

Undo a Service Ticket

In RSSL, Maestro or Maestro SBE you can access Undo a Service Ticket off the Main Service Department Menu.

At times, it becomes necessary to “undo” or reverse a billing on a ticket. This can easily be done by entering the ticket number or selecting the tickets by customer. Once the ticket is selected, you are requested to verify that the correct ticket has been selected. See Figure 11-1.

Undo a Ticket	1 Maestro Music	5/04/06 4:26 pm
Customer: 508094 SUN PRAIRIE HS ACTIVITY C/O C. WHALLEY ANYTOWN TX 55555-2900 Phone: (555)555-5555	Bill to: 508094 SUN PRAIRIE HS ACTIVITY C/O C. WHALLEY ANYTOWN TX 55555-2900 Phone: (555)555-5555	
Ticket Number: 1356.00 Status: Serviced Emp: 11 Called In: 11/17/04 Store: 1 Maestro Store 1 Trak: COMP Comp Date: 11/29/04 Complaint Code: N/A Serial Nbr: 191799 Service Type: Walk-in Model Number: MARK VI Recv'd By: OUR TRUCK Brand Name: SEL SEL Recv'd On: 11/17/04 Required: 11/29/04 Description: SAX SOPRANO Estimate: No Aisle: Row: Tier: Deposit: 0.00 Notes: BILL TO S. SVEUM Purchased At: Date: Tech: 000134 Warr: Narda:		
PC _____ SERVICE PROBLEM _____		
Is this the service ticket to be unbilled? N		

Figure 11- 1 Undo a Service Ticket Screen

Any money posted subsequent to closing the ticket will have to be refunded in the take payments process for the ticket to be unbilled correctly. If there are no payments for the selected ticket, the ticket will be unbilled once you have verified that it is the correct one.

This process converts the ticket from an invoice to an open ticket and returns the inventory to the location that it was shipped from when it was originally billed. See Figure 11-2.

Show Ticket	1 Maestro Music	5/04/06 4:47 pm
Customer: 508094 SUN PRAIRIE HS ACTIVITY C/O C. WHALLEY ANYTOWN TX 55555-2900 Phone:(555)555-5555	Bill to: 508094 SUN PRAIRIE HS ACTIVITY C/O C. WHALLEY ANYTOWN TX 55555-2900 Phone:(555)555-5555	
Ticket Number: 1356.00 Store: 1 Complaint Code: N/A Serial Nbr: 191799 Model Number: MARK VI Brand Name: SEL SEL Description: SAX SOPRANO Estimate: No Deposit: 0.00 Purchased At: Date: Tech: 000134	Status: Open Maestro Store 1 Service Type: Walk-in Recv'd By: OUR TRUCK Recv'd On: 11/17/04 Aisle: Row: Tier: Notes: BILL TO S. SVEUM Warr: o Narda:	Called In: 11/17/04 Comp Date: 11/29/04 Required: 11/29/04
PC	SERVICE PROBLEM	
F1-Next F2-Prev F3-Detail F4-Bal F6-Prob F7-Sched F8-Menu ENTER-New		

Figure 11- 2 Show a Service Ticket after being undone