

Accounts - On Call Service Reason Codes (15120)

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Options available in the Reason Code drop down for On Call Orders have been corrected to limit to reason codes specific to On Call. In *Setup > System > Reason Code*, if Type = On Call, the reason code will display.

The screenshot displays the 'CREATE ON CALL ORDER' interface. At the top, there is a blue header bar with the title 'CREATE ON CALL ORDER' and a help icon. Below the header, the form is organized into several sections:

- SCHEDULE DATE:** A date picker showing '03/26/23 Sunday'.
- SERVICE CODE:** A dropdown menu.
- ORDER TYPE:** A dropdown menu.
- QUANTITY:** A numeric input field with a value of '1' and up/down arrows.
- REQUESTED BY:** A text input field.
- CONTACT:** A dropdown menu.
- ORDER NOTES:** A text area.
- PO NUMBER:** A text input field.
- BLANKET PO:** A dropdown menu.
- EXTERNAL ID:** A text input field with a search icon.
- ROUTE:** A dropdown menu with a search icon.

A red box highlights the 'REASON CODE' dropdown menu, which is open and shows three options: 'Billable pickup' (highlighted in green), 'Courtesy pickup', and 'Missed Pickup'.

Pathway: *Accounts > Search > Accounts (Customer Service Screen) > Create On Call Order*