

## Ticket - Appointment/Bay Management Carryovers AV Ref # 579

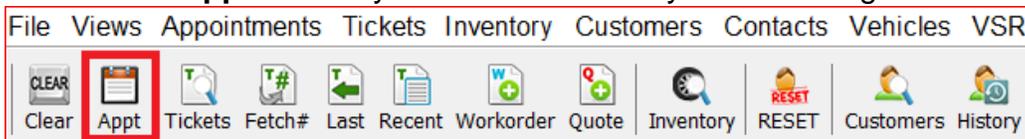
There is also a video showing how to perform this function:  
**Ticket - Carryovers (1:24) – AV Ref# 304**

### About:

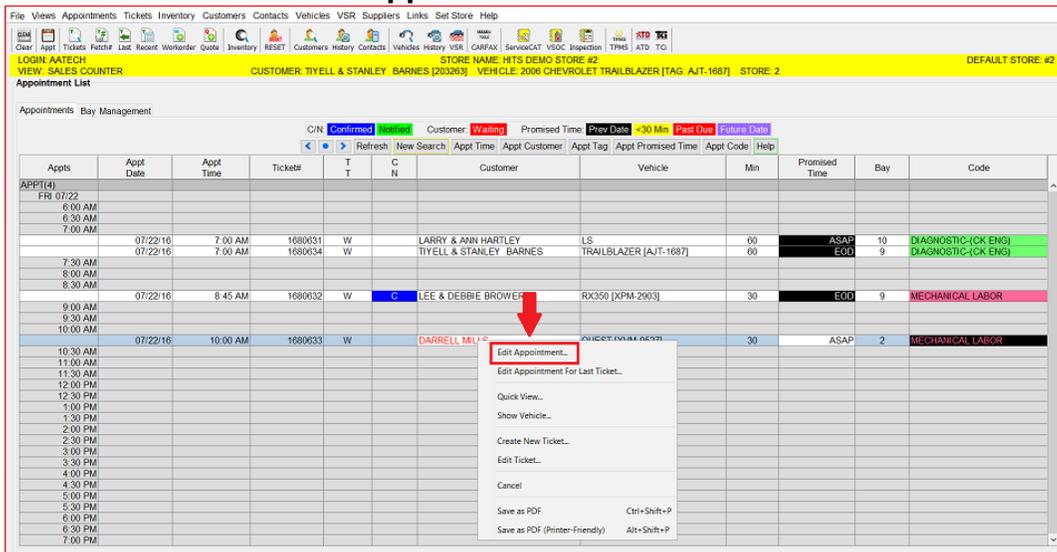
You may frequently have open workorders at the end of each day, tickets for vehicles that haven't been picked up yet or work that has not been completed. BPOS offers several different methods for making sure that these tickets don't disappear.

### If You Are Using the Appointment/Bay Management feature:

1. At the end of your business day, click on **Views** → **Sales Counter**.
2. Click on the **Appt** icon on your tool bar to view your remaining tickets for the day:



3. For tickets that still have work that needs to be completed, you can right-click on the ticket and select **Edit Appointment**:





- The correct store dates should default for you but you can change them if needed, in case you forgot to push the tickets on the prior store date or if the next day is closed and you need to push the tickets to a further date. If the dates are correct, click on the **Push** button:

File Views Appointments Tickets Inventory Customers Contacts Vehicles VSR Suppliers Links Set Store

Clear Appt Tickets Fetch# Last Recent Workorder Quote Inventory RESET Customers History Contacts Vehicles History VSR

LOGIN: AATECH STORE  
VIEW: SALES COUNTER CUSTOMER: TIYELL & STANLEY BARNES [203263]

**Push Workorders**

This routine finds all open workorders for the date displayed and "pushes" them to the store day specified (normally, the next store day). Password permission P40=Y is required in order to use this routine.

If you are using the Appointment Scheduler for job and bay management, you should use this routine either at the end of the work day or beginning of the next day, to "push" any open workorders forward so that you can continue to track them on the calendar.

From 07/22/2016 To 07/23/2016

Push Cancel Help

- The next day when we access the Appointment screen, we can see we have 3 Carryover tickets that we pushed and one appointment that we manually set:

File Views Appointments Tickets Inventory Customers Contacts Vehicles VSR Suppliers Links Set Store Help

Clear Appt Tickets Fetch# Last Recent Workorder Quote Inventory RESET Customers History Contacts Vehicles History VSR CARFAX ServiceCAT VSOC Inspection TPMS ATR TC

LOGIN: AATECH STORE NAME: HTS DEMO STORE #2 DEFAULT STORE: #2  
VIEW: SALES COUNTER CUSTOMER: TIYELL & STANLEY BARNES [203263] VEHICLE: 2006 CHEVROLET TRAILBLAZER (TAG: AJT-1087) STORE: 2

**Appointment List**

Appointments Bay Management

Appts	Appt Date	Appt Time	Ticket#	T	C	N	Customer	Vehicle	Min	Promised Time	Bay	Code
C-OVER	07/22/16	7:00 AM	1680631	W			LARRY & ANN HARTLEY	LS	60	ASAP	10	DIAGNOSTIC (CK ENG)
(CO)	07/22/16	7:00 AM	1680634	W			TIYELL & STANLEY BARNES	TRAILBLAZER (AJT-1687)	60	EOD	9	DIAGNOSTIC (CK ENG)
(CO)	07/22/16	8:45 AM	1680632	W	C		LEE & DEBBIE BROWER	RX350 (XPM-2903)	30	EOD	9	MECHANICAL LABOR
SAI	07/23											
	6:00 AM											
	6:30 AM											
	7:00 AM											
	7:30 AM											
	8:00 AM											
	8:30 AM											
	9:00 AM											
	9:30 AM											
	10:00 AM											
	10:30 AM	07/23/16	10:00 AM	1680633	W		DARRELL MILLS	QUEST (XVM-9527)	30	ASAP	2	MECHANICAL LABOR
	11:00 AM											
	11:30 AM											
	12:00 PM											
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	6:00 PM											
	6:30 PM											

**Option Settings:**

\*\*Note: Users must have password permission to use the Push Workorder function (P40). If you need to give a user permission to have the permission setting, please contact your system administrator.