



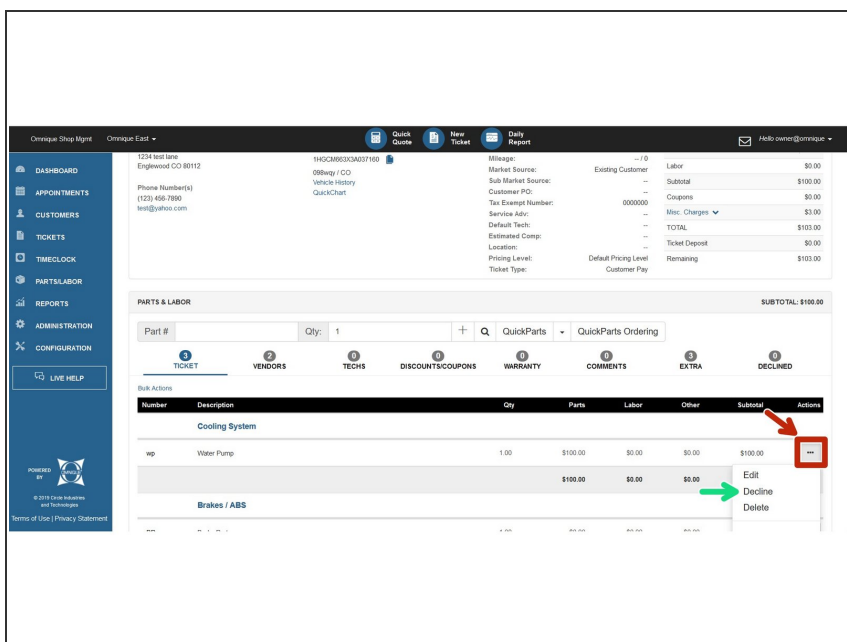
Declined Services

This guide illustrates how to decline items on tickets, as well as how to add previously declined items back onto tickets.

Written By: Jennifer Harding

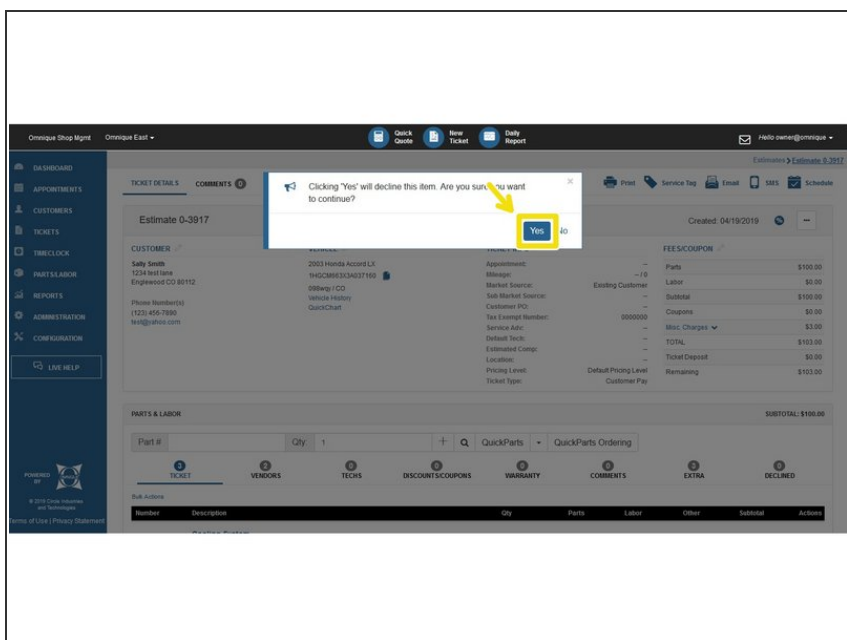
DECLINED

Step 1 — Declined Services



- In a ticket, click on the line's **Actions Menu**. Each line item will have its own Actions Menu.
- Click **Decline**.

Step 2 — Declined Services



- Click **Yes** to confirm declining the item.

Step 3 — Declined Services

The screenshot shows the Omnique Shop Mgmt interface. The top navigation bar includes links for Quick Quote, New Ticket, and Daily Report. The left sidebar contains various management tools. The main content area displays ticket information for Sally Smith, including contact details and vehicle information. Below this, the 'PARTS & LABOR' section is active, showing a table of declined parts. A red box highlights the 'DECLINED' button, and a yellow box highlights the 'Add To Parts' and 'Delete' buttons. A green arrow points to the 'Add To Parts' button.

Number	Description	Qty	Parts	Labor	Other	Subtotal	Actions
Cooling System							
WP	Water Pump	1	\$100.00	\$0.00	\$0.00	\$100.00	Add To Parts Delete
			\$100.00	\$0.00			

- Items that have been declined can be accessed in the **Declined** tab.
- Click on the **Actions Menu** to make changes to previously declined items.
- To add item(s) back onto the ticket, click **Add to Parts**.
- To remove item(s) from the ticket completely, click **Delete**.