

Declined Services

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

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Step 1 — Declined Services

Omnique Shop Mgmt	Omnique East 🕶		(Quick 📄 Ni Quote 📄 Ti	rw 📼 Daily sket 📼 Report				Hello owne	r@orrnique
DASHBOARD	1234 test lane Englewood CO 80112	r	1HGCM663X3A037160 098wgy / CO		Mileage: Market Source:	Existin	/ 0 ng Customer	Labor		\$0.00
	Phone Number(s)		Vehicle History		Sub Market Source: Customer PO:			Subtotal		\$100.00
APPOINTMENTS	(123) 456-7890		QuickChart		Tax Exempt Number:		0000000	Coupons		\$0.00
CUSTOMERS	test@yahoo.com				Service Adv:		-	Misc. Charges 🗸		\$3.00
TICKETS					Default Tech: Estimated Comp:		-	TOTAL		\$103.00
					Location:		-	Ticket Deposit		\$0.00
TIMECLOCK					Pricing Level: Ticket Type:		Pricing Level ustomer Pay	Remaining		\$103.00
PARTSILABOR										
REPORTS	PARTS & LABOR								SUBTOTA	L: \$100.00
ADMINISTRATION	Part #		Qty: 1		+ Q QuickParts	- QuickPa	rts Ordering			
CONFIGURATION	3 TICKET	VENDORS	TECHS	DISCOUNTSICOU	PONS WARRANTY	COMME		EXTRA	DECLINED	
G LIVE HELP	Bulk Actions									
		Description			Qty	Parts	Labor	Other	Subtotal	Actions
		Cooling System								
	wp 1	Water Pump			1.00	\$100.00	\$0.00	\$0.00	\$100.00	
POWERED BY						\$100.00	\$0.00	\$0.00	Edit	
								_	Decline	
and Technologies is of Use Privacy Statem		Brakes / ABS							Delete	
					* ***	***		** **		

- 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

nnique Shop Mgmt	Ormique East +			Quick Discher Cauche Ca	t 🤤 Daily Report			Helo owner@cmrique
	TICRET DETAILS COMMENTS	R	Clicking 'Yes' will decl	ine this item. Are yo	ı surc <mark>o</mark> ou want	× 🖶 Post 💊	Service Tag 🔒 Ema	Extimates > Estimate 0
	Estimate 0-3917		to continue?		×		Created: 04/1	9/2019 😋
	CUSTOMER .				Yes	40	FEES/COUPON	
	Sally Smith	2003 Honds Accord LX THGCM853X34037160			Appointment: Minager Market Source: Sub Markot Source: Customer PO: Tax Exempt Number:		Parts	\$100.00
	1234 test tane Englewood CO 80112					-/0 Existing Customer	Labor	\$0.00
							Sublotal	\$100.00
	Phone Number(s) (123) 456-7890					c 0000000	Coupons	\$0.00
	Nel@yahoo.com				Service Adv.		Moc Charges 🛩	\$3.00
					Default Tech: Estimated Compc		TOTAL	\$102.00
	1				Location		Ticket Deposit	\$0.00
					Pricing Level: Ticket Type:	Default Pricing Level Customer Pay	Remaining	\$103.00
	PARTS & LABOR							SUBTOTAL: \$100.00
	Part#	Qty		+ c	QuickParts +	QuickParts Ordering		
- 10		DORS	TECHS	DISCOUNTSICOUPOR	s WARRANTY	COMMENTS	EXTRA	DECLINED
	Bull Actions							
	Number Description							Subtotal Actions

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

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Step 3 — Declined Services

USTOMERS ICKETS MECLOCK	Sag Smb 123 (Hallani Englewood CO 80112 Phone Namber(1) (123) 445-7800 Halightane com		Vehic	2003 Henda Accre LX HeCOMEXXAU3710 Olivery COMEXAU3710 Olivery COMEXAUAD OutsChart		Mileage: Market Source: Sub Market Source: Customer PO: Tax Exempt Number: Senice Adv: Default Tech: Estimated Comp: Location: Pricing Level:	-/0 Existing Customer 	Labor Subtotal Coupons Misc Charpes V TOTAL Ticted Deposit	\$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00	
ARTSILABOR EPORTS						Ticket Type:	Customer Pay	Remaining		\$0.00
DMINISTRATION	PARTS & LABO	R							SUBTOTA	L: \$0.00
DNFRGURATION	Part#		Qty:		+ Q	QuickParts +	QuickParts Ordering			_
ο The Herb	ТК	CKET VEN	Dors	TECHS DR		WARRANTY	COMMENTS	EXTRA	DECLINED	
	Declined	Parts								
	Number	Description				Qty	Parts Labor	Other	Sublotal A	lctions
1		Cooling System							1	
- 殿	wp	Water Pump				1	\$100.00 \$0.00	\$0.00	\$100.00	-
19 Circle Industries nd Technologies									Add To Parts	_

- 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**.

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