



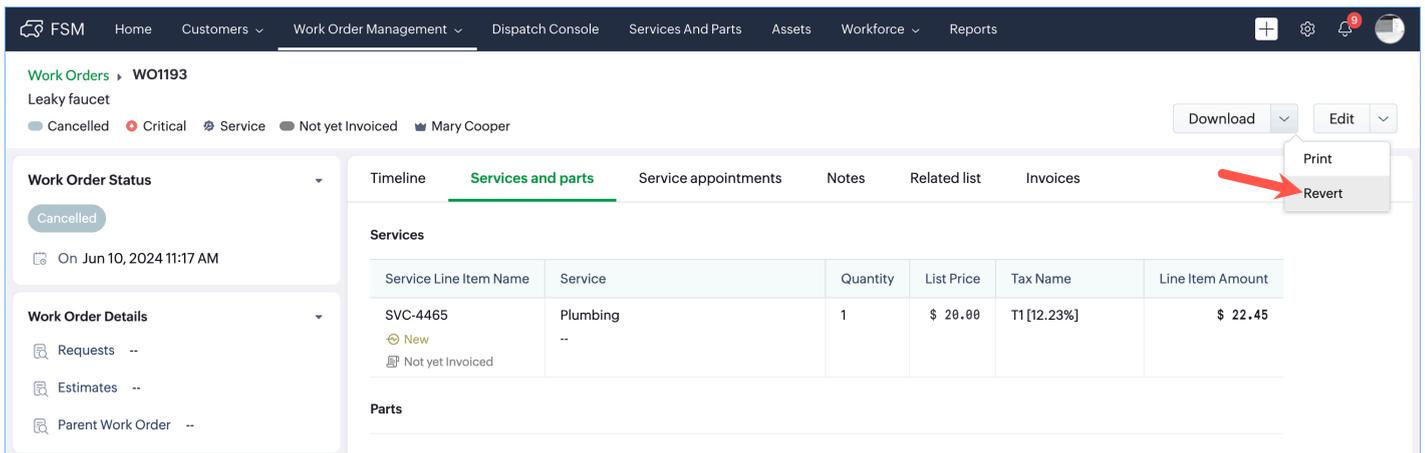
Revert Status of Records

You can revert the status of cancelled or terminated work orders and service appointment records back to their previous state. You can also revert a completed service appointment.

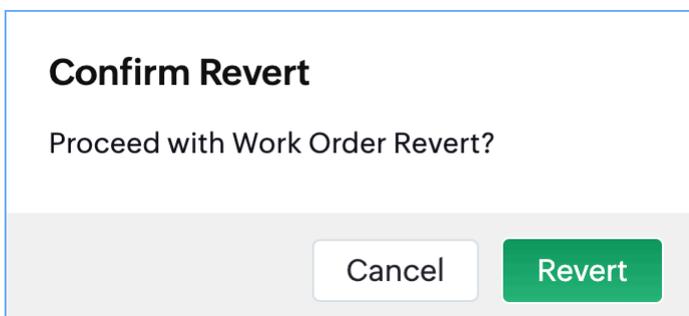
Permission Required: [Revert](#)

To revert the status of a record:

1. Click the record whose status you want to revert, and in the *[Module] Details* page, select **Revert**.



2. Click **Revert** in the confirmation message.



The following tables detail the statuses the record will have after their status is reverted.

