

## Tickets – Reversing A Ticket AV Ref # 625

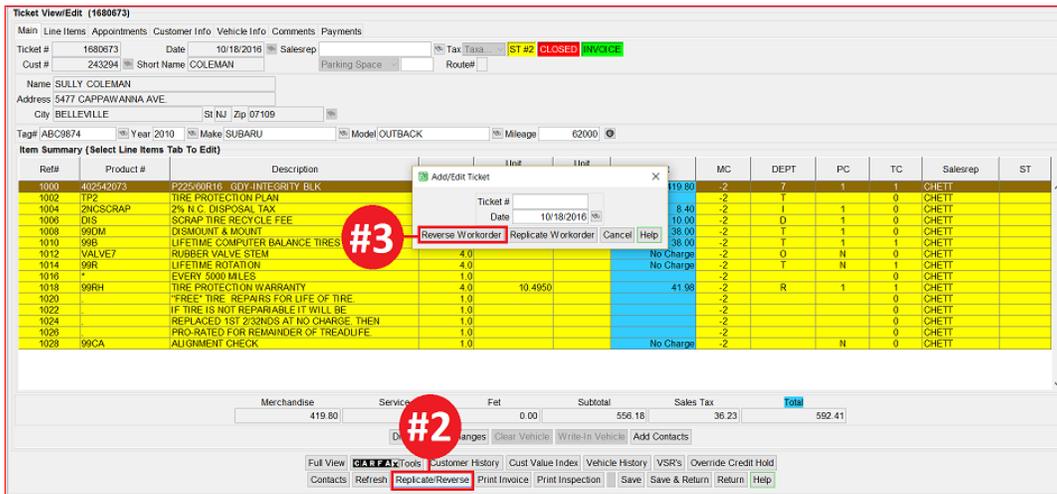
There is also a video showing how to perform this function:  
Reversing/Replicating Ticket Scenario (4:31) – AV Ref# 295

**About:**

Occasionally, you will need to reverse a ticket that has been done due to a mistake or because you need to give a customer a refund.

**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 **Reverse 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 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# ABC9674 Year 2010 Make SUBARU Model OUTBACK Mileage 62000

Ref#	Product #	Description	Unit	Unit	MC	DEPT	PC	TC	Salesrep	ST
1000	402942073	P22500R16 GDY-INTEGRITY BLK			419.80	-2	T	1	1	CHETT
1002	TP2	TIRE PROTECTION PLAN			8.40	-2	T	1	0	CHETT
1004	21CSCRAP	2% N.C. DISPOSAL TAX			10.00	-2	O	1	0	CHETT
1006	DIS	SCRAP TIRE RECYCLE FEE			38.00	-2	T	1	0	CHETT
1008	99DM	DISMOUNT & MOUNT			38.00	-2	T	1	0	CHETT
1010	99B	LIFETIME COMPUTER BALANCE TIRES			38.00	-2	T	1	1	CHETT
1012	VALVE7	RUBBER VALVE STEM	4.00		No Charge	-2	O	N	0	CHETT
1014	99R	LIFETIME ROTATION	4.00		No Charge	-2	T	N	1	CHETT
1016	*	EVERY 5000 MILES	1.00		No Charge	-2	T	N	0	CHETT
1018	99RH	TIRE PROTECTION WARRANTY	4.00	10.4950	41.98	-2	R	1	1	CHETT
1020		*TIRE* 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 TREADLIFE	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

Buttons: Full View, Refresh, **Replicate/Reverse**, Print Invoice, Print Inspection, Save, Save & Return, Return, Help

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4. On the Ticket View/Edit screen (shown below), you will see that you are now on the brand new, reversed ticket. You will note that there is now also a comment referencing the original ticket # and noting the ticket is a reversal.
5. You can edit the ticket if necessary by clicking on the line item tab:

BPOS Application

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

Clear Appt Tickets Fetch# Last Recent Workorder Quote Inventory TireBrands RESET Customers History Co

