

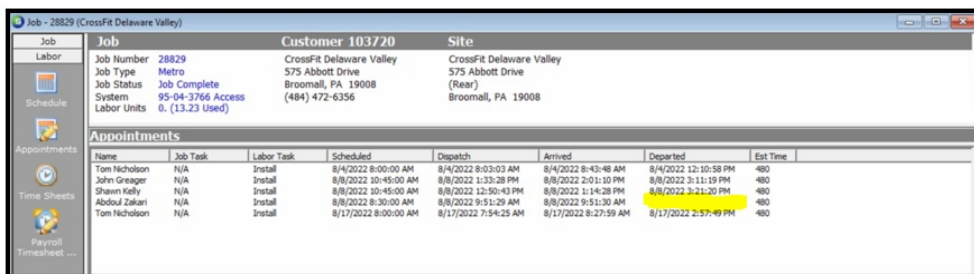
Appointment Updates for System Caused Data Errors for Customers Who do not Send Labor to the GL

09/16/2024 3:32 pm EDT

Sometimes a job cannot be closed due to open appointments. Customers should correct these appointments through the front end, by navigating to the service module, removing the times entered to the appointment already, then navigating back to the job, highlighting the appointment (which now has no entered times) and hitting delete on their keyboard.

If the appointment cannot be removed this way, or the system caused the data to show incorrectly (as opposed to simple data entry error), support should remove the appointment in its entirety through the backend. Note that support should remove the appointment, NOT update the times on it. This is because most customers have their setup directed to send labor to the GL, and appointments we update this way will not do so, causing discrepancies in their job cost reporting.

If the appointment cannot be removed from the front end, or the issue was caused by the system, and the customer's setup does NOT send labor to the GL, you may choose to add the missing departed time for the customer through data work. See below.



The screenshot shows a software window titled "Job - 28829 (CrossFit Delaware Valley)". It contains a sidebar with navigation options: Job, Labor, Schedule, Appointments, Time Sheets, and Payroll Timesheet. The main area displays job details for Customer 103720 and Site CrossFit Delaware Valley. Below this is a table of appointments.

Name	Job Task	Labor Task	Scheduled	Dispatch	Arrived	Departed	Est Time
Tom Nicholson	N/A	Install	8/4/2022 8:00:00 AM	8/4/2022 8:03:03 AM	8/4/2022 8:43:48 AM	8/4/2022 12:10:58 PM	480
John Greager	N/A	Install	8/8/2022 10:45:00 AM	8/8/2022 1:33:28 PM	8/8/2022 2:01:10 PM	8/8/2022 3:11:19 PM	480
Shawn Kelly	N/A	Install	8/8/2022 10:45:00 AM	8/8/2022 12:50:43 PM	8/8/2022 1:14:28 PM	8/8/2022 3:21:20 PM	480
Abdoul Zakari	N/A	Install	8/8/2022 8:30:00 AM	8/8/2022 9:51:29 AM	8/8/2022 9:51:30 AM	8/8/2022 9:51:30 AM	480
Tom Nicholson	N/A	Install	8/17/2022 8:00:00 AM	8/17/2022 7:54:25 AM	8/17/2022 8:27:59 AM	8/17/2022 2:57:49 PM	480

Step 1. This script finds the job, needed to find the Job_id, you only need to enter the job number where the xxxxx, leave the apostrophe's, the code needs it.

```
select * from oe_job where job_code = 'xxxxx'
```

Step 2. The script below finds the appointment times, this is why the Job_id was needed. This verifies the appointment that you need to update. Notice how the bottom list matches what is in the Job above, and notice how the departure date and time only has the time, this is what needs to be updated.

```
select * from oe_job_dispatch where job_id = xxxxx
```

SQL Query											
SQL Command											
//update oe_job_dispatch set departure_time= '8/8/2022 9:52:00 AM' where dispatch_id = 12072											
Results											
Dispatch_id	Job_id	Service_T...	Schedule_...	Dispatch_...	Arrival_Time	Departure_...	Estimated_...	Task_id	Labor_Tas...	Timesheet...	Completed User
11800	20863	14	8/4/2022 8...	8/4/2022 8...	8/4/2022 8:43:48 AM	8/4/2022 1...	480	1	4	4093	N tomn
12075	20863	10	8/8/2022 1...	8/8/2022 1...	8/8/2022 2:01:10 PM	8/8/2022 3...	480	1	4	4101	F johng
12076	20863	435	8/8/2022 1...	8/8/2022 1...	8/8/2022 1:14:28 PM	8/8/2022 3...	480	1	4	4102	N shav
12072	20863	1510	8/8/2022 8...	8/8/2022 9...	8/8/2022 9:51:30 AM	12:00:00 AM	480	1	4	1	F abdo
12064	20863	14	8/17/2022 ...	8/17/2022 ...	8/17/2022 8:27:59 AM	8/17/2022 ...	480	1	4	4121	F tomn

Step 3. The script below will populate the departure time. Notice the example below, you only update the bold areas. Notice the 12072 dispatch_id will match the line you want to update. All the punctuation is needed for this script.

```
//update oe_job_dispatch set departure_time= '3/21/2023 1:00:00 PM' where dispatch_id = 12072
```