

## Closing a Service Ticket

In RSSS, Maestro or Maestro SBE you can access Close Service Ticket off the Main Service Department Menu.

Once all parts have been posted for a service ticket, you are ready to finalize the ticket. The close process will create an invoice for each customer service ticket on which parts were posted.

You may enter the ticket number or select it from a list based upon the customer number. See Figure 5-1.

Close Ticket	1 Maestro Music	6/10/05 8:06 pm
Customer: <input type="checkbox"/> 501433	Bill to: 0	
ABBOTT DEIRDRE		
131 WALMAR DR		
ANYTOWN TX 55555-0000		00000-0000
Ph (555)555-5555 Fax (555)555-5555	Ph	Fax
<hr/>		
Ticket Number: 1564.01	Status: Open	Emp: 1 Called In: 6/08/05
Store: 1	Maestro Store 1	Trak: COMP Comp Date: 6/09/05
		Aisle: 1 Row: 3 Tier: 1
Narda:	Notes: Please call her when estimate is completed asap.	
	Bill to	Invoice Total
Bill Customer: No	501433	1564.01 8.67
Bill Store: No		0.00 0.00
Bill Narda/Nesda: No		0.00 0.00
Bill ESP: No		0.00 0.00
Input the ship to customer number or F4 for a window		

**Figure 5- 1 Close Ticket Screen**

Once the ticket is retrieved, you must specify who is to be billed for the invoice. If the invoice is to be billed to the store or Narda/Nesda, you will be prompted to supply the appropriate BILL TO account number. This number may be selected from a lookup window.

Once you have selected the billing account number, you are prompted for any additional parts that might need to be posted to the ticket before it is billed. You can post parts that are billable to the store, Narda or ESP, depending on which one you selected for this ticket. See Figure 5-2.

Close Ticket	1 Maestro Music	6/10/05 8:06 pm														
Customer: 501433 ABBOTT DEIRDRE 131 WALMAR DR	Bill to: 501433 ABBOTT DEIRDRE 131 WALMAR DR															
ANYTOWN TX 55555-0000 Ph (555)555-5555 Fax (555)555-5555	ANYTOWN TX 55555-0000 Ph (555)555-5555 Fax (555)555-5555															
<table border="1"> <thead> <tr> <th>QTY</th> <th>LOC</th> <th>MODEL NUMBER</th> <th>DESCRIPTION</th> <th>SERIAL NBR</th> <th>PRICE</th> <th>C</th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> <td>1GXWDPLP501</td> <td>PICKGUARD LES PAUL</td> <td>MISC</td> <td>8.21</td> <td>N</td> </tr> </tbody> </table>			QTY	LOC	MODEL NUMBER	DESCRIPTION	SERIAL NBR	PRICE	C	1		1GXWDPLP501	PICKGUARD LES PAUL	MISC	8.21	N
QTY	LOC	MODEL NUMBER	DESCRIPTION	SERIAL NBR	PRICE	C										
1		1GXWDPLP501	PICKGUARD LES PAUL	MISC	8.21	N										
<hr/> <table border="1"> <tr> <td>Cost:</td> <td>4.930</td> <td>On Hand:</td> <td>5</td> <td>On Order:</td> <td>0</td> <td>Total:</td> <td>8.21</td> </tr> </table> <hr/>			Cost:	4.930	On Hand:	5	On Order:	0	Total:	8.21						
Cost:	4.930	On Hand:	5	On Order:	0	Total:	8.21									
<p>F1-Next F2-Prev F3-Chg F4-Del F5-Help F6-Insert F7-Tran Inv F8-Menu F9-Done</p>																

**Figure 5- 2 Close Ticket Post Parts before closing Screen**

Press the F9 key when you have finished with any changes to the parts on the ticket. This will bring up the totals screen. See Figure 5-3.

