

SedonaOffice - I cannot invoice the ticket and the service level is correct. What do I do?

01/02/2024 5:25 pm EST

The service level on the customer's account is correct, however, the service ticket will not auto-calculate the times without clicking on the override service level button.

If the customer is set up at a Time and Materials service call the service levels may differ.

To check the service level of the customer's account, find the customer's account then edit the system account information. The service information is shown in the right column.

This example relates to T&M (Time and Materials) only.

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When making a T&M ticket – No pricing will show on the ticket if the costs included are check marked.

See below for the service level section in Setup and the ticket example.

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The override button is still available in the ticket, however, correcting the issue in Setup is what is needed.

Note how the "Override Labor Rate Values" message is present over the top of the labor pricing when the Costs Included are check marked.

Uncheck any option that needs pricing on the final invoice.