

Active Services (Accounts) - Charge Codes Duplicated on Work Orders Following Future-Dated Charge Code Rate Change (21553)

Last Modified on 06/10/2026 8:10 am PDT

An issue has been resolved that caused charge codes to be duplicated on work orders after a future-dated charge code rate change was applied. When viewing future-dated scheduled services on or after the effective date of the rate change, only the updated charge rate will be displayed.

The screenshot illustrates the process of updating a charge code rate. It is divided into three main sections:

- Active Services List (Left):** Shows a list of services for site # 59950. The 'Municipal Commercial' service is highlighted with a red arrow pointing to its details. Below the list, a note states: "Front Load 03YD Extra Pickup: \$ 0.00 each", "Municipal Commercial: \$ 4.00 each", "Effective: 6/22/2026", and "Municipal Commercial: \$ 40.00 each".
- Edit Scheduled Service - WORK ORDER: 11647461 (Top Right):** Shows the initial state where the 'SCHEDULED DATE' is '06/16/26 Tuesday' and the 'PER UNIT' rate is '\$ 4.00'. A red arrow points from the 'Municipal Commercial' entry in the active services list to this screen.
- Edit Scheduled Service - WORK ORDER: 11647462 (Bottom Right):** Shows the updated state where the 'SCHEDULED DATE' is '06/23/26 Tuesday' and the 'PER UNIT' rate is '\$ 40.00'. A red arrow points from the 'Municipal Commercial: \$ 40.00 each' entry in the active services list to this screen.

Pathway: Accounts > Customer Service screen > Active Services