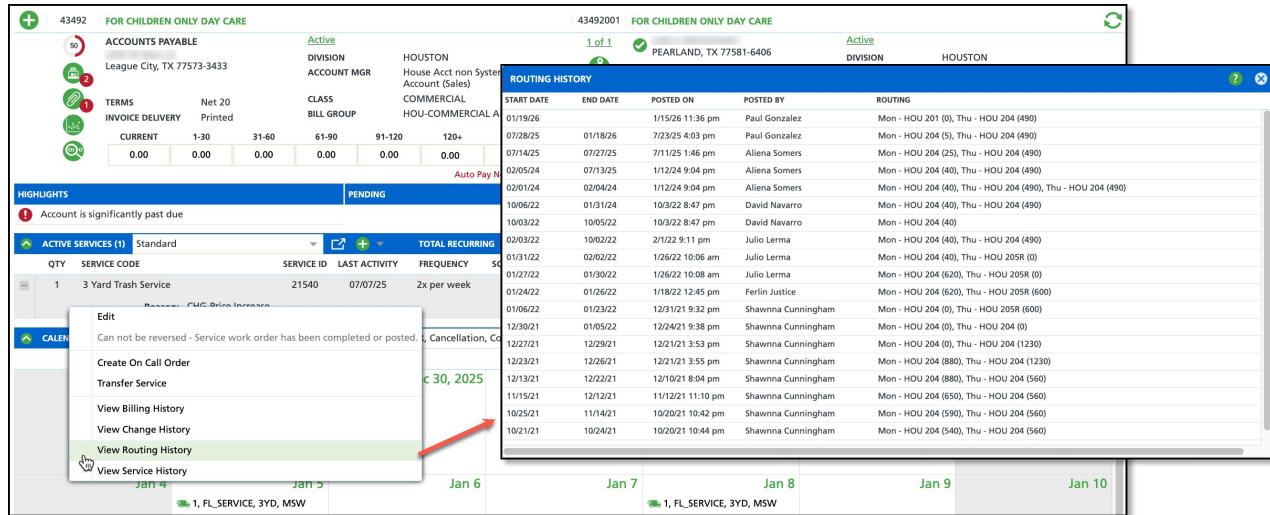


Active Services (Accounts) - 'View Routing History' Updated (20069)

Last Modified on 01/16/2026 10:14 am PST

An issue was resolved that prevented some schedule changes and timestamps from displaying on the Routing History screen.



The screenshot shows the 'Active Services (Accounts)' screen for account 43492. A context menu is open over a service entry for '3 Yard Trash Service' on Jan 30, 2025. The menu items are: Edit, Create On Call Order, Transfer Service, View Billing History, View Change History, View Routing History, and View Service History. The 'View Routing History' option is highlighted with a red arrow. In the background, a 'ROUTING HISTORY' table is displayed, showing a list of routing entries with columns for START DATE, END DATE, POSTED ON, POSTED BY, and ROUTING. The table shows multiple entries for different dates and users, such as Paul Gonzalez and Aliena Somers.

START DATE	END DATE	POSTED ON	POSTED BY	ROUTING
01/19/26		1/15/26 11:26 pm	Paul Gonzalez	Mon - HOU 201 (0), Thu - HOU 204 (490)
07/28/25	01/18/26	7/23/25 4:03 pm	Paul Gonzalez	Mon - HOU 204 (5), Thu - HOU 204 (490)
07/14/25	07/27/25	7/11/25 1:46 pm	Aliena Somers	Mon - HOU 204 (25), Thu - HOU 204 (490)
02/05/24	07/31/25	1/12/24 9:04 pm	Aliena Somers	Mon - HOU 204 (40), Thu - HOU 204 (490)
02/01/24	02/04/24	1/12/24 9:04 pm	Aliena Somers	Mon - HOU 204 (40), Thu - HOU 204 (490), Thu - HOU 204 (490)
10/06/22	01/31/24	10/3/22 8:47 pm	David Navarro	Mon - HOU 204 (40), Thu - HOU 204 (490)
10/03/22	10/05/22	10/3/22 8:47 pm	David Navarro	Mon - HOU 204 (40)
02/03/22	10/02/22	2/1/22 9:11 pm	Julio Llera	Mon - HOU 204 (40), Thu - HOU 204 (490)
01/31/22	02/02/22	1/26/22 10:06 am	Julio Llera	Mon - HOU 204 (40), Thu - HOU 205R (0)
01/27/22	01/30/22	1/26/22 10:08 am	Julio Llera	Mon - HOU 204 (620), Thu - HOU 205R (0)
01/24/22	01/26/22	1/18/22 12:45 pm	Terlin Justice	Mon - HOU 204 (620), Thu - HOU 205R (600)
01/06/22	01/23/22	12/31/21 9:32 pm	Shawanna Cunningham	Mon - HOU 204 (0), Thu - HOU 205R (600)
12/30/21	01/05/22	12/24/21 9:38 pm	Shawanna Cunningham	Mon - HOU 204 (0), Thu - HOU 204 (0)
12/27/21	12/28/21	12/2/21 3:53 pm	Shawanna Cunningham	Mon - HOU 204 (0), Thu - HOU 204 (1230)
12/23/21	12/26/21	12/2/21 3:55 pm	Shawanna Cunningham	Mon - HOU 204 (880), Thu - HOU 204 (1230)
12/13/21	12/22/21	12/1/21 8:04 pm	Shawanna Cunningham	Mon - HOU 204 (880), Thu - HOU 204 (560)
11/15/21	12/1/21	11/1/21 11:10 pm	Shawanna Cunningham	Mon - HOU 204 (650), Thu - HOU 204 (560)
10/25/21	11/14/21	10/20/21 10:42 pm	Shawanna Cunningham	Mon - HOU 204 (590), Thu - HOU 204 (560)
10/21/21	10/24/21	10/20/21 10:44 pm	Shawanna Cunningham	Mon - HOU 204 (540), Thu - HOU 204 (560)

Pathway: Customer Service Screen > Active Services [section] > [right click] View Routing History