

Ticket – Adding/Editing Comments on a Ticket  
AV Ref # 655

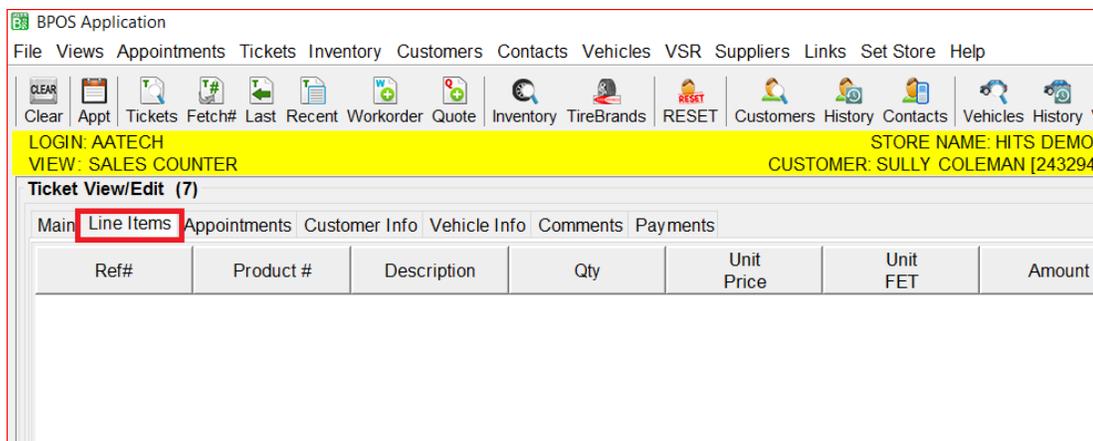
There is also a video showing how to perform this function:  
Ticket – Adding/Editing Comments On A Ticket (2:40) – AV Ref# 338

**About:**

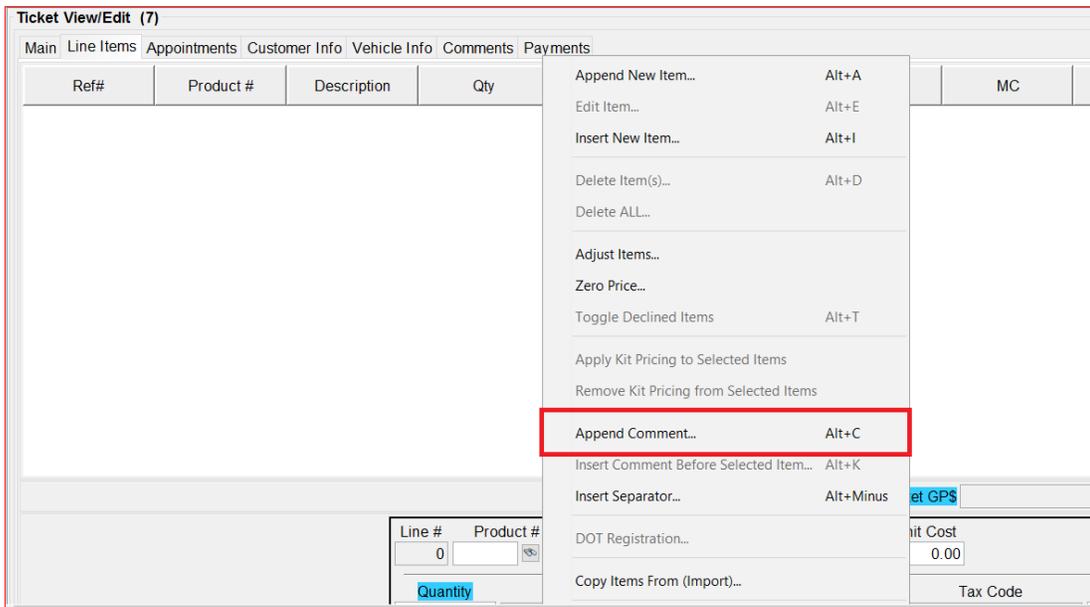
This document will cover adding and editing comments on tickets. Comments can be added and edited on both open workorders and closed invoices. Comments are added to the body of the ticket. Comments can be set to print on the ticket for the customer to see. Or they can be set as “Do Not Print” so the comments display on the screen but do not print on the customer’s ticket.

