

# Dispatch Basics

Last Modified on 02/26/2025 11:28 am PST

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.

ROUTE	TRUCK	DRIVER	PRE TRIP	POST TRIP	OPTIMIZED	SCHEDULED	SERVICED	PENDING	DO NOT SERVICE	EXCEPTIONS	DISPOSAL
<b>HOUSTON - Commercial - Wednesday Jan 18, 2023 ( 2 of 5 Completed)</b>											
HOU 201	2003	William Trejo - Driver	106	15 (20)	63 (59%)	28 (26%)	0	0	0 (0 tons)		
HOU 202	2001	Ismael Fuentes - Driver	83	65 (94)	0	18 (22%)	0	0	0 (0 tons)		
HOU 203	2002	David Vasquez - Driver	106	0	83 (78%)	23 (22%)	0	0	0 (0 tons)		
HOU 204	2000	Gyasi Edmond - Driver	106	0	82 (77%)	24 (23%)	0	0	0 (0 tons)		
HOU 206	2004	Michael Burrell - Driver	45	32 (94)	0	13 (29%)	0	0	0 (0 tons)		
<b>HOUSTON - Residential - Wednesday Jan 18, 2023 ( 12 of 20 Completed)</b>											
HOU 101	3002	Stanley Payton - Driver	8	7 (88%)	0	1 (13%)	0	0	0 (0 tons)		
HOU 102	3001	Audencio Galindo - Driver	8	8 (100%)	0	0	0	0	0 (0 tons)		
HOU 103	3000	Reginald Haynes - Driver	5	5 (100%)	0	0	0	0	0 (0 tons)		
HOU 401	5014	Anthony King - Driver	25	25 (100%)	0	0	0	0	0 (0 tons)		
HOU 402	5002	Manuel Fernandez - Driver	29	29 (100%)	0	0	0	0	0 (0 tons)		
HOU 403	5018	Travis Ottbridge - Driver	13	0	12 (92%)	1 (8%)	0	0	0 (0 tons)		
HOU 404	5012	William Morris - Driver	11	11 (100%)	0	0	0	0	0 (0 tons)		
HOU 405	5015	Sarah Schuenemeyer - Driver	10	10 (100%)	0	0	0	0	0 (0 tons)		
HOU 406	5003	Delora Burkhardt - Driver	21	17 (81%)	0	4 (19%)	0	0	0 (0 tons)		
HOU 407	5005	Eva Montes - Driver	19	19 (100%)	0	0	0	0	0 (0 tons)		
HOU 408	5001	Harry Broussard - Driver	7	7 (100%)	0	0	0	0	0 (0 tons)		
HOU 409	5009	Tonya Flowers - Driver	8	8 (100%)	0	0	0	0	0 (0 tons)		
HOU 410	5008	Carlos Saagaro Rodriguez - Driver	34	31 (91%)	0	3 (9%)	0	0	0 (0 tons)		

## Permissions

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

Permission ID	Permission Name
88	Dispatch

## Field Descriptions

Field	Description
<b>Filters</b>	
<b>From/To</b>	Creates a date range to filter routes by the scheduled day of work.
<b>Division</b>	The location or region routes are assigned.
<b>Line of Business</b>	Indicates the Line of Business to filter route results on.
<b>Fields</b>	
<b>Route</b>	Displays the route ID. Click on the route ID to view a route calendar. To edit a route, double-click within the row and the Route Record editor will display. <b>TIP:</b> Select the Clock icon to the left of a route ID to view a map tracking the status of where the driver is at in their route.
<b>Truck</b>	Displays the ID for the truck assigned to the route. Select the truck ID to view a calendar for the truck.
<b>Driver</b>	Displays the name of driver of the on the route. Select the driver's name to view their calendar.

