

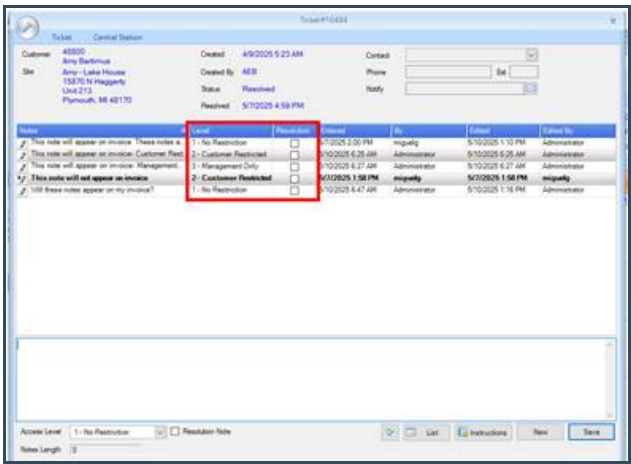
Manually Email Invoice(s) without Resolution Notes

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Sedona Office has a customer tool to manually email invoices. There is an option to email invoices without Resolution notes.

Here are some standard rules for Resolution notes:

- Each Service ticket can only have one Resolution note.
- A Service ticket does not have to have a Resolution note.
- Resolution notes are all Level 1 in restrictions or permissions to view.
- It is not possible for a Resolution note to be a Level 2 or 3 in level restrictions.
- The example below does not have a check mark in Resolution. When an invoice is manually emailed via Sedona Office, none of the notes will populate on the emailed invoice(s).



- If no resolution note is chosen, the Memo information will be used on the manually emailed invoice(s).

