

# Create On Call Order (Accounts) - Update to Information Displayed on 'Create On Call Order' (16496)

Last Modified on 02/03/2025 8:47 am PST

The **Create On Call Order** pop-up editor has been updated to include the following information:

- Site ID, Name and Address
- EPA (if one exists)
- Terms / Payment Required
- Phone number
- Contact (account contact, if one exists)
- Business Hours - also added to the **Edit Service Record** pop-up editor
- Site Access Note
- Site Note

**CREATE ON CALL ORDER** ? X

<div style="border: 2px solid red; padding: 2px;"> <p><b>Site #</b> 49232001  <b>Caribou Cafe</b>            112 Chieftain St            Osceola, WI 54020  <b>EPA:</b> EPA Value  <b>CONTACT</b> Aliena +1 555-555-7026  <b>BUSINESS HOURS</b>  <i>Weekdays</i> 8:00 AM to 7:00 PM  <b>ACCESS</b> Always use East gate  <b>SITE NOTE</b> Collection Times: Before 8 AM to avoid business hours.</p> </div>	<p><b>SCHEDULE DATE</b> 01/30/25 Thursday </p> <p><b>SERVICE CODE</b> 4 Yard Trash Service</p> <p><b>ORDER TYPE</b> <span style="background-color: #E6E6FA; padding: 2px;"> </span></p> <p><b>QUANTITY</b> 1 <span style="float: right;">▲ ▼</span></p>
<p><b>REQUESTED BY</b> <input type="text"/></p> <p><b>CONTACT</b> <input type="text"/></p> <p><b>REASON CODE</b> <input type="text"/></p> <p><b>ORDER NOTES</b> <input type="text"/></p>	<p><b>PREPAYMENT</b> </p> <p><b>PO NUMBER</b> <input type="text"/></p> <p><b>BLANKET PO</b> <input type="text"/></p> <p><b>EXTERNAL ID</b> <input type="text"/></p> <p><b>ROUTE</b> <input type="text"/></p>

**CHARGES**

Charges must match Equipment

Charges must match Material

GROSS QTY	NO CHARGE QTY	CHARGE QTY	UOM	CHARGE CODE	PER UNIT	VENDOR RATE	MINIMUM TYPE	MINIMUM	TOTAL

CREATE

Pathway: Customer Service Screen > Calendar > [right-click] Create On Call Order