<b>Pre Trip</b>	Indicates what time the driver completed their pre-trip inspection of the truck. After completion, the route will display in yellow indicating it is 'in-progress.' Select the pre-trip hyperlink to review the driver's vehicle inspection results.
<b>Post Trip</b>	Indicates what time the driver completed the post trip inspection. After completion, the row for the route will display green indicating the route is complete. Select the post-trip hyperlink to review the driver's vehicle inspection results.
<b>Optimized</b>	Added feature in Navusoft that balances and reorganizes stops among routes to enhance operational efficiency. More information can be found here: <a href="#">Route Optimization</a>
<b>Scheduled</b>	Indicates how many stops are scheduled on the route for that day. Select the value displayed to open the Services List and view the service records of all scheduled stops.
<b>Serviced</b>	Indicates how many of the scheduled stops service has been completed for. Select the value displayed to open the Services List and view the service records of the completed stops.
<b>Pending</b>	Indicates how many of the scheduled stops <b>have not</b> been serviced and remain in-progress. Select the value displayed to open the Services List and view the pending locations. <i>**Follow your companies end of day procedures for pending locations that were unable to be serviced.</i>
<b>Do Not Service</b>	Indicates how many of the stops were serviced, but the work order is not complete. Stops populate this column when the driver marks the stop with an Exception and provides a Reason Code.
<b>Exceptions</b>	Displays a percentage of routes that were not serviced. This may include reasons such as vacation holds, credit holds, missed pickups, blocked equipment, and etc. <b>TIP:</b> Select the percentage value to view the details of the exceptions including any photos and notes. Additional charges may be added here as well.
<b>Disposal</b>	Used for scale to track scale in / scale out, scale tickets and other disposal/shipping information. Select the hyperlink to view/edit details and to upload a scale ticket.

## Color Coding

Color coding provides dispatchers a quick assessment of a route's current status. Dispatch operators can override a route's status by right-clicking on the row and selecting an option from the Change Status menu.

- **Green** = Completed,
- **Yellow** = In-Progress, driver has completed the pre-trip inspection.
- **White** = Scheduled, driver has not started their route.

## Grid View Options

By default, the Dispatch screen displays in Standard view. Using the grid view drop down, choose among a variety of viewing options to display the Dispatch screen in.

DISPATCH		OPERATIONS > DISPATCH									
FROM	TO	DIVISION	LINE OF BUSINESS								
01/18/23	01/18/23	HOUSTON	Roll Off, Commercial, Residential								
Standard		Select Route Sheet	Search								
ROUTE	TRUCK	DRIVER	PRE TRIP	POST TRIP	OPTIMIZED	SCHEDULED	SERVICED	PENDING	DO NOT SERVICE	EXCEPTIONS	DISPOSAL
HOUSTON - Commercial - Wednesday Jan 18, 2023 ( 2 of 5 Completed)											
HOU 201	2003	William Trejo - Driver				106	15 (20)	63 (59%)	28 (26%)	0	0 (0 tons)
HOU 202	2001	Ismael Fuentes - Driver				83	65 (94)	0	18 (22%)	0	0 (0 tons)
HOU 203	2002	David Vasquez - Driver				106	0	83 (78%)	23 (22%)	0	0 (0 tons)
HOU 204	2000	Gyasi Edmond - Driver				106	0	82 (77%)	24 (23%)	0	0 (0 tons)
HOU 206	2004	Michael Burrell - Driver				45	32 (94)	0	13 (29%)	0	0 (0 tons)
HOUSTON - Residential - Wednesday Jan 18, 2023 ( 12 of 20 Completed)											
HOU 101	3002	Stanley Payton - Driver				8	7 (88%)	0	1 (13%)	0	0 (0 tons)
HOU 102	3001	Audencio Galindo - Driver				8	8 (100%)	0	0	0	0 (0 tons)
HOU 103	3000	Reginald Haynes - Driver				5	5 (100%)	0	0	0	0 (0 tons)
HOU 401	5014	Anthony King - Driver				25	25 (100%)	0	0	0	0 (0 tons)
HOU 402	5002	Manuel Fernandez - Driver				29	29 (100%)	0	0	0	0 (0 tons)
HOU 403	5018	Travis Ottbridge - Driver				13	0	12 (92%)	1 (8%)	0	0 (0 tons)
HOU 404	5012	William Morris - Driver				11	11 (100%)	0	0	0	0 (0 tons)
HOU 405	5015	Sarah Schuenemeyer - Driver				10	10 (100%)	0	0	0	0 (0 tons)
HOU 406	5003	Delora Burkhardt - Driver				21	17 (81%)	0	4 (19%)	0	0 (0 tons)
HOU 407	5005	Eva Montes - Driver				19	19 (100%)	0	0	0	0 (0 tons)
HOU 408	5001	Harry Broussard - Driver				7	7 (100%)	0	0	0	0 (0 tons)
HOU 409	5009	Tonya Flowers - Driver				8	8 (100%)	0	0	0	0 (0 tons)
HOU 410	5008	Carlos Sagaro Rodriguez - Driver				34	31 (91%)	0	3 (9%)	0	0 (0 tons)

