

Tickets – Replicating A Ticket AV Ref # 624

There is also a video showing how to perform this function: Reversing/Replicating Ticket Scenario (4:31) – AV Ref# 295

About:

Occasionally, you will want to replicate a ticket that has been done due to a repeated purchase, to re-bill a reversed ticket correctly, etc.

How:

- 1. On the **Sales Counter** View, pull up the original ticket on your screen.
- 2. On the **Ticket View/Edit** screen (shown below), click on the **Replicate/Reverse** button at the bottom of the screen.
- 3. Click on the **Replicate Workorder** button. (Do not manually key in a ticket #):

stoner Into Vehicle Info Comments Payments Date 10/18/2016 Salesrep 1 - CALL CENT Name COLEMAN St NJ Zp 07109 St NJ Zp 07109 St NJ Zp 07109 Description P225/00/16 QDY INTEGRTY BLK	ER Tax Taxa ST Route# UTBACK 9 Mile	a2 (CLOSED) INVOLCE						
Date 10/18/2016 Salesrep 1 - CALL CENTE Name COLEMAN Parking Space SI NJ Zp (07109 Image: Coleman Space 10 Make/SUBARU Image: Coleman Space 10 Description Description	ER ® Tax Taxa ST Route# UTBACK ® Mile	2 CLOSED INVOLCE						
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110 Make SUBARU Model C Tab To Edit) P225/00R16 ODY-INTEGRITY BLK	UTBACK Mile	ige 62000 O						
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P225/60R16 GDY-INTEGRITY BLK	Add/Edit Ticket							
P225/60R16 GDY-INTEGRITY BLK			X	IC DEPT	PC	TC	Salesrep	ST
			\$19.80					
TIRE PROTECTION PLAN	Ticket #	1		2 T		0	CHETT	
2% N.C. DISPOSAL TAX		101100010	8.40	2 1	1	0	CHETT	
SCRAP TIRE RECYCLE FEE	Date	10/18/2010	10.00	2 D	1	0	CHETT	
DISMOUNT & MOUNT	Reverse Workorder Re	ficate Workorder Cancel	Help 38.00	2 T	1	0	CHETT	
LIFETIME COMPUTER BALANCE TIRES			38.00	2 T	1	1	CHETT	
RUBBER VALVE STEM	4.0		No Charge	2 0	N	0	CHETT	
LIFETIME ROTATION	4.0		No Charge	2 T	N	1	CHETT	
EVERY 5000 MILES	1.0			2		0	CHETT	
TIRE PROTECTION WARRANTY	4.0	#2	41.98	2 R	1	1	CHETT	
"FREE" TIRE REPAIRS FOR LIFE OF TIRE.	1.0			2		0	CHETT	
IF TIRE IS NOT REPARIABLE IT WILL BE	1.0			2		0	CHETT	
REPLACED 1ST 2/32NDS AT NO CHARGE. THEN	1.0			2		0	CHETT	
PRO-RATED FOR REMAINDER OF TREADUFE.	1.0			2		0	CHETT	
ALIGNMENT CHECK	1.0		No Charge	2	N	0	CHETT	
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- 4. On the **Ticket View/Edit** screen (shown below), you will see that you are now on the brand new, replicated ticket. You will note there is now a note advising that the ticket is a replicated workorder and references the original ticket. This for easy reference on the Customer's history but you can remove it if you don't need it.
- 5. You can edit the ticket as needed by clicking on the **Line Item** tab then adding and/or editing line items as necessary.
- 6. Once you are finished, you will click on the **Payment** tab and close as normal:

BPOS Application							
File Views Appointments Tickets I	nventory Customers Contacts Vehicles VSR Supplier	s Links Set Store Help					
Clear Appt Tickets Fetch# Last Recent	Norkorder Quote Inventory TireBrands RE	Contacts Vehicles History VSR CA					
LOGIN: AATECH VIEW: SALES COUNTER		STORE NAME: HIT: EMAN [243294] VEHICLE: 2					
Ticket View/Edit (1680676)							
Main Line Items Appointments Customer Info Vehicle Info Comments Payments							
Ref# Product #	Description	Qty Unit Price					
	** Replicated #1680673 - 10/18/16 **	1.0					
542073	P225/60R16 GDY-INTEGRITY BLK	4.0 104					
	TIRE PROTECTION PLAN	1.0					
	2% N.C. DISPOSAL TAX	4.0 2					
1008 DIS	SCRAP TIRE RECYCLE FEE	4.0 2					
1010 99DM	DISMOUNT & MOUNT	4.0 9					
1012 99B	LIFETIME COMPUTER BALANCE TIRES	4.0 9					
1014 VALVE7	RUBBER VALVE STEM	4.0					
1016 99R	LIFETIME ROTATION	4.0					

***Note* – Users must have password permission to invoice (P16) and to close invoices (P21). If you need to give a user permission to perform the above function, please contact your system administrator.