

First Recurring Work Order Appointment Moving

07/22/2024 8:24 am EDT

Dealer created a case informing us that when she created an appointment based recurring work order her first appointment was being adjusted. This is best explained with an example

1. From the Calendar created a recurring work order as shown below

The screenshot shows a software interface for creating a recurring work order appointment. The window is titled 'Event' and has two tabs: 'Appointment Details' and 'Breaks'. The 'Appointment Details' tab is active.

Appointment Details:

- Title:** Bi-weekly Alarm Inspection
- Type:** Recurring Work Order (dropdown menu)
- Start:** 7/19/2024 12:00 PM (calendar icon)
- End:** 7/19/2024 12:15 PM (calendar icon)
- All day event:** ☐
- Repeat:** ☐ Never ☐ Daily ☒ Weekly ☐ Monthly ☐ Yearly
- Repeat every:** 1 week(s)
- Repeat on:** Sun Mon Tue Wed **Thu** Fri Sat
- End:** ☒ Never
☐ After 1 occurrence(s)
☐ On 7/19/2024 (calendar icon)

Right Panel:

- ☒ Create New Appointment Based Recurring Work Order
- Customer:** Kardashian-Steckel, Kim - 2359 (dropdown menu)
- Site:** #1 Kim Kardashian-Steckel - 1905 Connectic... (dropdown menu)
- System:** Access-1 (dropdown menu)
- Description:** (text area)
- Technician:** Erick Steckel (with profile picture and close icon)
- Additional Technicians:** (text area)
- Sync:** ☐

Buttons: Save, Cancel

2. Pushed the save button and was taken to the New Recurring Work Order Screen

