

Route and Service Notifications

Last Modified on 01/16/2024 9:45 am EST

Pathway: [Operations](#) > [Dispatch](#)

Use the Dispatch Route Notification and Service Notification tools to send notifications about routes and services to contacts associated with specific locations on a single route or multiple routes simultaneously. This feature uses Notification Templates created in [Setup](#) > [System](#) > [Notification Template](#).

DISPATCH		OPERATIONS > DISPATCH	
FROM	TO	DIVISION	LINE OF BUSINESS
01/18/23	01/18/23	HOUSTON	Roll Off, Residential, Commercial
Standard	Select Route Sheet		LOAD
ROUTE ↑	TRUCK	DRIVER	
Wednesday Jan 18, 2023 (16 of 27 Completed)			
HOU 101	3002	Stanley Payton - Driver	8 7.88%
HOU 102	3001	Audencio Galindo - Driver	8 8.100%
HOU 103	3000	Reginald Haynes - Driver	5 5.100%
HOU 201	2003	William Tesjo - Driver	106 15.14%
HOU 202	2001	Imael Ewertes - Driver	83 65.78%
HOU 203	2002	David Vasquez - Driver	106 0
HOU 204	2000	Guyel Edmond - Driver	106 0
HOU 206	2004	Michael Burrell - Driver	45 32.17%
HOU 302	4001	Alicia Blue - Driver	3 3.100%
HOU 401	5014	Anthony King - Driver	25 25.100%
HOU 402	5002	Manuel Fernandez - Driver	29 29.100%
HOU 403	5018	Travis Otteridge - Driver	13 0
HOU 404	5012	William Morris - Driver	11 11.100%
HOU 405	5015	Sarah Schuenemeyer - Driver	10 10.100%
HOU 406	5003	Delora Burkhardt - Driver	21 17.81%
HOU 407	5005	Eva Montes - Driver	19 19.100%
HOU 408	5001	Harry Broussard - Driver	7 7.100%
HOU 409	5009	Tonya Flowers - Driver	8 8.100%
HOU 410	5008	Carlos Segaro Rodriguez - Driver	34 31.91%
HOU 411	5016	George Diaz - Driver	6 6.100%

Permissions

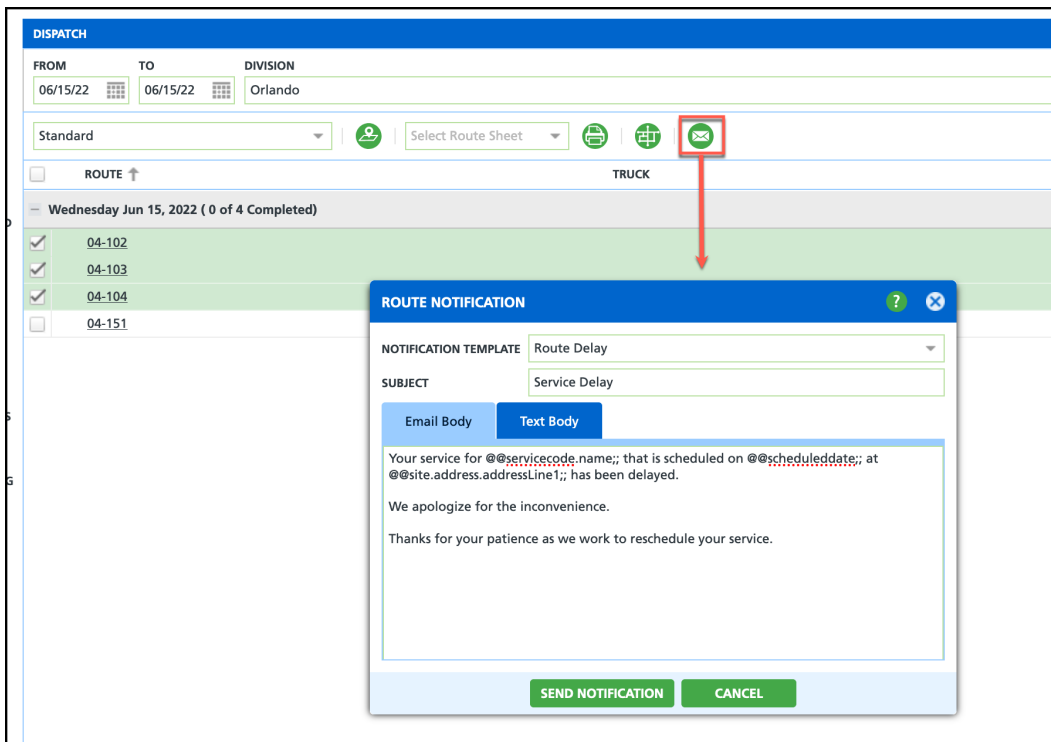
The following permissions are required to send a service notification:

Permission ID	Permission Name
88	Dispatch

Route Notifications - Dispatch Screen



Use this notification option to mass send email and text notifications (route changes, route delays, etc.) to all locations on a route. Notifications will be delivered based on the contact's 'Service Notification Method' preference.



