

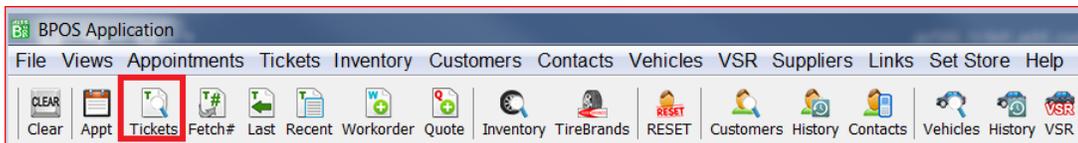
## Ticket – Editing Customer On Tickets AV Ref #634

### About:

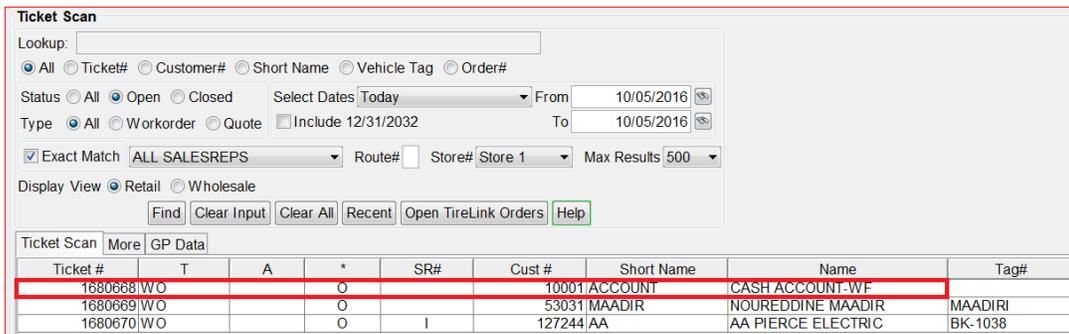
You may find that you need to edit the customer on a ticket. It might be that a ticket was duplicated or the wrong customer was added to a ticket. If you have password permission, you can change the customer on a ticket easily.

### How:

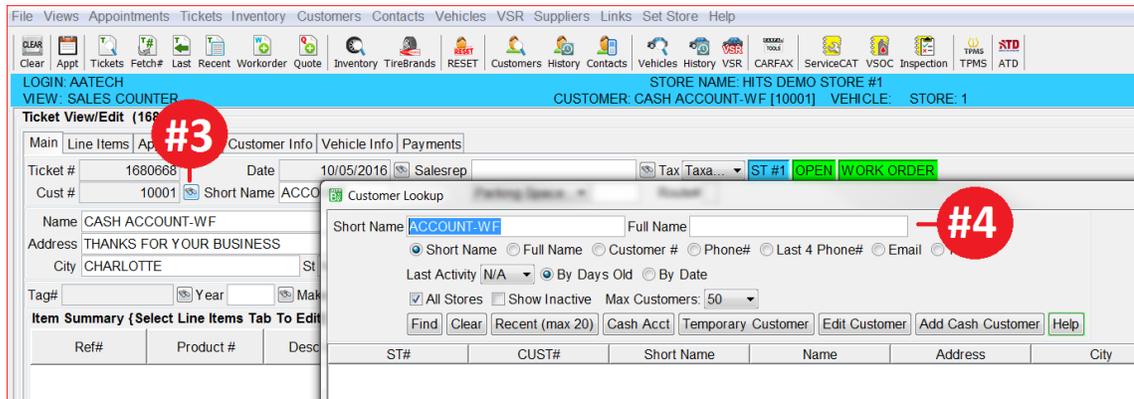
1. Find the ticket in question by clicking on the **Ticket** lookup icon on your toolbar:



2. Find the ticket in question and double-click on it to make it your active ticket:



3. On the **Ticket View/Edit** screen (shown below), to change the customer, click on the binoculars beside the **Customer #** field.
4. Perform a customer lookup to find your customer just as you normally would and **double-click** to add them to your ticket. Or, if your search doesn't find the customer in question, you can click on the **Add Cash Customer** button to add them to your system:



5. From there, you will proceed as you normally would by putting the vehicle on the ticket and adding your line items.

### Option Settings:

**\*\*NOTE** - Users must have password permission to invoice, add cash customers and close invoices (P16, P21, P25). Users must also have password permission to change a customer on a workorder (P77). If you need to give a user password permission to perform this function, please contact your system administrator.