

Account Requests (Accounts) - Rename Complaints to Account Requests (21338)

Last Modified on 05/18/2026 7:09 am PDT

Previously, **Account Requests** were labeled as 'Complaints' in several areas. Considering that most requests submitted are not complaints, the labeling has been updated from "Complaints" to "Account Requests." The three areas affected were on the Customer Service screen:

1. Pending Activity Grid icon tool-tip
2. Calendar Filter
3. Dispatch Service by Site Grid icon tool-tip

The screenshot displays a customer service interface for 'The Mill' account. At the top, account details for 49587 and 49587001 are shown, including address, terms, and billing information. Below this is a 'PENDING' section with a list of activities. A yellow callout '1' points to an 'Account Request' icon next to a 'Missed Pick Up' entry. Below the pending list is a 'CALENDAR' section for May 2026. A yellow callout '2' points to the 'Account Request' filter selected in the calendar's dropdown menu. At the bottom is a 'SERVICE HISTORY' table. A yellow callout '3' points to an 'Account Request' icon in the right-hand column of the table.

ROUTE	SEQ	ORDER NOTE	SCHEDULED DATE	CREATED ON	WO#	WO TYPE	SERVICE TYPE	SERVICE QTY	CHARGE QTY	EQUIPMENT	PO / BLANKET PO	PHOTOS
LA 104			Thu 7/2/26	5/18/26 4:50am	11504059 *	Scheduled Service	FL Service	1	0.00	2 Yard FL		
LA 104			Thu 7/2/26	5/18/26 4:50am	11504062	Scheduled Service	FL Service	1	0.00	8 Yard FL		
LA 104			Thu 7/2/26	5/18/26 4:50am	11504079	Scheduled Service	FL Service	1	0.00	10 Yard FL (Ser)		
LA 104			Thu 6/25/26	5/11/26 4:23am	11462520 *	Scheduled Service	FL Service	1	0.00	2 Yard FL		
LA 104			Thu 6/25/26	5/11/26 4:23am	11462469	Scheduled Service	FL Service	1	0.00	8 Yard FL		
LA 104			Thu 6/25/26	5/11/26 4:23am	11462480	Scheduled Service	FL Service	1	0.00	10 Yard FL (Ser)		
LA 104			Thu 6/18/26	5/4/26 4:06am	11402803 *	Scheduled Service	FL Service	1	0.00	2 Yard FL		
LA 104			Thu 6/18/26	5/4/26 4:06am	11401274	Scheduled Service	FL Service	1	0.00	8 Yard FL		