

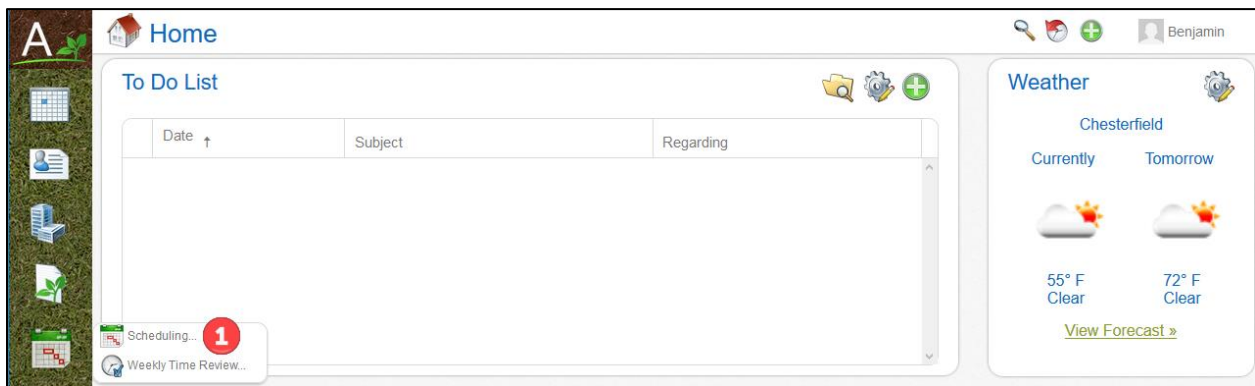
# Swapping Snow Ticket (Service) Costs

Purpose: To Swap Snow Ticket Costs to the correct ticket (service). A common scenario is that one service is picked, 0-2" snow plowing, and then more snow falls, and another service, 2-4" snow plowing, needs to replace the original service. The tickets also need to be in an Open or Scheduled Status and this article covers how to do that as well.

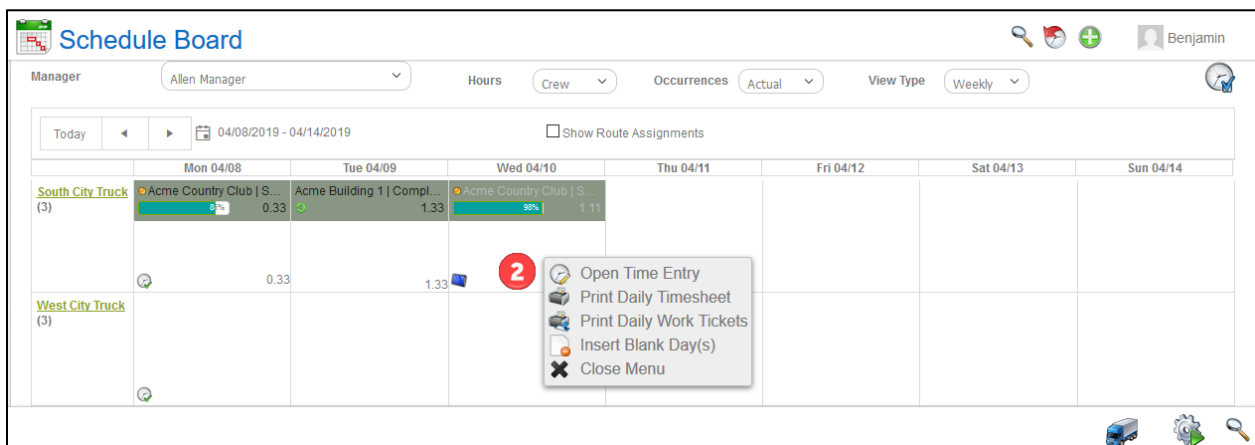
## Prerequisites:

1. Full Access to Schedule Board or Read Only Access to Schedule Board and Move Work Ticket Costs Role Permission.

To Swap Ticket costs to a different snow service, follow these steps:



1. Hover over the Scheduling Module and select Scheduling.



2. Right-click on the day's visit that needs to be corrected and select Open Time Entry.

**Time Entry - 4/10/2019 - South City Truck**

Inventory Location: Main Warehouse

	Start	End	Hours	Lunch	Completed	Labor Rate	Code	Alfonso Crew Leader
Clock 1	10:09	13:28	3.32	0.00				3.32
								Clocked 3.32
Acme Country Club	10:11	13:27	3.27					3.27
								Worked 3.27
								Diff 0.05

OT: OT (dropdown), 3.27

Context Menu (4):

- Open Work Ticket
- Add New Job Row
- Add Material
- Swap Ticket Costs

- Left-click on the ticket that needs a different service.
- Select Open Work Ticket.

