What's New in ServiceMinder: August 14, 2026

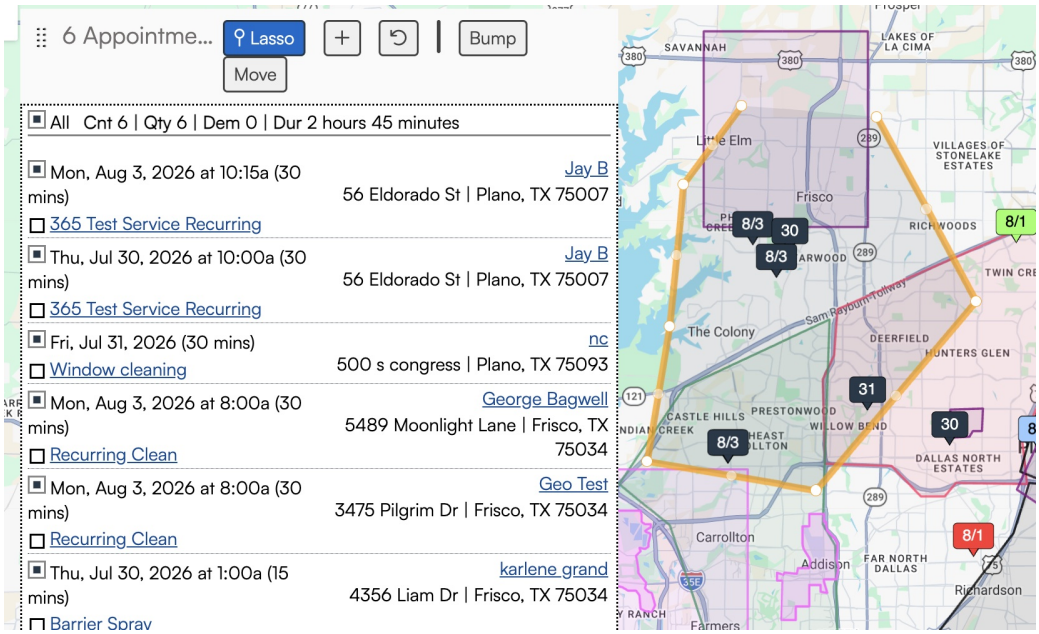
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Recent updates include new ways to work with maps and routes, expanded Grid Custom Fields and reporting, more flexible recurring services, additional scheduling and payment options, and significant performance improvements for TaskBoards.

Appointments Map and Route Builder Improvements

Maps and routing received a larger set of updates designed to make it easier to visualize your schedule, understand what's happening on the map, and build routes more efficiently.

The **Appointments Map now plots individual appointments rather than just contacts**, with the appointment date displayed directly on the pin. You can also lasso a group of appointments and **bulk-reschedule them directly from the map**, making it much easier to adjust a group of stops when schedules, routes, or GeoZones change.



Pins throughout the Day View Calendar map and Route Builder also provide more context at a glance:

- **Service color** — pins can reflect the appointment's service color.
- **Queued** — appointments waiting to be routed display a dotted pattern.
- **Routed** — committed stops show their route sequence number and team color.
- **Home office** — your home base is clearly identified on the map.

Tooltips and InfoZooms are now clickable, allowing you to jump directly to the appointment, proposal, or contact behind the pin. Admins can also customize the information displayed in these templates, and brands can deploy a standard configuration across locations.

Route Builder received improvements of its own. You can now **build several routes back-to-back without refreshing the page**, moving between an optimized solution and the full map as you work through each group of appointments.

Routes can also start more intelligently when a Service Agent already has appointments on the schedule. Instead of always beginning from their general starting location, Route Builder can use the location of their last scheduled appointment as the starting point for the next set of stops.

