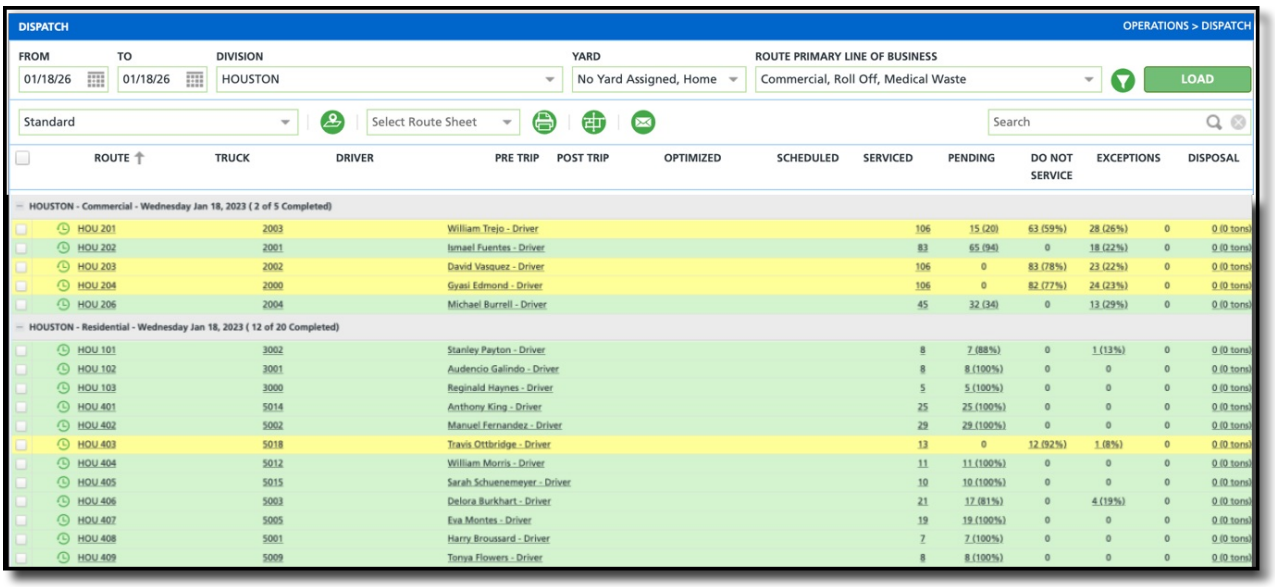
Dispatch Basics

Last Modified on 08/17/2026 9:12 am PDT

Pathway: *Operations > Dispatch*

The *Dispatch* screen serves as an operational interface facilitating the communication of route information between Navusoft and the NavuNav mobile application. Some of the features of this screen include: route status monitoring and driver timeline tracking, assess route productivity and apply routing changes.



Expand All Sections | Collapse All Sections

Helpful Tip: To search all text using **CTRL**-F, you must first click on the Expand All Sections button.

Field Descriptions

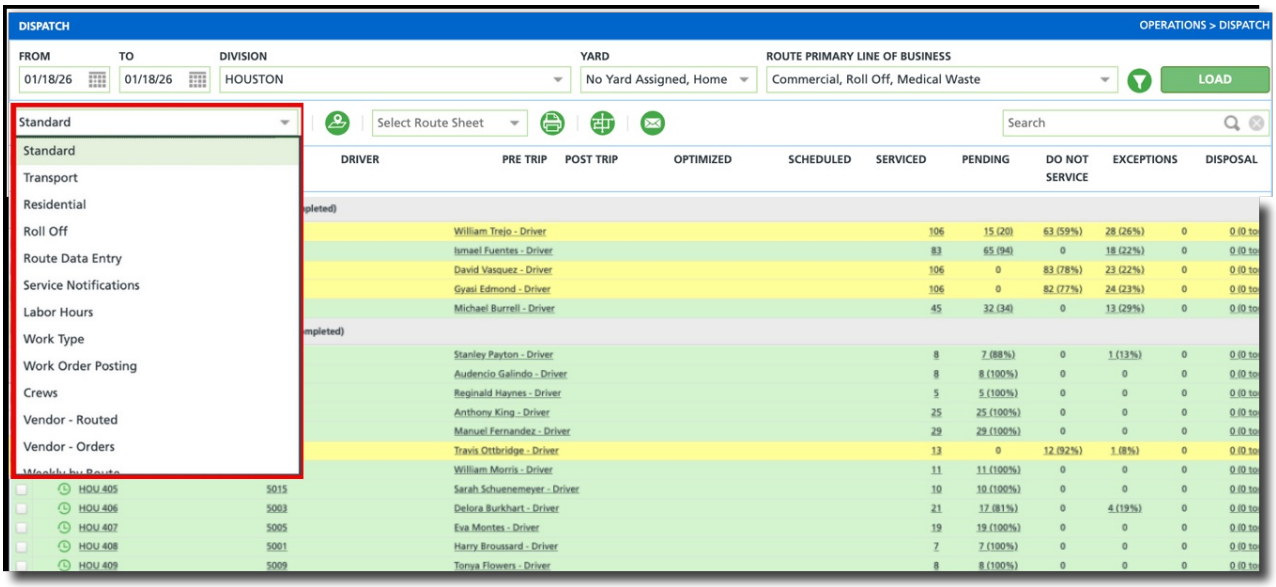
The *Dispatch* screen is comprised of two sections: the header section and the grid view section. Header fields are common across all grid views and are defined here. Grid view fields can change based on the Grid View selected.

