

Adding a Logo to Service Tickets in SedonaOffice

12/29/2023 12:46 pm EST

Description of Issue:

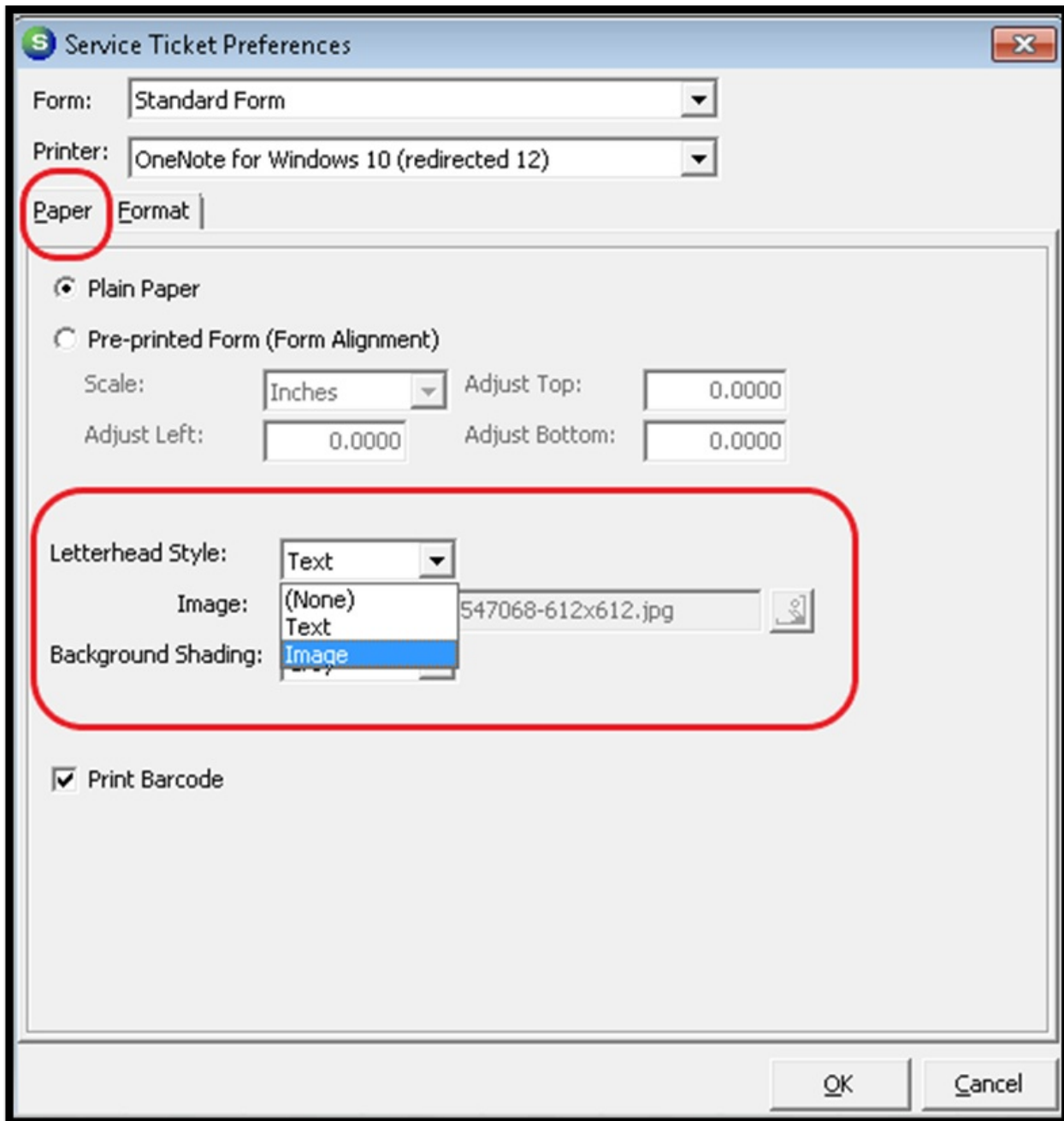
We're not seeing the Company Logo when we print our Service Tickets.

Fixes:

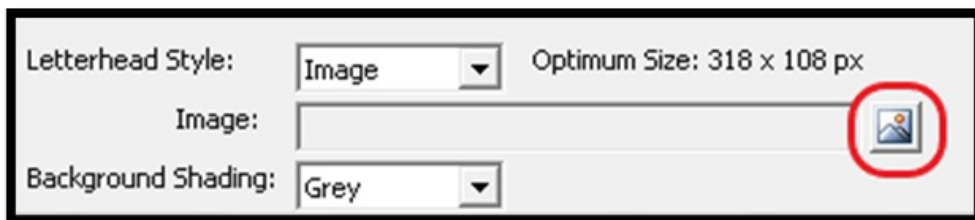
While viewing a Ticket, click on the wrench icon at the upper left of the Ticket, then click on the Print option.

Once the Service Ticket Preferences screen is open, go to the Paper tab.


???Go to Letterhead Style. It may say Text. Choose Image



Once Image is selected, you will need to select the Logo image by using the image button next to the Image field.




Letterhead Style: Optimum Size: 318 x 108 px

Image: 

Background Shading:

Once you select the image and then click OK, it should display your logo in the top left corner.

 Company Name To: 48960 Secure US 406 E Grove St Greenville, MI 48838	<i>Service Ticket</i>		
	Ticket Number 9796	Appointment	Technician
	Problem Code AC Power Failure	System Account 48960	System Type CCTV
	Panel Type	Panel Location	Monitored By N/A
	Service Level T&M-Res	Warranty Level Expired	Keys on File No

If you've selected a logo image in the way described above then you may need to choose a different template. I would recommend the Standard Form as used in this example.