



# Adding Comments to Tickets

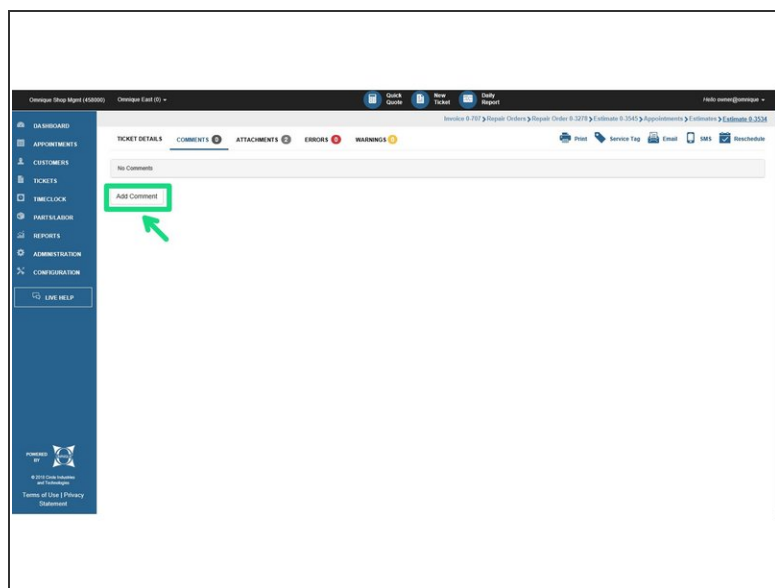
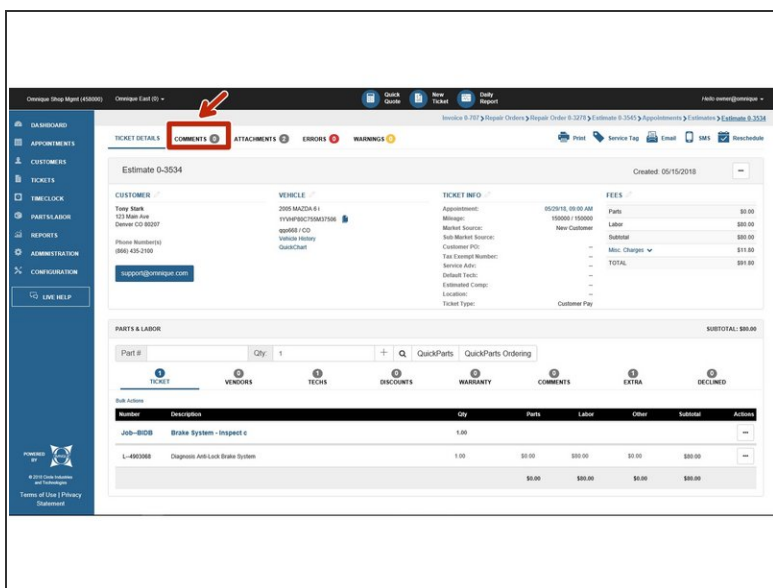
This guide illustrates the multiple ways comments can be added to tickets.

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# COMMENTS

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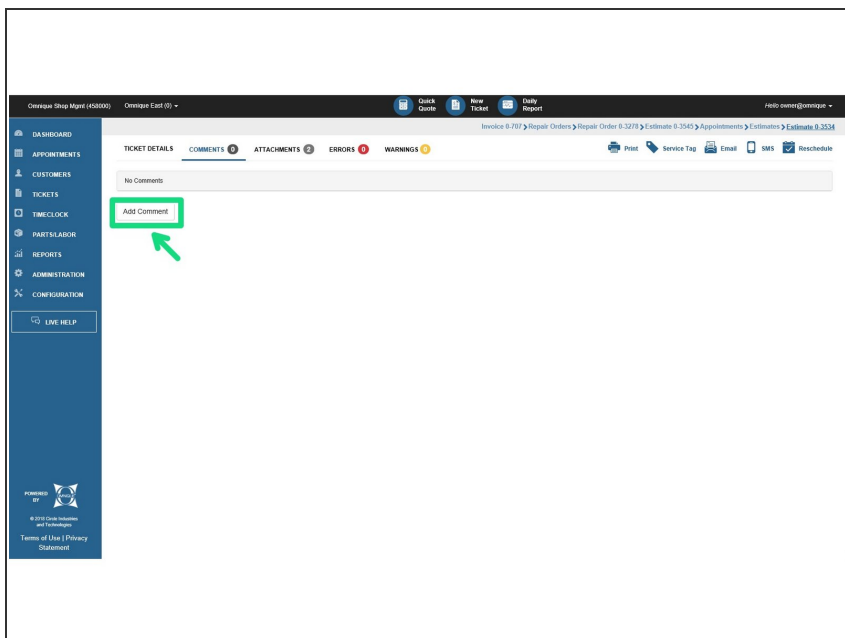
## Step 1 — Adding Comments to Tickets



**i** There are two ways comments can be added to tickets: First to a whole ticket and second to an individual line item on a ticket.

- To add a comment to a whole ticket, click on the **Comments** tab located toward the top of a ticket.

## Step 2 — Adding Comments to Tickets



- Click on **Add Comment**.

## Step 3 — Adding Comments to Tickets

- In order to enter comments in this section, an employee number is required.
- Click on the Reports drop down in order to select which printouts the following comments will be displayed on.
- Enter comments in the Comments box.
- Enter a URL to a comment (when applicable).

## Step 4 — Adding Comments to Tickets

- To add a line Item comment, click on the comments tab inside of the Parts & Labor section.
- Click on the **Actions Menu** to add a new comment or edit an existing comment. Each line on a ticket will have its own Actions Menu.

## Step 5 — Adding Comments to Tickets

The screenshot displays the Omnique Shop Manager interface. The top navigation bar includes links for Quick Quote, New Ticket, and Daily Report. The left sidebar contains a menu with options like Dashboard, Appointments, Customers, Tickets, Timeclock, Partslabor, Reports, Administration, Configuration, and Live Help. The main content area is divided into several sections: CUSTOMER, VEHICLE, TICKET INFO, FEES, PARTS & LABOR, and COMMENTS. The COMMENTS tab is currently selected, showing a table with columns for Number, Description, Comment, and Actions. A row is visible with the description 'Diagnose Anti-Lock Brake System'. A text box labeled 'EXAMPLE COMMENT' is positioned over the Comment column for this row. A black arrow points to this text box. To the right of the text box, there are two buttons: a green checkmark button and a red X button. A blue arrow points to the green checkmark button.

- Add comments in the Comments box.
- To save new comments or editions, click on the **Green Check Mark** button. To decline/cancel, click on the **Red X** button.