## Services List

The Services List offers a detailed view of the assigned stops for a route, organized according to the Work Status of each service record. Access the Services List by navigating through the Scheduled, Serviced, Pending, Do Not Service, and Exceptions columns. Clicking on a value will open the Services List and display only stops with a matching work status.

DISPATCH		OPERATIONS > DISPATCH									
FROM	TO	DIVISION	ROUTE PRIMARY LINE OF BUSINESS								
01/18/23	01/18/23	HOUSTON	Roll Off, Commercial, Residential								
Standard		Select Route Sheet	Search								
ROUTE	TRUCK	DRIVER	PRE TRIP	POST TRIP	OPTIMIZED	SCHEDULED	SERVICED	PENDING	DO NOT SERVICE	EXCEPTIONS	DISPOSAL
HOUSTON > Commercial > Wednesday Jan 18, 2023											
HOU 201	2003	William Trejo - Driver (Operatio...				106	15 (20)	61 (58%)	30 (28%)	1 (1%)	0 (0 tons)
HOU 202	2001	Ismael Fortuna - Driver (Operati...				83	65 (94)	0	18 (22%)	0	0 (0 tons)
HOU 203	2002	David Smith - Driver (Operations)				106	0	83 (78%)	23 (22%)	0	0 (0 tons)
HOU 204	2000	Gyasi Edmond - Driver (Operations)				106	0	82 (77%)	24 (23%)	0	0 (0 tons)
HOU 206	2004	Michael Burrell - Driver				45	32 (94)	0	13 (29%)	0	0 (0 tons)
HOUSTON > Residential > Wednesday Jan 18, 2023											
HOU 101	3002	Stanley Payton - Driver				8	7 (88%)	0	1 (13%)	0	0 (0 tons)
HOU 102	3001	Audencio Galindo - Driver				8	8 (100%)	0	0	0	0 (0 tons)
HOU 103	3000	Reginald Haynes - Driver				5	5 (100%)	0	0	0	0 (0 tons)
HOU 401	5014	Anthony King - Driver				25	25 (100%)	0	0	0	0 (0 tons)
HOU 402	5002	Manuel Fernandez - Driver				29	29 (100%)	0	0	0	0 (0 tons)
HOU 403	5018	Travis Ottbridge - Driver				13	0	12 (92%)	1 (8%)	0	0 (0 tons)
HOU 404	5012	William Morris - Driver				11	11 (100%)	0	0	0	0 (0 tons)
HOU 405	5015	Sarah Schuenemeyer - Driver				10	10 (100%)	0	0	0	0 (0 tons)
HOU 406	5003	Delora Burkhardt - Driver				21	17 (81%)	0	4 (19%)	0	0 (0 tons)
HOU 407	5005	Eva Montes - Driver				19	19 (100%)	0	0	0	0 (0 tons)
HOU 408	5001	Harry Broussard - Driver				7	7 (100%)	0	0	0	0 (0 tons)
HOU 409	5009	Tonya Flowers - Driver				8	8 (100%)	0	0	0	0 (0 tons)
HOU 410	5008	Carlos Sagaro Rodriguez - Driver				34	31 (91%)	0	3 (9%)	0	0 (0 tons)
HOU 411	5007	Carlos Sagaro Rodriguez - Driver				34	31 (91%)	0	3 (9%)	0	0 (0 tons)

