Add Separator Lines To Tickets AV#751

Using Line Separators on your tickets allows you to easily keep your jobs divided on your tickets so that when you print the customer's invoice, it is neater and easier to read. You can add Separator Lines to your workorders, Packages, you can add them after Kit Pricing and they can be turned on as a default for ServiceCAT to separate each job.

Instead of this:

Quantity	Product #	Size/Description/Mfr#	тс	MC D	P BIN≇	Unit Price	F.E.T.	Ext.Amount
4	17415	195/65R15 UNIROYAL TIGER PAW AWP 3 91T	1	6		72.88		291.52
4	99MB	MOUNT / BALANCE WHEELS & TIRES	1	N		15.00		60.00
4	VATIRETAX	VA STATE TIRE TAX		Х		0.50		2.00
	*	COMPLEMENTARYLIFETIME ROTATION & BALANCE		х				
4	DIS	TIRE DISPOSAL FEE	1	V		3.00		12.00
4	99RH	NATIONWIDE TIRE PROTECTION PLAN		c				NO CHARGE!
	1012452220	* COMPLETE BRAKE JUB (BCBJ) *				00.07		101.00
2	YH145232C	Front Disc Brake Rotor	1	3		80.95		161.90
1	ACT465A	Front Ceramic Pads	1	3		92.95		92.95
1	KC1043A26	Front Disc Brake Kit	1	3		604.95		604.95
1	15137	Front Caliper Kit	1	3		16.95		16.95
1	13480	Front Disc Hardware Kit	1	3		51.95		51.95
2	OPL_B	Remove & Install and Overhaul Caliper - Bo		0		98.56		197.12
1	OPL_B	Remove & Replace Brake Shoes &/Or Pads - B		0		98.56		98.56
1	OPL_B	Remove & Replace Disc Rotor - Front, Both * LUBE OIL & FILTER SERVICE (LOFS) * *** SPEC:Recommended Viscosity [Ow-20] *** SPEC:Recommended Engine Oil [API] *** SPEC:Engine Oil Capacity Quarts [3.9]		0		98.56		98.56
3.9	Ow20KB	0w20 KENDALL 76 SUPER SYNTHE BLEND	1	D	111			
1	PG4612F	ENGINE OIL FILTER	1	D	999			
1	SS99-1	ENVIRONMENTALDISPOSAL / SHOP SUPPLIES	1	v		39.73		39.73

You could have this:

Quantity	Product #	Size/Descript	ion/Mfr#	тс	МС	DP	BIN#	Unit P	rice	F.E.T.	Ext.Amount	_
4	17415	195/65R15	UNIROYAL TIGER PAW AWP 3 91T	1		6		7	2.88		291.52	
4	99MB	MOUNT / BALAN	CE WHEELS & TIRES	1		Ν		1	5.00		60.00	
4	VATIRETAX	VA STATE TIRE	TAX			Х			0.50		2.00	
	*	COMPLEMENTARY	LIFETIME ROTATION & BALANCE			Х						
4	DIS	TIRE DISPOSAL	FEE	1		۷			3.00		12.00	
4	99RH	NATIONWIDE	TIRE PROTECTION PLAN			С					NO CHARGE!	
		* COMPLE	TE BRAKE JOB (BCBJ) *									
2	YH145232C	Front Disc Br	ake Rotor	1		J		8	0.95		161.90	
1	ACT465A	Front Ceramic	Pads	1		J		9	2.95		92.95	
1	KC1043A26	Front Disc Br	ake Kit	1		J		60	4.95		604.95	
1	15137	Front Caliper	Kit	1		J		1	6.95		16.95	
1	13480	Front Disc Ha	rdware Kit	1		J		5	1.95		51.95	
2	OPL_B	Remove & Inst	all and Overhaul Caliper - Bo			0		9	8.56		197.12	
1	OPL_B	Remove & Repl	ace Brake Shoes &/Or Pads - B			0		9	8.56		98.56	
1	OPL_B	Remove & Repl	ace Disc Rotor - Front, Both			0		9	8.56		98.56	
		* LUBE 0 *** SPEC *** SPEC	IL & FILTER SERVICE (LOFS) * :Recommended Viscosity [Ow-20] :Recommended Engine Oil [API]									
		*** SPEC	Engine Oil Capacity Quarts [3.9]									
3.9	0w20kb	0w20	KENDALL 76 SUPER SYNTHE BLEND	1		D	111					
1	PG4612F	ENGINE	DIL FILTER	1		D	999					
1	SS99-1	ENVIRONMENTAL	DISPOSAL / SHOP SUPPLIES	1		v		3	9.73		39.73	