**How:**

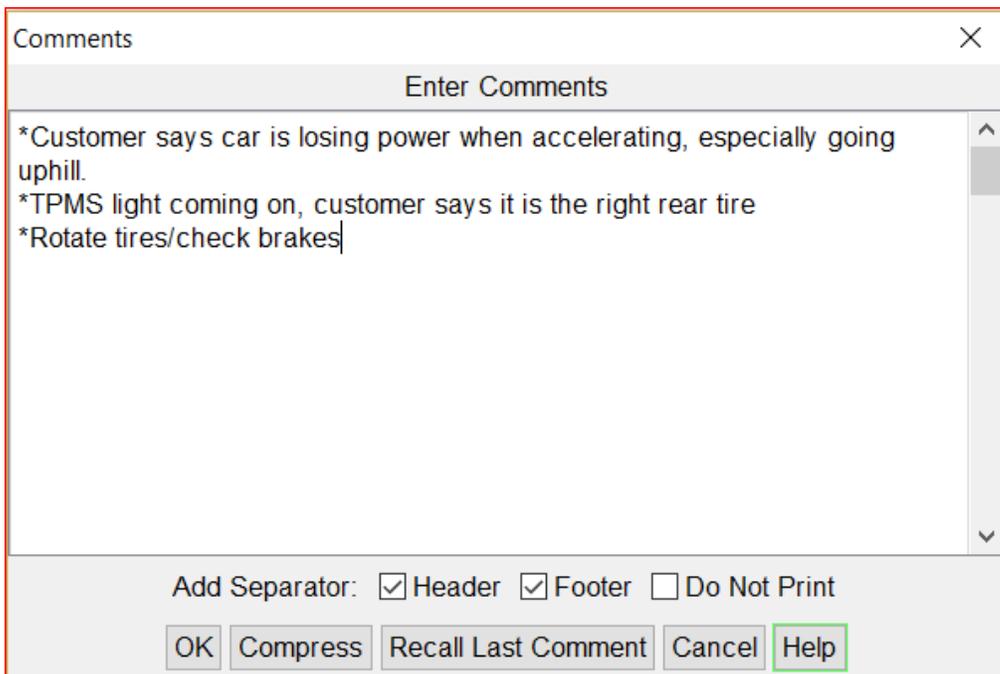
1. On the Ticket View/Edit screen (shown below), click on the **Line Items** tab to access the body of the ticket:



- Right-click anywhere in the body of the ticket and click on **Append Comment**  
OR use the short-cut key by hitting **ALT+C**:



- In the **Comment** box (shown below), type in your comments. You can opt to include the Header and/or Footer separator lines which will draw more attention to your comment on the page. You can also select the **Do Not Print** option which will add the comment to the ticket and highlight it in red but will only be viewable on screen and will not print on the actual ticket:



- After you click on **OK**, your comment is added to your ticket:

Ticket View/Edit (7)						
Ref#	Product #	Description	Qty	Unit Price	Unit FET	Amc
1000	.	*****	1.0			
1002	.	*Customer says car is losing power when	1.0			
1004	.	accelerating, especially going uphill.	1.0			
1006	.	*TPMS light coming on, customer says it is	1.0			
1008	.	the right rear tire	1.0			
1010	.	*Rotate tires/check brakes	1.0			
1012	.	*****	1.0			

- If you need to edit the comment, you can double-click on it to open the dialogue box or right-click on the comment and select **Edit Item**. Make your edits and then click **OK**.
- You can add as many separate comments as you like or you can condense them all into one, your choice:

Ticket View/Edit (7)						
Ref#	Product #	Description	Qty	Unit Price		
1000	.	*****	1.0			
1002	.	*Customer says car is losing power when	1.0			
1004	.	accelerating, especially going uphill.	1.0			
1006	.	*TPMS light coming on, customer says it is	1.0			
1008	.	the right rear tire	1.0			
1010	.	*Rotate tires/check brakes	1.0			
1012	.	*****	1.0			
1014	.	* FRONT BRAKE JOB COMPLETE (BFBC) *	1.0			
1016	OPP (GNAD1078)	GNAD1078 Front Ceramic Pads	1.0	59.9500		
1018	.	*****	1.0			
1020	.	Warranty offered at 10% of total, customer	1.0			
1022	.	declined.	1.0			
1024	.	*****	1.0			
1026	OPP (15156)	15156 Front Caliper Kit	2.0	19.9500		
1028	OPP (YH145657P)	YH145657P Front Disc Brake Rotor	2.0	88.9500		
1030	OPL_B	Remove & Replace Brake Shoes &/Or Pads - F	1.0	104.7300		
1032	.	Rear brakes are fine	1.0			
1034	SS99-2	SHOP SUPPLY CHARGE	1.0	30.6000		

**Option Settings:**

\*\*NOTE - Users must have password permission to invoice and close invoices (P16, P21). If you need to give a user password permission to perform this function, please contact your system administrator.