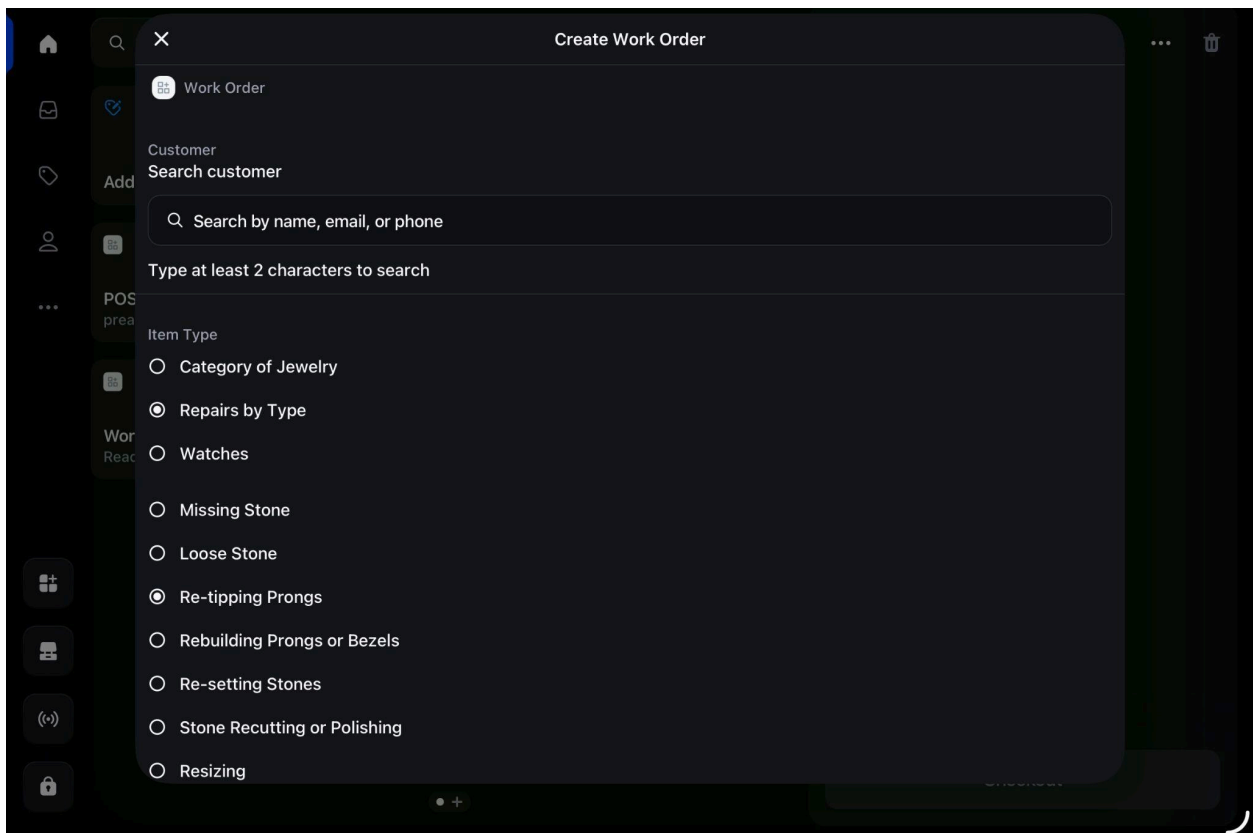
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1. An Order is created with all job details and metafields, including the deposit amount.
2. The deposit is automatically added to the POS cart as a custom sale item called Repair Deposit.
3. The form closes and you are returned to the POS cart, ready to take payment.
4. Complete the checkout as normal to collect the deposit. This creates a Shopify Order.

Important: Do not add other items to the cart before creating a deposit work order. The cart must be empty when you tap Submit, or you will see an error.