Field	Description
Filters	
From/To	A date range to filter routes by the scheduled day of work. By default it is loaded with today's date.
Division	The location or region routes are assigned. Select one or more to filter the route list. The division(s) assigned to a user in their user account will determine which divisions they can access in this filter.

Route Primary Line of Business	The primary Line of Business assigned to a route. Select one or more lines of business to filter the route list.
Yard	The yard assigned to a route. Select one or more yards to filter the route list from a single or a limited number of yards.
Dispatch Screen Filter [icon]	Allows user to customize what is displayed on the *Dispatch* screen when they log in.
Options	
Grid View Selection	Select which columns and data is to be displayed in the Grid View.
Select Route Sheet	If utilizing the Print option, select which format to use for the route sheet. See Print Route Sheets for more information.
Quick Actions [buttons]	Described below in the Quick Actions section below.
Grid View Fields	Detailed descriptions for each specific grid view can be found in the Dispatch Views article.

Grid Views

Grid Views are the different ways to view data. By default, the *Dispatch* screen displays in **Standard** view. Using the Grid View drop down, choose a different grid view depending on the task and data needed.
For a full breakdown of field descriptions and grid views, see the Dispatch Views article.

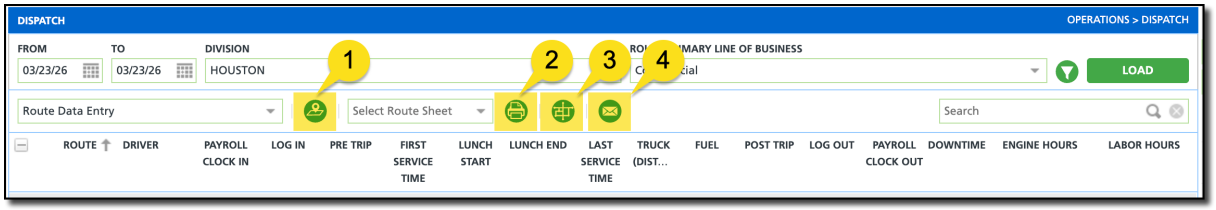


Dispatch Tools

The *Dispatch* screen includes several tools designed to help dispatchers efficiently manage single or multiple routes, print route sheets, improve route efficiency, and send notifications to site contacts for events such as service delays.

Toolbar Icons

There are 4 quick buttons that also correspond to row level actions.



1. **Map Selected Routes** - select to open the Route Dispatch Map for one or more selected routes. This is the same as the row level Display on Map action.

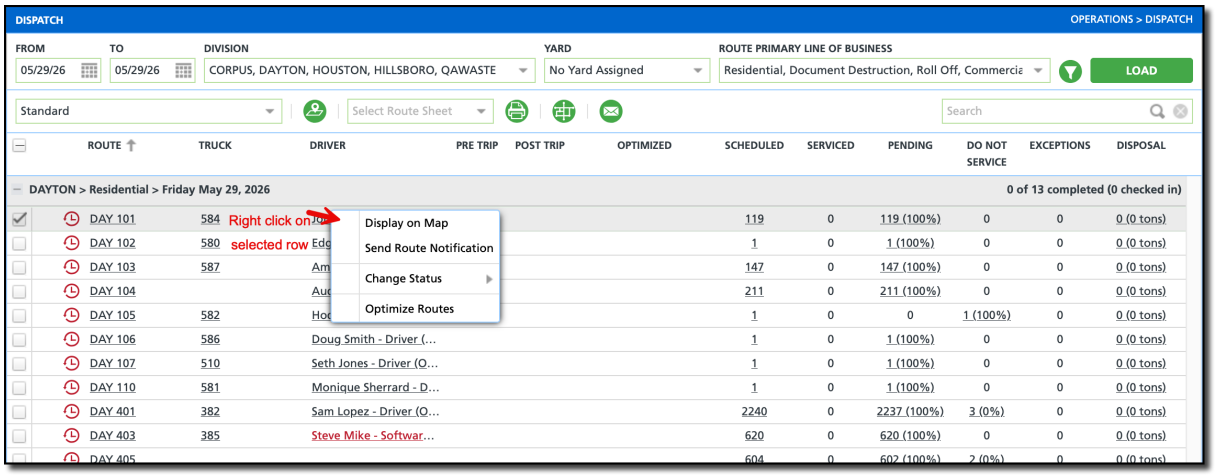
2. **Print Route** (using the selected route sheet in the drop down) - create route sheets in pdf format. To learn more, see Print Route Sheets.

3. **Optimized Selected Routes** - select to open the Start Route Optimization tool for one or more routes. This is the same as the row level Optimize Routes action.

4. **Email Notification -** select to open the Route Notification tool for one or more routes. This is the same as the row level Send Route Notification action.

