

# Accounts - Logic Updated to Reason Codes in View Change History and Service Additional Fields Screens (16333) [Enhancement]

Last Modified on 02/09/2024 2:22 pm EST

The Reason Code field in the View Change History and Service Additional Fields screens now allows users with permission 392 (Edit Reason Code in Sales Results and History) to edit the code to another of the same type.

The screenshot displays a software interface with a 'PENDING' list of transactions and a table of 'ACTIVE SERVICES'. A right-click context menu is open over the '10 Yard Open Top Service' row, with 'View Change History' highlighted. A 'SERVICE ADDITIONAL FIELDS' dialog box is open, showing a 'REASON CODE' field with the value 'ADD-Change in LOB/Equip'. A red box highlights the three-dot menu icon in the service table, and a red arrow points to the 'View Change History' option in the context menu.

QTY	SERVICE CODE	SERVICE ID	FREQUENCY	SCHEDULE	RATE	WO MIN.	START DATE	END DATE	CONTRACT EXP.
1	10 Yard Open Top Service	D2FC	On Call		\$ 0.00 per month		10/27/21	10/27/27	
1	30 Yard Compactor Service	801A	On Call		\$ 0.00 per month		04/01/23	10/27/27	
1	2 Yard Trash Service	E52C	1x per week	M	\$ 125.55 per month		10/01/23	10/27/27	
1	30 Yard Open Top Service	71	On Call		\$ 0.00 per month		10/01/23	10/27/27	
15	15 Yard Open Top Service	91	On Call		\$ 0.00 per month		10/01/23	10/27/27	

Pathway: Accounts > Customer Service Screen