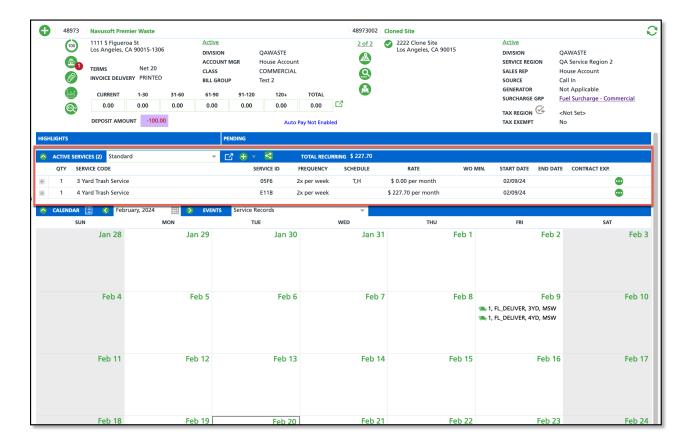
Active Services Overview

Last Modified on 02/20/2024 10:51 am EST

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.



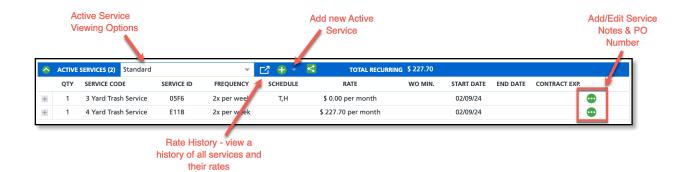
Permissions

The following permissions are required to view, add and edit active services to a site:

Permission ID	Permission Name
5	View Account
6	View Site
70	Add Active Service To Active Account
71	Edit Active Service
73	Add Active Service
74	Delete Pending Active Service Change
75	Override Pending Active Service Change *Permission to allow the user to edit a pending active service change.

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