**Work Ticket | #3713 - Snow Plowing 1-3" (1 of 1)**

Property: Acme Country Club Visits: 1 Future Scheduled / 1 Total

Job: #144 - Snow Removal Contract with Walkways RENEWAL Invoice: Per Service

Status: Complete Issues: 0 Open / 0 Total

Crew Leader: Alfonso Crew Leader Scheduled Date: 04/10/2019

Completed Date: 04/10/19

Attachments: 0

Ticket Notes | Service Notes

	Hours	Costs	Est.	Act.	Estimated	Invoiced
Budgeted	3.33	Type				
Worked	3.27	Material	\$0.00	\$0.00		
Scheduled	3.33	Equip	\$0.00	\$0.00		
		Sub	\$0.00	\$0.00		

Revenue Actions (5):

- Reoccurring Schedule...
- Uncomplete...
- Delete...
- Create Receipt...
- Edit Earned Revenue...
- Print...

Message: Ticket cannot be in Complete status

- Hover over the Actions Gear and select Uncomplete. If your ticket is in New or Scheduled Stats skip to step 7.

Work Ticket | #3713 - Snow Plowing 1-3" (1 of 1)

Property: [Acme Country Club](#) Visits: 1 Future Scheduled / 1 Total

Job: [#144 - Snow Removal Contract with Walkways RENEWAL](#) Invoice: Per Service

Status: Scheduled Issues: 0 Open / 0 Total

Crew Leader: Alfonso Crew Leader Scheduled Date: 04/10/2019

Attachments: 0

Ticket Notes | Service Notes

	Hours		Costs		Revenue
Budgeted	3.33	Type	Est.	Act.	Estimated
Worked	3.27	Material	\$0.00	\$0.00	
Scheduled	3.33	Equip	\$0.00	\$0.00	
		Sub	\$0.00	\$0.00	Invoiced
Remaining	0.06	Other	\$0.00	\$0.00	n/a

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- The ticket is now in a Scheduled status and can Swap Costs. Press the Green arrow to go back.

Time Entry - 4/10/2019 - South City Truck

Inventory Location: Main Warehouse

	Start	End	Hours	Lunch	Completed	Labor Rate	Code	Alfonso Crew Leader
Clock 1	10:09	13:28	3.32	0.00				3.32
								Clocked 3.32
Acme Country C	10:11	13:27	3.27				OT	3.27
								arked 3.27
								Diff 0.05

7. Left click on the Visit.

8. Select Swap Ticket Costs.

7. Left click on the Visit.
8. Select Swap Ticket Costs.

Time Entry - 4/10/2019 - South City Truck

Inventory Location

### Swap Work Ticket Costs

acme country club snow plowing **9** Default Search [System]

Ticket Description	Status	Branch	Division	Opportunity #
Acme Country Club   Snow Plowing 1-3" (1/1)	Scheduled	Main	Snow	144
Acme Country Club   Snow Plowing 4-7" (NEW)	<b>10</b>		Snow	144
Acme Country Club   Snow Plowing 4-7" (1/1)	Scheduled	Main	Snow	144
Acme Country Club   Snow Plowing 8-12" (NEW)			Snow	144
Acme Country Club   Snow Plowing over 12" (per inch) (NEW)			Snow	144

1 - 10 of 10 items

9. Find the correct service for the ticket that needs the correct costs. This ticket also must be in a New status.
10. Select the correct Service.

**Time Entry - 4/10/2019 - South City Truck**

Inventory Location: Main Warehouse

	Start	End	Hours	Lunch	Completed	Labor Rate	Code	Alfonso Crew Leader
<b>Clock 1</b>	10:09	13:28	3.32	0.00				3.32
								Clocked 3.32
<b>Acme Country Club - Snow Plowing 4-7" - New</b>	10:11	13:27	3.27		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	OT	3.27
								Worked 3.27
								Diff 0.05

11

12

11. Finish Time Entry if you are done; otherwise, skip to step 12.

12. Press Save. If you don't press Save, then you must do the whole process over.