

# Service Record (Accounts) - 'Display in Customer Portal' Not Respecting Account Class Setup Setting(19343)

Last Modified on 09/26/2025 8:06 am PDT

An issue was identified where, if a driver marked a stop with an exception and attached a photo, and the account class setting **Default Work Order Photo - Display in Customer Portal** was set to **Yes**, the service record incorrectly showed **Display in Customer Portal** as **No**. This has been resolved.

EDIT SERVICE RECORD

Site # 49232001  
Caribou Cafe  
112 Chieftain St  
Osceola, WI 54020  
EPA: EPA Value  
COD - Payment Required  
CREATED BY  
Aliena Somers - Admin-NS (Sales) on 9/26/25  
9:47 am  
ORDER REASON  
BUS. HOURS 8:00 AM-7:00 PM  
ACCESS East gate access code 1234  
SVC NOTE Always use the East Gate.  
Code is 1234.

WORK ORDER  
10301596

QTY  
1

SERVICE CODE  
4 Yard Trash Service (38579)

EQUIPMENT  
4YD

WORK TYPE  
FL\_EXTRAPU

ORDER TYPE  
On Call

MATERIAL  
MSW

ORDER NOTES

PO NUMBER

EXTERNAL ID

SCHEDULED DATE  
09/26/25 Friday

ROUTE  
LA 101 - Aliena Somers

SEQUENCE  
0

DESTINATION / ORIGIN

WORK STATUS  
Not Serviced

EXCEPTION REASON  
Bin Blocked

POSTING STATUS  
Pending

Update History Aliena Somers - Admin-NS (Sales) on

Charges

Disposal / Ship

Payments

Completion

Lab Tests

Attachments

Labels

Photos 1

Timeline

+

DESCRIPTION

CREATED ON

DISPLAY IN CUSTOMER PORTAL

INCLUDE WITH INVOICE

Camera Photo

09/26/2025 4:51 am

View

Yes

No

Select Print Format

ADD PAYMENT (F7)

SAVE (F2)

Pathway: Service Record (access pathways vary) > Photos [tab]

Setup Pathway: Setup > Account > Account Class > Customer Portal [tab]