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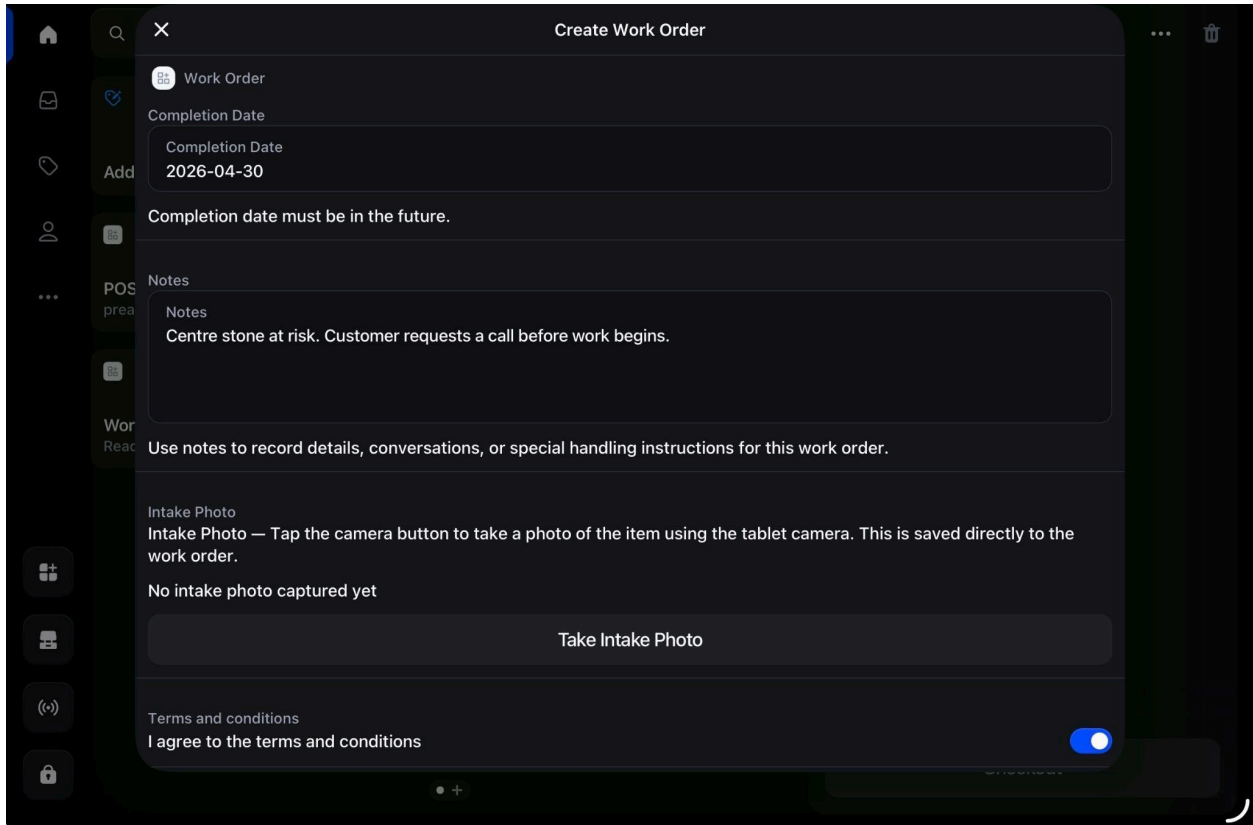
The screenshot shows the 'Create Work Order' screen in the Noble POS system. The interface is dark-themed and includes a sidebar with navigation icons. The main content area is titled 'Create Work Order' and contains the following sections:

- Work Order**: A header section with a close button (X) and a trash icon.
- Services / Line Items**: A table with two items:

Description (e.g. Ring Resize)	Price	Remove
Ring resize	700	Remove
Ring clean	300	Remove
- Add Item**: A button to add new items to the work order.
- Total: \$1000.00**: The current total value of the work order.
- Deposit**: A section for entering a deposit amount, with a text input field containing '650'.
- Informational Text**: A note stating: "If entered, the deposit is added to the POS cart for payment and deducted from the draft order balance. The amount is also stored in work order metafields."
- Summary**: A summary of the financials:
 - Total: \$1000.00
 - Deposit taken: \$650.00
 - Remaining balance: \$350.00

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Step 5: Create Your First Custom Order (from POS)

Let's create a sample custom order together. We'll use a common example: A customer wants to create a custom yellow gold engagement ring using an existing family diamond.