There are 4 different methods for adding a Separator Line to a ticket.

Method #1 - If you want to add a Separator easily as you build your ticket, your system can be configured so that all you need to do is press the **<enter>** key to add a line separator.

Contact the HITS Technical Support Department and we can configure your system so that when you are on the Line Items tab, and you see a "-" in the Product # field, all you have to do is press the **<enter>** key once and it will add a separator line for you:

			Licket GP%	50.9	licket GP\$	879.11	Store GP%	100.0
	Line #		Product #		D	escription		
				® Q U				
	Qua	ntity	Price C	ode	Unit Price	Unit FET		Tax Code
		1.00	0 - No Price Co	ode ~	0.0000	0.0	0 - No T	ax
		Tech	nician	Sa	alesrep		Dept	
	0 - HO	USE TE	CHNICIAN	5 - LISA		Select Dep	artment	✓ No Pa
	Kit Price	Add S	Separator Set To	ech Set Sale	es Set Vendo	r Info Item His	tory Return	n Goods Togg
w	Full Vie	ew CA	R F A 🗙 Tools 💈	ServiceCAT	🛛 🔞 VSOC	Inspection	Specs C	Customer Histor

- 1. Add line items
- 2. < Enter> to add a separator line
- 3. Add more line items
- 4. < Enter> to add a separator line
- 5. Repeat as needed

Method #2 - You can manually type a minus sign "-" in the Product # field and then press <**enter**> which will add a line to your ticket

Method #3 – Use your accelerator key by pressing the Alt key plus the minus key (Alt -)

Method #4 – Adding Separator Lines after you have added all or most of your line items:

- 1. When you are on the **Line Items** tab of your ticket, click on the line you would like to add your separator line <u>above</u>
- 2. Right-click and click on the option to **Insert Separator** OR click on the **Add Separator** button at the bottom of the ticket:

Main Line Items Appointments/Status Customer Info - Review Require	d! Vehicle Info Comments Payme						
Ref# Product # Description	Qty						
1000 OPP (123456) MINE	1.0						
	UPPLIES 1.0						
1004 . Alter Append New Item	1.0						
1006 . Euclidem. All	1.0						
	1.0						
Delete Item(\$) 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							
Append Comment Alt-C							
Insert Comment Before Selected Item Alt-K							
Insert Separator							
DOT Registration							
Move Selected Items Up Alt-Up							
Move Selected Items Down Alt-Down							
Copy Items From (Import)							
Import CSV							
Copy Items To (Export)	100 0 Ticket GP\$						
Move Items To (Export and Delete)							
Create Shop Credit Alt-S	Description						
Return Selected Items							
Save as PDF Ctrl+Shift-	Piode Unit Price Uni						
Save as PDF (Printer-Friendly) Alt+Shift-	ode 0.0000						
Save as CSV Ctrl+Alt-P							
Technician	elesrep						
0 - HOUSE TECHNICIAN	🗞 🛛 - HOU 👘 Sele						
Save Adjust Items Kit Price Add Separator Set Tech Set							
Customer View Full View CLARFAX Tools	ServiceCAT 🔞 VSOC 🕼 Inspec						

3. Repeat as needed