

Service ticket - Billed in error to the next cycle

10/18/2024 12:13 pm EDT

This article will cover the Close Ticket after Adding to Cycle button on a service ticket and how to fix an invoice generated in error from selecting this option.

Overview

- The Close Ticket after adding to the Cycle is a permission that lives in SedonaSetup under Usergroups. It can be disabled per user by unchecking.
- Once this option is selected it cannot be undone.
- If this option was selected in error you can follow the steps below.

Steps:

1. Locate the Next cycle date for that customer.
2. Navigate into the customer's account and create the cycle invoice now. [Create Cycle Invoice Now | SedonaOffice Knowledge Base \(knowledgeowl.com\)](#)
3. Once the cycle is created, create a credit memo in that customer for the new cycle invoice. [Credit Memo | SedonaOffice Knowledge Base \(knowledgeowl.com\)](#)
4. Reset the Next Cycle date, back to the original date before you ran the cycle, in the customer's account. [Change Next Cycle Date | SedonaOffice Knowledge Base \(knowledgeowl.com\)](#)
5. Remake the service ticket and invoice, or create a misc invoice for the ticket.

SedonaSchedule 6.2.0.16 - Barcom Security Sandbox

Ticket #2657

Customer: C-0997 Terrace Motel
Site: Terrace Motel, 747 South Belt West, Belleville, IL 62223
Created: 10/14/2024 9:45 AM
Created By: Administrator
Status: Resolved
Resolved: 10/14/2024 9:46 AM

Billing Overrides:
☐ Override Warranty
☐ Override Service Level

Invoice:
☐ Third Party Bill To

Contact: [Dropdown]
Invoice Date: 10/14/2024
☐ Add Resolution Note to Invoice
☐ Close Ticket After Invoicing

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:
Next Cycle Date: 7/1/2023
☐ Close Ticket After Adding to Cycle
Add to Next Cycle

Save

