

Dispatch Basics

Last Modified on 01/11/2024 4:25 pm EST

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
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	0	0 (0 tons)
HOU 202	2001	Ismael Fuentes - Driver	83	65 (94)	0	18 (22%)	0	0	0	0	0 (0 tons)
HOU 203	2002	David Vasquez - Driver	106	0	83 (78%)	23 (22%)	0	0	0	0	0 (0 tons)
HOU 204	2000	Gyasi Edmond - Driver	106	0	82 (77%)	24 (23%)	0	0	0	0	0 (0 tons)
HOU 206	2004	Michael Burrell - Driver	45	32 (94)	0	13 (29%)	0	0	0	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	0	0 (0 tons)
HOU 102	3001	Audencio Galindo - Driver	8	8 (100%)	0	0	0	0	0	0	0 (0 tons)
HOU 103	3000	Reginald Haynes - Driver	5	5 (100%)	0	0	0	0	0	0	0 (0 tons)
HOU 401	5014	Anthony King - Driver	25	25 (100%)	0	0	0	0	0	0	0 (0 tons)
HOU 402	5002	Manuel Fernandez - Driver	29	29 (100%)	0	0	0	0	0	0	0 (0 tons)
HOU 403	5018	Travis Ottbridge - Driver	13	0	12 (92%)	1 (8%)	0	0	0	0	0 (0 tons)
HOU 404	5012	William Morris - Driver	11	11 (100%)	0	0	0	0	0	0	0 (0 tons)
HOU 405	5015	Sarah Schuenemeyer - Driver	10	10 (100%)	0	0	0	0	0	0	0 (0 tons)
HOU 406	5003	Delora Burkhart - Driver	21	17 (81%)	0	4 (19%)	0	0	0	0	0 (0 tons)
HOU 407	5005	Eva Montes - Driver	19	19 (100%)	0	0	0	0	0	0	0 (0 tons)
HOU 408	5001	Harry Broussard - Driver	7	7 (100%)	0	0	0	0	0	0	0 (0 tons)
HOU 409	5009	Tonya Flowers - Driver	8	8 (100%)	0	0	0	0	0	0	0 (0 tons)
HOU 410	5008	Carlos Saagaro Rodriguez - Driver	34	31 (91%)	0	3 (9%)	0	0	0	0	0 (0 tons)

Permissions

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

Permission ID	Permission Name
88	Dispatch

Color Coding

Color coding provides dispatchers a quick assessment of a route's current status.



- **Green** = Completed
- **Yellow** = In-Progress
- **White** = Scheduled and has not started

Field Descriptions



Filtering options are available to limit the routes that display based on the selected filter parameters.

- **From/To:** Creates a date range to filter routes by the scheduled day of work.
- **Division:** The location or region routes are assigned.
- **Line of Business:** Indicates the Line of Business to filter route results on.

Field	Description
Route	<p>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.</p> <div style="border: 1px solid #add8e6; padding: 10px; margin-top: 10px;">  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. </div>
Truck	Displays the ID for the truck assigned to the route. Select the truck ID to view a calendar for the truck.
Driver	Displays the name of driver of the on the route. Select the driver's name to view their calendar.
Pre Trip	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.'
Post Trip	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.
Optimized	Added feature in Navusoft that balances and reorganizes stops among routes to enhance operational efficiency. More information can be found here: Route Optimization
Scheduled	Indicates how many stops are scheduled on the route for that day. Select the value displayed to open the Services List screen and view the service records of all scheduled stops.
Serviced	Indicates how many of the scheduled stops service has been completed for. Select the value displayed to open the Services List screen and view the service records of the completed stops.
Pending	<p>Indicates how many of the scheduled stops have not been serviced and remain in-progress. Select the value displayed to open the Services List screen and view the pending locations.</p> <p><i>*Follow your companies end of day procedures for pending locations that were unable to be serviced.</i></p>
Do Not Service	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.
Exceptions	<p>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.</p> <div style="border: 1px solid #c8e6c9; padding: 10px; margin-top: 10px;">  Select the percentage value to view the details of the exceptions including any photos and notes. Additional charges may be added here as well. </div>

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							LOAD	
Standard										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)
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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)
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HOU 405	5015	Sarah Schuenemeyer - Driver				10	10 (100%)	0	0	0	0 (0 tons)
HOU 406	5003	Delora Burkhart - 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.