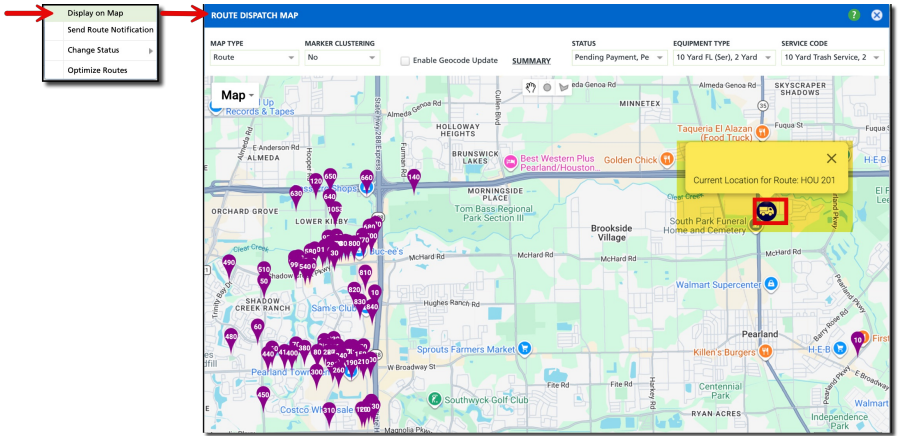
Right-Click Menu Options

The actions associated with the toolbar icons are also accessible at the route level by **right clicking** on the route's row. If multiple rows are selected, then these actions are performed for each route.



Display on Map

Select **Display on Map** to visualize the route.

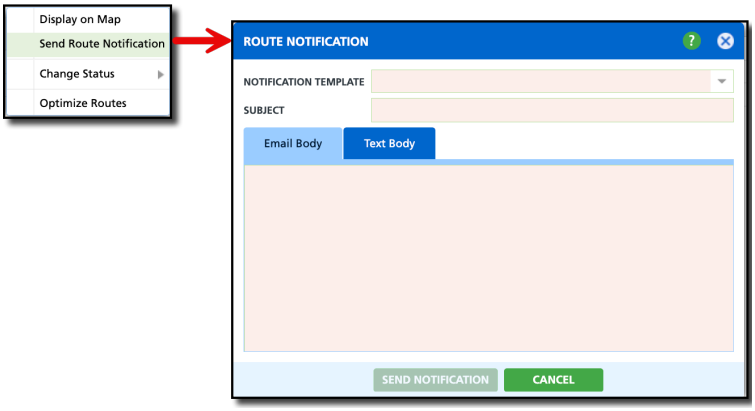


Send Route Notification

Use this option to mass send email and text notifications (such as route changes or delays) to all locations on a route.

Notifications are sent based on the contact's Service Notification Method preferences

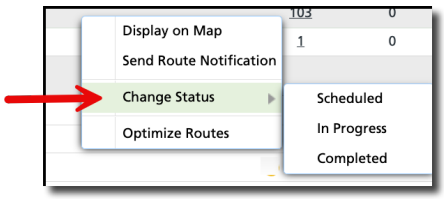
Notification Templates are used to pre-fill content and speed up the sending process.



For more details, see Route and Service Notifications

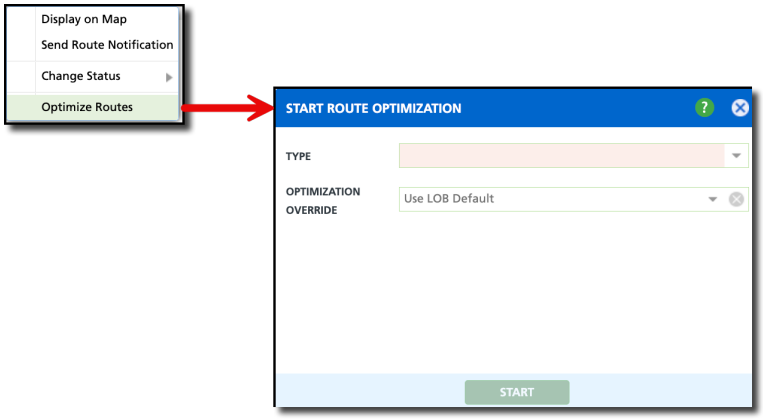
Change Status

Select an option from the **Change Status** menu to manually override the selected route's current status.



Optimize Routes

Select **Optimize Routes** to balance and reorganize stops among routes to enhance operational efficiency.



For details about this process, see Route Optimization.

Route Situational Awareness

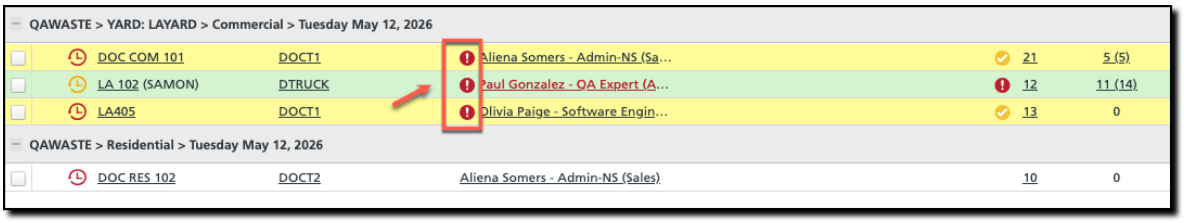
There are several visuals provided within the *Dispatch* screen to help dispatchers manage routes and drivers to help with day-to-day operations. This interface is designed for to help dispatchers pivot from high-level monitoring to a granular detail quickly.

