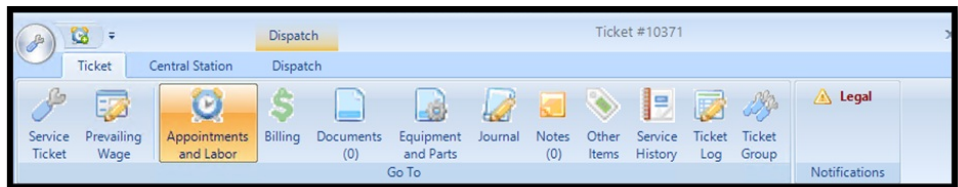


How To Add Purchase Order Tab to Service Tickets

11/22/2024 10:30 am EST

Issue:

Customer is reporting that they have some users who are missing the Purchase Orders tab from their Service Tickets. Some users can see it and some cannot.



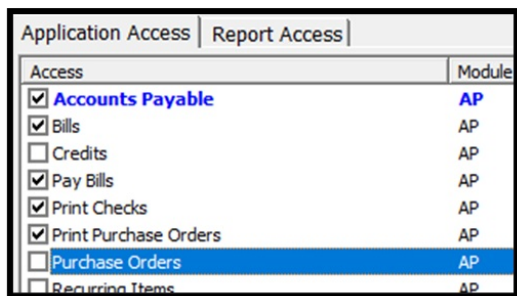
Resolution:

The Purchase Orders missing from Service Tickets is due to User Group permissions, which is why some users can see it and some cannot.

Go to SedonaSetup > User Groups. Locate the user group of any of the users who cannot see Purchase Orders in Service Tickets.

Go to the Accounts Payable area of permissions. Locate permission called Purchase Orders.

If the box is blank, mark it and click Apply to save the change.



Once marked and saved, have the users close SedonaOffice and login again.

Have them open Service Tickets. The Purchase Orders tab will now be available in Service Tickets.

