

Closed Service Ticket Cost-Not Invoiced

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The purpose of this report is to review the profitability of service tickets. The report provides expense analysis broken out by Materials, Labor, and Other for service tickets closed within the date range selected where the service ticket was never invoiced. This report does not take into account if the resolution code on the service ticket is billable or not. Tax is not included in the amounts.

Note: This is a custom report designed by a particular SedonaOffice customer based upon their specifications. This report cannot be modified and is available for use by all SedonaOffice customers. If the original designer of the report decides to make changes to the report, no notification is provided of any modifications or changes.

Report Options

Ticket Type – The options section, on the top row and to the right of center, looks at the inspection flag and service company on the closed ticket.

- Show only Service Tickets - provides a list of tickets that are not inspections and are not for a third party service provider.
- Show only Inspection Tickets - provides a list of tickets that are inspections and are not for a third party service provider.
- Show only Vendor Service Tickets - provides a list of tickets that are not inspections and are for a third party service provider.
- Show only Vendor Inspection Tickets - provides a list of tickets that are inspections and are for a third party service provider.
- Show all of the above - does not limit the results by ticket verses inspection ticket or who the service company is on the ticket.

Group By – You have the ability to add a group to this report. This will cause the tickets within that group to be broken out by billable or non-billable for each value. The available Group By fields are displayed below.

Sort By – You can choose to sort service tickets within the Group By option. The available Sort By fields are displayed below.

Printing Options –The Options section on the far right of the screen, below Group By and Sort By, are Printing Options. You can select Summary Only or Print Resolution Note.

Summary Only - If you choose to print a summary only version, this report will not list each service ticket but will still provide subtotals based on the Grouping you selected.

Print Resolution Note - If selected, the resolution note will display as a third line for each ticket. This option is not available if you have *Summary Only* selected.

Branches – By default, this list is set to show only active branches. To show all branches in the list, uncheck *Hide Inactive Branches*.

Only service tickets for sites belonging to the selected branches will be included.

Technicians – By default, this list is set to show all technicians who are employees. To show only active employees in the list, check *Hide Inactive Technicians*.

If you select *Show only Vendor Service Tickets*, the list of technicians will change to only third party service providers.

If you select *Show all of the above*, the Technicians list will include employees and third party service providers.

Service Companies – By default, this list is set to show only your active service companies. To show all of your service

companies in the list, uncheck *Hide Inactive Service Companies*.

If you select *Show only Vendor Service Tickets*, the list of service companies will change to only third party service providers.

If you select *Show all of the above*, the list of service companies will include your service companies and third party service providers.

Routes – By default, this list is set to show only active routes. To show all routes in the list, uncheck *Hide Inactive Routes*.

Service Levels – By default, this list is set to show only active service levels. To show all service levels in the list, uncheck *Hide Inactive Service Levels*.

Export Button – This report has an option to export the data directly to Excel. You do not get to preview the data in the report before you export it. This allows the export to exclude some of the formatting like page breaks and repeating of column headers.

The screenshot shows a dialog box titled "Service Ticket Closed Not Billed". It contains several sections for filtering data:

- General:** Includes "Accounting Period" (selected) and "Dates" (unselected) radio buttons. Two date range inputs are shown, both set to "12 12/1/2022 - 12/31/2022".
- Options:** Includes radio buttons for "Show only Service Tickets", "Show only Vendor Service Tickets", "Show only Inspection Tickets", "Show only Vendor Inspection Tickets", and "Show all of the above".
- Technicians:** A list of technicians with checkboxes. Selected items include 00025, 1111, 1238, 269, A.Sant, and Action Alarm ...
- Service Companies:** A list of service companies with checkboxes. Selected items include ABC Service ..., ABCD Servic..., ACK-Test, Action Alarm ..., Alarmists Inc, and Anne Service... The "Hide Inactive Companies" checkbox is checked.
- Routes:** A list of routes with checkboxes. Selected items include Canada, MI, OH, Other, PINS, and SPKI. The "Hide Inactive Routes" checkbox is checked.
- Service Levels:** A list of service levels with checkboxes. Selected items include 1 Min Increm..., ACK-SVC-Cont, ACK-SVC-Co..., Ack-Test1, ACK-Test2, and Anthony Test... The "Hide Inactive Service Levels" checkbox is checked.

At the bottom of the dialog, there are buttons for "Info", "Export", "OK", and "Cancel".