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**Adjusting Segment Transactions**

GST Group has dropped off

1. Search for the service call
2. Click on **Service Call Closing Summary**

Graphical user interface

Description automatically generated with medium confidence

1. Click **Adjust**

Graphical user interface, table

Description automatically generated with medium confidence

1. Click **Select**

Graphical user interface, application

Description automatically generated

1. Make the following window look the same as the below then click **OK**

Graphical user interface, table

Description automatically generated

1. Click the **General** tab

Graphical user interface, table

Description automatically generated

1. Using the arrows at the bottom left, find the transaction that has an empty **GST Group** box

Graphical user interface, application, email

Description automatically generated

1. Once you have found the one with the missing **GST Group,** click **Adjust** at the top

Graphical user interface

Description automatically generated

1. On the following box, click **OK**

Graphical user interface, table

Description automatically generated

1. Click the **General** tab, see if the **GST Group** has pulled through, then click **Post**

Table

Description automatically generated

This won’t pull through the worker field on the Misc Cost line if the line has already been posted and it may not necessarily show up on the segment transaction window, however you can double check by doing the following:

1. Click **Show Adjustments** at the top
2. Click on the adjusted line
3. Click on **Transaction Details**

Graphical user interface, table

Description automatically generated

1. Click on the **General** tab > the **GST Group** should be showing

Graphical user interface

Description automatically generated

**You should be able to continue with closing the call 😊**