



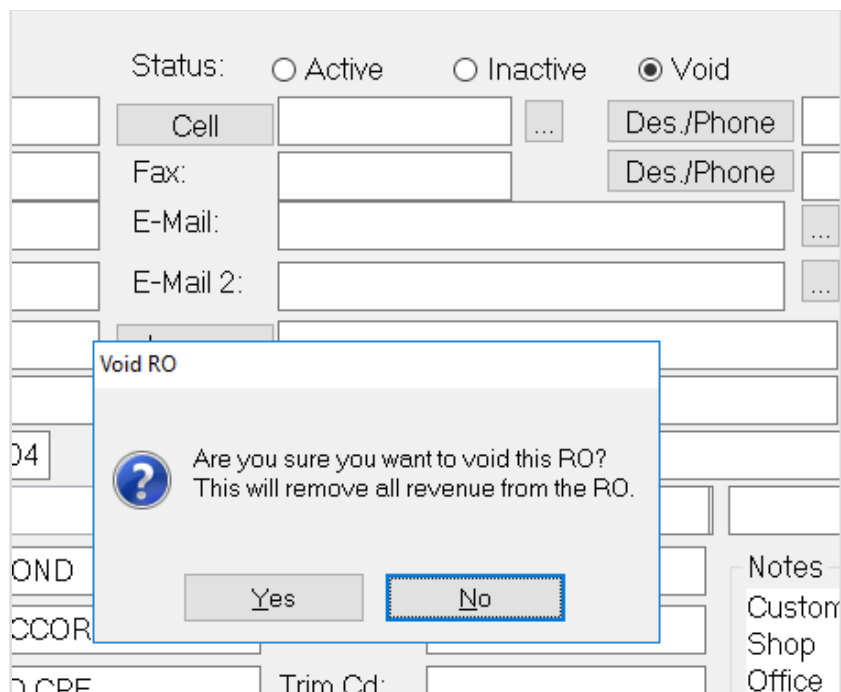
ROME

Business Services

HOW TO VOID AN RO IN ROME

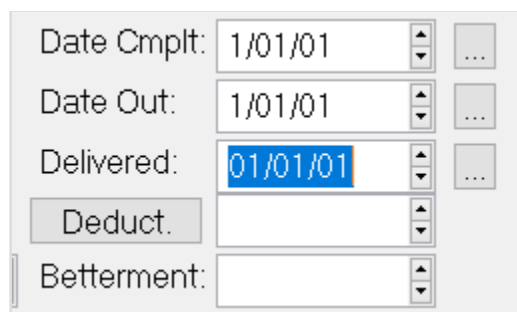
SOMETIMES, IN ROME WE OPEN A REPAIR ORDER BY ACCIDENT, OR A CUSTOMER WHO WE HAVE SCHEDULED IN, DECIDES TO CANCEL AND WE NEED TO GET THAT ESTIMATE AND REVENUE OUT OF ROME. HERE ARE THE STEPS TO GO THROUGH TO VOID AND NOT HAVE THAT VOID SHOW ON YOUR CURRENT REPORTING.

1. Open the RO in Rome.
2. Change the Status of the RO from Active to Void. This will wipe out the revenue on the ticket. If you have ordered parts or have sublet invoices, those will need to be removed out of the RO so there is no longer cost on the job.



The screenshot shows the Rome software interface with a 'Void RO' dialog box open. The dialog box has a question mark icon and the text: 'Are you sure you want to void this RO? This will remove all revenue from the RO.' Below the text are 'Yes' and 'No' buttons. The 'No' button is highlighted with a blue border. In the background, the 'Status' section shows 'Active', 'Inactive', and 'Void' (selected with a radio button). Other fields like 'Cell', 'Fax', 'E-Mail', and 'E-Mail 2' are visible.

3. Change the RO back to Active for the time being, and mark the job completed by entering Date Cmplt. You will mark it delivered as well.
4. You will need to review the ticket like any normal ticket in Rome. Once reviewed it will allow a Date out date to be entered. Your dates should look like this:



The screenshot shows the Rome software interface with date fields. The 'Date Cmplt' field is set to '1/01/01'. The 'Date Out' field is set to '1/01/01'. The 'Delivered' field is set to '01/01/01' and is highlighted with a blue border. Below these fields are 'Deduct' and 'Betterment' fields.

5. Put the RO back in void status.
6. Change the last name on the RO to VOID and then the last name to have an easy indicator it is something you wanted voided.