

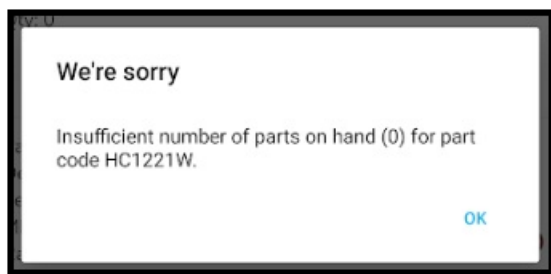
# How to Allow 0 (zero) Quantity Parts to be Added to Service Tickets/Jobs

04/29/2024 10:26 am EDT

## Description of Issue:

Technicians are not able to add parts with 0 (zero) quantity values to service tickets or jobs. We'll address the 0 quantity part value at another time, but we don't mind if the part goes negative.

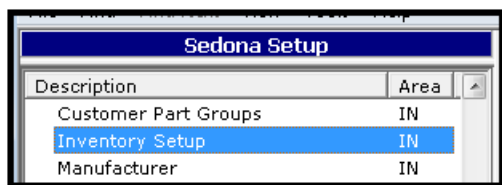
When they attempt to add the part, they receive an error stating "We're sorry. Insufficient number of parts on hand (0) for part code HC1221W."



## Resolution:

To allow technicians to add 0 (zero) or negative quantity parts to a service ticket/job, a setting will need to be allowed in SedonaOffice.

Go to SedonaSetup > Inventory Setup in the IN (Inventory) area.



When the Inventory Setup window opens, in the top section labeled Inventory Setup, you will see an area labeled as Negative Quantities.

There are three options available:

- Do Not Allow
- Warning Message
- Allow

The screenshot shows the 'Inventory Setup' window. It contains several dropdown menus: 'Warehouse' set to '\*Main-MI', 'Transfer Account' set to '258300' (with 'Inventory Transfer\*' below it), and 'Physical Adjustment Account' set to '580111' (with 'COS - Purchase Price Variance' below it). To the right of these is a checkbox 'Add Parts to All Warehouses' which is unchecked. At the bottom, the 'Negative Quantities:' section is highlighted with a red rounded rectangle. It contains three radio button options: 'Do Not Allow' (which is selected), 'Warning Message', and 'Allow'.

Inventory Setup

Warehouse: \*Main-MI

Transfer Account: 258300  
*Inventory Transfer\**

Physical Adjustment Account: 580111  
*COS - Purchase Price Variance*

Negative Quantities:

- ☒ Do Not Allow
- ☐ Warning Message
- ☐ Allow

Add Parts to All Warehouses: ☐

Do Not Allow and Warning Message will not allow for Negative Quantity parts to be added to the tickets, although the ability to drive parts negative from the app using the Warning Message setting is being added.

For now, mark the option for Allow.

Click Apply to save the change.

Technicians should now be able to successfully add 0 (zero) or negative quantity parts to tickets.