Status Before	On Cancellation	After Reverting
Cancellation	/Termination	

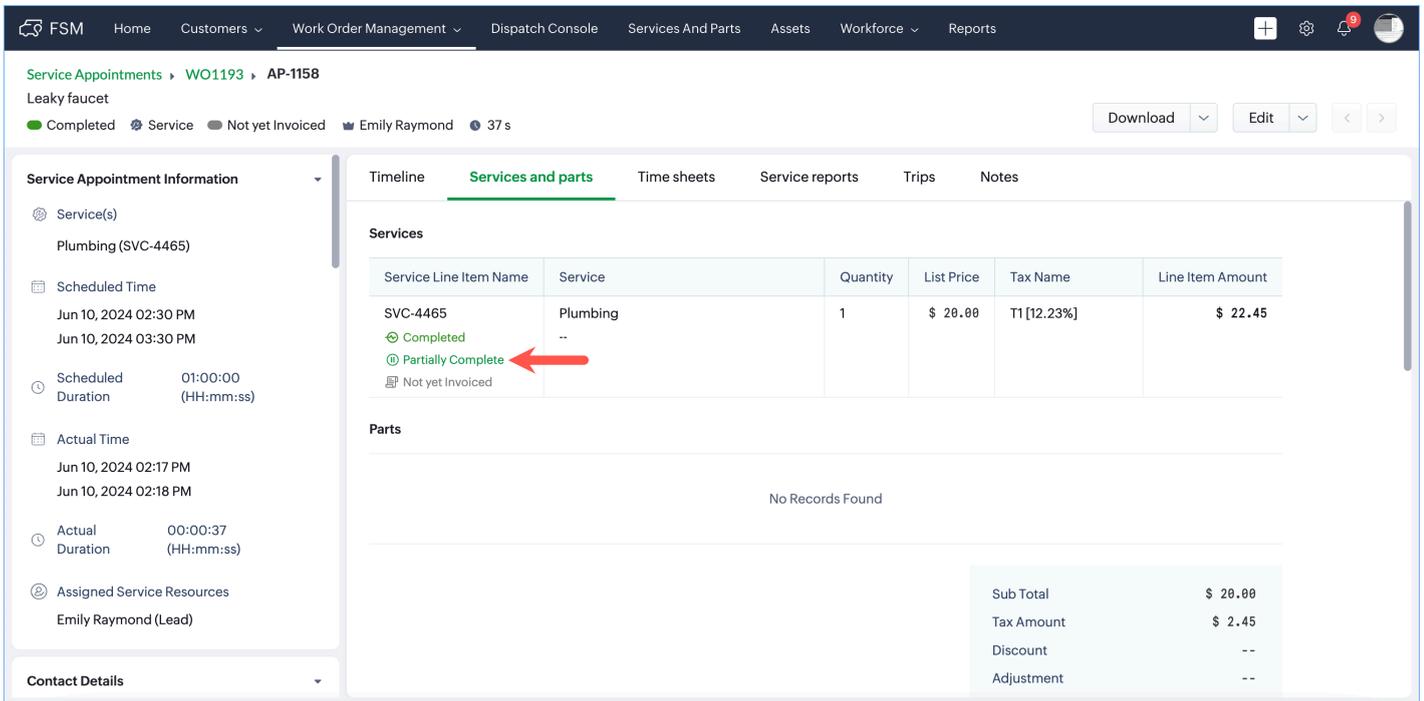
/Termination		
Work Orders		
New	Cancelled	New
Scheduled Appointment	Cancelled	New
In Progress	Cancelled	In Progress
In Progress	Cancelled	In Progress
Work Order Line Items		
New	New	New
Scheduled	New	New
In Progress	Partially Completed	Partially Completed
Completed (completed the associated service appointment)	Completed	Completed

Status Before Cancellation /Termination	On Cancellation /Termination	After Reverting
Service Appointments		
New	Cancelled	New
Scheduled	Cancelled	Scheduled
Dispatched	Cancelled	Dispatched
In Progress	Cancelled	In Progress
In Progress	Cancelled	In Progress
Service Appointments Line Items		
Scheduled	Cancelled	Scheduled
Scheduled	Cancelled	Scheduled
Scheduled	Cancelled	Scheduled
In Progress	Partially Completed	Partially Completed
In Progress (resumed work)	Partially Completed	Partially Completed