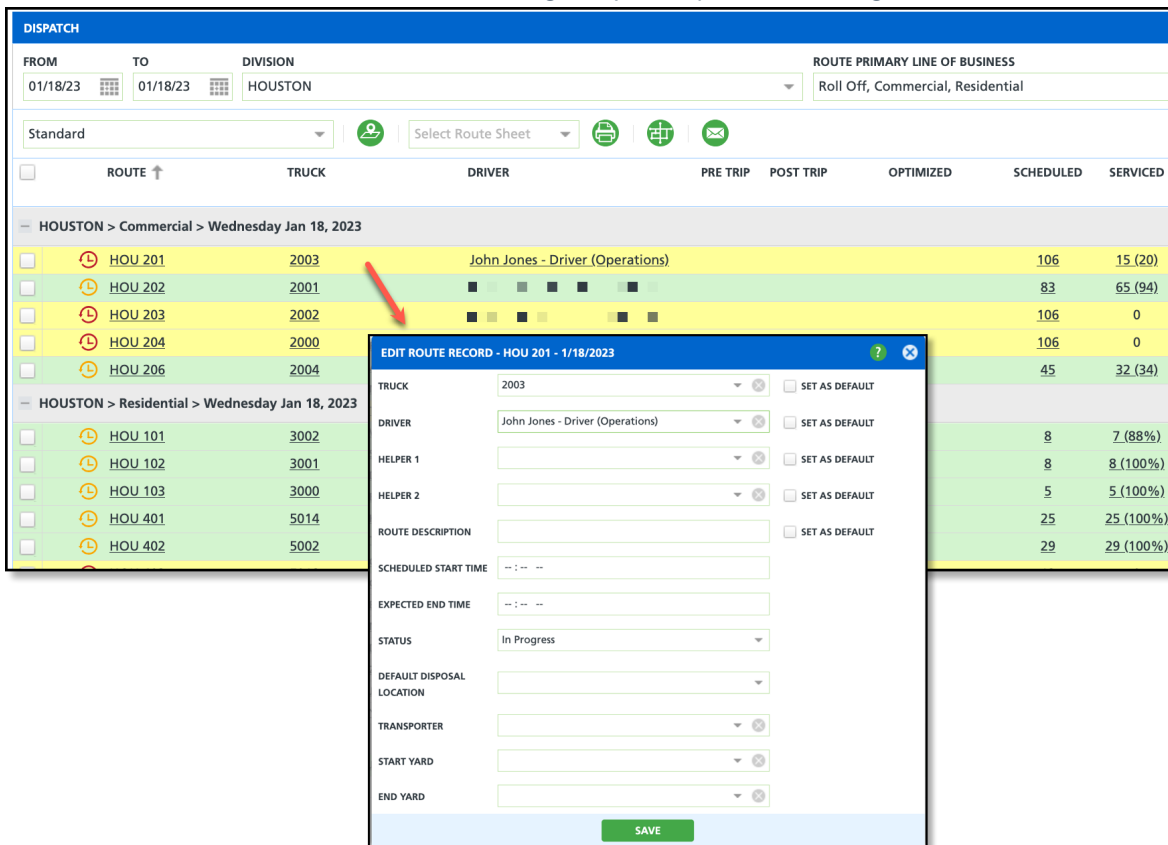
  

DISPATCH		OPERATIONS > DISPATCH									
ROUTE	SEQ	ORDER NOTE	SITE	SCHEDULED DATE	CREATED ON	WDR	WDR TYPE	SERVICE TYPE	QTY	EQUIPMENT	PHOTOS
HOU 201		3225 West Fuqua Street, Houston									
HOU 201		44313001 * DOVER ENERGY COOK (FL) 11951 N Spectrum Blvd, Houston		Wed 1/18/23	12/4/22 3:00am	5180549	Scheduled Service DO NOT SERVICE Credit Hold	FL Service	1	8 Yard FL	
HOU 201		48421001 2ML Real Estate 11940 Broadway St, Pearland		Wed 1/18/23	12/4/22 3:00am	5180936	Scheduled Service COMPLETED	FL Service	2	8 Yard FL	
HOU 201		46004001 * Smart Financial 3060 Kirby Dr, Pearland		Wed 1/18/23	12/4/22 3:00am	5181345	Scheduled Service COMPLETED	FL Service	1	2 Yard FL	
HOU 201		46198077 * AUSTIN ELEMENTS INC. 4315 South Dr, Houston		Wed 1/18/23	12/4/22 3:00am	5181638	Scheduled Service COMPLETED	FL Service	1	4 Yard FL	
HOU 201		47966001 URBAN MEDITAN 1416 West Orem Drive, Houston		Wed 1/18/23	12/4/22 3:00am	5182101	Scheduled Service COMPLETED	FL Service	1	8 Yard FL	
HOU 201		48246001 * STELLA SHADOW CREEK RANCH 11900 Shadow Creek Pkwy, Pearland		Wed 1/18/23	12/4/22 3:00am	5182183	Scheduled Service DO NOT SERVICE Credit Hold	FL Service	6	8 Yard FL	
HOU 201		43383001 * SCR PLAZA LLC 15818 HWY 288, PEARLAND		Wed 1/18/23	12/4/22 3:00am	5182186	Scheduled Service COMPLETED	FL Service	2	8 Yard FL	
HOU 201		43900003 ORELLYS AUTO PARTS ORE006215 12790 Shadow Creek		Wed 1/18/23	12/4/22 3:00am	5182209	Scheduled Service NOT SERVICED	FL Service	1	4 Yard FL	

- **Scheduled:** Displays all stops scheduled for a route regardless of work status.
- **Serviced:** Displays only the stops that the driver has marked complete on a route.
- **Pending:** Displays only the stops that have yet to be serviced on the route.
- **Do Not Service:** Displays only the stops where the Work Status is 'Do Not Service' and includes a 'Do Not Service Reason.'