At your POS counter:

1. Tap the Custom Order tile on the POS home screen.
2. The Create Custom Order form opens.

Fill in the form:

1. Customer - Search for the customer by name or phone number. If they are new, tap Add new customer and enter their details.
2. Item Type - Select the jewellery category (e.g., Rings)
3. Services / Line Items - Add one or more service lines. Each line has:
 4. A description (e.g., 14k yellow gold setting)
 5. A **price** (e.g., \$700.00)
 6. A quantity (usually 1)
 7. Tap Add another item to add more lines if needed.
8. Completion Date - Tap the date picker and select the expected ready date. Must be a future date.
9. Notes - Type any internal notes, e.g.:
 - a. Customer requests a call before work begins.
10. Reference Products - Optionally search your store's product catalogue to tag any products associated with this job.
11. Intake Photo - Tap the camera button to take a photo of the item using the tablet camera. This is saved directly to the work order.
12. Acceptance Agreement - Check the box to confirm the customer has acknowledged the information provided is correct.
13. Deposit (optional) - If the customer is paying a deposit now, enter the deposit amount. See the section below for what happens next.

If No Deposit

Tap Submit Work Order.

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1. An Order is created in your Shopify Admin with all job details attached as metafields.
2. The job appears in the QL Noble Work Items dashboard with a status of Intake.
3. A draft order is created.