Alerts

To help keep routes running efficiently, the *Dispatch* screen includes several tools that bring attention to issues that could impact successful route completion, such as sites that have not been geocoded (affecting turn-by-turn navigation in the driver app) and stops that have not been assigned to a route.

Driver Capability Alert

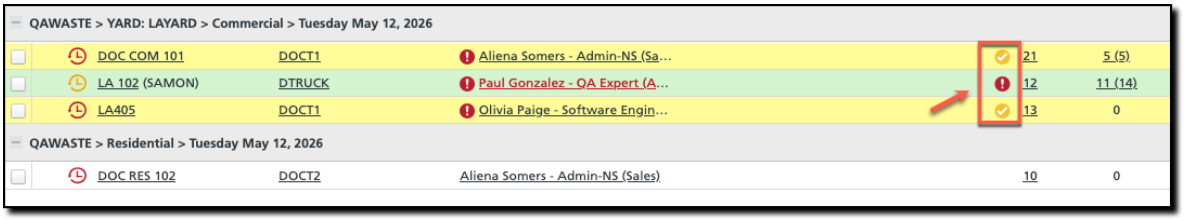
This alert is displayed next to the driver's name and identifies the capability required to service the assigned route. The alert is informational only and does not prevent the driver from logging into their device or servicing the route. Additional information about Driver Capability can be reviewed here: Worker Availability and Capability.



Geocode Alert

This alert is displayed next to the Scheduled column count on the *Dispatch* screen and indicates if there are any sites on the route that have either not been geocoded (identified with a red exclamation icon) or may have an incorrect geocode (identified with a yellow check mark icon).

Sites that are incorrectly geocoded, or have not been geocoded, affect Turn-by-Turn navigation within the NavuNav Driver app. It is important to review and correct these locations to help ensure accurate routing and navigation for drivers.

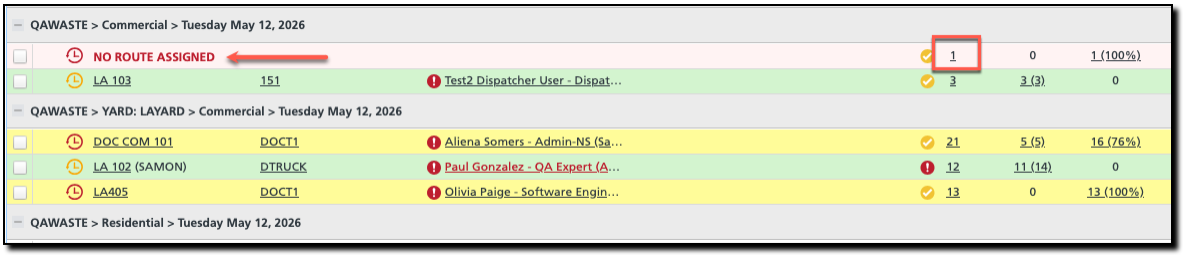


To learn more about correcting geocode(s), review the Geocode Correction - Bulk Geocoding and Map Auditing article.

No Route Assigned

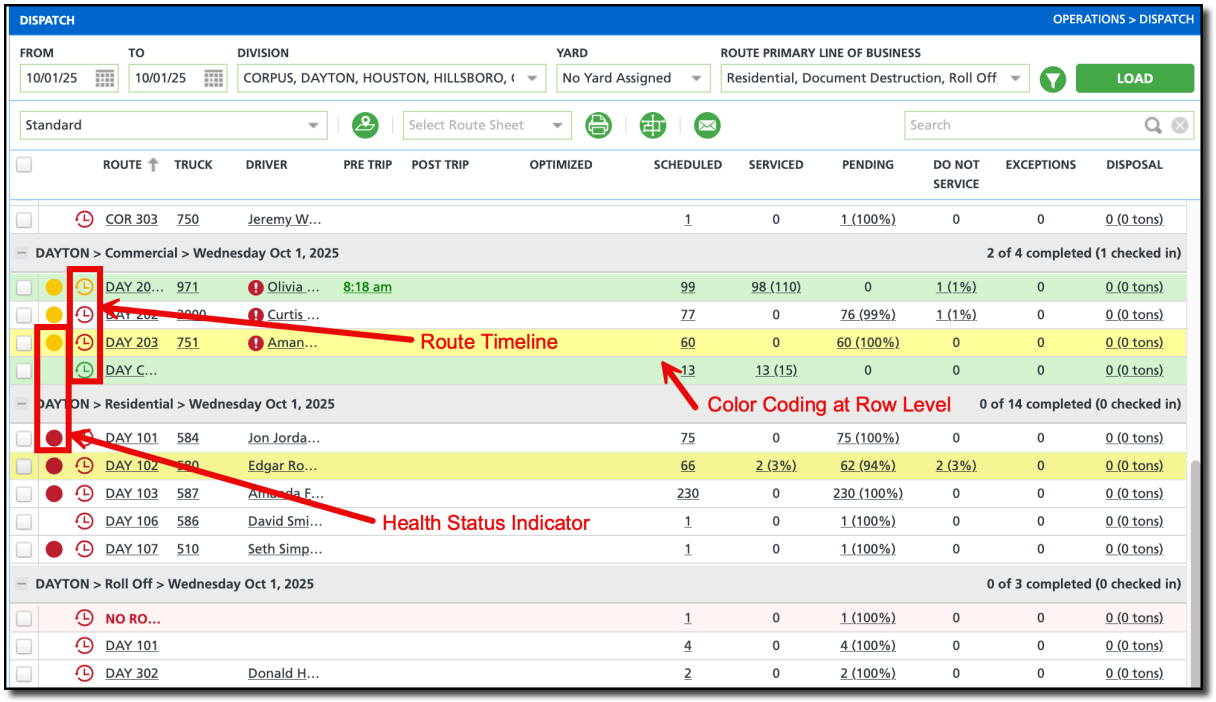
If a work order is created without an assigned route, the service location will appear under the Line of Business for the division associated with that location. This should be reviewed daily to help prevent missed pickups or unassigned service work.

