

How to Make Parts Visible in the Mobile Apps for SedonaOffice

05/31/2024 8:46 am EDT

Technicians may have difficulty with adding parts to Sedona-X or FSU due to the part not appearing in the search function. The part is confirmed as added in SedonaOffice.

Description of Issue:

The technicians are not finding parts in Sedona-X/FSU. I know the part has been added to Inventory as a part. Why aren't the techs able to find it?

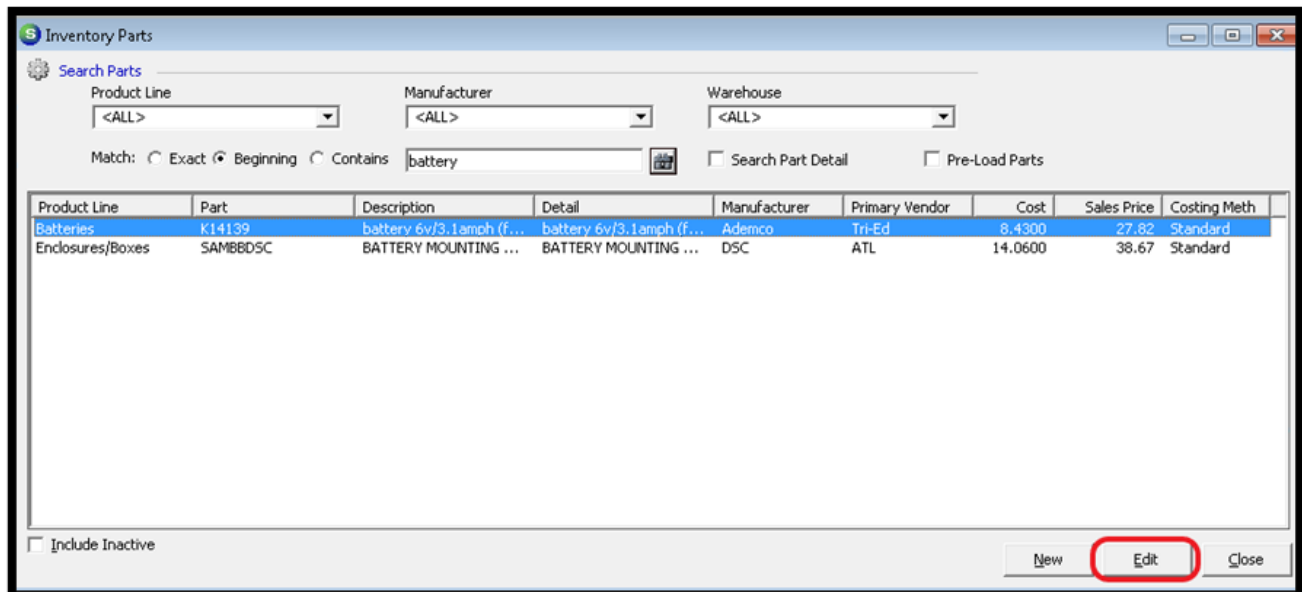
Resolution:

While the part has been added to inventory, the part may not be available to Service. To check this, go to Inventory > Parts.

Locate the part you wish to make available to Service.

Select the part.

Use the Edit button.



When the Part Edit window opens, locate the section labeled as Service. There is a checkbox labeled as Available to FSU. Note: Even though the checkbox is labeled as Available to FSU, marking the box also makes the part available to Sedona-X.

Part Edit Inactive

Part: K14139

Part Detail | Vendors | Alt. Parts | Warehouses | Custom Fields | Documents (0)

Description

Description: battery 6v/3.1amp (for 7845GSM) Part Kit
 Detail: battery 6v/3.1amp (for 7845GSM) Special Order
 Product Line: Batteries Customer Equipment
 Manufacturer: Ademco Stock Item For Jobs
 Manuf Part Code: K14139 Freeze All Purchasing
 Manuf Warranty: Ninety Day
 U.P.C.: Ship Weight: 0
 Notes: 7495 Labor Units: 0
 Alt. Description:

Costing

Method: Standard
 PPV Account: 120900
 Direct Exp Acct: N/A

AR Setup

Invoice Item: Job Part LCOM
 Income Acct: N/A

Sales

Invoice Description: battery 6v/3.1amp (for 7845GSM)
 Price: 27.8200 Available for Sales
 Alt. Description:

Service

Invoice Description: battery 6v/3.1amp (for 7845GSM)
 Price 1: 25.2900 Available to FSU
 Price 2: 25.2900
 Alt. Description:

Labor Units | Save | Copy | Close

Mark the box and click Save to save the change. The part should now be available to service.