

# Service Records (Accounts) - Updates to Posting Permissions (18768)

Last Modified on 07/22/2025 7:12 am PDT

Posting status logic within the service record has been updated, affecting the following permissions: 341 (Change Work Order to Ready to Post), 342 (Change Work Order to Posted), and 472 (Reverse Work Order Posting Status).

### Scenario Examples

- If a work order is in a **Posted status**, the user can reverse it 'Pending' or 'Ready to Post' if they have both permission **472** and **342**.
- If a work order is in a **Ready to Post status**, the user can reverse to 'Pending' if they have permission **472**. They will need permission **342** to change it to 'Posted'.
- If a work order is in a **Pending status**, the user will need permission **341** to change it to 'Ready to Post' and **342** to change it to 'Posted'.

EDIT SERVICE RECORD

Site # 49433001  
Subway  
402 N Cascade St  
Osceola, WI 54020  
PHONE  
CREATED BY  
Aliena Somers - Admin-NS (Sales) on 6/30/25 7:52 pm  
ORDER REASON

WORK ORDER

9888666

QTY

1

SERVICE CODE

2 Yard Trash Service (38995)

EQUIPMENT

2YD

WORK TYPE

FL\_SERVICE

ORDER TYPE

Scheduled Service

MATERIAL

MSW

ORDER NOTES

PO NUMBER

EXTERNAL ID

SCHEDULED DATE

07/17/25 Thursday

ROUTE

LA 101 - Aliena Somers

SEQUENCE

0

DESTINATION / ORIGIN

WORK STATUS

Scheduled

EXCEPTION REASON

POSTING STATUS

Posted

Charges

Payments

Completion

Lab Tests

Attachments

Labels

Photos

Charges must match Equipment

Charges must match Material

WO MINIMUM

CALCULATE LAB QTY AND DISCOUNT

GROSS QTY	LABELS	NO CHARGE QTY	CHARGE QTY	UOM	CHARGE CODE	PER UNIT	VENDOR RATE	MINIMUM TYPE	MINIMUM	TOTAL
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Pathway: Service Record | Setup > System > Permission