Orders created from the Customer Portal (if configured for the account class) will feed into the No Route Assigned.



At-a-Glance Route Monitoring

At-a-glance route monitoring ensures that dispatchers can diagnose the health of routes at a single glance, rather than digging through details about each route.



Route (Row) Color

The coloring or highlighting of each row is a visual indicator for the **Status** of each route providing dispatchers with a quick way to assess routes.

Row Color	Route Status	Meaning
White	Scheduled	Route is scheduled but not started.
Yellow	In-Progress	Route has started.
Green	Completed	Route is complete.
Red / Pinkish	No Route assigned	Needs a route assignment.
Purple	N/A	Route Optimization in progress.

Route Timeline

The **Route Timeline clock icon** serves two purposes: it provides a visual indicator of the driver's current status and acts as a hyperlink to the **Route Timeline screen**, where current-day information specific to the route can be reviewed.

Additional details are provided in the Route Timeline section below and in the Route Timeline article.

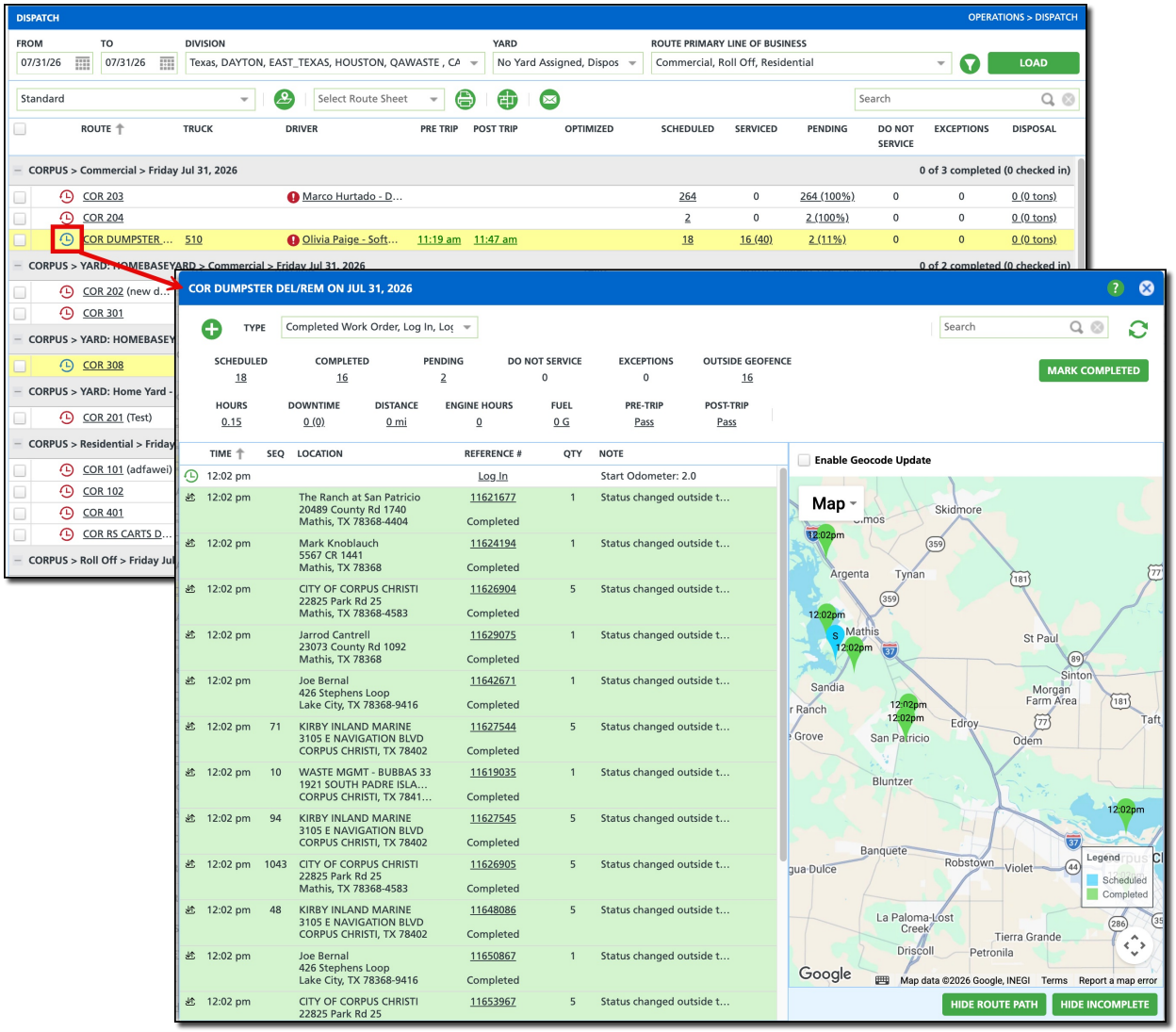
Health Status Indicator

The Health Status indicator **is** a color-coded "traffic light" system (**Green**, **Orange**, **Red**) which provides an immediate visual diagnostic of a route's performance. Health Status monitoring needs to be enabled in *Setup > Operations > Route* and further defined in *Setup > Services > Line of Business > Optimization [tab] > Health Score Weights*.