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01/18/23	01/18/23	HOUSTON	Roll Off, Commercial, Residential							LOAD	
Standard										Search	
ROUTE	TRUCK	DRIVER	PRE TRIP	POST TRIP	OPTIMIZED	SCHEDULED	SERVICED	PENDING	DO NOT SERVICE	EXCEPTIONS	DISPOSAL
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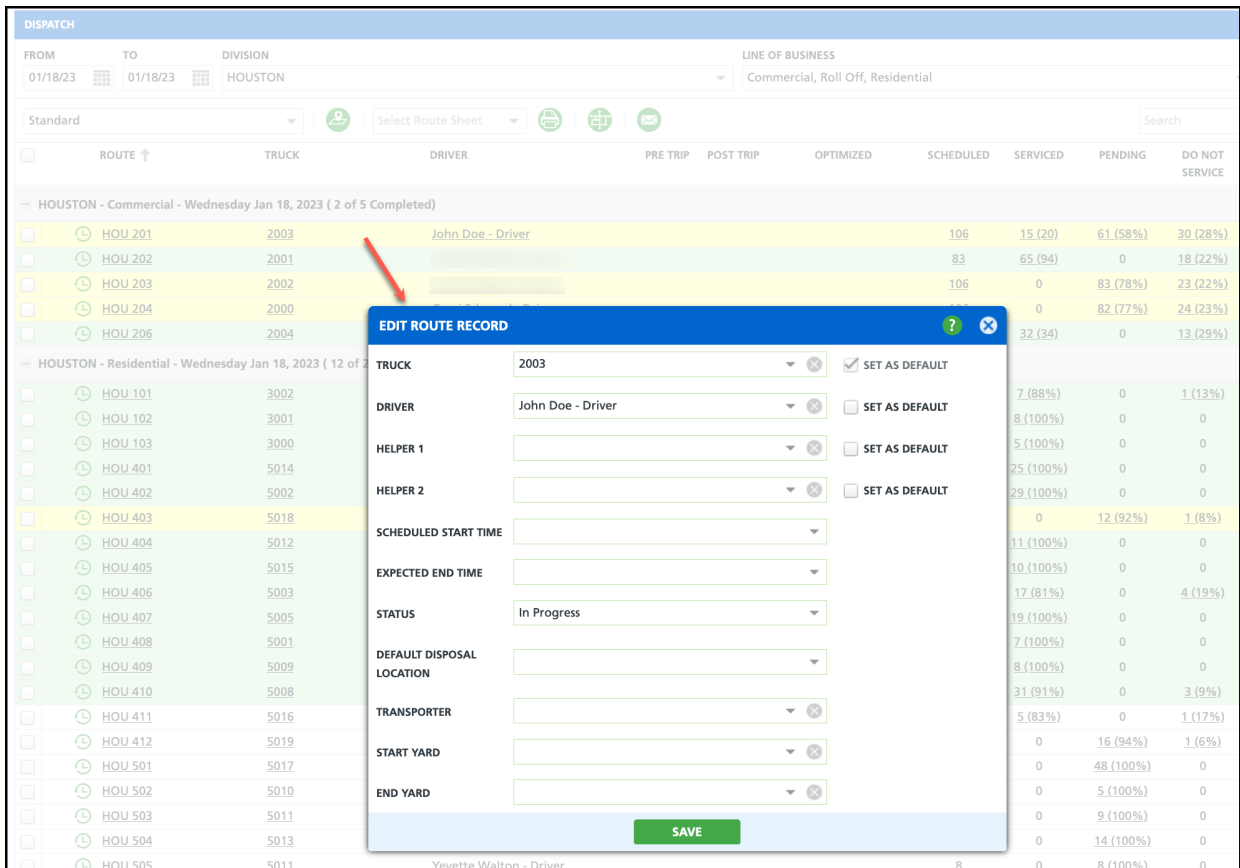
SERVICES LIST												
DISPATCH	ROUTE	SEQ	ORDER NOTE	LOCATION	SCHEDULED DATE	CREATED ON	WO#	WO TYPE	SERVICE TYPE	QTY	EQUIPMENT	PHOTOS
	HOU 201		46004001 * Smart Financial 1234 Kirby Dr, Pearland	46004001 *	Wed 1/18/23	12/4/22 3:00am	5181345	Scheduled Service COMPLETED	FL Service	1	2 Yard FL	1 (13%)
	HOU 201		46198077 * Elements INC, 1111 South Dr, Houston	46198077 *	Wed 1/18/23	12/4/22 3:00am	5181638	Scheduled Service COMPLETED	FL Service	1	4 Yard FL	0
	HOU 201		47066001 Urban Chaffeters 2222 West Orem Drive, Houston	47066001	Wed 1/18/23	12/4/22 3:00am	5182101	Scheduled Service COMPLETED	FL Service	1	8 Yard FL	0
	HOU 201		48246001 * Cattle RANCH 3333 Shadow Creek Pkwy, Pearland	48246001 *	Wed 1/18/23	12/4/22 3:00am	5182183	Scheduled Service DO NOT SERVICE Credit Hold	FL Service	6	8 Yard FL	4 (19%)
	HOU 201		43382001 * SCR PLAZA LLC 4444 HWY 288, PEARLAND	43382001 *	Wed 1/18/23	12/4/22 3:00am	5182186	Scheduled Service COMPLETED	FL Service	2	8 Yard FL	0
	HOU 201		43900063 OREILLYS AUTO PARTS 5555 Shadow Creek Pkwy, Pearland	43900063	Wed 1/18/23	12/4/22 3:00am	5182209	Scheduled Service IN PROGRESS	FL Service	1	4 Yard FL	3 (9%)
	HOU 201		47995001 PREMIUM AUTO 6666 Magnolia Pkwy, MANVEL	47995001	Wed 1/18/23	12/4/22 3:00am	5182560	Scheduled Service IN PROGRESS	FL Service	1	6 Yard FL	1 (17%)
	HOU 201		43890001 COP - FIRE STATION #8 7777 SHADOW CREEK, PEARLAND	43890001	Wed 1/18/23	12/4/22 3:00am	5182782	Scheduled Service IN PROGRESS	FL Service	2	4 Yard FL	0
	HOU 201	10	43942005 SHADOW CREEK LP 8888 SHADOW CREEK	43942005	Wed 1/18/23	12/4/22 3:00am	5180891	Scheduled Service DO NOT SERVICE Credit Hold	FL Service	1	6 Yard FL	0

- **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.
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 update.

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 shows 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). Below these are various icons and a search bar. The main area displays a list of 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 visible: 'HOUSTON - Commercial - Wednesday Jan 18, 2023 (2 of 5 Completed)' and 'HOUSTON - Residential - Wednesday Jan 18, 2023 (12 of 20 Completed)'. A worker calendar window is open, showing a calendar for January 2023 with route assignments for 'WILLIAM TREJO - DRIVER'. A red arrow points from the 'John Doe - Driver' name in the route list to the worker calendar window.

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)		
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<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](#)