

Edit a Work Order Appointment

Last Modified on 06/24/2026 8:28 pm EDT

Edit appointments from the work order or the calendar. You can edit any information on the appointment. If the appointment needs to be rescheduled, select a different date. After saving, the appointment is moved to the new date selected. For editing appointments from the calendar, refer to [Calendar > Edit an Appointment](#).

To edit an appointment, access the work order from the customer record or by selecting the work order from Accounts Receivable > Work Orders > Open Work Orders tab.

Once the work order is open on your screen, click the **Edit** button at the upper right of the page.

Work Order 2556 [Edit] [History] [Tasks] [Deliver/Print]

Wood, Emily - 3719 | Emily Wood | Burglar Alarm - 9173-01

Service Fee	\$85.00	Labor	\$0.00	Est Tax	\$0.00	Total	\$0.00
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Type	Service Call	Salesperson	Dan Brown
Requested By	-	Sales Package	-
Phone	7342584646	Service Level	SVC T&M RES
Email	emilyLwood@gmail.com	Base	85
PO Number	-	Increment	15
Proposal	-	Labor	75
Work Order Date	March 30, 2022	Bill After	30
Next Appointment	-	Warranty Labor	Labor - 1 Year
Technician	-	Warranty Parts	Parts - 1 Year

Appointments | Items 1 | Parts 0 | RMR 0 | Billing | Notes | System Parts | System Notes | Zones | Purchase Orders 0 | Site Work Order History | Documents | General Ledger | Part Ledger

Appt #	Appointment Time	Last Activity	Status	Technician	Est Length	Billable Min	Break Min	Labor	
1697	3/31/22, 11:00 AM	3/31/22, 11:00 AM	Scheduled	Bill Toro	60	0	0	\$0.00	[Edit] [Delete]
1699	3/30/22, 11:15 AM	3/30/22, 11:15 AM	Scheduled	Kathy Ackerman	60	0	0	\$0.00	[Edit] [Delete]

0 - 0 of 0 items [Refresh]



The work order opens in edit mode. Click the Appointments tab. Locate the appointment you want to edit, and then click the edit button (pencil icon).

Work Order 2556 Save Cancel Void

Wood, Emily - 3719 Emily Wood Burglar Alarm - 9173-01

Service Fee \$85.00	Status • New	Requested By Emily Wood	Technician Carolyn Johnson
Labor \$0.00	Site • #3719-01 Emily Wood - 45722 Chandler	Phone (734) 258-4646	Salesperson • Dan Brown
Est Tax \$5.10	System Burglar Alarm - 9173-01	Email emilyLwood@gmail.com	Sales Package
Total \$100.10	Tax • MI	PO Number Purchase Order	Service Level • Time and Material Residential
	Type • Service Call	Work Order Date 3/29/2022	Warehouse Main Warehouse

Appointments Items 1 Parts 0 RMR 0 Billing Notes System Parts System Notes Documents Custom Fields











Appt #	Appointment Time	Last Activity	Status	Technician	Est Length	Billable Min	Break Min	Labor	
1697	3/31/22, 11:00 AM	3/31/22, 11:00 AM	Scheduled	Bill Toro	60	0	0	\$0.00	
1699	3/30/22, 11:15 AM	3/30/22, 11:15 AM	Scheduled	Kathy Ackerman	60	0	0	\$0.00	

0 - 0 of 0 items

The Edit Appointment form opens. Make the necessary changes, and then click the **Save** button at the bottom of the form when finished.

Edit Appointment X

Details **Breaks**

Appointment Time • 6/25/2026 12:00 AM  Now	Dispatch Time 6/26/2026 12:07 PM  Now
All Day <input checked="" type="checkbox"/>	Arrival Time  Now
Technician •  Thomas Wilson	Completed Time  Now
Select Available Technician Available Technicians	Length (minutes) 0
Additional Technicians	Billable minutes 0
Expected Length (in minutes) 1,440.00  	Total Labor Amount \$0.00
Hourly Labor Rate • 150.00  	
Work Order Task	
Customer Confirmed <input type="checkbox"/> NO	
PulseM <input type="checkbox"/> OFF 	

Save Cancel

Lastly, click the **Save** button at the upper right of the Work Order page.

View the appointment and click the **Notify Technician** button to send an email to technicians when they are assigned to the appointment.

Appointment Details



Details

Breaks

Appointment Time	Jun 25, 2026, 12:00:00 AM	Dispatch Time	Jun 26, 2026, 12:07:00 PM
All Day	<input checked="" type="checkbox"/> YES	Arrival Time	-
Technician	Thomas Wilson	Completed Time	-
Additional Technicians	-	Length (minutes)	0
Expected Length (in minutes)	1440	Billable minutes	0
Hourly Labor Rate	\$150.00	Total Labor Amount	\$0.00
Work Order Task	-		
Customer Confirmed	<input type="checkbox"/> NO		
PulseM	<input type="checkbox"/> OFF		

 Notify Customer

 Notify Technician