

Work Orders - Vendor Rate Not Displaying in Charges Tab (14906)

Last Modified on 03/15/2023 3:06 pm EDT

Previously, when an on call order was created from a service with vendor rates associated, the rates did not populate into the work order's Vendor Rate column (Charges tab). This has been fixed.

The screenshot displays a software interface with two main sections. The top section, 'ACTIVE SERVICES (1)', shows a table with one row: '4 Yard Trash Service'. The 'Vendor Rate' for this service is listed as '\$ 47.23'. The bottom section, 'CREATE ON CALL ORDER', contains a form with various fields and a 'CHARGES' table. A red arrow points from the 'Vendor Rate' field in the top section to the 'VENDOR RATE' column in the 'CHARGES' table.

ACTIVE SERVICES (1)

QTY	SERVICE CODE
1	4 Yard Trash Service

Front Load 04YD Extra Pickup: \$ 55.00 per service Vendor Rate \$ 47.23 Reason: ADD-Add Svc - New Service

Service Note: This has a vendor doing the service

CREATE ON CALL ORDER

SCHEDULE DATE: 03/02/23 Thursday SERVICE CODE: 4 Yard Trash Service ORDER TYPE: On Call - FL Extra Pick Up QUANTITY: 1

REQUESTED BY: CONTACT: REASON CODE: EXTERNAL ID: VENDOR: Nexus Disposal

PO NUMBER: BLANKET PO: ORDER NOTES: PREPAYMENT

ROUTE: CHARGES

GROSS QTY	NO CHARGE QTY	CHARGE QTY	UOM	CHARGE CODE	PER UNIT	VENDOR RATE	MINIMUM TYPE	MINIMUM	TOTAL
1		1	service	Front Load 04YD Extra Pickup	\$ 55.00	\$ 47.23	None		\$ 0.00

Pathway: Accounts > Search > Account (customer service screen)