Slide 1

Slide notes: A Captured Ticket cannot be posted until it is approved. The "approval" sequence starts with the "Process" option for Tickets.

Slide 2

Slide notes: For manual approval, we need to enter the Ticket Number that we wish to work with.

Slide 3
Slide notes:

Slide 4

Slide notes: For any approval, the ticket status must currently be "new".
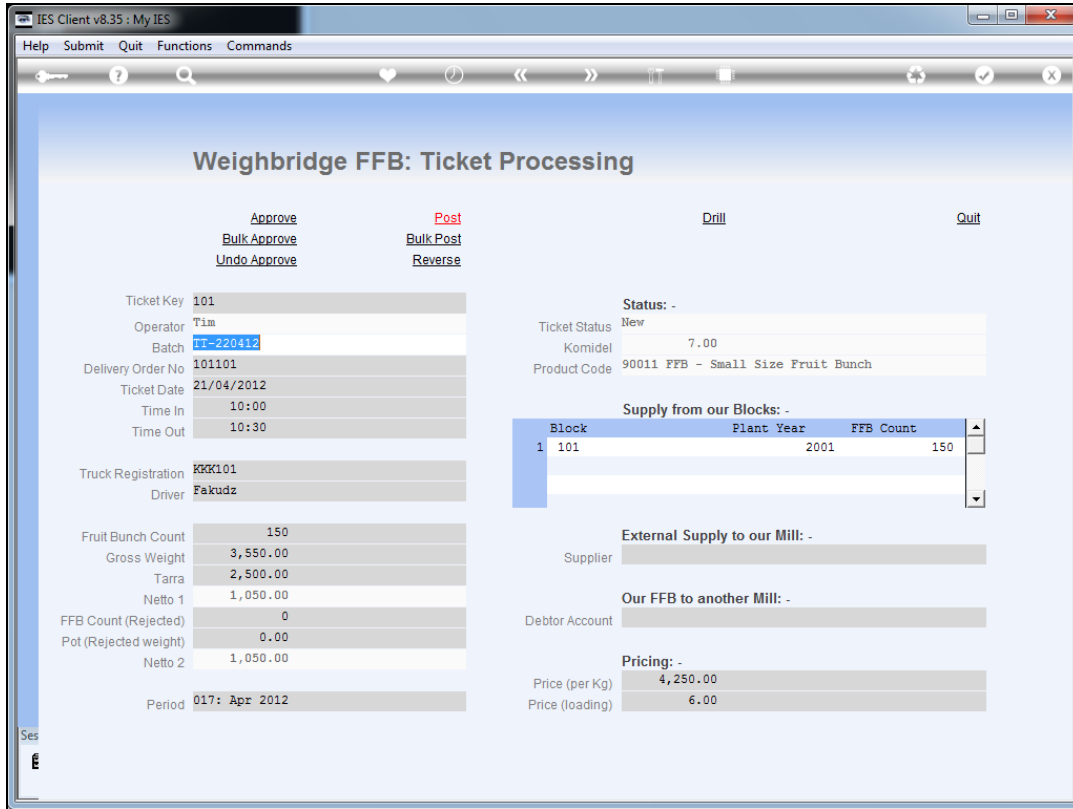
Slide 5
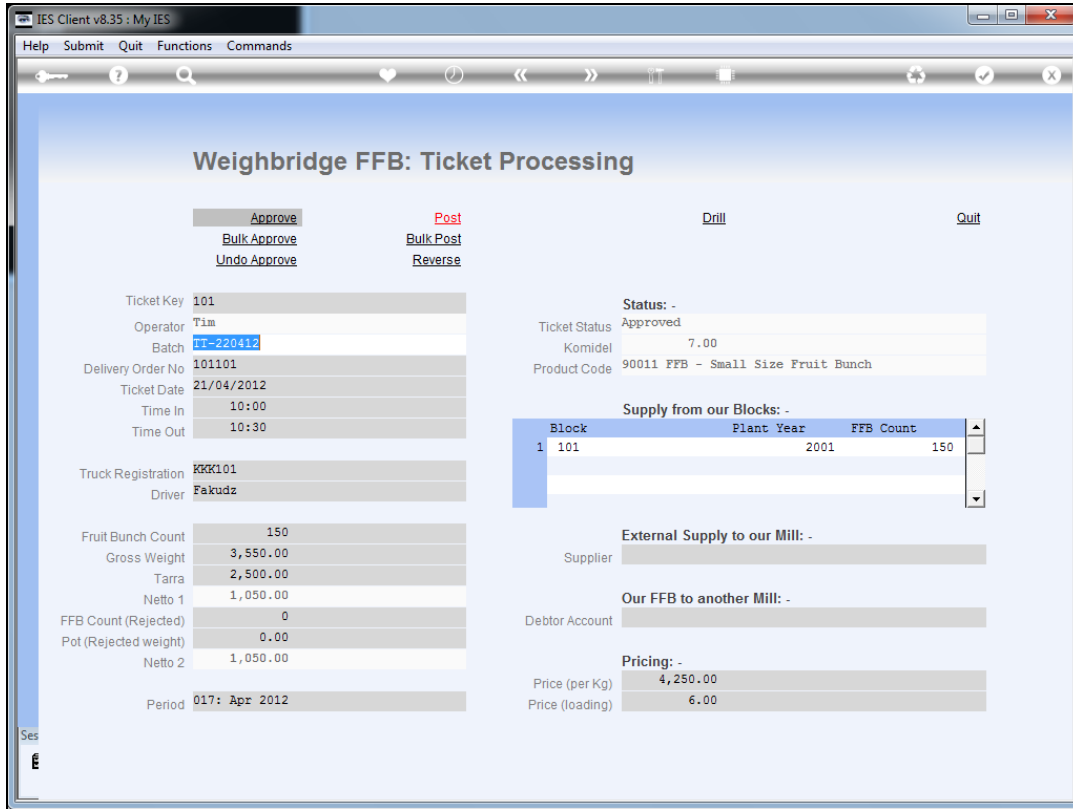
Slide notes: To manually approve the Ticket, we may choose "approve".

Slide 6

Slide notes: The Ticket status then changes to approved, and that status is already saved. Once approved, the Ticket can no longer be edited, unless we undo the approval.

Slide 7
Slide notes: