

Troubleshooting Tip: Service ticket - Resolution note won't populate on invoice

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This article will cover a troubleshooting tip about adding a resolution note to a service ticket.

Overview

- There are two different spots in a service ticket where a section is made to add a Resolution note. The first selection is in the notes section of the ticket. The section, which is often overlooked, lives in the billing section of the ticket.

Steps:

1. Click on Add Resolution Note to Invoice before creating the invoice.

The screenshot displays the SedonaSchedule 6.2.0.16 interface for a service ticket. The ticket is titled "Ticket#2657" and is currently in the "Resolved" status. The "Billing" tab is selected, showing various options for creating an invoice. A red box highlights the "Add Resolution Note to Invoice" checkbox, which is currently unchecked. Other visible options include "Third Party Bill To", "Close Ticket After Invoicing", and "Create Invoice". The "Ticket Charges" section shows a total of \$20.00 for "Total Other". The "Invoice Date" is set to 10/14/2024. The "Next Cycle Date" is 7/1/2023. The "Add to Next Cycle" button is also visible.

Cost	Tax
Total Parts	0.00
Total Labor	0.00
Total Other	20.00
Sub Total	20.00
Total	\$20.00