



# Help Desk Notes



## View Ticket Details from sales Commitment Screen

An Alert user-voted enhancement is the ability to view ticket details from the Sales Commitment screen.

This screen can be found in the sales item portion of a ticket -> View -> Availability - F6 Details. So when you are in a ticket and you want to view the availability for a particular sales item, you can now see what other tickets the sales item is on, and view the ticket details.

This enhancement is available in v19.12 and higher!

Sales Commitment Detail Screen (CR-SLAVD)

Catalog Number: 00000071061 Description: ST-0000-007-1061 CARB KIT  
Store Location: 100

Ticket	Quantity	Out Date	Out Time	Customer
1. 19295 RES	2	08/27/19	08:00	CHASTAGNOL, DRAGON
2. 226896 CON	1	10/11/19	14:35	ERIC SEILAFF

Cyberscreen - aep19: CR\_TVIEW

File Edit

F4Load F6Copy F8EmiNt F0Bac

Customer Job/PO RD 01 Loc 100 CONTRACT 226896

ERIC SEILAFF AR  
4865 S CRIMSON CIRCLE  
CO  
F: (719) 457-2855

Out: 11-OCT-2019 2:35 PM In: 08-NOV-2019 2:35 PM Del: N Pck: N Area:

RC#	FA#	Description	Qty	T	Net Amt	Out Date	Out Time	In Date	In Time	St
6435	0000	TABLE - 6' SERPENTINE	1	O	784.00	10/11/19	2:35 PM	11/08/19	2:35 PM	O
0634	0000	SIGN - A FRAME - YELLOW	1	F	0.00	10/11/19	2:35 PM	11/08/19	2:35 PM	O

Catalog #	Description	Price	Serial Number	Tx	Date	Qty Avail	Qty Se
00000071061	ST-0000-007-1061 CARB KIT	48.80		Y	10/11/19	-238.00	
DISC	DISCOUNT ON TABLES	0.00		Y	10/11/19	11061.00	

## Sort Delivery/Pickup Board by Area

Another User-Voted new feature available in Alert v.19.12 and higher is the ability to sort the Delivery/Pickup board by delivery area. You'll notice the new BLUE column. Any blue column header throughout Alert is a sortable field.

DELIVERY/PICKUP/WILL CALL FOR 10/16/2019									
Export to XLS									
DELIVERIES PICKUP WILL CALL OUT WILL CALL IN									
Name	Loc	Ty	Number	DPWC	Time	DP Ty	Area	Job	
CHASTAGNOL, JEAN-PIERF	100	C	225883	WCI	8:21 AM	N			
JASMINE TYLER	100	r	19296	DEL	8:00 AM	N	80918	DYNAMIC KIT TEST	
ABC PLUMBING	100	C	226789	PCK	8:46 AM	N	80918	NOT TRUE 3	