

Customer Portal - Service Exceptions Tab Added to Services Map and Requests View (16815) [New Feature]

Last Modified on 06/26/2024 10:01 am EDT

Customer Portal accounts with their homepage set to the Services Map and Requests view have been updated to include a Service Exceptions tab. This tab will only display service records with a 'Not Serviced' work status.

The screenshot displays the 'SELECT ACCOUNT' interface with the 'Service Exceptions' tab highlighted. Below the account selection, there are filters for 'Scheduled Date' (06/26/2024) and 'Service Code' (All). A table lists service records, with the first row showing a record for 'CITY OF LIBERTY' with a 'Not Serviced' status. An 'EDIT SERVICE RECORD' modal is open, showing details for a work order with a 'Not Serviced' status. The modal includes fields for 'WORK STATUS' (set to 'Not Serviced'), 'EXCEPTION REASON' (set to 'No Trash Out'), and 'POSTING STATUS' (set to 'Pending').

DATE ↓	WO#	NAME	ADDRESS	SERVICE CODE	EXCEPTION RE...	EXCEPTION	PHOTOS
06/26/24	8066085	CITY OF LIBERTY	423 COUNTY ROA...	18 Gal Recycle	No Trash Out		0

WORK ORDER	QTY	SERVICE CODE	EQUIPMENT	WORK TYPE	ORDER TYPE	MATERIAL
8066085	1	18 Gal Recycle	18GAL-REC	RS_EXTRAPU	On Call	REC

WORK STATUS	EXCEPTION REASON	POSTING STATUS
Not Serviced	No Trash Out	Pending

Pathway: Customer Portal