See What's New: Appointments Map and Route Builder →

You can also learn more in:

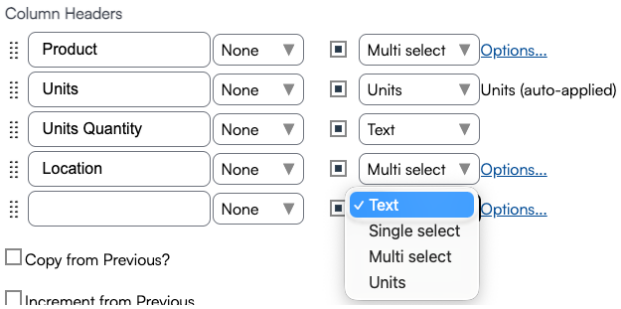
- Maps and GeoZones
- Building and Optimizing Routes with Fleet Routing

Expanded Grid Custom Fields & New Grid Report

Grid Custom Fields now offer more ways to capture structured appointment data — and a new **Grid Report** makes that information much easier to use for compliance, audit, product-application, and operational reporting.

Grid columns can now include:

- **Multi Select** — select multiple predefined values within a single cell.
- **Units** — record quantities using supported volume or mass measurements.
- **Calculations** — summarize numeric data using Sum, Minimum, Maximum, Average, or Count.



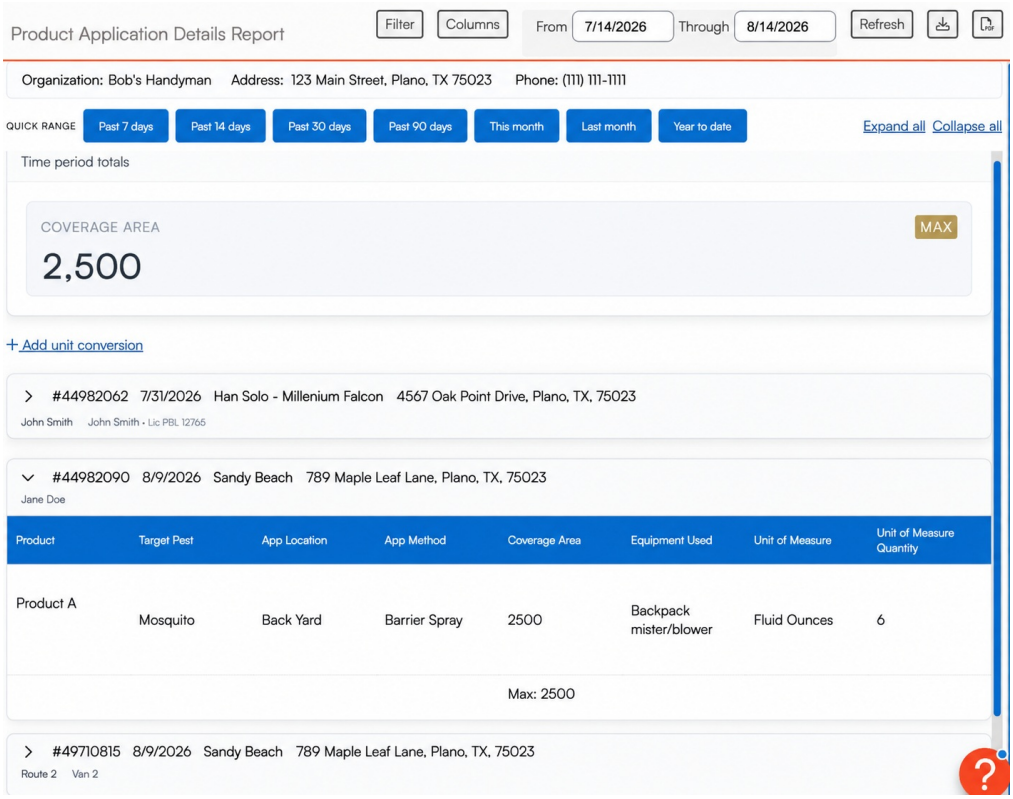
These options make grids more flexible for workflows like recording target pests, treatment areas, products used, application quantities, and other repeatable field data.

Turn Appointment Data into a Report

Appointment Grid Custom Fields can now feed into the dedicated **Grid Report**, where each row collected in the field becomes reportable data alongside related organization, contact, appointment, and Service Agent information.

From the report, you can:

- Filter data by date, location, and other report fields.
- Choose which columns to include in an export.
- View calculations configured for numeric fields.
- **Standardize quantities entered in different units of measure** for more meaningful totals.
- Group converted results and view standardized totals.
- Export row-level report data to CSV.



