

# Edit Service Contract - Delivery/Removal Not Matching Service Change With Equipment Change (15736)

Last Modified on 09/19/2023 2:46 pm EDT

Previously, in the Edit Service Contract screen, when a service change involved changes to the equipment, the Order Processing screen did not display the Delivery Work Order, and a Delivery Work Order was not generated for the service being added/edited. This has been resolved.

The screenshot displays the 'Service Changes' tab in the 'Edit Service Contract' screen. At the top, there are filters for 'DIVISION' (All), 'STATUS' (All Open), 'SOURCE' (Service Add/Change), and 'LOB' (Commercial, Docun). A 'LOAD' button is visible. Below the filters is a table of service changes:

SUBMITTED DATE	ACCOUNT	EFFECTIVE DATE	RATE CHANGE	REASON
05/10/23 11:03am Matt lori gmail Eck...	W & S Ag	11/17/24	\$ 0.00	ADD-Add Svc - New Service Contract CORPUS
07/14/22 9:19am House Acct non Sys...	J & B PIPELINE SUPPLY CO INC.	07/19/24	\$ 6.89	CHG-Price Increase DAYTON

Below the table is a calendar view for September. A red box highlights the change details for the '3 Yard Trash Service' change, which is effective on Sep 18. The details include:

- Previous: 1 3 Yard Trash Service
- New: 1 2 Yard Trash Service
- Note: Requested Days (T)
- Delivery Work Order: 09/18/2023
- Removal Work Order: 09/18/2023
- Change Posted Date: 09/18/23 08:53am
- By: Paul Gonzalez

The calendar view shows the change is effective on Sep 18. The change details are: 1, FL\_DELIVER, 3YD, MSW; 1, FL\_REMOVE, 3YD, MSW; 3 Yard Trash Service, ADD-New Bus +4 Events..

**Pathway:** Accounts > Contracts and Proposals > Edit Service Contract; Accounts > Order Processing > Service Changes; Accounts > Customer Service Screen