

How to See Expenses on a Service Ticket in SedonaOffice

12/29/2023 12:43 pm EST

Description of Issue:

Customer needs to know where they would view the added expense item that was added to a bill when it is tied to a Service Ticket.

Customer may ask:

Could you please explain why I show a ticket attached to a vendor bill but there is no record of it inside the ticket?

OR

Where would we see the added expense in the Service Ticket?

OR

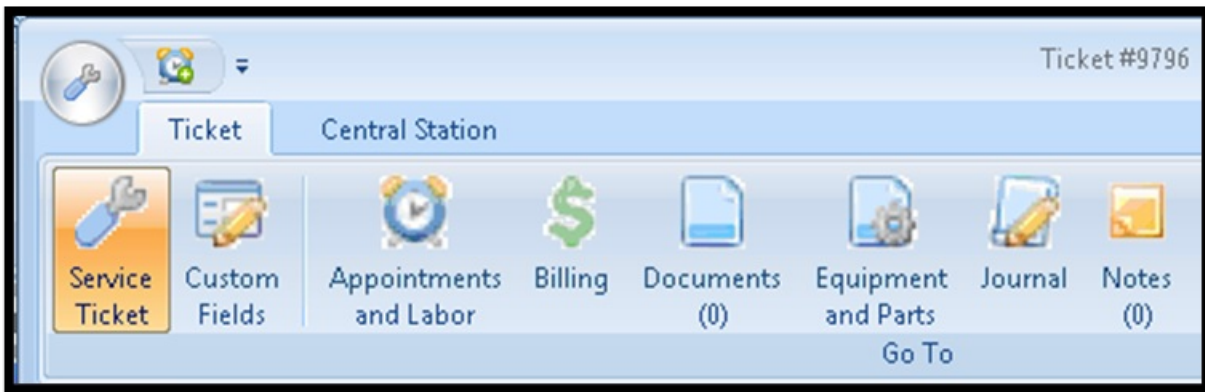
I tied a Service Ticket to my bill using the Costing button, but I'm not seeing it on my Service Ticket? Where would I see that?

Reference #	Branch		
1212	MI		
Terms	Amount	GST (10.0%)	
2-10 N-30	25.00	0.00	
Bill Date	Payment Due		
4/12/2023	5/12/2023		
Eligible for Discount Amt	Service Ticket		
25.00	9796		Secure US

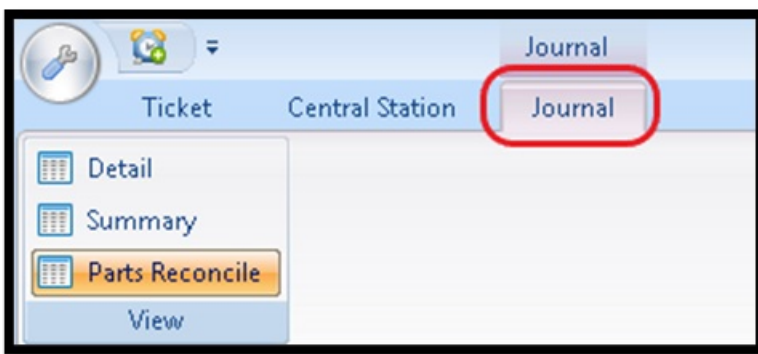
Fixes:

You would see the Bill that is tied to the Service Ticket in the Journal.

Open the Service Ticket > Go to Journal.



In the case that opening the Journal does not open to the detail, or it opens to the Parts Reconcile instead, Click on the Journal tab.



Once you open the Journal tab, you will then see the Detail, Summary, and Parts Reconcile options to view.

Click on either Detail or Summary.

In this example, I've clicked on Detail to view.

I can now see the Bill I've tied to my Service Ticket. In the Type, it is labeled as Bill. The Reference column will display the entered Reference on the Bill.

Ticket #9796

Ticket Central Station Journal

Detail
Summary
Parts Reconcile
View

Customer 48960 Secure U Created 4/12/2023 7:39 AM Contact
Site Secure US Created By ASimmons Phone
406 E Grove St Status Open Notify
Greenville, MI 48838

Reg No.	Type	Date	Reference	Acct	Description	Exp Type	Amount
805806	MWIP	04/12/2023	9796	120000	Inventory*		(\$7.65)
			9796	123000	WIP SVC Parts		\$7.65
805817	BILL	04/12/2023	1212	210100	Accounts Payable*		(\$25.00)
			1212	510004	COS - Jobs-Subcon_ 0		\$25.00