LOGIN: AATECH VIEW: SALES COUNTER CUSTOMER: SULLY COLEMAN [2432] STC

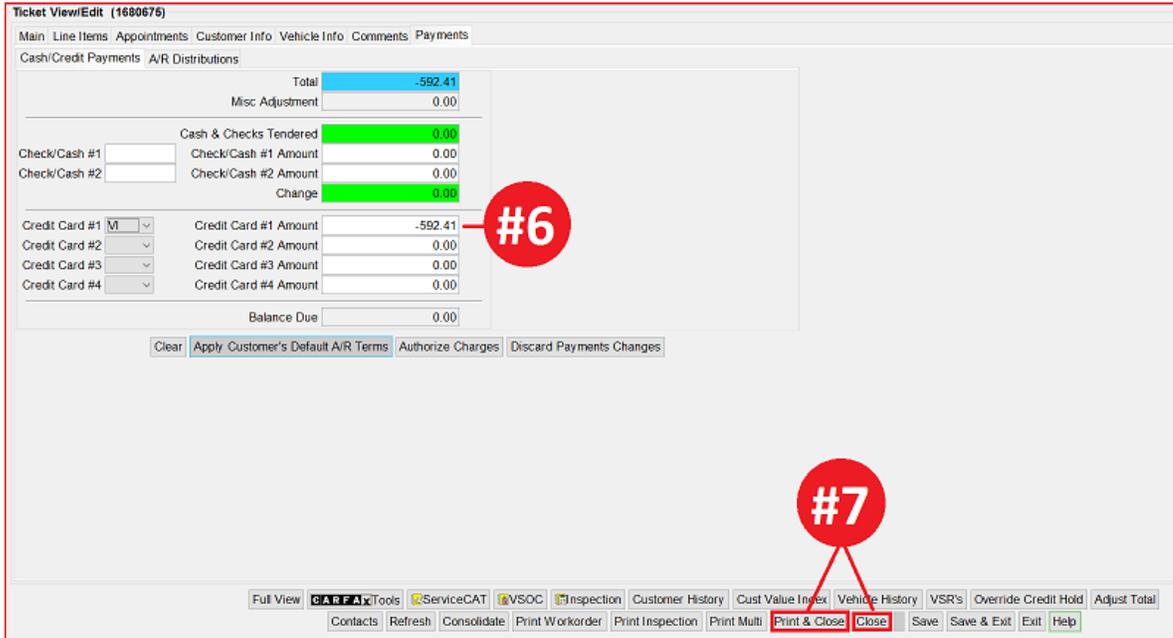
**Ticket View/Edit (1680675)**

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

P	Product #	Description	Qty
		<b>** Reversed #1680673 - 10/18/16 **</b>	
	542073	P225/60R16 GDY-INTEGRITY BLK	
	2	TIRE PROTECTION PLAN	
1008	2NCSCRAP	2% N.C. DISPOSAL TAX	
1008	DIS	SCRAP TIRE RECYCLE FEE	
1010	99DM	DISMOUNT & MOUNT	
1012	99B	LIFETIME COMPUTER BALANCE TIRES	
1014	VALVE7	RUBBER VALVE STEM	
1016	99R	LIFETIME ROTATION	

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6. Reverse the customer's original payment method by clicking on the **Payment** tab, then keying in a negative payment amount in the appropriate field.
7. When you are ready to close the workorder, click on the **Print & Close** button (or the **Close** button if you don't want to print a copy) at the bottom to close the ticket:



**Ticket View/Edit (1680676)**

Main Line Items Appointments Customer Info Vehicle Info Comments Payments

Cash/Credit Payments A/R Distributions

Total	-592.41
Misc Adjustment	0.00
Cash & Checks Tendered	0.00
Check/Cash #1	0.00
Check/Cash #2	0.00
Change	0.00
Credit Card #1 Amount	-592.41
Credit Card #2 Amount	0.00
Credit Card #3 Amount	0.00
Credit Card #4 Amount	0.00
Balance Due	0.00

Clear Apply Customer's Default A/R Terms Authorize Charges Discard Payments Changes

Full View **CARFA** Tools ServiceCAT VSOC Inspection Customer History Cust Value Index Vehicle History VSR's Override Credit Hold Adjust Total

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

**\*\* 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.