- **Exceptions:** Displays only the stops where the driver has selected the Exception icon in NavuNav and provided an Exception Reason.

## Edit Route Record

The Edit Route Record screen is accessible through Dispatch by double-clicking within the row of a 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. 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	Displays the current status of the route and allows for dispatch operators to change.
Default Disposal Location	Displays the disposal location for a route and is required for Manifest Processing.
Transporter	Displays the transporter for a route and is required for Manifest Processing.
Start Yard	Identifies the Start Yard the truck leaves from at the start of the route.

## End Yard

Identifies 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](#)

The screenshot displays the Dispatch application interface. At the top, there are filters for 'FROM' (01/18/23), 'TO' (01/18/23), 'DIVISION' (HOUSTON), and 'LINE OF BUSINESS' (Commercial, Roll Off, Residential). A 'LOAD' button is visible. Below the filters, there are icons for 'Standard', 'Select Route Sheet', and a search bar. The main table lists routes with columns for ROUTE, TRUCK, DRIVER, PRE TRIP, POST TRIP, OPTIMIZED, SCHEDULED, SERVICED, PENDING, DO NOT SERVICE, EXCEPTIONS, and DISPOSAL. Two route groups are shown: 'HOUSTON - Commercial - Wednesday Jan 18, 2023 (2 of 5 Completed)' and 'HOUSTON - Residential - Wednesday Jan 18, 2023 (12 of 20 Completed)'. A worker's name, 'John Doe - Driver', is highlighted in the Commercial routes. A red arrow points from this name to a pop-up window titled 'WORKER: WILLIAM TREJO - DRIVER'. This window shows a calendar for January 2023, with route assignments for 'HOU 201 - Driver' on various days. The calendar is currently set to January 2023.

## Additional Tools and Features in Dispatch

Additional tools and features are available below the filter options in Dispatch.

