

Create On Call Order - Update to Quantity Field (16552) [Enhancement]

Last Modified on 03/22/2024 2:49 pm EDT

The logic governing the Quantity field in 'Create On Call Order' has been updated to display either null or '1' depending on the service quantity.

- Null/blank is displayed if the service quantity is greater than "1."
- "1" is displayed if the service quantity is equal to "1."

The screenshot displays an account overview for 'Example Account 1' (ID: 48903) and 'Example Account 1' (ID: 48903001). The account details include address (1234 Cincinnati Dayton Rd, West Chester, OH 45069-3841), terms (Net 20), and invoice delivery (Printed). A table shows current and future bill amounts, with a total of 508.42. A 'HIGHLIGHTS' section notes that the account is significantly past due. Below this, a table of 'ACTIVE SERVICES (2)' is shown, with '20 Yard Compactor Service' highlighted in yellow. A modal window titled 'CREATE ON CALL ORDER' is open, showing a 'SERVICE CODE' dropdown set to '20 Yard Compactor Service' and a 'QUANTITY' dropdown set to '1'. A red arrow points from the highlighted service row to the 'SERVICE CODE' field. The modal also includes fields for 'SCHEDULE DATE', 'ORDER TYPE', 'REASON CODE', 'ORDER NOTES', 'PREPAYMENT', 'PO NUMBER', 'BLANKET PO', 'EXTERNAL ID', and 'ROUTE'. At the bottom, there are 'CHARGES' checkboxes and a table with columns: GROSS QTY, NO CHARGE QTY, CHARGE QTY, UOM, CHARGE CODE, PER UNIT, VENDOR RATE, MINIMUM TYPE, MINIMUM, and TOTAL.

Pathway: Accounts > Customer Service Screen > Create On Call Work Order