

Introduction

This Service Department Manual contains the following sections:

1. **Introduction** to the Service Department Manual.
2. **Overview** provides you with general information about the Service Department.
3. **Service Tickets**
 - a. **Adding Service Ticket**
 - b. **Changing a Service Ticket**
 - c. **Deleting a Service Ticket**
 - d. **Listing Service Tickets**
 - e. **Showing a Service Ticket**
4. **Post Parts Needed**
5. **Closing a Ticket**
6. **Taking a Payment**
7. **Cash Sale**
8. **Schedule Service Calls**
9. **Review Service Schedules**
10. **Transfer Service Item Location**
11. **Undo a Service Ticket**
12. **Service Department Reports** offers several methods for analyzing the Service Department data.
13. **File Maintenance** provides a method for defining the needed Service Department master records.
 - a. **Configuring the System** identifies the steps that are required prior to actually using the software.
 - b. **The Inventory Menu** allows you to add/change/delete inventory items, transfer inventory, receive inventory, check inventory on hand, print barcode labels, and check pricing. To view inventory function information see the [Maestro SBE Countertop Guide](#), [Maestro Countertop Guide](#) or the [RSSS Countertop Guide](#).
14. **Document Maintenance** details how to setup and control printers and the document types they print.