If a Deposit Is Collected

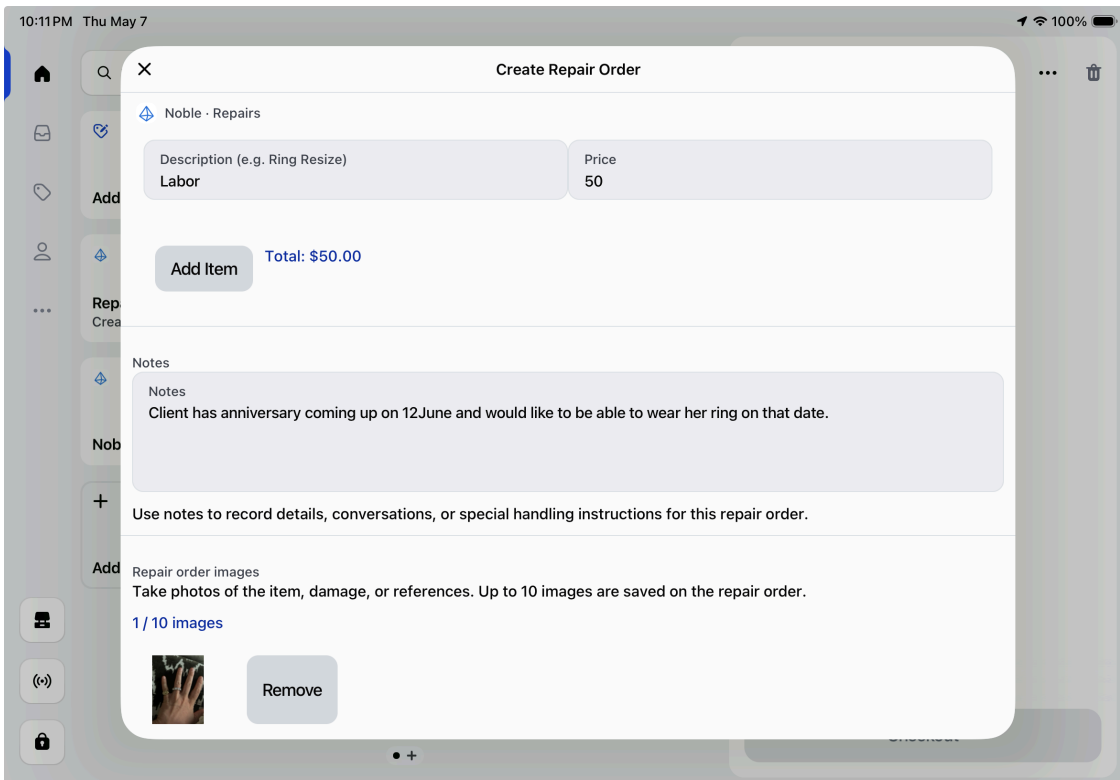
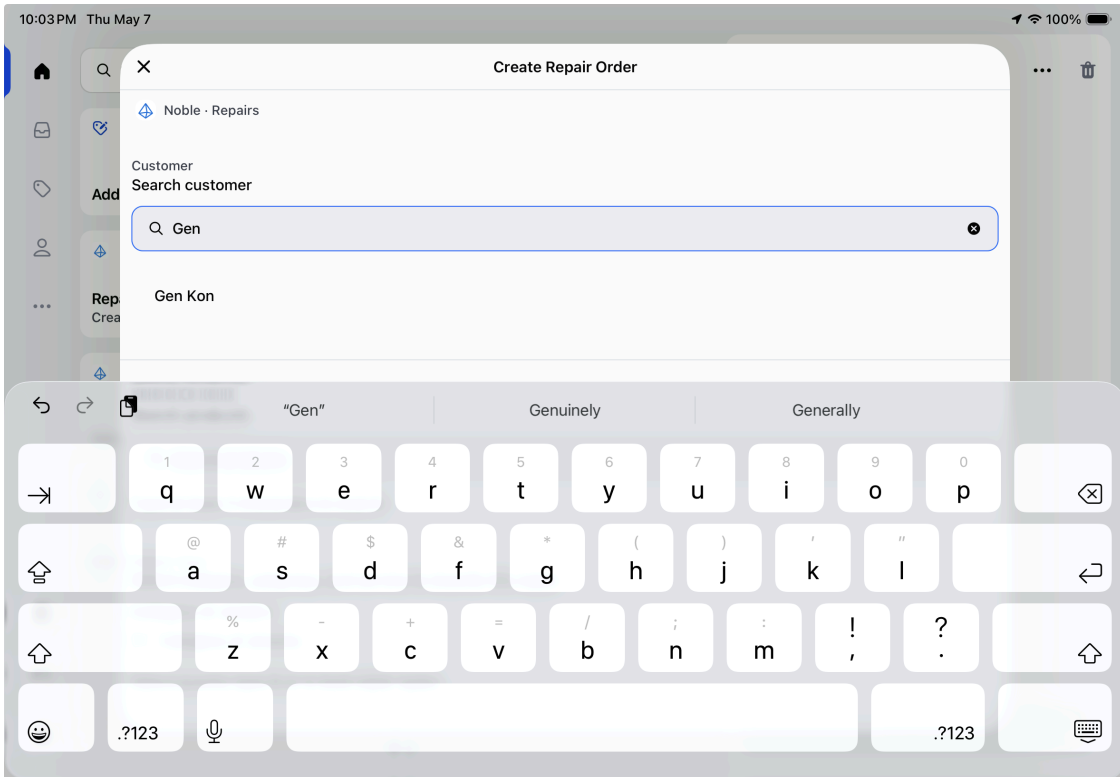
Enter the deposit amount and tap **Submit Custom Order**.

1. An **Order** is created with all job details and metafields, including the deposit amount.
2. The deposit is automatically added to the **POS cart** as a custom sale item called **Custom Order Deposit**.
3. The form closes and you are returned to the POS cart, ready to take payment.
4. **Complete the checkout** as normal to collect the deposit. This creates a Shopify Order.

