

Troubleshooting Tip: Service ticket - Resolution note won't populate on invoice

10/18/2024 12:15 pm EDT

This article will cover a troubleshooting tip about adding a resolution note to a service ticket.

Overview

- There are two different spots in a service ticket where a section is made to add a Resolution note. The first selection is in the notes section of the ticket. The section, which is often overlooked, lives in the billing section of the ticket.

Steps:

1. Click on Add Resolution Note to Invoice before creating the invoice.

The screenshot shows the 'Ticket #2657' window in the SedonaSchedule software. The window has a top navigation bar with icons for Service Ticket, Appointments and Labor, Billing (selected), Documents (0), Equipment and Parts, Journal, Notes (1), Other Items, Purchase Orders (0), Service History, and Ticket Log. Below this is a 'Go To' section and a 'Notifications' button.

Ticket Details:

- Customer:** C-0997 Terrace Motel
- Site:** Terrace Motel, 747 South Belt West, Belleville, IL 62223
- Contact:** [Dropdown menu]
- Phone:** [Text field] Ext. [Text field]
- Status:** Resolved
- Created:** 10/14/2024 9:45 AM
- Created By:** Administrator
- Resolved:** 10/14/2024 9:46 AM
- Notify:** [Email icon]

Billing Overrides:

- ☐ Override Warranty
- ☐ Override Service Level

Invoice:

- ☐ Third Party Bill To

Contact: [Dropdown menu]

Invoice Date: 10/14/2024 [Calendar icon]

Actions:

- ☐ Add Resolution Note to Invoice
- ☐ Close Ticket After Invoicing
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Ticket Charges:

	Cost	Tax
Total Parts	0.00	0.00
Total Labor	0.00	0.00
Total Other	20.00	0.00
Sub Total	20.00	0.00
Total		\$20.00

Bill to Cycle:

- ☒ Bill to Cycle
- Next Cycle Date: 7/1/2023
- ☐ Close Ticket After Adding to Cycle
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A red rectangle highlights the 'Invoice Date' field and the 'Create Invoice' button.