Close Ticket	1 Maestro Music	6/10/05 8:12 pm
Repair Code: GRS    GTA		
Service Required		
restring also. customer called in 6/10/05 10am and asked we get this done also. FC took call.		
Bad Credit? No	Tech:	Tech:
Warranty: None		Total Parts: 8.21
ESP? No		Total Labor: 78.75
Serviced: 6/10/05	From: 11:00	to: 12:45
Labor: 1.75		Freight Charge: 0.00
Hourly Chg: 45.00		Delivery Charge: 0.00
Terms: COD		Cleaning: 0.00
Tax codes: █	1 CORPUS CHRISTI	MISC CHG 1 0.00
		MISC CHG 2 0.00
		Less Discount: 0.00
		Total Taxes: 4.87
		Less Amt Paid: 0.00
		Total Due: 91.83
Input the tax jurisdiction code or a few characters of the name		

**Figure 5- 3 Close Ticket Totals Screen**

You may make any changes to any of the fields on the total page. Once you are finished entering all of the billing information, you have to assign the invoice to a payment form. You can enter up to four payment forms for the invoice. The payment form set up on the Service Department Control Record will be used to create a standard payment form entry.

You can select any valid payment form(s). The only requirement is that the invoice amount must be allocated in it's entirety to the payment form(s). See Figure 5-4.

Close Ticket	1 Maestro Music	6/10/05 8:12 pm
Repair Code: GRS    GTA		
Service Required		
restring done also	Ticket Amount: 91.83 Less Deposit: 0.00	his
Bad Credit? N	Total Payment Due: 91.83	8.21
Warranty: N	-----	8.75
ESP? N	Enter the payment forms for the monies being taken (The entire ticket amount will be invoiced)	0.00
Serviced:	-----	0.00
Labor:	-----	0.00
Hourly Chg:	FORM DESCRIPTION	AMOUNT
Terms: C	1 CASH	100.00
Tax codes:	0	0.00
	0	0.00
	0	0.00
	-----	0.00
	Change: █ 8.17	-----
		1.83

This is the calculated change

**Figure 5- 4 Close Ticket Totals Screen Payment Forms Window**

Once you have entered all the payment information, you can press the F9 key to proceed to the next screen. See Figure 5-5.

**Please note that you will need to use the RP process to take a payment against any customer tickets that are charged to the Revolving Accounts Receivable account in the payment forms area.**

Close Ticket	1 Maestro Music	6/10/05 8:12 pm
Repair Code: GRS	GTA	
Service Required		
restring done also	Ticket Amount: 91.83 Less Deposit: 0.00	his
Bad Credit? N	Total Payment Due: 91.83	8.21
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Labor:	-----	0.00
Hourly Chg:	FORM DESCRIPTION	AMOUNT
Terms: C	1 CASH	100.00
Tax codes:	0	0.00
	0	0.00
	0	0.00
	-----	0.00
	Change: 8.17	-----
		1.83
Is everything okay with this payment screen? █		

**Figure 5- 5 Close Ticket Totals Screen Everything okay? prompt**

You will be prompted to review the screen and make sure that all the payment information is entered correctly before continuing to the next screen. Please review the information that you have entered and make sure it is correct. It will be a lot easier to correct it now. You can not get back to this screen after you leave it. Enter Y for yes if everything is correct and you will proceed to the next screen. See Figure 5-6.

Close Ticket	1 Maestro Music	6/10/05 8:12 pm
Repair Code: GRS	GTA	
Service Required		
restring done also	Ticket Amount: 91.83 Less Deposit: 0.00	his
Bad Credit? N	Total Payment Due: 91.83	8.21
Warranty: N	-----	8.75
ESP? N	Enter the payment forms for the monies being taken (The entire ticket amount will be invoiced)	0.00
Serviced:	-----	0.00
Labor:	-----	0.00
Hourly Chg:	FORM DESCRIPTION	AMOUNT
Terms: C	1 CASH	100.00
Tax codes:	0	0.00
	0	0.00
	0	0.00
	-----	0.00
	Change: 8.17	-----
		1.83
Do you want to print the Invoice? <input checked="" type="checkbox"/>		

**Figure 5- 6 Close Ticket Totals Screen Print the invoice? prompt**

The last step in this process is to actually print the Service Department invoice. You will be prompted for the printer ID on which to print the invoice if you selected Y for yes to actually print the invoice. After the invoice completes printing, you will be returned to the original screen where you can close any other invoices that are ready to be closed.

