# **Linking Services**

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#### Pathway: Customer Service Screen > Active Services (Section)

This article focuses on linking site services. When an active service is added to, or already exists on an account, users can link additional services such as a "locking bar" with it. This linking establishes a parent/child hierarchy, with the "child" service code referencing the Service ID of its corresponding "parent" service code in the Active Services section. Review the logic and setup requirements to better understand the site service linking feature.

Ð	49069	Example Account							49069001	Example Account	t
		1234 N Western Ave Los Angeles, CA 90004-4107 US TERMS Net 20			Active DIVISION QAWASTE ACCOUNT MGR Aliena Somers CLASS COMMERCIAL BILL GROUP QA Billing Cycle				<u>1 of 2</u>	1234 N West Los Angeles, US	ern Ave CA 90004-4107
		INVOICE DELIVERY	Printed		ADVANCE - N	IONTHLY Billed	Thru Date Mar 31	1, 2024			
	ā	CURRENT	1-30	31-60	61-90	91-120	120+	TOTAL			
	<b>@</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	C2		
Auto Pay Not Enabled											
HIGH	HIGHLIGHTS PENDING										
<u> </u>	A ACTIVE SERVICES (2) Standard										
	QTY SER	VICE CODE					SERVICE ID	FREQUENCY	SCHEDULE	PER UNIT RATE	RATE
+	3 3 Y	ard Trash Service					➡ 440E	1x per week	т	\$ 584.00	\$ 1,752.00 per month
$\pm$	3 Loc	king Bar (Linked wit	th service 440E)				F174			\$ 75.00	\$ 225.00 per month
	🔨 CALENDAR 🗐 🔇 March, 2024 🏢 🗲 EVENTS Appointment, AR, Cancellation, Complaint, Er 🤟										
	s	UN		MON		TUE			WED		тни
		Feb 25		I	Feb 26		Feb 27		Feb	0 28	Feb 29

### Logic:

The following logic is applied to linking services:

- Each child service code can only be linked to one parent service code at a time.
- The child service code must have "Enable Parent Service Linking" enabled. Refer to the Setup Requirements section below for further details.
- When a parent service is terminated, all active child services linked to it are also terminated.
- When reversing an End Service on a parent service, the same will be applied to linked children. End Service reversals can not be applied on a child service.

### Permissions

The following permissions are required to link services:

Permission ID	Permission Name
5	View Account
6	View Site
70	Add Active Service to Active Account - necessary if the service hasn't been added
73	Add Active Service - necessary if the service hasn't been added

### **Setup Requirements:**

**Pathway:** Setup > Services > Service Code

In Service Code Setup, field "Enable Parent Service Linking" must be set to "Yes" for the child service code. This field only displays if "Enable Routing" **AND** "Require Frequency" are both set to "No."

SERVICE CODE SETUP												
	NE OF BUSINESS Commerce	ial 👻 E	QUIPMENT	TYPE All		- MATER	RIAL TYPE	All	~	🗹 Hide Inactive		
ID	NAME 🕇		LINE C	OF BUSINESS	EQUIPMENT TYPE	MATERIAL 1	ГҮРЕ	UOM	IS TAXABLE	TAXABLE CLASS	GL ACCOUNT	PRORATION METHOD
FL10R	10 Yard Recycle Se	rvice43	Comr	Commercial 10 Yard FL (Ser)		Recycle		month	Yes		Service Income:	Calendar Days
FL10T	10 Yard Trash Serv	10 Yard Trash Service			10 Yard FL (Ser)	MSW		month	Yes		Service Income:	Calendar Days
FL02R	2 Yard Recycle Sen	2 Yard Recycle Service			2 Yard FL	Recycle		month	Yes		Service Income:	Calendar Days
FL02T	2 Yard Trash Servi	2 Yard Trash Service									Calendar Days	
FL02NP	2 Yard Trash Servi	2 Yard Trash Service									• •	Do Not Prorate
FL02VIPR	2 Yard VIP Recycle	Service Code	Surcharges									Calendar Days
FL02VIPT	2 Yard VIP Trash S											Calendar Days
FL02CDSE	2 YD FL Calendar	SERVICE CODE		FLRENT			ACTIVE		Yes			Calendar Days
FL02SVCSO	2 YD FL Services St	2 YD FL Services S										Services - Start
FL02NWK	2 YD No Work Cla	2 YD No Work Cla NAME		Front Load Rental Fee			ENABLE ROUTING		No		Ŧ	Calendar Days
FL02PEOC	2T Trash - Prorate	LINE OF BUSINESS		Commercial			REQUIRE FREQUENCY		No	No		Calendar Days
FL03R	3 Yard Recycle Ser											Calendar Days
FL03T	3 Yard Trash Servi	3 Yard Trash Servio EQUIPMENT TYPE						ENABLE PARENT SERVICE LINKING			·	Calendar Days
FL03VIPT	3 Yard VIP Trash S	MATERIAL TYPE					ENABLE DRIVER UPDATE		No		Ŧ	Calendar Days
FL04R	4 Yard Recycle Ser				EN/				No		-	Calendar Days
FL04T_ANN	IV 4 Yard Trash - Anr	UOM		month			ENABLE ACCOUNT SIGNATURE		NO		·	Calendar Days
FL04T	4 Yard Trash Servi	TAXABLE		No 👻	CLASS	~	ENABLE D	DRIVER SIGNATURE	No		Ψ	Calendar Days
FL04T_W	4 Yard Trash Servi	51 A 550 1917		<b></b>		-	ENABLE WORK ORDER MINIMUM		IM No		-	Calendar Days
FL04VIPR	4 Yard VIP Recycle	GL ACCOUNT				÷						Calendar Days
FL04VIPT	4 Yard VIP Trash S	4 Yard VIP Trash S PRORATION METHOD		Calendar Days - Start and End 🛛 👻		~	ENABLE RENTAL FEE		No		Ŧ	Calendar Days
FL06R	6 Yard Recycle Ser			ID Yes -		~	ENABLE DEFAULT DESTINATION		No		-	Calendar Days
FL06T	6 Yard Trash Servi	BILL WHILE ON CRED	ii iiocb	LD Tes			ENABLE DEFAULT DESTINATION					Calendar Days
FL06VIPR	6 Yard VIP Recycle	6 Yard VIP Recycle IS AP TRANSACTION			No 👻			ENABLE NEGATIVE AMOUNT			Ŧ	Calendar Days
FL06VIPT	6 Yard VIP Trash S			-			FNARI F ESTIMATES TRACKING		No		-	Calendar Days
FL08R	8 Yard Recycle Ser	8 Yard Recycle Ser										Calendar Days
FL08T	8 Yard Trash Servic	e	Comr	mercial	8 Yard FL	MSW		month	Yes		Service Income:	Calendar Days

### **Linking Services**

When linking is enabled for the child service, users can right-click on the child service to reveal a "Link Parent Service" option. Upon selection, the user will be prompted to choose the parent service to link it with. To **unlink** services, users can right-click on the child service and select "Unlink Parent Service" from the options.

 $\sqrt{A}$  parent service can have more than one child linked to it by adding each child service and linking them individually.



## **Related Articles**

Service Code Setup Add New Active Service Active Services Overview