

# Service Tickets vs Inspection Tickets – Are Service Tickets Linked to Inspection Records?

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It's important to understand that Service Tickets created using the same Problem Code and/or Service Level selected on an Inspection Record are not linked to that Inspection Record.

Only Inspection Tickets generated in the Service Module are linked to the Inspection Record and will display “Inspection” along the bottom of the Ticket.

The screenshot shows a software interface for a service ticket. The window title is "Ticket #16041". The main header area includes "Ticket" and "Central Station". Below this is a navigation bar with icons for "Service Ticket", "Prevailing Wage", "Documents (0)", "Notes (0)", "Service History", "Appointments and Labor", "Equipment and Parts", "Other Items", "Ticket Log", "Billing", "Journal", "Purchase Orders (0)", and "Ticket Group". A "Go To" field and a "Notifications" button are also present.

The main content area is divided into several sections:

- Customer:** 50832, Kathleen Kelly. Created: 6/26/2026 8:55 AM. Contact: [dropdown].
- Site:** Kathleen Kelly - Bookstore, 333 Kari Lane, Daphne, AL 36526, Central Time. Created By: AEB. Status: Open. Phone: [input] Ext: [input]. Notify: [input].
- Site and System Detail:** System Account: 50832-7, System Type: Fire, Panel Type: [input], Location: [input], Next Inspection: 7/1/2026 (Annual), Site Phone: [input], Map Code: [input], Timezone: CT, Cross Street: [input], Warranty: 90-P 30-L, Warranty End: Expired, Memo: [input], Comments: [input], Notes: These are System Notes.
- Service Company:** ABC Service Provider.
- Service Level:** Fire Inspection.
- CS System Link:** [input].
- Ticket Detail:** Problem: Insp-Fire-AN, Secondary Problem: [input], Route Code: [input], Expertise: 5, Priority: Critical, Estimated Length: 120, Estimated Group Length: 360, Comments: [input], Service Coordinator: [input], Technician: [input], PO #: [input], Category: SVC Cont, Resolution: [input].
- Use Payment Information On File:**  None,  Bank (1),  Credit Card (1).

A red box highlights the word "Inspection" at the bottom center of the form. A "Save" button is located at the bottom right.

Additionally, Service Tickets do not have the ability to update or track inspection-specific information, such as: The date the last inspection was completed or when the next inspection is due

Some companies attempt to manage inspections using a combination of Service Tickets and Excel spreadsheets. While this approach can work, it is often time-consuming and requires ongoing manual tracking.

By using Inspection Records, along with the available reports in Report Manager, SedonaOffice automatically tracks inspection history and upcoming due dates for you. This not only saves time but also helps ensure inspection information remains accurate and up to date.