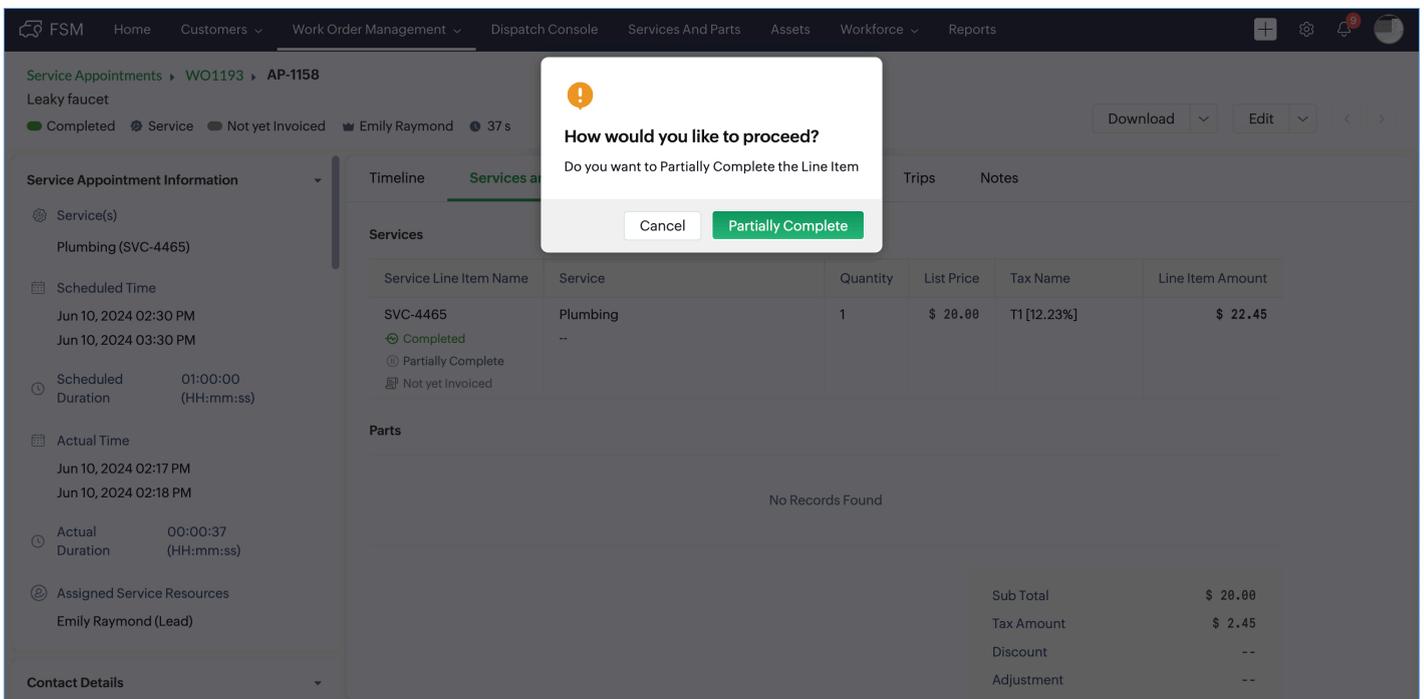
Revert a Completed Service Appointment

You can revert the status of a completed service appointment. After a service appointment is completed, its completed line items will have a **Partially Complete** option. Using this option, you can revert the status of a completed service appointment. To do so:

