

## Ticket – Carryovers

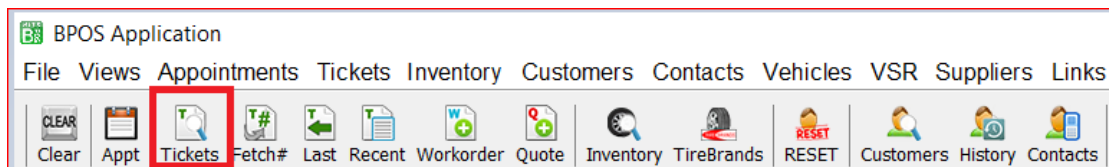
### AV Ref # 613

#### About:

If you regularly use the Ticket lookup function to review and retrieve tickets throughout your day and not the Appointment Scheduler/Bay Management function, your system can be set to automatically push all open workorders at the end of your day's business. Using this option will allow you to easily retrieve old tickets and for your employees to better manage pending work.

#### How:

1. Contact Tech Support to advise you wish to set your system to automatically push your open tickets.
2. When you close your current store date, all open workorders will be automatically stamped with a store date of 12/31/32 and will be pushed to the next store date as carryover tickets.
3. The next day, when you need to review your tickets, click on your Tickets lookup icon on your toolbar:



(Continued on next page)

4. Your current store date tickets will be listed at the top of the lookup screen. The carryovers are listed at the bottom and are highlighted in yellow, see below:

**Ticket Scan**

Lookup:

☒ All 
 ☐ Ticket# 
 ☐ Customer# 
 ☐ Short Name 
 ☐ Vehicle Tag 
 ☐ Order#

Status: ☒ All ☐ Open ☐ Closed 
 Select Dates: Today 
 From: 10/11/2016 
 To: 10/11/2016

Type: ☒ All ☐ Workorder ☐ Quote 
 ☒ Include 12/31/2032 
 Max Results: 500

☒ Exact Match 
 ALL SALESREPS 
 Route#: 
 Store#: Store 2

Display View: ☒ Retail ☐ Wholesale

Rows Found: 101

Vehicle Count: 53

Ticket Avg: 344.74

GPSS: 10391.37

\*Only Tickets with Vehicle Data

Ticket #	T	A	*	SR#	Cust #	Short Name	Name	Tag#	Date	Yr. Make Model	Total	ST#
1669150	WO		O	W	236790	ROTE	MIKE RÖTEN		10/11/2016		90.35	2
1672552	WO		O	B	1393	HUNTERS	HUNTERSVILLE FORD		10/11/2016		0.00	2
1673135	WO		A	O	143576	DEROSA	JOSEPH DEROSA		10/11/2016		0.00	2
1674240	WO		A	O	104391	SCHERER	JOHN SCHERER		10/11/2016		0.00	2
1678246	WO		A	O	7866	FELDER	GREG & ROSEMARIE FELDER	ADS-6475		ROULET LUMINA	30.00	2
1678261	WO		A	O	235109	CHASON	CAROLYN & DEREK CHASON	CHG-R08		ROULET SUBURBAN 1500	1862.28	2
1678608	WO		A	O	9285	MILTICH	MICHAEL & ANN MILTICH	TZZ-1835		ROULET SUBURBAN 1500	51.96	2
1678959	WO		A	O	236866	HOLT	TRAVIS HOLT			ROULET SUBURBAN 1500	1282.50	2
1678992	WO		A	O	243004	WHITE	MISTY WHITE	BHT-3924		ROULET UPLANDER	414.59	2
1679143	WO		A	O	243073	PIENING	JESSICA PIENING			ROULET UPLANDER	407.55	2
1679490	WO		A	O	131617	SCHMITZ	PATRICK SCHMITZ	ZVH-2928	10/11/2016/2010	HYUNDAI SANTA FE	30.00	2
1679584	WO		A	O	139728	LYNCH	BILL & EILEEN LYNCH	CHX-2581	10/11/2016/2005	HYUNDAI TUCSON	1410.98	2
1679732	WO		A	O	157180	BARTLETT	JOSH BARTLETT		10/11/2016/2012	SUBARU IMPREZA	810.60	2
1679753	WO		A	O	110036	FUNK	FUNK CLIFFORD	FUNKY JEEP	10/11/2016/1999	JEEP GRAND CHEROKEE	30.00	2
1679549	WO		A	O	242906	SOSA	ARTURO SOSA		04/08/2016		0.00	2
1679925	WO		O	B	1393	HUNTERS	HUNTERSVILLE FORD		04/14/2016		0.00	2
1678594	WO		A	O	27175	TOMPKINS	MARK TOMPKINS	FLOSSM	04/19/2016/2008	HONDA ODYSSEY	0.00	2
1678385	WO		A	O	69865	SLATTERY	PETE & KELLY SLATTERY	EAZ-2789	04/19/2016/2008	FORD FIVE HUNDRED	0.00	2
1678555	WO		O	I	165103	EBRIGHT	SCOTT & AMANDA EBRIGHT	DUK-8098		FORD FIVE HUNDRED	0.00	2
1678610	WO		A	O	224075	MEDINA	CELESTINO MEDINA	TVV-4829		FORD FIVE HUNDRED	0.00	2
1678621	WO		O	B	201534	RANDYMARIO	RANDY MARION BUCK GMC			FORD FIVE HUNDRED	0.00	2
1678990	WO		O	B	201534	RANDYMARIO	RANDY MARION BUCK GMC			FORD FIVE HUNDRED	0.00	2
1679055	WO		O	B	1393	HUNTERS	HUNTERSVILLE FORD			FORD FIVE HUNDRED	0.00	2
1679128	WO		A	O	188357	BOSCHELE	CHET BOSCHELE		04/22/2016		0.00	2
1679237	WO		O	B	243044	COTTER	TOM COTTER		04/22/2016		0.00	2
1679243	WO		O	B	176838	SERVICEPLU	SERVICE PLUMBING		04/22/2016		0.00	2
1679243	WO		O	B	176838	SERVICEPLU	SERVICE PLUMBING		04/22/2016		0.00	2

Indicates Tickets with a Store Date of 12/31/32.
Ticket is ready.
Ticket has been printed.

**\*\* Note –** Users must have password permission to make edits to these defaults (P99). If you need to give a user permission to have the permission setting, please contact your system administrator.