

Customer Service (Accounts) - Create On Call Order - Do not load order PO with site PO by default (20154)

Last Modified on 03/10/2026 11:34 am PDT

Updated logic for the Create On Call Order process so that the on call order PO number is no longer preloaded with the site PO number upon initial create.

The screenshot displays two panels. The left panel shows account details for 'Example Account 6' and 'Example Site 1'. The right panel shows the 'CREATE ON CALL ORDER' form.

Account Details:

- Example Account 6:** 1234 Navu Way, Corpus Christi, TX 78411. Status: Active. Division: QAWASTE. Account MGR: Aliena Somers - Admin-NS (Sales). Class: COMMERCIAL. Invoicing: Advance - Monthly, billed thru date Sep 30, 2026. Next invoice date: Sep 01, 2026. Auditor: Aliena Somers - Admin-NS (Sales). Source: Cold Call.
- Example Site 1:** 2222 Navu Cir, Corpus Christi, TX 78411. Status: Active. Division: QAWASTE. Service Region: Orange County. Sales Rep: House Account - House Account (Sales). Note: delete. Business Hours: Weekdays 6:00 AM to 4:00 PM. Site Note: delete.

CREATE ON CALL ORDER Form:

- Site # 41902001, Example Site 1, 2222 Navu Cir, Corpus Christi, TX 78411.
- PHONE: +1 361-854-0841
- BUSINESS HOURS: Weekdays 6:00 AM to 4:00 PM
- SITE NOTE: delete
- SCHEDULE DATE: 03/03/26 Tuesday
- ORDER TYPE: [Dropdown]
- QUANTITY: [Dropdown]
- REASON CODE: [Dropdown]
- PREPAYMENT: [Checkbox]
- ROUTE: [Dropdown]
- PO NUMBER: [Empty Field]
- EXTERNAL ID: [Empty Field]

Charges Table:

GROSS QTY	NO CHARGE QTY	CHARGE QTY	UOM	CHARGE CODE	PER UNIT	VENDOR RATE	MINIMUM	MINIMUM TYPE	TOTAL

Pathway: Customer Service Screen > Calendar Section > [right-click] Create On Call Order