

# Orders, Quotes and Contracts (Accounts) - Service Frequency and Routing Missing After Posting Service Changes from Proposal (20279)

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An issue has been resolved where posting a service change from a Service Agreement (Order/Proposal) could result in the service frequency and routing being removed from the Active Services record. In these cases, the service rate was updated correctly, but the associated frequency and routing information disappeared, causing the service to no longer schedule properly.

The screenshot shows the ServiceNow Customer Service interface. At the top, the 'ACTIVE SERVICES (1)' list is displayed with one item: '4 Yard Trash Service' (Service ID: 21208, Last Activity: 12/30/25, Frequency: 1x per week, Rate: \$ 100.00, Contract Dates: 01/16/26 to 01/16/31). Below this is a 'CALENDAR' view for January 2026, showing days from Dec 28, 2025, to Jan 24, 2026. A modal window titled 'EDIT DOCUMENT - SERVICE CONTRACT 4208' is open over the calendar, showing the 'Services' tab selected. The table in the modal lists a service item: '43203001' (4 Yard Trash Service, 1x per week, Rate: \$ 100.00, Vendor Rate: \$ 0.00). The calendar background shows several green icons representing scheduled services.

**Pathway:** Customer Service Screen > [section] Orders, Quotes and Contracts