

How to Print a Closed Service Ticket

07/18/2025 10:09 am EDT

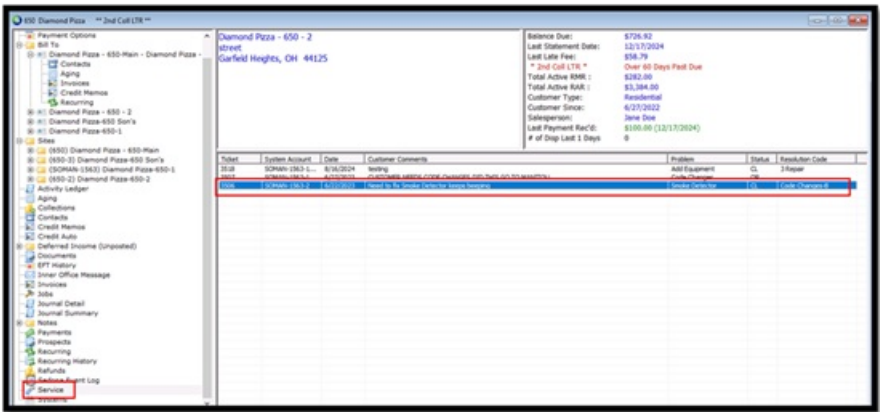
There are times when a customer will need or want a copy of a closed service ticket. The steps below will guide you on how to open and print a closed service ticket.

Overview

The steps below assume the user has the permissions to perform the steps.

Steps:

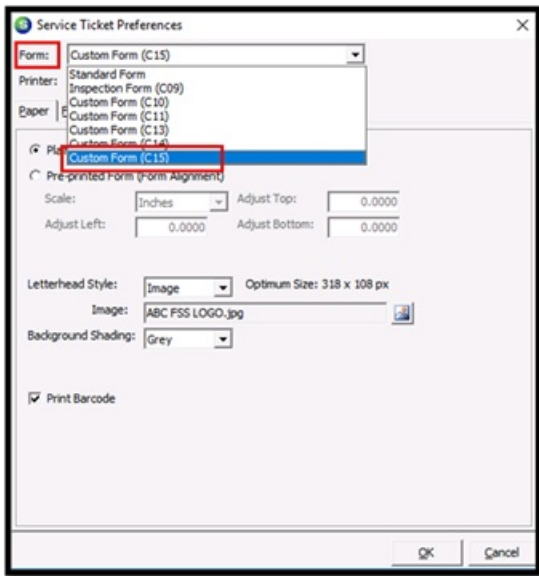
1. Open the customer account that needs the service ticket.
2. Open the closed service ticket by double-clicking.



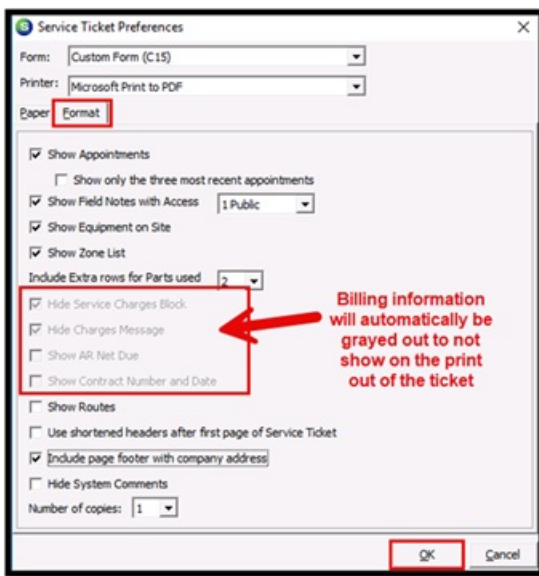
3. When the service ticket opens, click on the Wrench in the top left corner, then click on Print.



4. When the Service Ticket Preferences Window opens, click on the correct Form option, click on the Paper Tab, and verify all other options in the tab are correct.



- Click on the Format Tab, click on all options to be printed (the billing will automatically be grayed out), then click on OK.



- The Service Ticket print preview will open with the selected options



Service Ticket

Ticket Number 3506	Appointment 6/22/2023 11:00 AM	Technician Renee Shawley
Problem Code Smoke Detector	Service Level T&M-Res	System Type Fire

To: 650
Diamond Pizza-650-1
2600 ROCKSIDE RD
Site 1
Garfield Heights, OH 44125
(330) 555-9999
RASTESTONE@GMAIL.COM



RSHAWLEY
on 6/22/2023 1:16:41 PM

Contact:

Comments:
Need to fix Smoke Detector keeps beeping

Appointment Information:

Technician	Date	Arrived	Completed	Time On Site
Renee Shawley	7/2/2024	08:05	12:00	3:55

Field Notes:
RSHAWLEY
did what was needed

7/11/2024 9:59:09 AM

Parts Used:

Part	Location	Quantity

Signed: _____

Name: _____

Date: 6/22/2023

We appreciate your business.

From Dispatch Co
45185 Joy Road
Canton, MI 48187

8. Now the ticket can be printed or saved in one of the formats available. Once done, click on Close.

