

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 #):

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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 Inve	entory Cus	tomers	Contact	s Vehicles	S VSR	Suppliers	Links S	et S			
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P	oduct #			De	scription				Qty			
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2	TIRE PROTECTION PLAN											
1000 ZNCSCI	2% N.C. DISPOSAL TAX											
1008 DIS	1008 DIS			SCRAP TIRE RECYCLE FEE								
1010 99DM	1010 99DM			DISMOUNT & MOUNT								
<u> 1012 99B</u>		LIFETIME COMPUTER BALANCE TIRES										
1014 VALVE7	7	RUBBER VALVE STEM										
1016 99R	1016 99R LIFETIME ROTATION											

- 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 (1680675)			
Main Line Items Appointments	Customer Info Vehicle Info	Comments Payments	
Cash/Credit Payments A/R Dis	tributions		
	Total	-592.41	
	Misc Adjustment	0.00	
Ci	ash & Checks Tendered	0.00	
Check/Cash #1	Check/Cash #1 Amount	0.00	
Check/Cash #2	Check/Cash #2 Amount	0.00	
	Change	0.00	
Credit Card #1 M	Credit Card #1 Amount	-592.41	#6
Credit Card #2	Credit Card #2 Amount	0.00	
Credit Card #3 ~	Credit Card #3 Amount	0.00	
Credit Card #4	Credit Card #4 Amount	0.00	
	Balance Due	0.00	
Clear	Apply Customer's Default A/R	Terms Authorize Charge	s Discard Payments Changes
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	Cor	tacts Refresh Consolida	ate Print Workorder Print Inspection Print Multi Print & Close Close 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.