For example, Service Agents can record product quantities using the unit that accurately reflects the work performed, while the Grid Report can later convert compatible measurements into a common unit for consistent reporting.

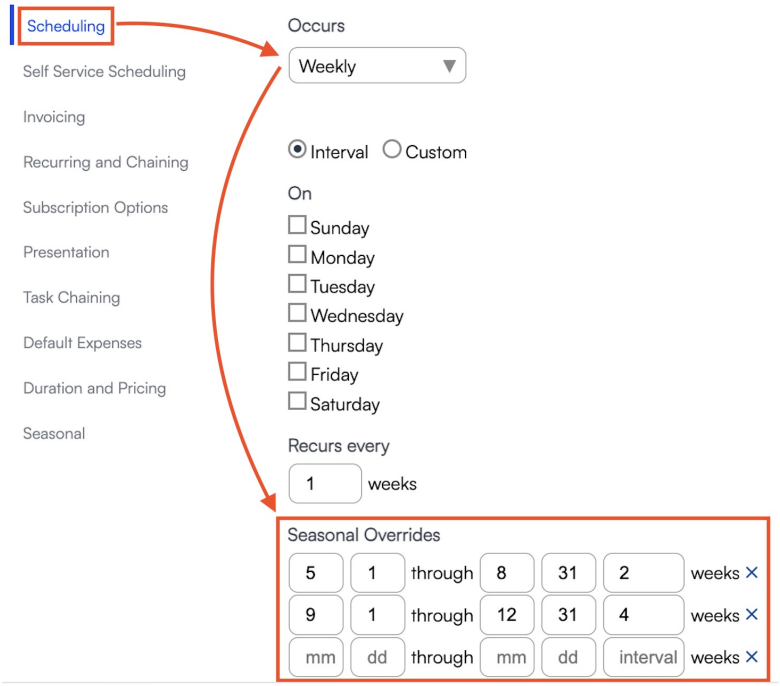
Learn more about Grid Custom Fields and the Grid Report →

Seasonal Recurring Services

Seasonal Recurring Services are now available for brands to review and use.

Seasonal Overrides allow a recurring service to follow different schedules during different parts of the year. For example, a service might occur every three weeks during peak season and every six or nine weeks during slower months — all within the same recurring service setup.

You can configure scheduling patterns for specific date ranges and optionally define season start and expiration dates. service**minder** then applies the appropriate recurrence schedule based on the appointment date.



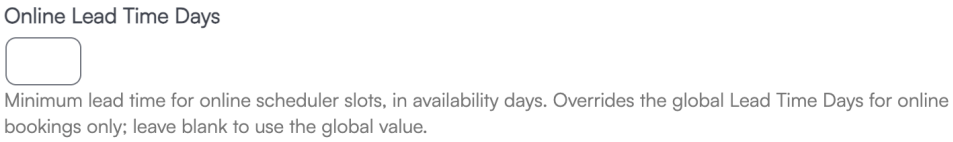
This can reduce manual scheduling adjustments for businesses whose service frequency naturally changes throughout the year, including pest control, lawn care, mosquito treatment, pool service, and other seasonal industries.

Learn how to configure Seasonal Recurring Services →

Separate Lead Time for Online Scheduling

You can now set a lead time specifically for appointments booked through the **Online Scheduler**.

The setting is available in: **Control Panel > Scheduling > Online Scheduling**



This allows you to require more advance notice for appointments customers book themselves without changing the lead time your internal team uses when scheduling appointments.

If an Online Scheduler-specific lead time isn't configured, service**minder** will continue using your existing global lead time setting.

Pre-Authorized Debit Payments for Canadian SM Pay Organizations

Organizations using **SM Pay in Canada** can now accept **Pre-Authorized Debit (PAD)** payments through the invoice payment page. PAD gives Canadian customers the option to securely pay an invoice directly from their bank account instead of using a credit card.



For organizations serving Canadian customers, this adds another native payment option while keeping the payment experience within service**minder**.

Faster TaskBoards

TaskBoards are now loading more than 60% faster across service**minder**, with especially noticeable improvements for larger, data-heavy boards.

That means less time waiting for TaskBoards to load and a faster, more responsive experience when managing your day-to-day work.
