

Accounts - Service Record External ID Not Copying to Service Record (15848)

Last Modified on 10/11/2023 12:55 pm EDT

Previously, when creating an on call work order, the External ID was not copying over to the service record. This has been resolved.

The image shows two screenshots of a software interface. The top screenshot is titled "CREATE ON CALL ORDER" and contains several input fields. The "EXTERNAL ID" field is highlighted with a red box and contains the value "1234". The bottom screenshot is titled "EDIT SERVICE RECORD" and shows a summary of the work order. The "EXTERNAL ID" field is also highlighted with a red box and contains the value "1234". A red arrow points from the "EXTERNAL ID" field in the top screenshot to the "EXTERNAL ID" field in the bottom screenshot, with the word "Copied" written in red next to the arrow.

CREATE ON CALL ORDER

SCHEDULE DATE	SERVICE CODE	ORDER TYPE	QUANTITY
10/12/23 Thursday	10 Yard Open Top Service	On Call - RO Swap	1

REQUESTED BY: [] CONTACT: [] REASON CODE: []

ORDER NOTES: [] **PREPAYMENT**

PO NUMBER: [] BLANKET PO: [] **EXTERNAL ID: 1234**

ROUTE: [] DESTINATION: []

EDIT SERVICE RECORD

Example Site 1000 (10T)
7746110-005
12345 Broadway St
Pearland, TX 77584-9785
PHONE (555) 555-5555

WORK ORDER	QTY	SERVICE CODE	EQUIPMENT	WORK TYPE	ORDER TYPE
6805039	1	10 Yard Open Top Service	10YDRO	RO_SWAP	On Call

ORDER NOTES: [] **Copied**

PO NUMBER: [] **EXTERNAL ID: 1234**

SCHEDULED DATE: 10/12/23 Thursday ROUTE: [] SEQUENCE: 0 DESTINATION / ORIGIN: []

WORK STATUS: Scheduled EXCEPTION REASON: [] POSTING STATUS: Pending

Charges Disposal / Ship Payments Completion Attachments Inventory Labels

Charges must match Equipment
 Charges must match Material

WO MINIMUM: []

GROSS QTY	LABELS	NO CHARGE QTY	CHARGE QTY	UOM	CHARGE CODE	PER UNIT	VENDOR RATE	MINIM... TYPE	MINIM...	TOTAL
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Pathway: Accounts > Search > Accounts