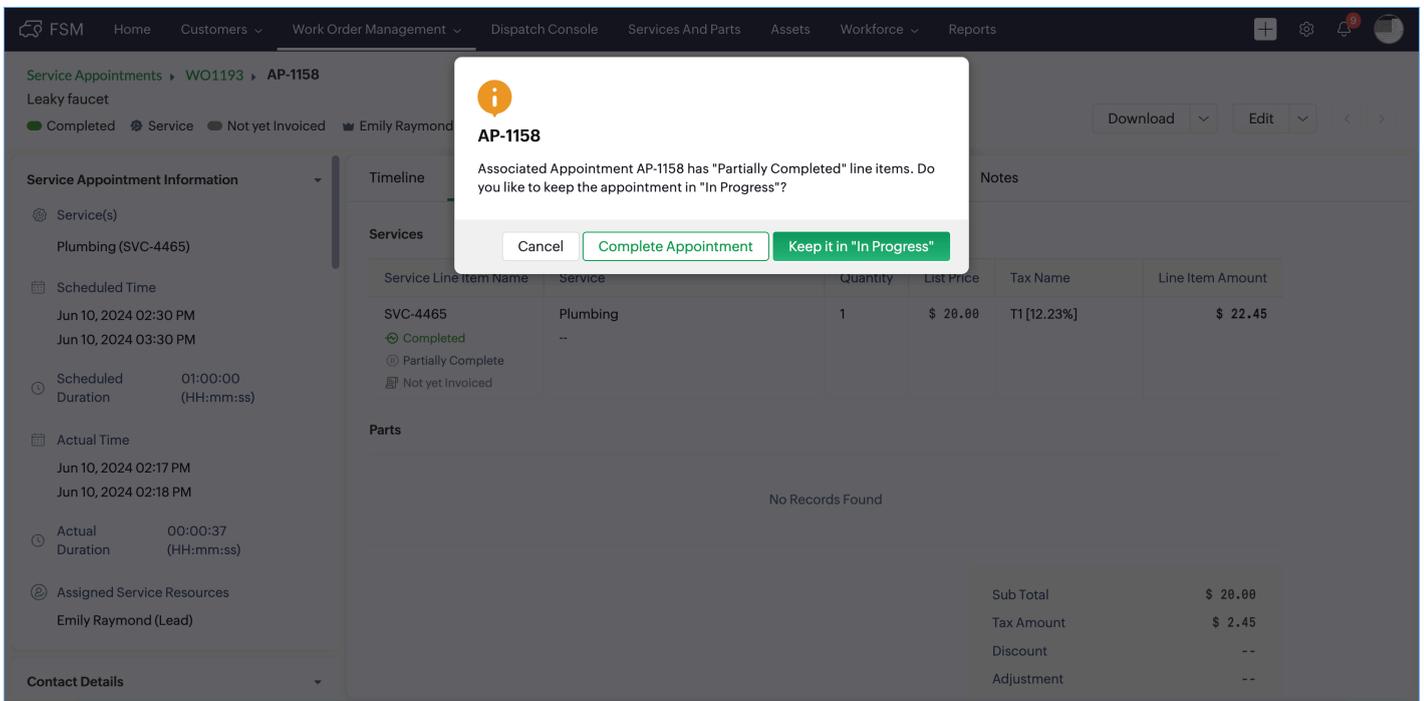
1. Click **Partially Complete** for any of the completed line items.



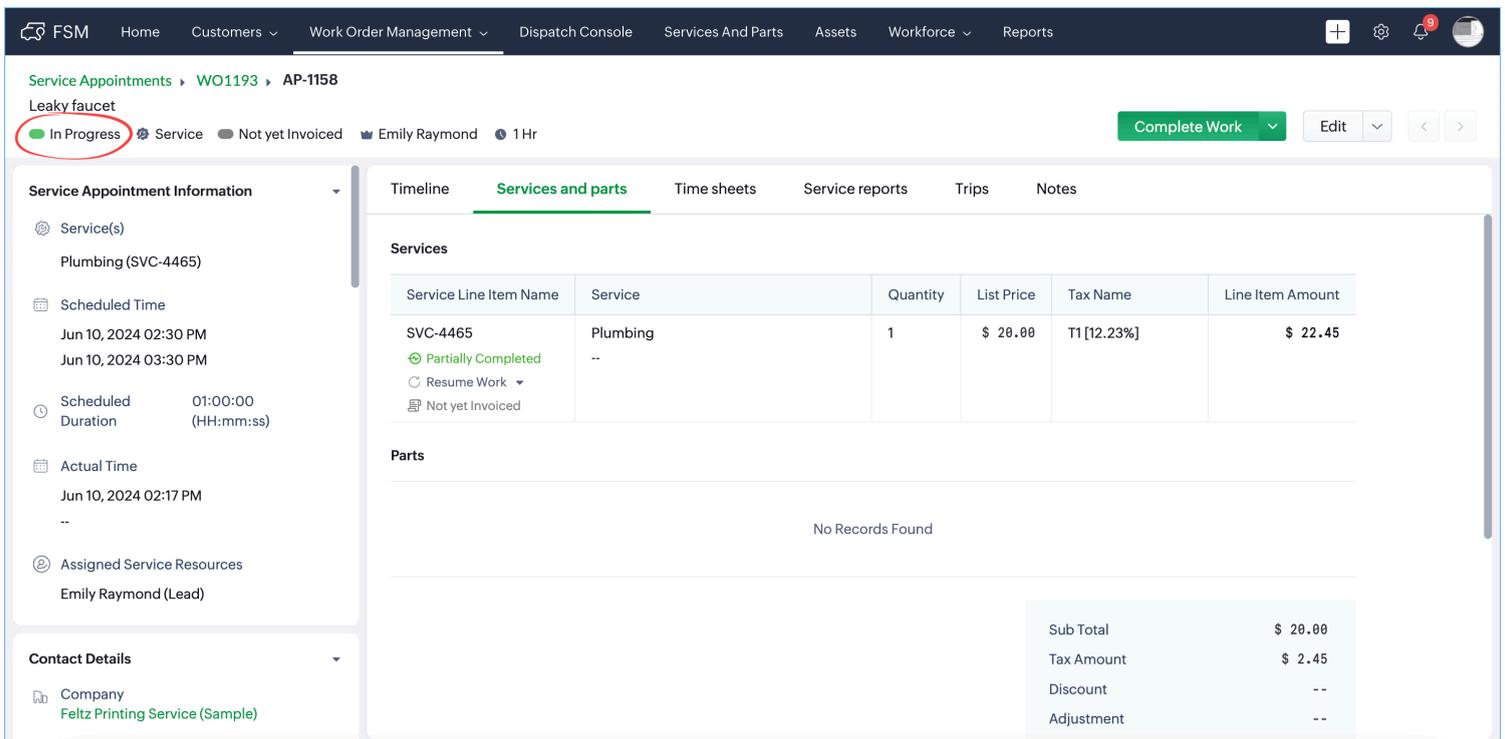
2. Click **Partially Complete** in the confirmation message.



