

Ticket - Consolidating Tickets AV Ref # 570

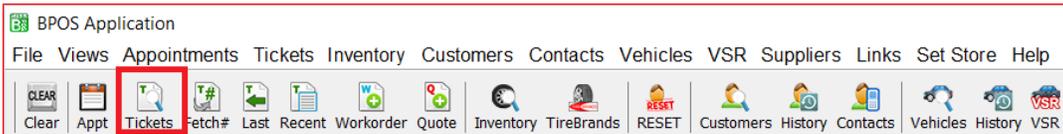
There is also a video showing how to perform this function:
Ticket - Consolidating Tickets (00:46) – AV Ref# 312

About:

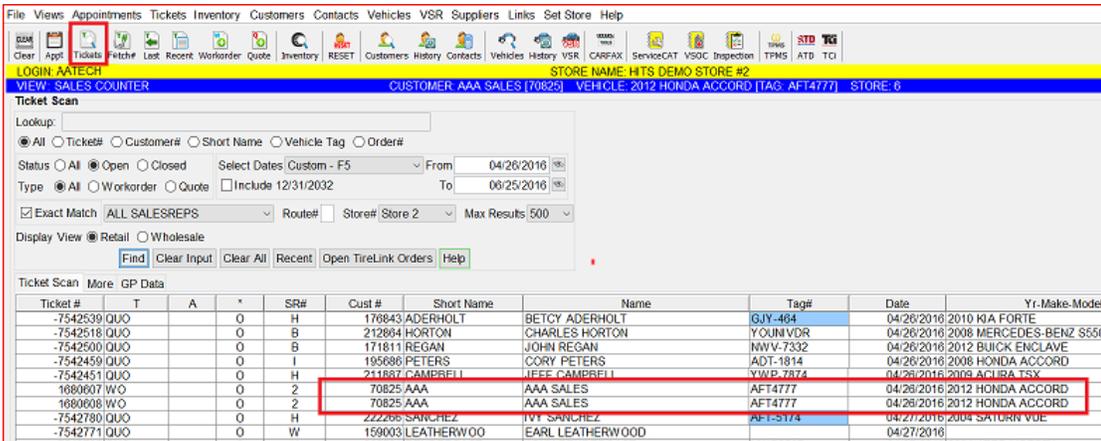
You may occasionally have situations where one customer has multiple open workorders that people have been working on. Maybe one employee started a ticket and another employee was not aware and started a new ticket for the same customer. The easiest method for merging those tickets together is the Consolidate ticket function available on the Ticket screen.

How:

1. **Ticket Lookup** is the easiest method to find a ticket. Click on the Tickets icon on your tool bar:



2. Find your customer's multiple tickets:



(Continued on next page)

- Double-click on one of the tickets to bring it up on your screen. Click on the **Consolidate** button at the bottom of the screen:

Ticket View/Edit (1680607)

Main Line Items Appointments Customer Info Vehicle Info Comments Payments

Ticket # 1680607 Date 04/26/2016 Salesrep 2 - O'LOUGHLIN Tax Taxa... ST #2 CPENL WCRB, CRBTR

Cust # 70825 Short Name AAA Parking Space Route#

Name AAA SALES

Address 1542 STATESVILLE RD

City CORNELIUS St NC Zip 28071

Tag# AFT4777 Year 2012 Make HONDA Model ACCORD Mileage 43000

Item Summary (Select Line Items Tab To Edit)

Ref#	Product #	Description	Qty	Unit Price	Unit FET	Amount	MC	DEPT	PC	TC	Salesrep	ST
1000	07671	P19508R15 BWF60 ADVANTAGE TA	4.0	86.9500		347.80	-2	3	1	1	SCOTT	
1002	17F2	TIRE PROTECTION PLAN	1.0				-2	T		0	SCOTT	
1004	2HCSORAP	2% N.C. DISPOSAL TAX	4.0	1,740.00		6.96	-2		1	0	SCOTT	
1009	DIS	SCRAP TIRE RECYCLE FEE	4.0	2,500.00		10.00	-2	D		0	SCOTT	
1008	99DM	DISMOUNT & MOUNT	4.0	9,500.00		38.00	-2	T	1	0	SCOTT	
1010	99B	LIFETIME COMPUTER BALANCE TIRES	4.0	9,500.00		38.00	-2	T	1	1	SCOTT	
1012	VALVE7	RUBBER VALVE STEM	4.0			No Charge	-2	O	N	0	SCOTT	
1014	99R	LIFETIME ROTATION	4.0			No Charge	-2	T	N	1	SCOTT	
1016	*	EVERY 5000 MILES	1.0				-2			0	SCOTT	
1018	99RH	TIRE PROTECTION WARRANTY	4.0	8,095.00		34.78	-2	R	1	1	SCOTT	
1020		*FREE* TIRE REPAIRS FOR LIFE OF TIRE	1.0				-2			0	SCOTT	
1022		IF TIRE IS NOT REPAIRABLE IT WILL BE	1.0				-2			0	SCOTT	
1024		REPLACED 1ST 2-32NDS AT NO CHARGE THEN	1.0				-2			0	SCOTT	
1026		PRO-RATED FOR REMAINDER OF TREADLIFE	1.0				-2			0	SCOTT	
1028	99CA	ALIGNMENT CHECK	1.0			No Charge	-2		N	0	SCOTT	

Merchandise 347.80 Service 127.74 Fet 0.00 Subtotal 475.54 Sales Tax 30.49 **Total** 506.03

Discard Main Changes Clear Vehicle Write-In Vehicle Add Contacts

Full View ServiceCAT Inspection Customer History Cust Value Index Vehicle History VSRs Override Credit Hold Adjust Total

Contacts Refresh **Consolidate** Print Workorder Print Inspection Print Multi Print & Close Close Save Save & Return Return Help

- A pop up box will list all available tickets for this customer. You can right-click on each ticket to see the detail and to verify you do want to consolidate that particular ticket to your current one:

Consolidate Tickets

Ticket #	Type	Has Appt?	Date	Total
1680608	Invoice	No		410.06
1680605	Invoice	No	Show Ticket Detail...	104.11

Right click to see ticket items...

Consolidate Cancel Suggest Help

- When you are ready to consolidate the ticket(s), you can select each ticket individual or highlight them all and then click on the **Consolidate** button. Now, all of your multiples have been combined into one ticket.

****NOTE** - Users must have password permission to both create and close invoices (P16, P21). If you need to give a user password permission to perform this function, please contact your system administrator.