

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 displays a software interface with a calendar and a service contract details window. The calendar at the top shows dates from December 28, 2025, to January 24, 2026. The service contract details window, titled "EDIT DOCUMENT - SERVICE CONTRACT 4208", shows a table of services. The table has columns for SITE ID, START DATE, QTY, SERVICE CODE, FREQUENCY, RATE, and VENDOR RATE. The data row shows a service with SITE ID 43203001, START DATE 1, QTY 4, SERVICE CODE 4 Yard Trash Service, FREQUENCY 1x per week, RATE \$ 100.00, and VENDOR RATE month. The window also includes tabs for Settings, Services, History, Attachment, Master Agreement, Term Addendums, and Surcharge Rates. A legend on the right side of the calendar shows dates and corresponding service codes.

QTY	SERVICE CODE	SERVICE ID	LAST ACTIVITY	FREQUENCY	SCHEDULE	PER UNIT RATE	RATE	WO MIN.	START DATE	END DATE	CONTRACT ...
1	4 Yard Trash Service	21208	12/30/25	1x per week	F	\$ 100.00	\$ 100.00 per month		01/16/26		01/16/31

SUN	MON	TUE	WED	THU	FRI	SAT
Dec 28, 2025	Dec 29, 2025	Dec 30, 2025	Dec 31, 2025	Jan 1	Jan 2	Jan 3
					1, FL_SERVICE, 4YD, MSW	
						Jan 10
						Jan 17
						Jan 24

SITE ID	START DATE	QTY	SERVICE CODE	FREQUENCY	RATE	VENDOR RATE
43203001	1	4	4 Yard Trash Service	1x per week	\$ 100.00	month

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