Route Timeline

The *Route Timeline* screen provides a detailed view of the route with respect to the driver, the status, the truck. To view the timeline, click on the clock icon associated to the route.

To learn more, check out the Route Timeline article.



Route Timeline serves two purposes within dispatch:

1) Provides a hyperlink to the route timeline screen

Click on the clock to open the *Route Timeline* screen which includes actions (+), access to the Service List, truck information, list of stops with routing information, and a map with stops and driver visuals.

The actions provided to the dispatcher from this screen that can affect the clock or row highlighting are:

- **Set Log In** (green +) - changes clock to blue
- **Mark route as Complete** - changes clock to yellow and row highlighting to green.
- **Check In** the driver - changes clock to green

2) Provides a quick visual indicator of driver status to dispatch operators

The route timeline clock icon also serves as a visual indicator based on its color to indicate the status of the driver with respect to NavuNav and the route.

Note: The background color for the clock is the row highlighting color bleeding into that space. The understanding of the row highlighting and the clock color should be kept separate.

Clock Color	What does it mean?	How does it get triggered?

Red Clock	The Driver assigned to the route has NOT logged in or there is no driver assigned yet.	The initial state when a route is created with or without a driver assigned and before any action is taken on the route.
Blue Clock	The Driver assigned to route is logged in.	A driver can log in via NavuNav or the dispatcher can log them in manually Dispatch > Route Data Entry. Basically, if the Log In column in Dispatch > Route Data Entry view has a value, then the clock will be Blue.
Yellow Clock	The Driver assigned to route has completed the route.	A driver completes the route in NavuNav or the dispatcher selected "Mark Completed" in the *Route Timeline* screen
Green Clock	The Driver has been Checked In by the Dispatcher or Supervisor	The Dispatcher or Supervisor of the driver uses **Route Timeline > Check In** feature to "close out" the route with the driver about mileage, fuel, log in/out times.

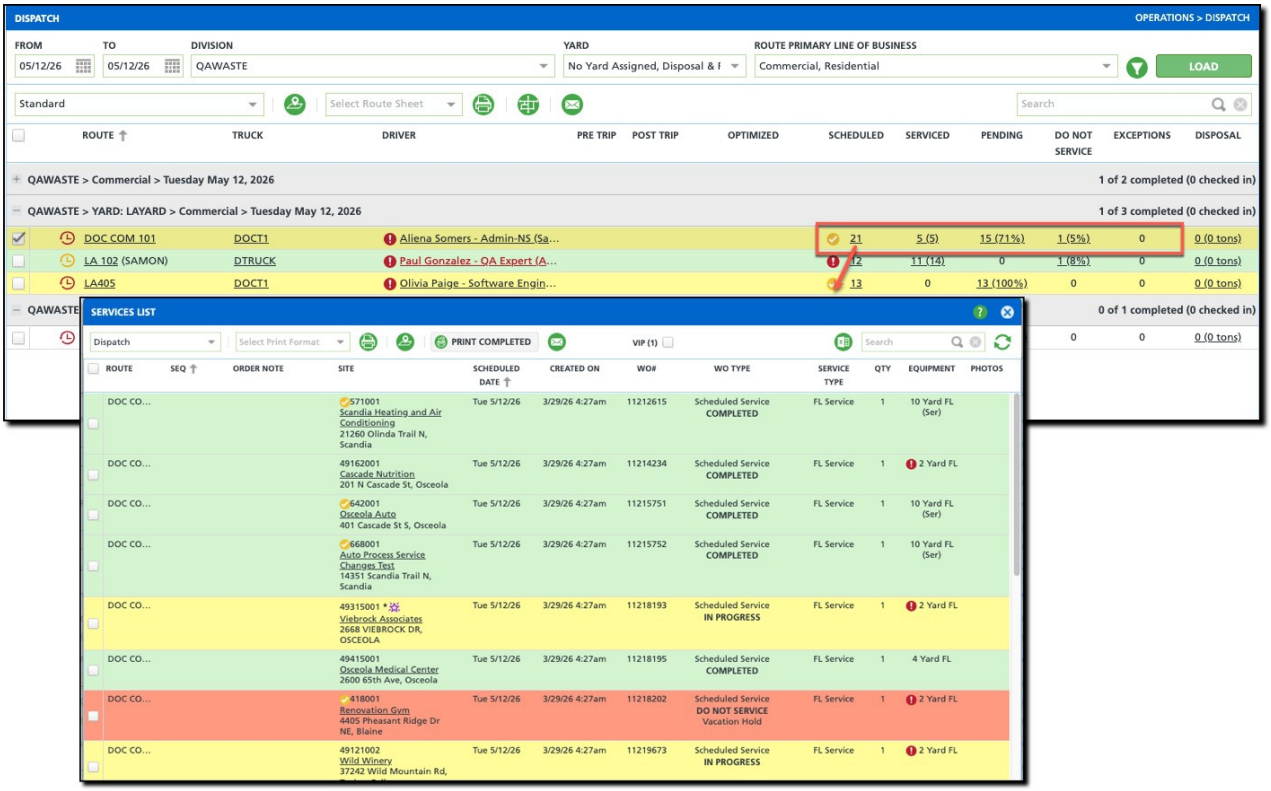
The following actions that a driver takes that can affect the clock and row highlighting are:

