

Active Service (Accounts) - Reversal of Future Dated Active Service Not Working (19926)

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The issue with not being able to successfully reverse a future-dated service that previously had a route-change applied has been fixed.

A future-dated service that had a route changed can be reversed as expected.

The screenshot displays the 'ACTIVE SERVICES (6)' interface. At the top, a red box highlights the 'ACTIVE SERVICES (6)' header. Below it, a table lists services with columns for QTY, SERVICE ID, LAST ACTIVITY, FREQUENCY, SCHEDULE, PER UNIT RATE, RATE, WO MIN., START DATE, END DATE, and CONTRACT. The second row is highlighted in light blue, and its 'START DATE' cell, '06/01/26', is also highlighted with a red box. A context menu is open over this row, with the 'Reverse' option highlighted in red. Other menu options include Edit, Create On Call Order, Transfer Service, View Billing History, View Change History, View Routing History, and View Service History. A tooltip for the third row reads '2 YD FL Services Start Only Start date in the future'. The bottom of the screen shows a navigation bar with 'CALENDAR', 'March, 2026', 'EVENTS', and 'Appointment, AR, Cancellation, Complaint, E'. A calendar view is partially visible at the very bottom.

QTY	SERV...	SERVICE ID	LAST ACTIVITY	FREQUENCY	SCHEDULE	PER UNIT RATE	RATE	WO MIN.	START DATE	END DATE	CONTRACT
+	1	2 YD FL Ser... Start Only	39303	01/15/26	1x per week	H	\$ 100.00	\$ 100.00 per month		01/12/26	05/31/26
+	1	2 YD FL Ser... Start Only	39303	01/15/26	1x per week	H	\$ 105.00	\$ 105.00 per month		06/01/26	
+	1	8 Yard Rec... Ser...	39352	01/15/26	1x per week	H	\$ 65.00	\$ 65.00 per month		02/19/26	05/31/26
+	1	8 Yard Rec... Ser...	39352	01/15/26	1x per week	H	\$ 68.25	\$ 68.25 per month		06/01/26	
+	1	10 Yard Trash Ser...	39419	01/15/26	1x per week	H	\$ 150.00	\$ 150.00 per month		02/19/26	05/31/26

Pathway: Accounts > Active Services > Right-click on a service > Reverse