3. Click **Keep it in "In Progress"** in the confirmation message.



The status of the service appointment will be reverted to **In Progress**. The status of the line item will change to **Partially Completed**. If you choose **Complete Appointment** in the above confirmation message, then the status of the service appointment will change to **Completed**. The status of the line item will change to **Partially Completed**.



Points to remember

- When you try to revert a service appointment, if all its line items are active in any other service appointments associated with the parent work order, then you will encounter an error.

Service Appointments > WO-470 > AP-421
Sundry tasks
Cancelled Service Not yet Invoiced Alicia Florrick 1 Hr

Service Appointment Status: Cancelled
On Jun 11, 2024 05:49 PM

Service Appointment Information
Service(s)
AC Repair (SVC-482)
Lawn Maintenance (SVC-483)
Scheduled Time
Jun 11, 2024 01:30 AM
Jun 11, 2024 02:30 AM
Scheduled Duration: 01:00:00 (HH:mm:ss)
Actual Time: Service Appointment not yet started
Assigned Service Resources: Alicia Florrick (Lead)

Timeline
All the actions and events related to this Service Appointment are recorded in a chronological order.
Today - Jun 11, 2024
Status updated to Cancelled 05:49 PM . Alicia Florrick
Note created 05:49 PM . Alicia Florrick
Service Appointment created 05:49 PM . Alicia Florrick

When you try to revert a service appointment, if only few of the line items are active in any other service appointments associated with the parent work order, then the status of the service appointment will be reverted with the status of these line items unchanged.

Service Appointments > WO-470 > AP-419
Sundry tasks
Dispatched Service Not yet Invoiced Alicia Florrick 1 Hr

Service Appointment Information
Service(s)
AC Repair (SVC-482)
Lawn Maintenance (SVC-483)
Scheduled Time
Jun 12, 2024 02:30 AM
Jun 12, 2024 03:30 AM
Scheduled Duration: 01:00:00 (HH:mm:ss)
Actual Time: Service Appointment not yet started
Assigned Service Resources: Alicia Florrick (Lead)

Services

Service Line Item Name	Service	Quantity	List Price	Tax Name	Line Item Amount
SVC-482 Scheduled Start Work Not yet Invoiced	AC Repair --	1 Hours	\$ 20.00	SalesTax [6.25%]	\$ 21.25
SVC-483 Cancelled Not yet Invoiced	Lawn Maintenance --	1 Hours	\$ 20.00	SalesTax [6.25%]	\$ 21.25

Parts
No Records Found

Contact Details
Company: Acme Inc.
Contact: Kalinda Sharma
Email: [Redacted]
Phone: --

Summary:
Sub Total: \$ 40.00
Tax Amount: \$ 2.50
Discount: --
Adjustment: --

- If after reverting the status of a service appointment, changes are made that result in the duration of the service appointment, then it will affect the number of appointments used for the service appointment.