

editing processed sales tickets

The edit feature gives you the ability to make a correction to a processed ticket.

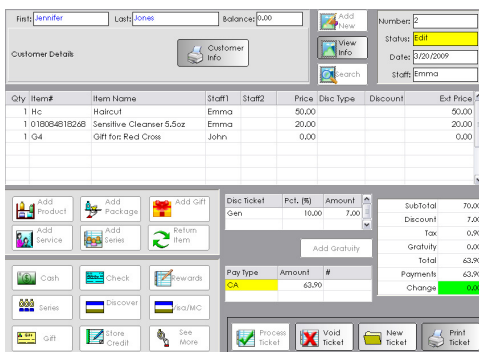
Editing Processed Sales Tickets

There are two areas that can be edited on a processed ticket.

- Payment Type
- Staff Member

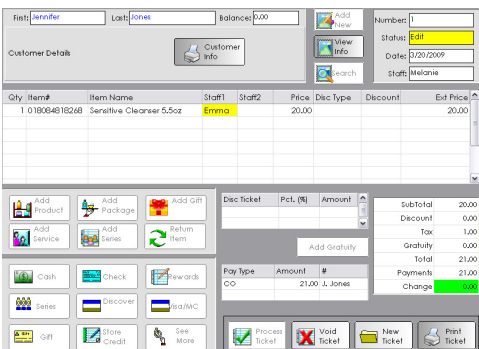
Changing the Payment Type

1. From the SalonBiz®/SpaBiz® menu bar, click on the Ticket icon.
2. Choose Ticket in the View List field.
3. Choose Today's Tickets from the Filter By field.
4. A list of the tickets that were created and/or processed today will be displayed.
5. Choose the ticket you wish to edit from the list by clicking on it once.
6. Click the Edit Ticket button.
7. The ticket will be displayed on the screen in Edit mode.
8. Double click the incorrect payment type in the Pay Type field.
9. Select the correct payment type from the list.
10. Click the Return to Previous button at the top right of the screen.



Changing the Staff

1. From the SalonBiz®/SpaBiz® menu bar, click on the Ticket icon.
2. Choose Ticket in the View List field.
3. Choose a reason from the Filter By field.
4. A list of the tickets that were created and/or processed will be displayed.
5. Choose the ticket you wish to edit from the list by clicking on it once.
6. Click the Edit Ticket button.
7. The ticket will be displayed on the screen in Edit mode.
8. Click in the staff field you wish to change.
9. Type the correct staff in the appropriate field.
10. Click the Return to Previous button at the top right of the screen.



frequently asked questions

Can I edit a ticket that has been voided?

No, once a ticket has a void status it cannot be altered.

What is the best way to edit a processed ticket if I need to change more than the payment type and staff?

If you need to make several corrections to a processed ticket on the current day the easiest way to fix it is to void the ticket and create a new ticket. If you need to make a major correction to a processed ticket on a past day you will need to create a return ticket and return all items to the customer and then recreate a new ticket. You cannot void a processed ticket from a shift that has already been closed

Should everyone on my staff have access to void tickets?

That is completely your decision. In Blueprints, Security you have the ability to secure several areas of the ticket function. Typically voiding tickets is management level security.

How can I track tickets that have been voided?

Under the Reports icon select the Voided Ticket List report found in the Sales Tickets as category. You will be prompted to enter a date range to view. It is beneficial to view this report on a regular basis.

Can I delete a Pay Type on a ticket in Edit mode?

No, you may change the pay type but you are not allowed to delete a payment type.

Can I void a processed ticket?

Yes, however, you can only void tickets for the current day. When a day has been closed and reconciled, you can no longer void tickets from that day