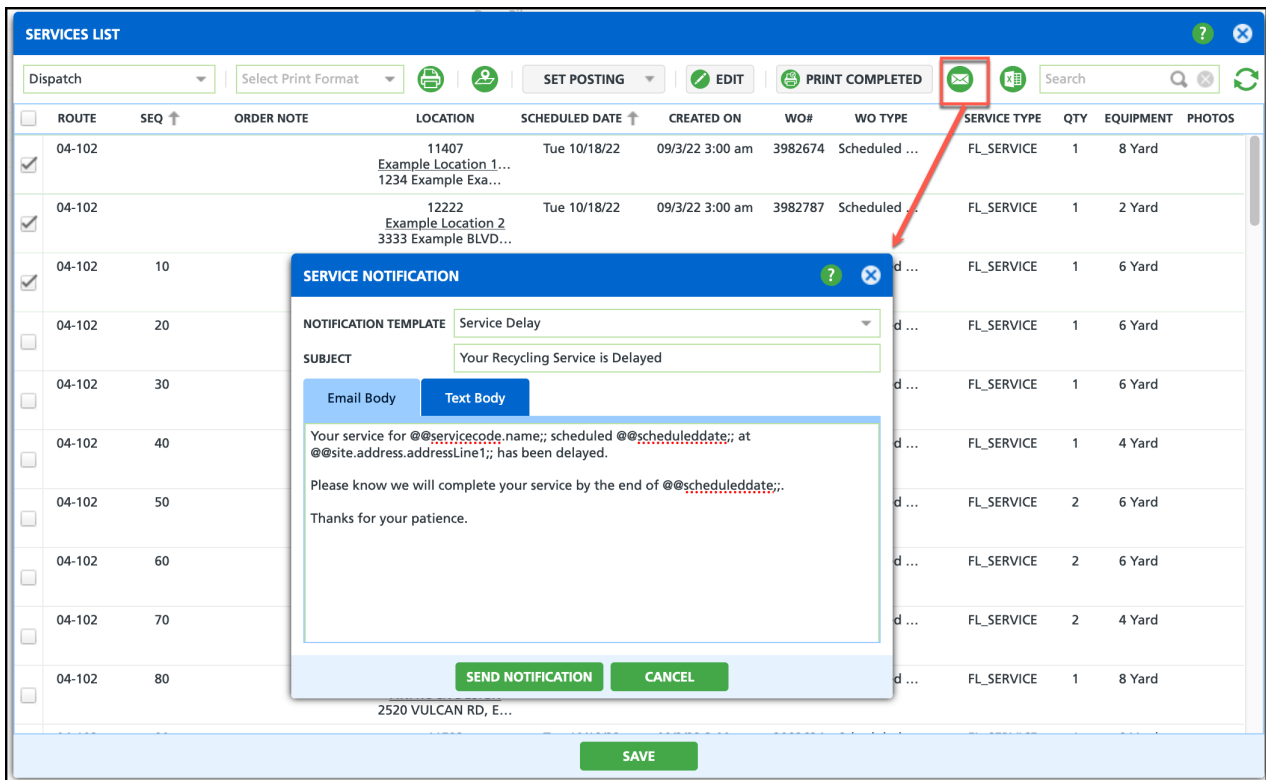
Send a Route Notification:

1. Select the routes you would like included in the notification. If this applies to all routes, select the 'Select All' box that displays in the header row.
2. Select the **Email Notification** icon and the Route Notification pop-up window will display.
3. Select the **Notification Template** you would like to use from the drop down.
 - Review the Subject and Body of the message. Fields will auto-populate with the selected template and can be edited before the notification is sent.
4. Click 'Send Notification' when the message is ready to be sent.

Service Notifications - Service List Screen



Use this notification option to send notifications to only select locations on a route. Notifications will be delivered based on the contact's 'Service Notification Method' preference.



Send a Service Notification:

1. From the Dispatch screen, select the value from under the route's Scheduled or Pending columns. This will open the Services List screen.
 - Scheduled column: when the Services List screen opens, all sites scheduled on the route (regardless of status) are displayed.
 - Pending column: when the Services List screen opens, all sites that have not been serviced on the route are displayed.
2. Individually, or using the bulk select option, select the sites from the Services List you would like to include in the notification.
3. Click the **Email Notification** icon and the Service Notification popup window will display.
4. Select a template from the **Notification Template** drop down. This will populate the Subject and Body fields with what was previously created in the template.
 - Review the Subject and Body of the message. Fields will auto-populate with the selected template and can be edited before the notification is sent.
5. Click 'Send Notification' when finished.