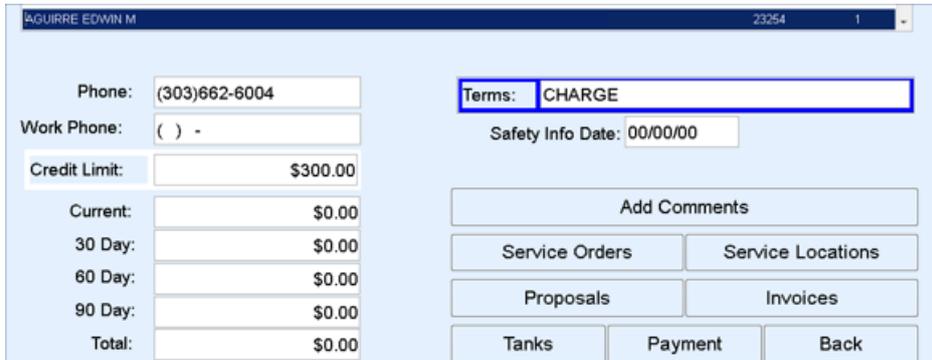


# Unscheduled Service Calls - Add Comments

Last Modified on 06/09/2022 12:50 pm EDT

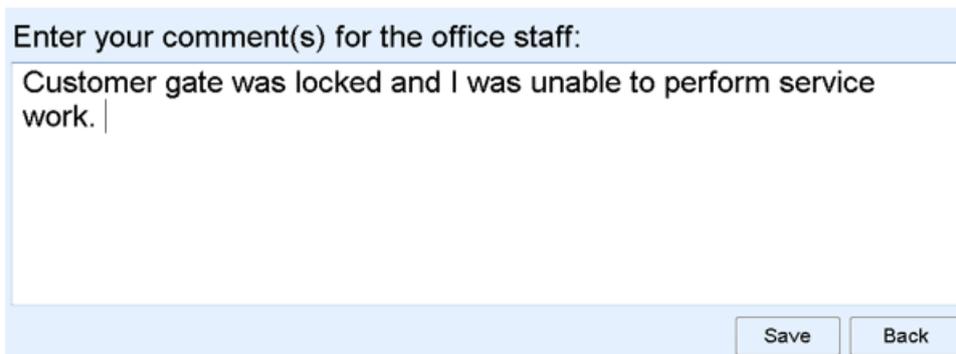
Within the *Customer* screen is an **Add Comments** button. This allows the service technician to enter a comment that will transmit back to the office upon the next communication. This message will save to the customer account and will remain with the account until it has been purged.

1. Select **Add Comments**.



The screenshot shows a software interface for a customer account. At the top, the name 'AGUIRRE EDWIN M' and the number '23254' are visible. The interface contains several input fields: 'Phone' with the value '(303)662-6004', 'Work Phone' with '( ) -', 'Credit Limit' with '\$300.00', 'Current' with '\$0.00', '30 Day' with '\$0.00', '60 Day' with '\$0.00', '90 Day' with '\$0.00', and 'Total' with '\$0.00'. A 'Terms' dropdown menu is set to 'CHARGE', and the 'Safety Info Date' is '00/00/00'. A grid of buttons is displayed, with 'Add Comments' highlighted in blue. Other buttons include 'Service Orders', 'Service Locations', 'Proposals', 'Invoices', 'Tanks', 'Payment', and 'Back'.

2. Enter comments and choose **Save**.



The screenshot shows the 'Add Comments' form. The title is 'Enter your comment(s) for the office staff:'. A text area contains the comment: 'Customer gate was locked and I was unable to perform service work.' Below the text area are two buttons: 'Save' and 'Back'.