

Service Records - Reverse Logic Updated to Services with Multiple Work Orders (15689)

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The logic has been modified to restrict a user from reversing a service if it is linked to multiple work orders, and at least one of those work orders has a status other than 'Scheduled.'

The screenshot displays a software interface for managing services. At the top, it shows '1003 Price' and 'Aliena Somers' with a date of '09/22/2023'. Below this is a table of 'ACTIVE SERVICES (3)' with columns for QTY, SERVICE CODE, SERVICE ID, FREQUENCY, SCHEDULE, RATE, START DATE, END DATE, and CONTRACT. The table lists three services: '10 Yard Open Top Service' (4AD6), '10 Yard Trash Service' (FD27), and another '10 Yard Open Top Service' (2BE6). A detailed view for the second service shows a 'Rent' of \$2.25 per day after 14 days and a 'Reason' of 'ADD-New Business'. Below the table is a 'CALENDAR' view showing dates from Oct 2 to Oct 20. A context menu is open over the service record, with options: 'Edit', 'Reverse' (highlighted), 'Create On Call Order', 'View Billing History', 'View Change History', 'View Routing History', and 'View Service History'. The calendar shows service events on Oct 5 and Oct 6, including '1, RO_DELIVER, 10YDRO' and '10 Yard Open Top Service, AT'.

Pathway: Customer Service Screen > Right-Click on Active Service