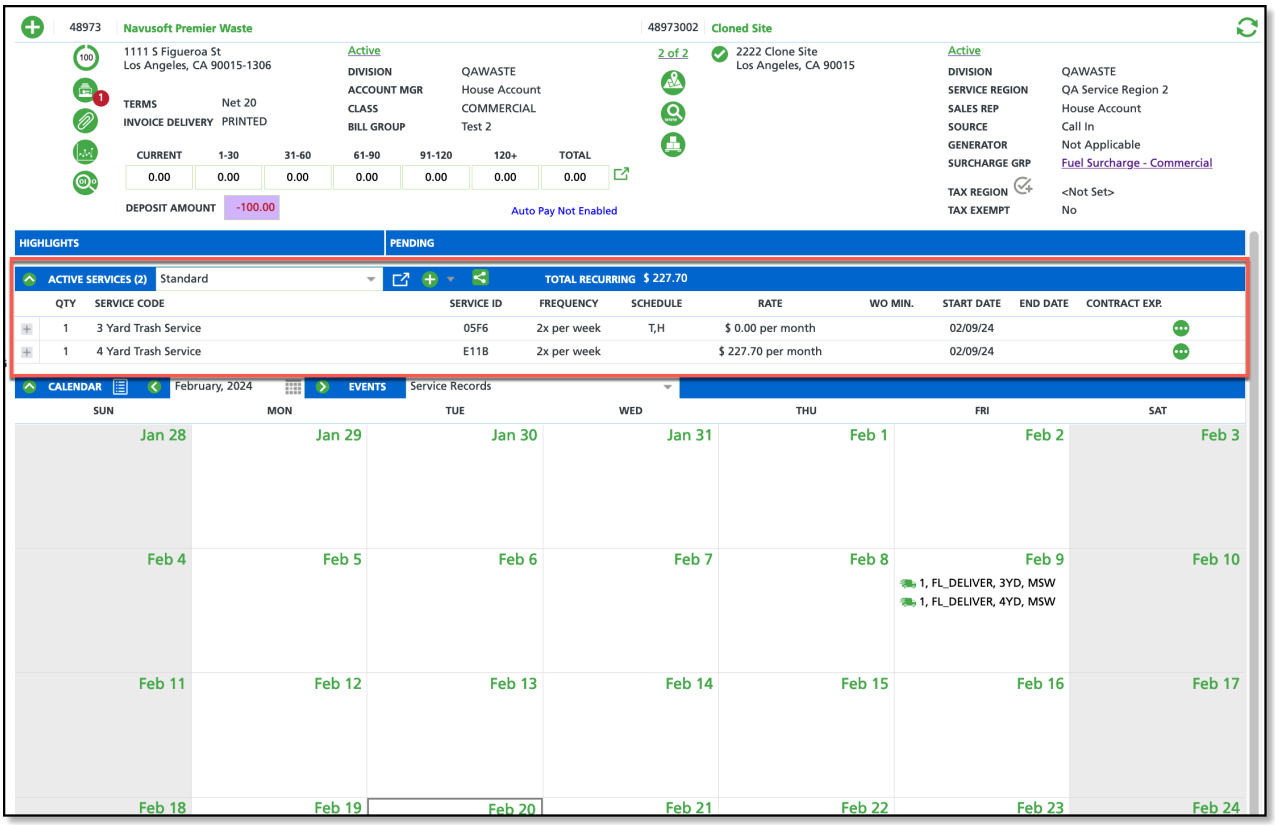
Active Services Overview

Last Modified on 06/25/2026 6:39 am PDT

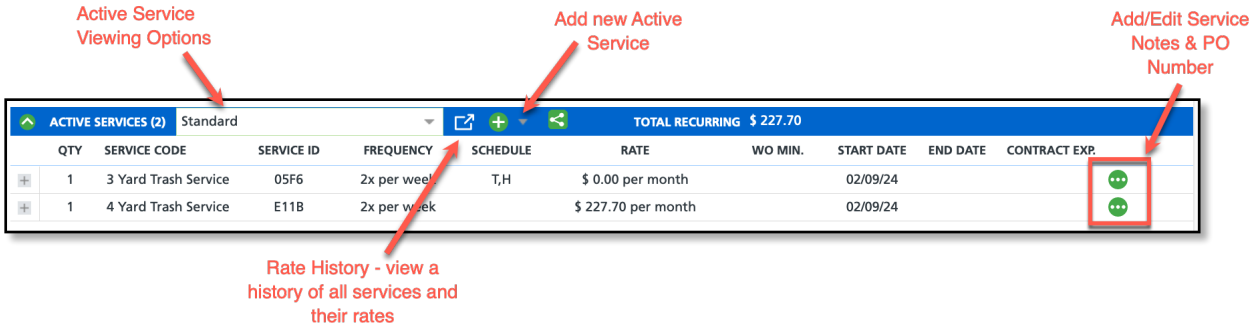
Pathway: *Customer > Search > Accounts*

Active Services display on the Customer Service screen within the Active Services section as well as in the Calendar on the servicing date. This article provides a basic understanding of the active services features you will see when viewing a customer's account.



Icons

The following icons display in the Active Services section for a site:



Color Display

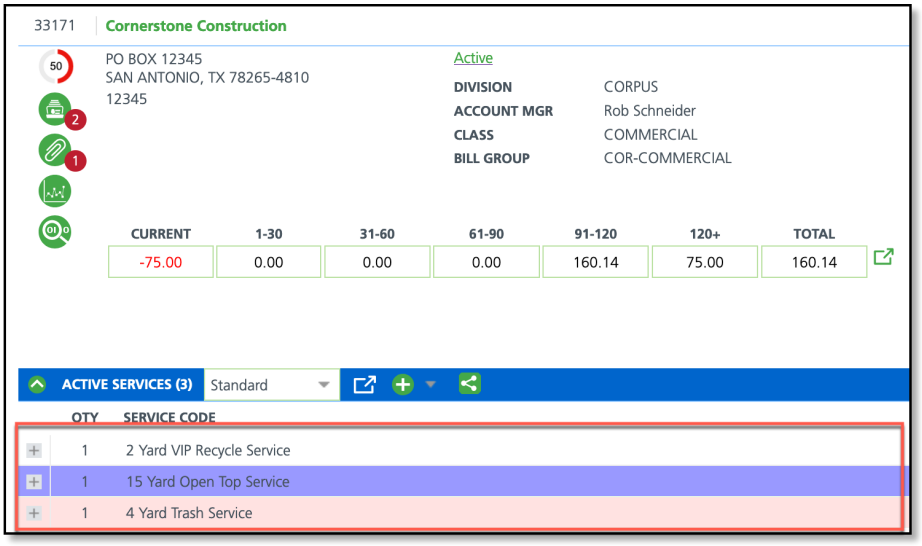
The Active Services section uses background colors to identify the status of services associated with the site. If a service has ended with an end date in the past, it will no longer display in the Active Services section. Ended services

are archived and can be accessed by selecting the Rate History icon.

Purple = *Future Service*

Red = *Services with a future end date*

White/No Color= Current Services



Related Articles

Add New Active Service
Edit and End Active Services