- Log into NavuNav - changes clock to blue
- Start a route - changes row highlight to yellow
- Complete a route - change row highlight to green and clock to yellow

Services List

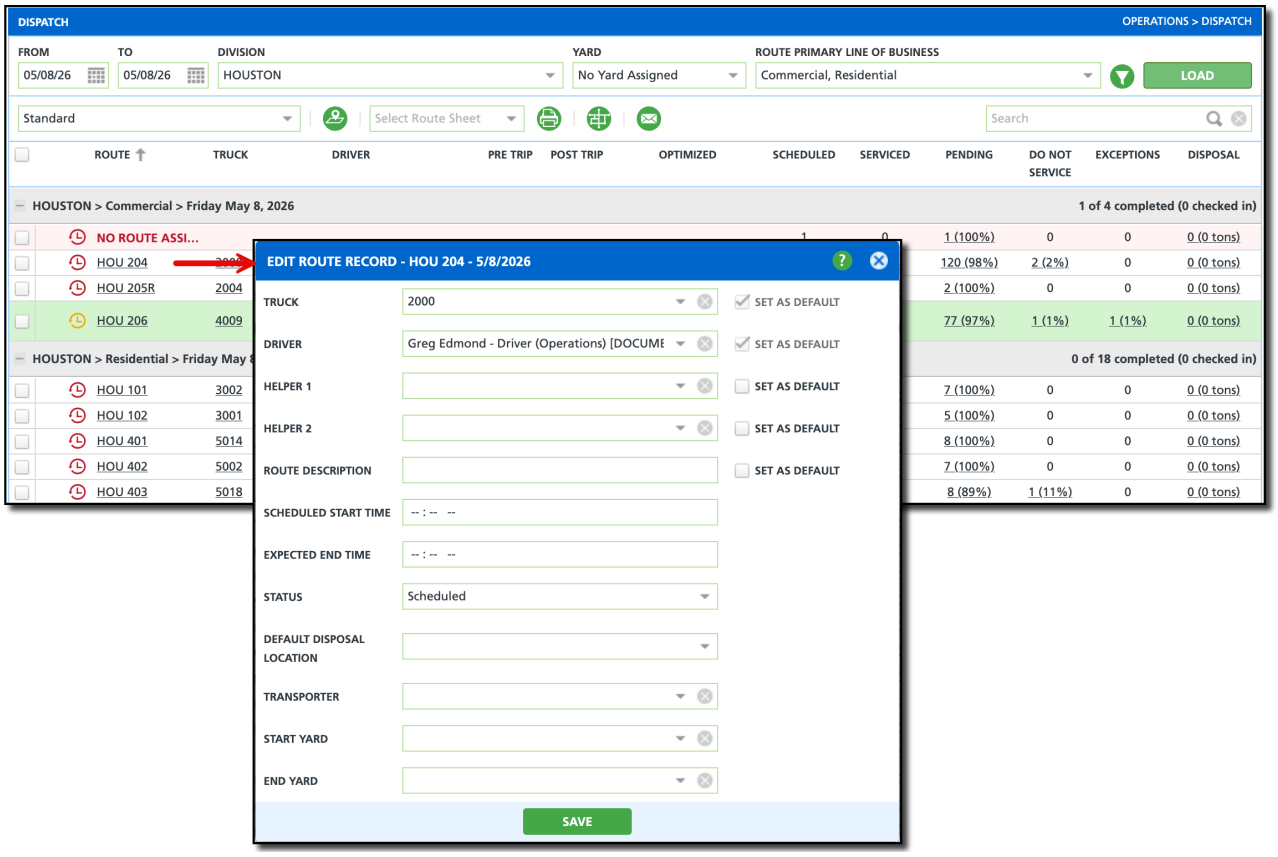
The *Services List* screen provides a detailed view of the assigned stops for a route, categorized by the Work Status of each service record. To view the list of stops for a route, click on the hyperlink in one of the Status columns: **Scheduled**, **Serviced**, **Pending**, **Do Not Service**, and **Exceptions**. The Service List will automatically filter to show only stops with a matching work status.

To learn more, check out the Services List article.



Edit Route

Double click a row in the *Dispatch* screen to open the **Edit Route Record** for that route. This allows the Dispatch Operator to edit many fields relating to the route.