Important: Do not add other items to the cart before creating a deposit work order. The cart must be empty when you tap Submit, or you will see an error.

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Create Custom Order

Noble - Custom orders

Category of Jewelry
Select a jewelry category for this custom order.

- Rings
- Earrings
- Necklaces
- Pendants
- Bracelets
- Chains
- Anklets
- Brooches
- Pins
- Charms
- Watches
- Other

Description

\$25.00

\$25.00

\$0.00

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Create Repair Order

Noble - Repairs

Deposit

Deposit Amount
25

If entered, the deposit is added to the POS cart for payment and deducted from the draft order balance. The amount is also stored in repair order metafields.

Total: \$50.00
Deposit taken: \$25.00
Remaining balance: \$25.00

Completion Date

Completion Date
2026-06-05

Completion date must be in the future.

Terms and conditions
I agree to the terms and conditions

Clear form Create Repair Order

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Step 5: View and Manage Repair and Custom Orders in Admin Dashboard

Accessing the Dashboard

1. Go to your **Shopify Admin** in a browser.
2. Click **Apps** in the left sidebar.
3. Open **Noble**.
4. You will land on the **Home** screen.
5. Navigate to the **Repair or Custom Orders** tab

The screenshot displays the Noble Admin Dashboard. At the top, there's a search bar and a user profile for 'JewelleryPOSDev'. The left sidebar shows navigation options like Home, Orders, Products, Customers, Marketing, Discounts, Content, Markets, Finance, Analytics, Sales channels, Online Store, and Point of Sale. The main content area is titled 'Work Orders' and includes a 'Create work order on web' button. Below this, there are four summary cards: 'Open work orders' (93 Active jobs), 'On-time completion rate' (20% Of jobs with a due date), 'Overdue jobs' (36 Past due date, still open), and 'Avg turnaround time' (No completed jobs yet). A table below shows a list of work orders with columns for Order #, Type, Order type, Customer, Item type, Status, Due date, Total, Deposit, and Created.

Order #	Type	Order type	Customer	Item type	Status	Due date	Total	Deposit	Created
#D111	Draft	Repair	Darshan Test	—	intake	Apr 28, 2026	US\$1,000.00	US\$555.00	Apr 1, 2026
#D110	Draft	Repair	Darshan Test	watches:watch-date-function-repair	intake	Apr 29, 2026	US\$980.00	US\$500.00	Apr 1, 2026
#D109	Draft	Repair	Darshan Test	repairs-by-type:clean-refinish	intake	Apr 29, 2026	US\$1,098.00	US\$900.00	Apr 1, 2026
#D108	Draft	Repair	Darshan Test	repairs-by-type:prongs-rebuild	intake	Apr 29, 2026	US\$990.00	—	Apr 1, 2026
#D107	Draft	Repair	Claude Test Demers	repairs-by-type:ring-resize	intake	Apr 9, 2026	US\$250.00	US\$50.00	Mar 30, 2026
#D106	Draft	Repair	Darshan Test	jewelry-category:rings	ready	Mar 31, 2026	US\$990.00	—	Mar 30, 2026
#D105	Draft	Repair	Darshan Test	jewelry-category:rings	ready	Mar 30, 2026	US\$99.00	—	Mar 27, 2026
#D104	Draft	Repair	Darshan Test	jewelry-category:rings	intake	Mar 30, 2026	US\$999.00	—	Mar 27, 2026
#D103	Draft	Repair	Claude Test Demers	jewelry-category:rings	in_progress	Mar 30, 2026	US\$250.00	—	Mar 26, 2026

Understanding the Dashboard

The top of the dashboard shows a summary of your current workload:

1. **Open work orders** - Total number of active jobs
2. **On-time completion rate** - Percentage of jobs completed by their due date
3. **Overdue jobs** - Jobs past their due date, shown in red
4. **Avg turnaround time** - Average time from intake to completion

