

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:

3 BPOS Application															
File	Views	Appoint	ments [·]	Tickets	s Inve	ntory Cu	stomers	Contact	s Vehicles	VSR	Suppliers I	inks S	et Store	Help	
Clea	ar Appt	Tickets	[# Fetch#	🚡 Last F	T Recent	Workorder	Cuote	C Inventory	TireBrands	RESE	T Customer	🦾 s History	Contacts	रू Vehicles	Mistory V
LO VII	LOGIN: AATECH STORE NAME: HITS DEMO VIEW: SALES COUNTER CUSTOMER: SULLY COLEMAN [243294]														
Tic	Ticket View/Edit (7)														
Μ	Main Line Items Appointments Customer Info Vehicle Info Comments Payments														
Ref# Pro				roduct	t #	Dese	cription		Qty		Unit Price		Unit FET		Amount

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

Ticket View/Edit (7)								
Main Line Items Ap	opointments Custo	mer Info Vehicle In	fo Comments Pay	ments		1		
Ref#	Product #	Description	Qty	Append New Item	Alt+A	MC		
				Edit Item	Alt+E			
				Insert New Item	Alt+I			
				Delete Item(s)	Alt+D			
				Delete ALL				
				Adjust Items				
				Zero Price				
				Toggle Declined Items	Alt+T			
				Apply Kit Pricing to Selected Items				
				Remove Kit Pricing from Selected Items	5			
				Append Comment	Alt+C			
				Insert Comment Before Selected Item	Alt+K			
				Insert Separator	Alt+Minus	et GP\$		
		Lin	e # Product #	DOT Registration		nit Cost 0.00		
			Quantity	Copy Items From (Import)		Tax Code		

3. 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:

Enter Comments						
Enter Comments						
*Customer says car is losing power when accelerating, especially going uphill. *TPMS light coming on, customer says it is the right rear tire *Rotate tires/check brakes						
Add Separator: V Header V Footer Do Not Print	~					

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

Main	Aain Line Items Appointments Customer Info Vehicle Info Comments Payments								
	Ref#	Product #	Description	Qty	Unit Price	Unit FET	Amo		
	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					

- 5. 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**.
- 6. You can add as many separate comments as you like or you can condense them all into one, your choice:

Ticket View/Edit (7)								
Main Line Items Appointments Customer Info Vehicle Info Comments Payments								
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				
				70.7				

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.