

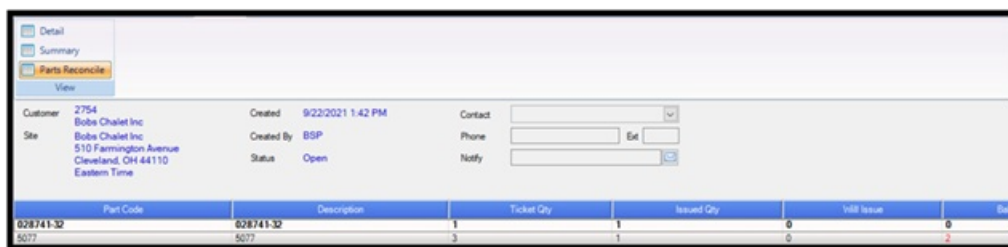
How To Correct the Service Ticket Parts Reconcile

07/17/2025 4:20 pm EDT

Issue:

When closing a service ticket, the customer receives a message "Parts Do Not Reconcile". Looking at the Journal and Parts Reconcile, some amounts appear in red or appear to be incorrect.

Sometimes, for various reasons, the service ticket parts reconcile may become out of balance. This can sometimes be due to data entry errors, issues, returns gone wrong, or potential defects in the application.



The screenshot shows the 'Parts Reconcile' tab selected in a software interface. It displays customer information for 'Bob's Chalet Inc.' and a table with two rows of data. The first row shows a balance of 0, and the second row shows a balance of -2, indicating a discrepancy.

Part Code	Description	Ticket Qty	Issued Qty	Bill Issue	Balance
028741-32	028741-32	1	1	0	0
5077	5077	3	1	0	-2

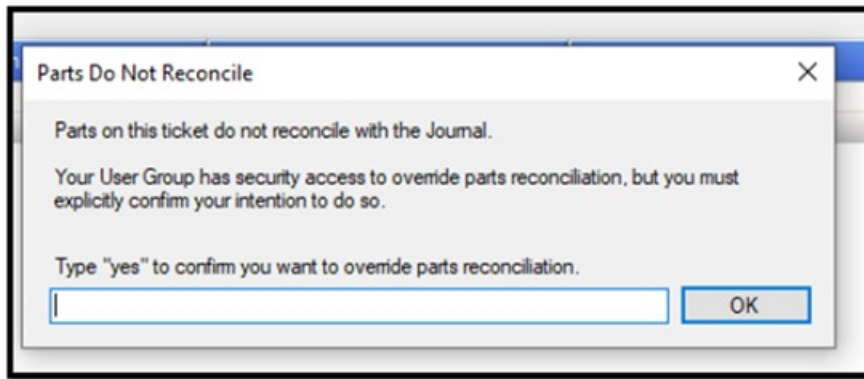
Solution:

In the past, these types of issues could be corrected by our Level 2 Data Support team; however, our procedures on this have changed because the proper method below is more accurate and properly documents the issue instead of masking it.

Correcting these issues by manipulating the data did not fix the issues with any of the transactions associated with the service ticket. Users would still need to make the same adjusting entries to correct any journal entries or quantity adjustments for parts.

Steps for fixing service tickets with parts out of balance:

1. Double check that the imbalance cannot be corrected through normal means, i.e., a simple equipment list edit, or a direct expense receipt edit. If neither of these will fix the issue, move to step 2.
2. You can manually issue parts to the ticket if needed, but if parts need to be removed and cannot be, then the process must be done by someone who has the permission to 'Override Parts Reconcile' in their user group. The person who submitted the case may not have this permission and may need to get their admin to assist.
3. Pull up the ticket and select to close it.
4. A pop-up will appear, saying that the parts are out of balance, and asking if you want to close the ticket anyway. Type Yes and click OK to close the ticket anyway.



5. Double-check the equipment list under the system on the customer record.

Depending on the exact scenario of the ticket, parts may not be there that should be removed (removing them does not affect inventory).

6. Double-check the inventory for the warehouse on the ticket. Depending on the exact scenario of the ticket, the warehouse quantity may need to be adjusted.

7. Depending on your processes, you may not care about the part expense or lack thereof in the ticket's GL transactions.

If you do want the part costs on the ticket GL to be exact, you will need to make a manual journal entry to correct it.