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Below the summary, the work order list shows every job with the following columns:

Column What It Shows

Order #	Shopify order or draft order number (clickable link)
Type	Order (deposit paid) or Draft (no deposit yet)
Order type	Repair or Custom
Customer	Customer name linked to the job
Item type	The jewellery category and repair type selected at intake
Status	Current stage: Intake, In Progress, Ready, Completed, Picked Up
Due date	Completion date - shows in red if overdue
Total	Full job amount
Deposit	Deposit collected at intake, if any
Created	Date the work order was created

Use the **Search** bar to find a job by order number, customer name, or item type. Use the **All types** filter to show only Orders, only Drafts, or all work items. Use the **Date range / All due dates** tabs to filter by due date.

Creating a Order from the Dashboard

You can also create a repair and custom order directly from the admin using the **Create Repair/ Custom Order** button at the top of the dashboard, without going through the POS. All fields are editable just as if at POS.

Updating an Order Status

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1. Click on any order number to open the job detail view.
2. Update the **status** (e.g., from **Intake** to **In Progress** when the technician begins work).
3. Add any **internal notes** about progress.
4. Click **Save**.

Note: Status changes are logged in the job timeline so you have a full history of every update.

Closing out an Order on POS

Before we get started, only orders designated as **Ready for Pickup** within the admin dashboard will appear on this screen.

5. Navigate to the **Repair Order Pickup** Tile on your POS screen
6. Select the order that the client is prepared to pick up.
7. If an additional payment is needed, push this order to the cart for check out.
8. Click **Save**.
9. Complete check out.
10. Go back to the POS Repair Order Pickup tile and mark as **"Complete"** to formally close the order within the dashboard.

Note: Status changes are logged in the job timeline so you have a full history of every update.

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Daily Workflow Summary

Here is a simple recommended routine for your team:

Morning (Opening)

1. Check the dashboard for any jobs with today's due date - confirm they are on track.
2. Review jobs marked **Ready** - contact those customers for pickup.

During the Day

1. Use the **POS Work Order tile** to log new repair intakes immediately at the counter.
2. Technicians update job status in the **Admin Dashboard** as work progresses.
3. If a customer calls about their job, search by name or order number in the dashboard.

End of Day

1. Mark completed jobs as **Ready** so the front counter knows to call customers.
2. Review any overdue jobs (shown in red) and update the due date with a note.

Troubleshooting Common Issues

1. The Work Order tile is not showing on the POS home screen.

Make sure you have added the tile via the POS tile editor (see Step 3). If it is still missing, close and reopen the POS app, then try again.

2. The intake photo is not saving.

Ensure the POS tablet has a stable internet connection. If the upload fails, you will see a toast notification - tap the camera button to try again before submitting the form.

3. The Order is not appearing in Shopify Admin.

This can happen if the form was submitted while offline. Check the tablet's internet connection, then resubmit. Any duplicate draft orders created by mistake can be safely deleted from **Shopify Admin → Orders**.

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4. Error: "Current cart has items" when adding a deposit.

The POS cart must be empty before creating a work order. Complete or void the existing cart, then open the Work Order form again.

5. A "permissions error" appears when submitting a form.

A required app permission may not have been granted at install. Go to **Shopify Admin** → **Apps** → **QL Noble** and check for a permissions prompt. If none appears, contact support to reinstall.

6. A job is not visible in the dashboard.

Check the filter settings at the top of the dashboard. You may have a type filter or date range active. Click the filter button and select **All types**, and switch to the **All due dates** tab to reset the view.

Congratulations!

You have successfully set up **QL Noble** and created your first work order. Your jewellery business now has a professional, digital repair tracking system running directly inside Shopify POS.

No more lost tickets. No more guessing on job status. Every repair and custom order, tracked from intake to pickup.

If you have any questions as you get started, our support team is here to help. We are excited to be part of your workshop.

Noble | Repair & Custom Order Management for Jewelers