



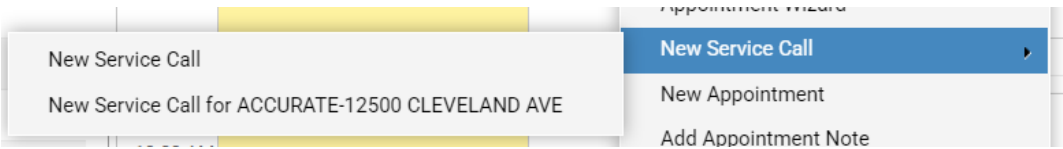

What's New in Schedule 2025

Release Version: 2025.0.24

Release Date: September 2025

Case #	Description
SCHED-1517	<p>On the Equipment tab accessed from the Customer Hub, the sublocation field is now validated with Signature Service Management if you have marked Use Validation for Sublocations in the Service Options window. <i>Microsoft Dynamics GP > Tools > Setup > Service Management > Module Setup > Service Options</i></p> <ul style="list-style-type: none">• With Schedule 2025, if the Sub Location ID field is displayed as:<ul style="list-style-type: none">• Drop-down field: The sub location ID is validated.• Text field: The sub location ID is not validated. <p>Service Management allows users to set up sublocations at a customer location and assign equipment to those sublocations. Requiring validation ensures that the sublocations assigned to equipment IDs are the same throughout your organization.</p> <p>See Creating New Equipment or Component Equipment¹ in the Schedule documentation.</p>
SCHED-2311	<p>Users are now prevented from creating appointments for inactive jobs.</p>
SCHED-2351	<p>When creating a service call from the Customer Hub, the New Service Call window now displays in the Customer Hub. Previously, users had to click the Schedule tab after selecting New Service Call from the context menu.</p>

1. <https://wennsoft.atlassian.net/wiki/spaces/sched2025/pages/634589696/Creating+New+Equipment+or+Component+Equipment>

Case #	Description
SCHED-2403	<p>You can now add a new service call from the Schedule Board when you right-click on an appointment, resource activity, or an empty time cell. (Previously, you could only right-click on an appointment on the Schedule Board.) On the Unscheduled Grid, the new service call option displays for a service or job appointment. See Creating a Service Call².</p> <p>The context menu when you right-click:</p> <ul style="list-style-type: none"> • An existing appointment or resource activity on the Schedule Board and then select New Service Call > New Service Call - <customer name - location> or select New Service Call to open a blank service call window. From the Unscheduled grid, the New Service Call option only displays for job and service appointments. • An empty time cell on the Schedule Board and then select New Service Call > New Service Call to autopopulate the start time. The technician will be autopopulated if available based on global filtering for the customer.  <p> The New Service Call context menu will not display if you do not have Service Management registered.</p>
SCHED-2474	<p>If a service call or appointment description field exceeds 30 characters, a note is created that contains the entire description.</p>
SCHED-2518	<p>Refrigerant tracking has been updated to comply with the American Innovation and Manufacturing (AIM) Act³'s 2026 reporting requirements. The AIM Act brings major changes to refrigerant management. Businesses must meet new regulatory requirements for tracking, reporting, and leak detection by January 1, 2026. See Creating New Equipment or Component Equipment⁴.</p> <p>We've added four new refrigerant equipment types:</p> <ul style="list-style-type: none"> • 7 - Small Appliance < 15 pounds • 8 - Mid-Size Appliance 5 to 50 pounds • 9 - Commercial Refrigeration >= 1,500 pounds (GWP > 53) • 10 - Industrial Process Refrigeration >= 1,500 pounds (GWP > 53) <p>We've removed the 6 - Mid-Size Appliance 5 to 50 pounds refrigerant tracking type from the drop-down selection, as it is no longer exempt in 2026. Equipment records that are currently using this option are permitted to continue using it.</p>

2. <https://wennsoft.atlassian.net/wiki/spaces/sched2025/pages/634588403/Creating+a+Service+Call>

3. <https://www.epa.gov/climate-hfcs-reduction/background-hfcs-and-aim-act>

4. <https://wennsoft.atlassian.net/wiki/spaces/sched2025/pages/634589696/Creating+New+Equipment+or+Component+Equipment>
