

Tickets – Replicating A Ticket AV Ref # 624

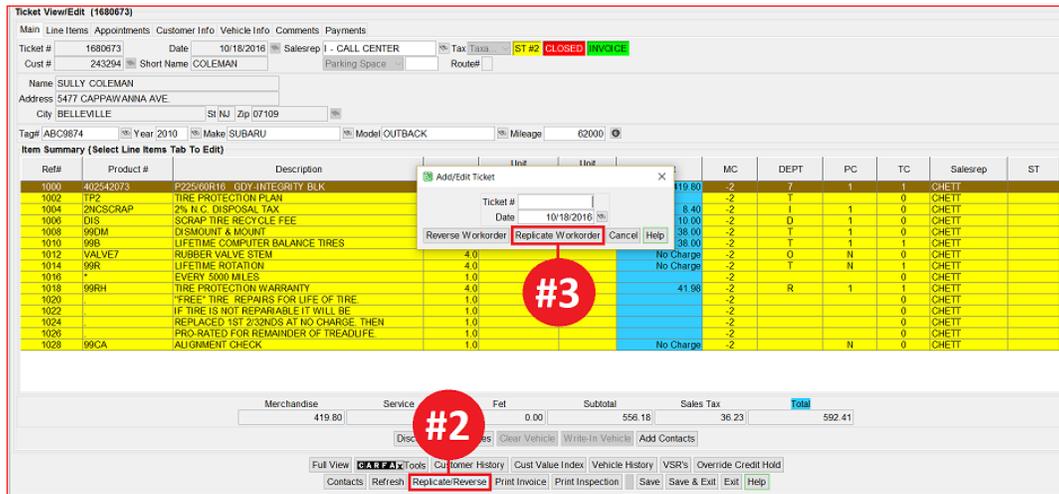
There is also a video showing how to perform this function:
Reversing/Replicating Ticket Scenario (4:31) – AV Ref# 295

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 #):



Ticket View/Edit (1680673)

Main | Line Items | Appointments | Customer Info | Vehicle Info | Comments | Payments

Ticket # 1680673 Date 10/18/2016 Salesrep J. CALL CENTER Tax Taxa ST #2 CLOSED INVOICE

Cust # 243294 Short Name COLEMAN Parking Space Route#

Name SULLY COLEMAN
Address 5477 CAPPAWANNA AVE
City BELLEVILLE St NJ Zip 07109

Tag# ABC2674 Year 2010 Make SUBARU Model OUTBACK Mileage 62000

Ref#	Product #	Description	Unit	Unit	MC	DEPT	PC	TC	Salesrep	ST
1000	402542073	P22500R16 GDY-INTEGRITY BLK			119.90	-2	7	1	1	CHETT
1002	TP2	TIRE PROTECTION PLAN			8.40	-2	1	1	0	CHETT
1004	2NCSCRAP	2% N.C. DISPOSAL TAX			10.00	-2	0	1	0	CHETT
1006	DIS	SCRAP TIRE RECYCLE FEE			38.00	-2	1	1	0	CHETT
1010	99DM	DISMOUNT & MOUNT			38.00	-2	1	1	1	CHETT
1010	99B	LIFETIME COMPUTER BALANCE TIRES			No Charge	-2	0	N	0	CHETT
1012	VALVE7	RUBBER VALVE STEM	4.00		No Charge	-2	1	N	1	CHETT
1014	99R	LIFETIME ROTATION	4.00		No Charge	-2	1	N	1	CHETT
1016	-	EVERY 5000 MILES	1.00		-2	-2			0	CHETT
1018	99RH	TIRE PROTECTION WARRANTY	4.00		41.98	-2	R	1	1	CHETT
1020	-	*FREE* TIRE REPAIRS FOR LIFE OF TIRE	1.00		-2	-2			0	CHETT
1022	-	IF TIRE IS NOT REPAIRABLE IT WILL BE	1.00		-2	-2			0	CHETT
1024	-	REPLACED 1ST 2/3RDS AT NO CHARGE THEN	1.00		-2	-2			0	CHETT
1026	-	PRO-RATED FOR REMAINDER OF TREAD/IFE	1.00		-2	-2			0	CHETT
1028	99CA	ALIGNMENT CHECK	1.00		No Charge	-2		N	0	CHETT

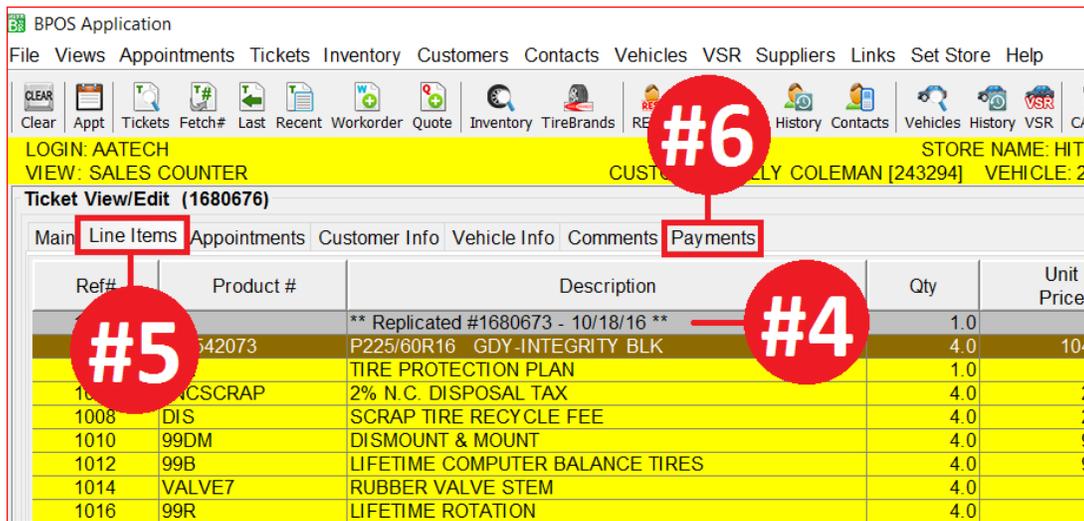
Merchandise 419.80 Service 0.00 Fet 0.00 Subtotal 556.18 Sales Tax 36.23 Total 592.41

Full View | CARFAX Tools | Customer History | Cust Value Index | Vehicle History | VSR's | Override Credit Hold

Contacts | Refresh | **Replicate/Reverse** | Print Invoice | Print Inspection | Save | Save & Exit | Exit | Help

(Continued on next page)

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:



Ref#	Product #	Description	Qty	Unit Price
		** Replicated #1680673 - 10/18/16 **	1.0	
	642073	P225/60R16 GDY-INTEGRITY BLK	4.0	104
		TIRE PROTECTION PLAN	1.0	
1008	DIS	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.