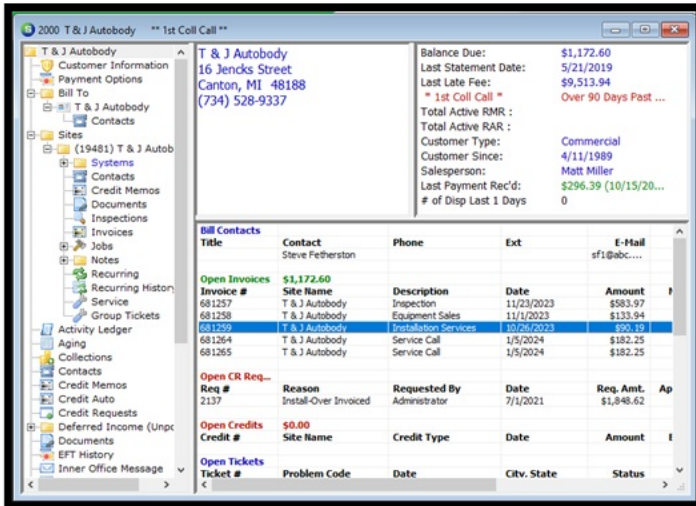# Opening an Existing Invoice from Customer Opens a New Invoice Screen
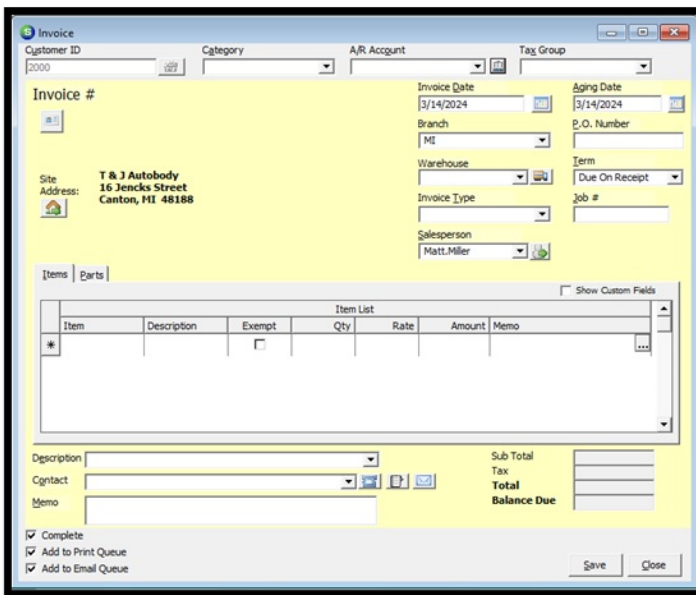
Last Modified on 09/13/2024 4:42 pm EDT

Issue:

When attempting to open an invoice from the customer or vendor account, the invoice will not open.

The new Invoice screen will open as if creating a new invoice.

Resolution:

This behavior can be seen if the placeholder records with an ID of 1 is deleted from the SV_Service_Ticket table.

The ID 1 record will need to be inserted into the table.

--- Check to see if ID 1 record exists ---

select * from SV_Service_Ticket where Service_Ticket_Id =1

--- Insert ID 1 record into SV_Service_Ticket table ---

```sql
SET IDENTITY_INSERT SV_Service_Ticket on

GO

INSERT INTO [dbo]. [SV_Service_Ticket]

    ([Service_Ticket_ID], [Ticket_Status], [Ticket_Number], [Customer_Id], [Customer_Site_Id], [Customer_System_Id], [Multiple_Systems]

, [Creation_Date], [Requested_By], [Requested_By_Phone], [Problem_Id], [Scheduled_For], [Last_Service_Tech_Id], [Estimated_Length]

, [Resolution_Id], [Billable], [Billed], [Equipment_Charge], [Labor_Charge], [Other_Charge], [TaxTotal], [FieldComments]

, [Regular_Hours], [Overtime_Hours], [Holiday_Hours], [Trip_Charge], [Invoice_Id], [Regular_Rate], [Overtime_Rate], [Holiday_Rate]

, [Bypass_Warranty], [Bypass_ServiceLevel], [IsInspection], [ClosedDate], [Manual_Labor], [Service_Company_Id], [Priority_Id]

, [Category_Id], [Expertise_Level], [Entered_By], [Invoice_Contact], [Signer], [Remittance], [Signature_Image], [Payment_Received]

, [Sub_Problem_Id], [Service_Level_Id], [UserCode], [Edit_Timestamp], [PO_Number], [CustomerComments], [Dispatch_Regular_Minutes]

, [Dispatch_Overtime_Minutes], [Dispatch_Holiday_Minutes], [Number_Of_Dispatches], [Route_Id], [Sub_Customer_Site_ID], [Customer_CC_Id]

, [Customer_Bank_Id], [Ticket_Status_Id], [Customer_EFT_Id], [Auto_Notify], [Customer_Bill_Id], [Customer_Contact_Id], [Requested_By_Phone_Ext]

, [Inspection_Id], [Service_Ticket_Group_Id], [Service_Coordinator_Employee_Id], [Resolved_Date], [Inspection_Incremented], [Bypass_TicketServiceCompany])

Values

(1,'CL',0,1,1,1,'N','1900-01-01 00:00:00.000','','',1,'1900-01-01 00:00:00.000',1,0,1,'N','N',0.00,80.00,0.00,0.00,'',0,0,0,0.00,1,0.00,0.00,0.00,

'N','N','N','1900-01-01 00:00:00.000','N',1,2,1,3,'Unknown','','','N','0x6E6F6E65','N',1,1,'','1900-01-01 00:00:00.000','','',0,0,0,0,1,1,1,1,1,1,

'',1,1,'',1,1,1,'1899-12-30 00:00:00.000','N','N')

SET IDENTITY_INSERT SV_Service_Ticket off

GO
```