

# Notes

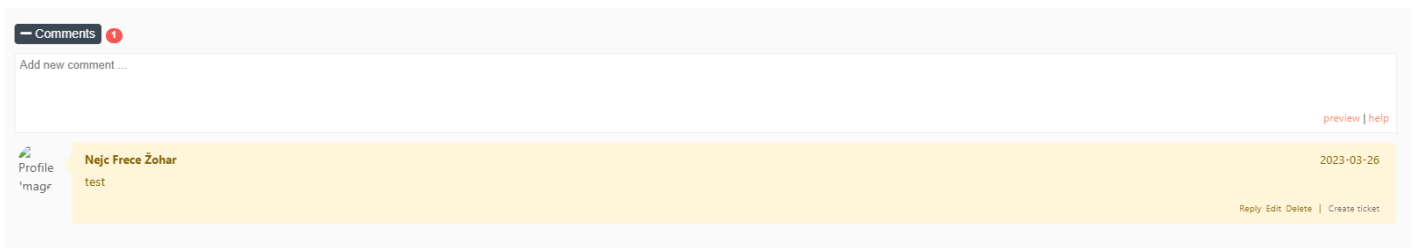
Notes are used for communication between people in different departments and for communication between customers and production management.

Users can add notes on entries in ERP by adding comments in the "Comments" section on update pages. To add a new comment/note, type it into the text field and press enter to post it.

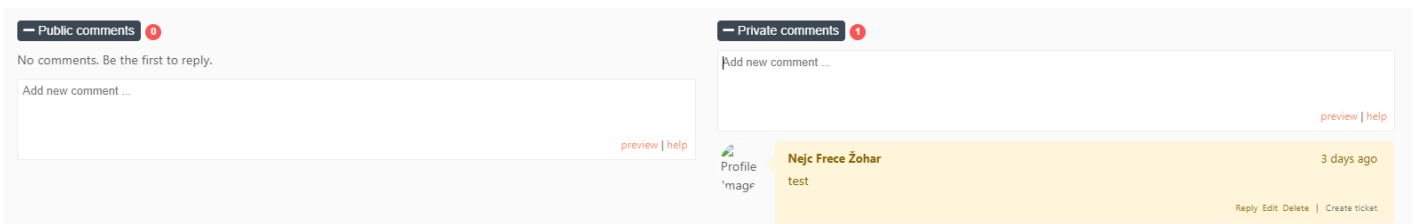
You can preview your note before posting it, and if you need help with how to format your note, you can press the help link, which will redirect you to the [Marked.org help page](#), where you can see examples of how to formulate text inside your note with markup.

Notes, added in the ERP, are by default set to private, unless otherwise specified:

- When the only section is **Comments**, you can only add comments with private visibility (only visible within the ERP) .



- When the section is split into **Public comments** and **Private comments**, you can add private and public comments.



Once posted, the public note is visible and everyone can add a reply. The note's author has additional options, such as editing its content and deleting the note.

Reply Edit Delete | Create ticket

He can also press the **create ticket** link to create a new ticket within our support's Freshdesk application. Once a ticket is created, the **create ticket** link is replaced by the link to the created ticket (eg: *Ticket #42*).

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