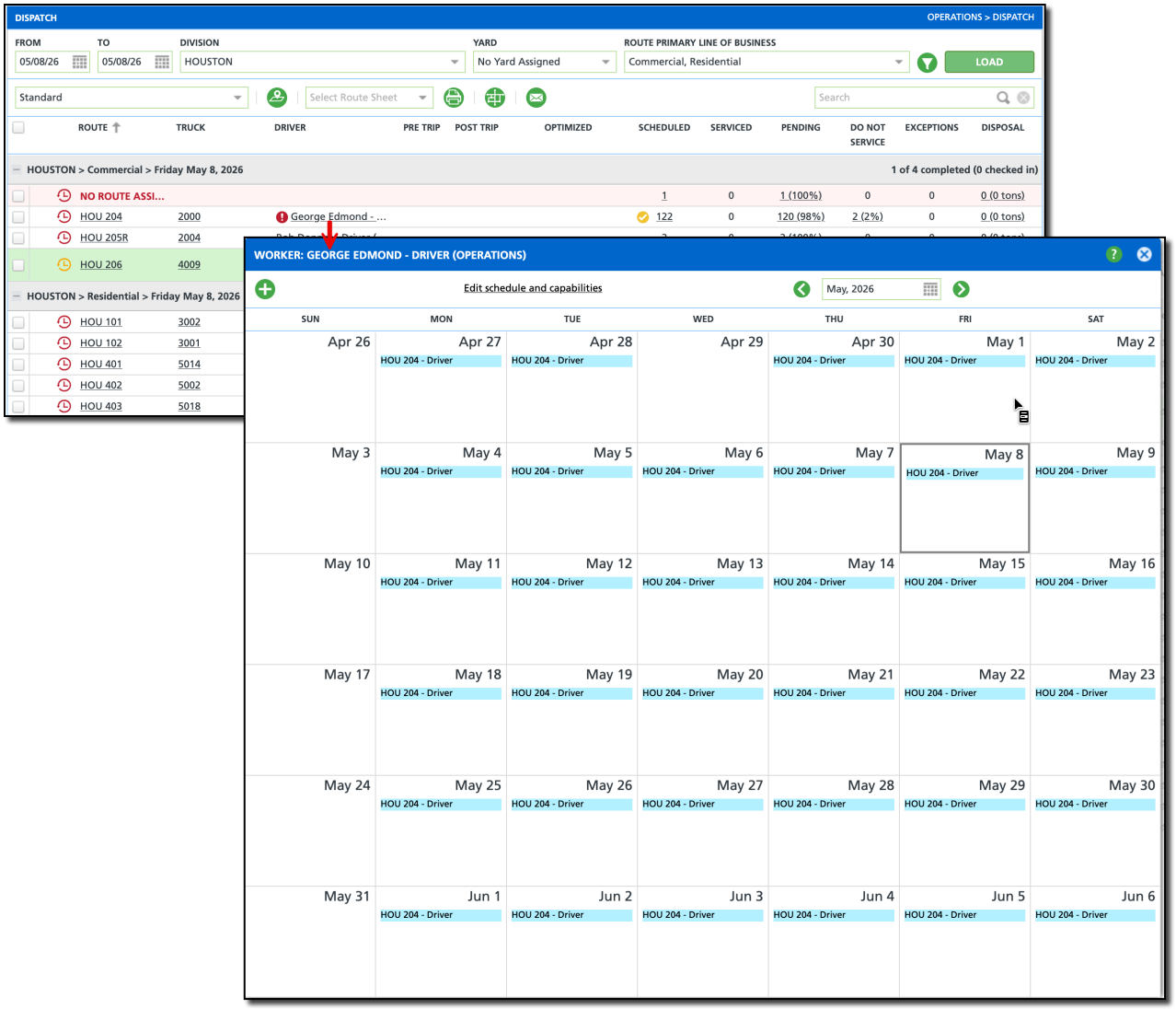


Edit Route Record Field Descriptions

Field	Description
Truck	Displays the name of the truck assigned to the route. Select the drop down to assign a different truck. If "Set as Default" is selected, the truck that is selected will remain as the default for the route.
Driver	Displays the name of the driver assigned to the route. Select the drop down to assign a new driver. The color of text displayed signifies whether the driver is available (black) or not available (red). If "Set as Default" is selected, the driver that is selected will remain as the default for the route.
Helper 1 and Helper 2	Displays the name of the helper assigned to the route. Select the drop down to assign a new helper. If "Set as Default" is selected, the helper that is selected will remain as the default for the route.
Route Description	Option to add a description that will display in parenthesis after the Route ID.
Scheduled Start Time	Identifies the Scheduled Start Time for a route.
Expected End Time	Identifies the time the driver is expected to complete their route.
Status	The current status of the route and allows for dispatch operators to change.
Default Disposal Location	The disposal location for a route and is required for Manifest Processing.
Transporter	The transporter for a route and is required for Manifest Processing.
Start Yard	The Start Yard the truck leaves from at the start of the route.
End Yard	The End Yard the truck returns to at completion of a route.

Worker Calendar

The Worker Calendar displays the route assignments for a selected worker. To open the Worker Calendar, select the worker's name from the *Dispatch* screen - only workers assigned to a route are available for selection. Additional information about the Worker Calendar can be found here: Truck and Worker Calendars



Permissions

The following permission is required to view and use the *Dispatch* screen:

Permission ID	Permission Name
88	Dispatch
490	Allow updating a manually geocoded Service Location

Related Articles

Dispatch Screen Views
Dispatch - Services List Overview
Dispatch - Route Timeline Overview
Truck and Worker Calendars
Print Route Sheets
Route Optimization
Active Dispatch
Moving Stops

Join a Screen Share Session with a Driver - helpful for troubleshooting. Provides a system user access to the driver's screen.