

# Operations (Dispatch) - Selection Views Added to Customer Service History and Updates to Dispatch Views (14479) [Enhancement]

Last Modified on 01/26/2023 9:51 am EST

The following changes have been made to the Dispatch and Customer Service History tools:

1. A view selection has been added to the Customer Service History section of the Accounts screen. Selection options here are similar to what is available in Dispatch.
2. Billing 2 has been removed as a view option in Dispatch and a Recurring Revenue column was added to the Billing view.
3. The 'PO Number' column has been removed from the Dispatch and Customer Service History views and replaced with a 'PO / Blanket PO' column.

| ROUTE | SEQ ↑ | ORDER NOTE   | SCHEDULED DATE ↑ | CREATED ON      | W/O#      | W/O TYPE                            | SERVICE TYPE                              | QTY | EQUIPMENT | PO / BLANKET PO | PHOTOS |
|-------|-------|--|------------------|-----------------|-----------|-------------------------------------|---|-----|-----------|-----------------|--------|
| 1153  |       |  | Wed 9/21/22      | 8/17/22 3:00am  | 3848823   | Scheduled Service COMPLETED         | FL Service                                | 1   | 6 Yard    |                 |        |
|       |       |  | Thu 9/22/22      | 9/22/22 9:33am  | 4067752   | On Call COMPLETED                   | FL Extra Pick Up                          | 1   | 6 Yard    |                 |        |
| 1153  |       |  | Wed 9/28/22      | 8/14/22 3:00am  | 3887855   | Scheduled Service                   | FL Service                                | 1   | 6 Yard    |                 |        |
|       |       |  | Thu 9/29/22      | 9/28/22 9:56am  | 4100006   | On Call                             | FL Extra Pick Up Dist: Aisle Quarry       | 1   | 6 Yard    | 2223            |        |
| 1153  |       |  | Wed 10/5/22      | 8/21/22 3:00am  | 3920159   | Scheduled Service                   | FL Service                                | 1   | 6 Yard    |                 |        |
| 1153  |       |  | Wed 10/12/22     | 8/28/22 3:00am  | 3924253   | Scheduled Service                   | FL Service                                | 1   | 6 Yard    |                 |        |
| 1153  |       |  | Wed 10/19/22     | 9/4/22 3:00am   | 3984689   | Scheduled Service                   | FL Service                                | 1   | 6 Yard    |                 |        |
| 1153  |       |  | Wed 10/26/22     | 9/11/22 3:00am  | 4016947   | Scheduled Service                   | FL Service                                | 1   | 6 Yard    |                 |        |
| 1161  |       | this is work order notes on delivery route 11-1100 order notes on the work order | Tue 11/1/22      | 11/02/22 8:56am | 4261990 * | Add Service                         | FL Delivery                               | 2   | 6 Yard    |                 |        |
| 1153  |       |  | Wed 11/2/22      | 9/18/22 3:00am  | 4062114 * | Scheduled Service                   | FL Service                                | 1   | 6 Yard    |                 |        |
| 1153  |       |  | Wed 11/9/22      | 9/25/22 3:00am  | 4081484   | Scheduled Service                   | FL Service                                | 1   | 6 Yard    |                 |        |
| 1153  |       |  | Wed 11/16/22     | 10/2/22 3:00am  | 4113723   | Scheduled Service                   | FL Service                                | 1   | 6 Yard    |                 |        |
| 1153  |       |  | Tue 11/22/22     | 11/22/22 4:28pm | 4357229   | On Call NOT SERVICED FL Bin Blocked | FL Extra Pick Up                          | 1   | 6 Yard    |                 |        |
| 1161  |       | this is my order note for this oncall I am entering                              | Wed 11/23/22     | 11/22/22 4:00pm | 4261991 * | On Call                             | FL Extra Pick Up Dist: One Stop Landscape | 1   | 8 Yard    |                 |        |
| 1153  |       |  | Wed 11/23/22     | 10/9/22 3:00am  | 4146045   | Scheduled Service                   | FL Service                                | 1   | 6 Yard    |                 |        |
| 1153  |       |  | Fri 11/25/22     | 11/22/22 4:29pm | 4357230   | On Call                             | FL Extra Pick Up                          | 1   | 6 Yard    |                 |        |
| 1153  |       |  | Wed 11/30/22     | 10/16/22 3:00am | 4178006   | Scheduled Service NOT SERVICED      | FL Service                                | 1   | 6 Yard    |                 |        |
| 1153  |       |  | Wed 12/7/22      | 10/3/22 3:00am  | 4210275   | Scheduled Service                   | FL Service                                | 1   | 6 Yard    |                 |        |
| 1153  |       |  | Wed 12/14/22     | 10/30/22 3:00am | 4242521   | Scheduled Service                   | FL Service                                | 1   | 6 Yard    |                 |        |
| 1153  |       |  | Wed 12/21/22     | 11/6/22 3:00am  | 4274894   | Scheduled Service                   | FL Service                                | 1   | 6 Yard    |                 |        |
| 1153  |       |  | Wed 12/28/22     | 11/13/22 3:00am | 4307120   | Scheduled Service                   | FL Service                                | 1   | 6 Yard    |                 |        |
| 1153  |       |  | Wed 1/4/23       | 11/20/22 3:00am | 4329484   | Scheduled Service                   | FL Service                                | 1   | 6 Yard    |                 |        |
| 1153  |       |  | Wed 1/11/23      | 11/27/22 3:00am | 4371845   | Scheduled Service                   | FL Service                                | 1   | 6 Yard    |                 |        |
| 1153  |       |  | Wed 1/18/23      | 12/4/22 3:00am  | 4404303   | Scheduled Service                   | FL Service                                | 1   | 6 Yard    |                 |        |
| 1153  |       |  | Wed 1/25/23      | 12/11/22 3:00am | 4436588   | Scheduled Service                   | FL Service                                | 1   | 6 Yard    |                 |        |
| 1153  |       |  | Wed 2/1/23       | 12/18/22 3:00am | 4468895   | Scheduled Service                   | FL Service                                | 1   | 6 Yard    |                 |        |

Pathway: Operations > Dispatch