- **Map** - Displays selected routes on an interactive map to assist in route editing.
- **Route Sheet Template and Print** - Option to print selected routes using one of the available templates.
- **Route Optimization** - Added feature in Navusoft that balances and reorganizes stops among routes to enhance operational efficiency. More information can be found here: [Route Optimization](#)
- **Send Email Notification** - Option to send a notification to all service locations on a route for reasons such as unexpected service delays.

DISPATCH										OPERATIONS -> DISPATCH			
FROM	TO	DIVISION		LINE OF BUSINESS									
01/18/23	01/18/23	HOUSTON		Roll Off, Commercial, Residential									
Standard										Select Route Sheet		Search	
ROUTE	TRUCK	DRIVER	PRE TRIP	POST TRIP	OPTIMIZED	SCHEDULED	SERVICED	PENDING	DO NOT SERVICE	EXCEPTIONS	DISPOSAL		
= HOUSTON - Commercial - Wednesday Jan 18, 2023 ( 2 of 5 Completed)													
<input type="checkbox"/>	HOU 201	2003	William Trejo - Driver			106	15 (20)	63 (59%)	28 (26%)	0	0 (0 tons)		
<input type="checkbox"/>	HOU 202	2001	Ismael Fuentes - Driver			83	65 (94)	0	18 (22%)	0	0 (0 tons)		
<input type="checkbox"/>	HOU 203	2002	David Vasquez - Driver			106	0	83 (78%)	23 (22%)	0	0 (0 tons)		
<input type="checkbox"/>	HOU 204	2000	Gyasi Edmond - Driver			106	0	82 (77%)	24 (23%)	0	0 (0 tons)		
<input type="checkbox"/>	HOU 206	2004	Michael Burrell - Driver			45	32 (34)	0	13 (29%)	0	0 (0 tons)		
= HOUSTON - Residential - Wednesday Jan 18, 2023 ( 12 of 20 Completed)													
<input type="checkbox"/>	HOU 101	3002	Stanley Payton - Driver			8	7 (88%)	0	1 (13%)	0	0 (0 tons)		
<input type="checkbox"/>	HOU 102	3001	Audencio Galindo - Driver			8	8 (100%)	0	0	0	0 (0 tons)		
<input type="checkbox"/>	HOU 103	3000	Reginald Haynes - Driver			5	5 (100%)	0	0	0	0 (0 tons)		
<input type="checkbox"/>	HOU 401	5014	Anthony King - Driver			25	25 (100%)	0	0	0	0 (0 tons)		
<input type="checkbox"/>	HOU 402	5002	Manuel Fernandez - Driver			29	29 (100%)	0	0	0	0 (0 tons)		
<input type="checkbox"/>	HOU 403	5018	Travis Ottbridge - Driver			13	0	12 (92%)	1 (8%)	0	0 (0 tons)		
<input type="checkbox"/>	HOU 404	5012	William Morris - Driver			11	11 (100%)	0	0	0	0 (0 tons)		
<input type="checkbox"/>	HOU 405	5015	Sarah Schuenemeyer - Driver			10	10 (100%)	0	0	0	0 (0 tons)		
<input type="checkbox"/>	HOU 406	5003	Delora Burkhardt - Driver			21	17 (81%)	0	4 (19%)	0	0 (0 tons)		
<input type="checkbox"/>	HOU 407	5005	Eva Montes - Driver			19	19 (100%)	0	0	0	0 (0 tons)		
<input type="checkbox"/>	HOU 408	5001	Harry Broussard - Driver			7	7 (100%)	0	0	0	0 (0 tons)		
<input type="checkbox"/>	HOU 409	5009	Tonya Flowers - Driver			8	8 (100%)	0	0	0	0 (0 tons)		
<input type="checkbox"/>	HOU 410	5008	Carlos Sagaro Rodriguez - Driver			34	31 (91%)	0	3 (9%)	0	0 (0 tons)		

## Related Articles:

[Dispatch Screen Views](#)

[Join a Screen Share Session with a Driver](#) - helpful for troubleshooting. Provides a system user access to see and interact with the driver's screen.

[Truck and Worker Calendars](#)

[Route Optimization](#)

[Active Dispatch](#)