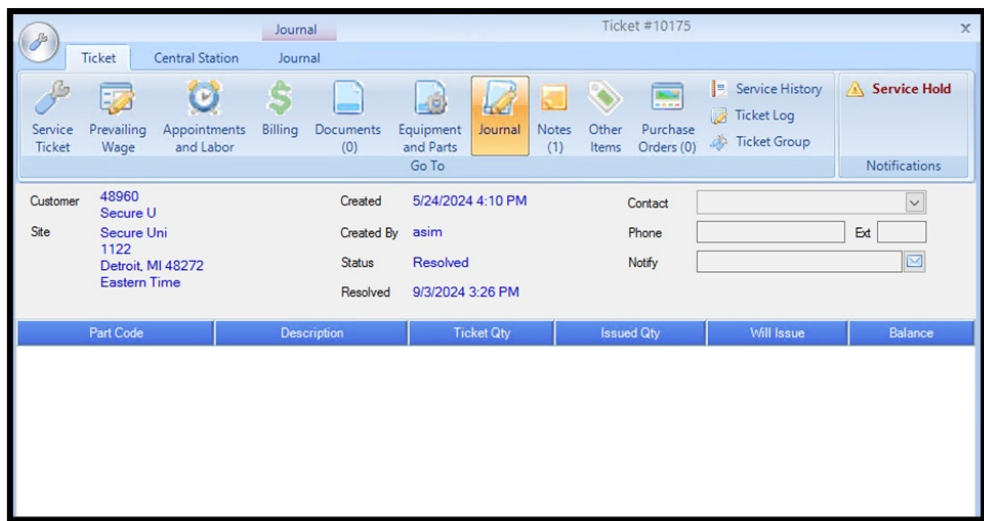


How to View the Journal Detail on a Service Ticket

10/03/2024 3:53 pm EDT

Issue:

A user is viewing the Journal in a Service Ticket but the whole screen is blank. They know that there is information in the Journal but now they're no longer seeing it.

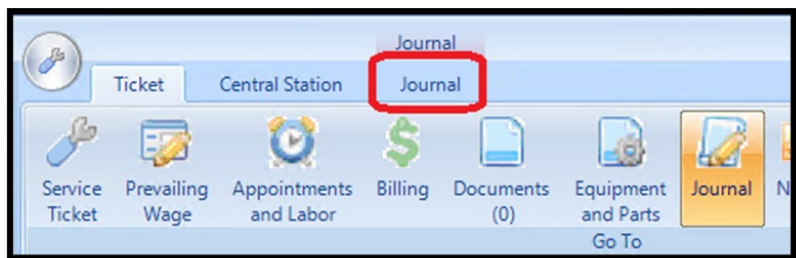


Resolution:

In this case, the user was working in a Service Ticket. They opened the Journal window in the Service Ticket and are not seeing the details they expect to.

At some point, the user has chosen a different preference in viewing the ticket's Journal and navigated away.

While on the Journal window in the Service Ticket, go to the Journal tab at the top of the ticket's window.



Once that is selected the screen will change and new options will appear. Likely, the option for Parts Reconcile has been selected as the View preference. However, this ticket does not have any parts, so the screen is blank.

Ticket #10175

Ticket Central Station Journal

Detail
Summary
Parts Reconcile
View

Customer 48960
Secure U
Site Secure Uni
1122
Detroit, MI 48272
Eastern Time

Created 5/24/2024 4:10 PM
Created By asim
Status Resolved
Resolved 9/3/2024 3:26 PM

Contact
Phone
Ext
Notify

Part Code	Description	Ticket Qty	Issued Qty	Will Issue	Balance
-----------	-------------	------------	------------	------------	---------

In View, the preferences to view the Journal information are displayed.

Ticket Central Station Journal

Detail
Summary
Parts Reconcile
View

Customer 48960
Secure U

Instead, select either the Detail or Summary viewing preferences. In the example below, the option for Detail is selected and the window below now has the ticket's journal information.

Ticket #10175

Ticket Central Station Journal

Detail
Summary
Parts Reconcile
View

Customer 48960
Secure U
Site Secure Uni
1122
Detroit, MI 48272
Eastern Time

Created 5/24/2024 4:10 PM
Created By asim
Status Resolved
Resolved 9/3/2024 3:26 PM

Contact
Phone
Ext
Notify

Reg No.	Type	Date	Reference	Acct	Description	Exp Type	Amount
			Svc Labor:10175	123010	WIP SVC Labor		\$80.00
832063	LABOR	08/16/2024	Svc Labor:10175	259100	SVC Labor-Deferred		(\$80.00)
			10175	123010	WIP SVC Labor		(\$80.00)
832065	LABOR	09/03/2024	10175	521010	COGS SVC Labor	L	\$80.00
			498089	110110	Accounts Receivable*		\$674.98
832066	INV	06/01/2024	498089	420331	Revenue - T & M Se...		(\$474.99)
			498089	420331	Revenue - T & M Se...		(\$199.99)

Once the Ticket tab is selected, it will navigate away for the Viewing preferences and back to the main toolbar for the

Service Ticket.

Ticket

Central Station

Journal

Service Ticket

Prevailing Wage

Appointments and Labor

Billing

Documents (0)

Equipment and Parts

Journal

Notes (1)

Other Items

Purchase Orders (0)

Service History

Ticket Log

Ticket Group

Service Hold

Notifications

Customer

48960
Secure U

Created

5/24/2024 4:10 PM

Contact

Site

Secure Uni
1122
Detroit, MI 48272
Eastern Time

Created By

asim

Phone

Ext

Status

Resolved

Notify

Resolved

9/3/2024 3:26 PM

Reg No.	Type	Date	Reference	Acct	Description	Exp Type	Amount
832063	LABOR	08/16/2024	Svc Labor:10175	123010	WIP SVC Labor		\$80.00
			Svc Labor:10175	259100	SVC Labor-Deferred		(\$80.00)
832065	LABOR	09/03/2024	10175	123010	WIP SVC Labor		(\$80.00)
			10175	521010	COGS SVC Labor	L	\$80.00
			498089	110110	Accounts Receivable*		\$674.98
832066	INV	06/01/2024	498089	420331	Revenue - T & M Se...		(\$474.99)
			498089	420331	Revenue - T & M Se...		(\$199.99)