

Service Locations

Last Modified on 11/17/2025 4:53 pm EST

Each customer must have a Service Location tied to their account in Customer Maintenance. A Service Location can refer to a customer tank or a piece of equipment. Prior to setting up a Service Location, first set up the types of Equipment that can be serviced for customers. Please refer to [Equipment Maintenance](#) for directions.

Note: Agvance clients, a tank must be assigned to the Service Location for Master Clear purposes. If no tank is listed, the Tank RRN will be 0 and will error upon import to Agvance

Create a Service Location

1. Select the customer in *Customer Maintenance* and choose **Service Location** located at the bottom of the screen.

Serv Loc#	Division#	Customer#	Name
15,221	1	23813	COFFEE MAKER
15,236	1	23813	RANGE
15,237	1	23813	GRILL
39,691	1	23813	120 GAL LP TANK
39,692	1	23813	RANGE (GARLAND)

Active or Inactive: ☐ A ☐ I

Price Level:

Service Zone: HFLS-COSSA

County: WASHINGTON, NY

Township: WASH EASTON TWP

School District: GREENWICH CSD

Address:

City: State: Zip: Rural:

Location Code: FUELS MECHANICVILLE

Directions:

Equipment or Tank: Linked to RRN: Description: Last Service Performed:

COND. MODEL#: DISPENSER/PUMP:

COND. TYPE: GAS CHECK DONE:

COMPRESSOR: PURCHASE DATE:

REFRIG. TYPE: MANUFACT.:

AIR HAND. MOD#: REPAINT DATE:

AIR HAND. TYPE: RECERTIFY DATE:

TANK SERIAL#:

TANK SERIAL#:

TANK SERIAL#:

CO2 Reading: Stack Temp: Efficiency %:

CO Reading: Air Temp: Efficiency Date:

Draft-Fire: Manifold Press:

Draft-Flue: # of Zones:

Modify Exit

2. If a Service Location has never been created for the customer, the Service Locations screen will default to *Modify* mode. If a Service Location is already present, press **Ctrl+C** to create.
3. The *Service Location Number* and *Customer Name* will automatically populate. Modify the name of the Service Location if desired to coincide with the item or name for the location.
4. Enter A for Active.
5. Select the *Price Level*.
6. Enter the *Service Zone*, *County*, *Township*, and *School District* or press **F5** in any of these fields to choose from a list.
7. Enter the *Address*, *City*, *State*, and *Zip* of where the piece of equipment is physically located.
8. Enter *Directions* for where the tank/equipment is located.
9. Enter the *Location* where the equipment will be serviced.
10. Select *Equipment* or *Tank*.
 - If *Tank* is chosen, enter the *Linked to RRN* number or press **F5** to select the Tank.
 - If *Equipment* is chosen, enter the *Linked to RRN* number or press **F5** to select the proper *Description* for

the Equipment.

11. Enter the *Last Service* date if applicable.
12. If *Equipment* was chosen, enter all information that is requested regarding the piece of equipment. This information can also be left blank if desired. Press **Ctrl+Q** when finished.