# **Route and Service Notifications**

Last Modified on 02/26/2025 12:04 pm PST

### **Pathway:** Operations > Dispatch

Alert customers to route changes efficiently using the Dispatch Route Notification and Service Notification tools. These tools allow you to send email and text notifications to contacts associated with specific locations on one or multiple routes at the same time. This feature uses **Notification Templates** created in **Setup > System > Notification Template**, ensuring consistent and efficient communication.

DISPATC	н											OPERATIC	NS > DISPATCH
FROM 01/30/2	TO DIVISIO 5 101/30/25 110 Texas	ON 5, DAYTON, HOUSTO	N, QAWASTE , CORPUS, HEARNE	, HILLSBORO, TEST	r	ROUTE PF	RIMARY LINE OF BUSINESS rcial, Roll Off					- 0	LOAD
Standa	rd	- 🖉	Select Route Sheet 🛛 👻		) 🔶					Sea	rch		Q, (2)
	ROUTE 🕇	TRUCK	DRIVER		PRE TRIP	POST TRIP	OPTIMIZED	SCHEDULED	SERVICED	PENDING	DO NOT SERVICE	EXCEPTIONS	DISPOSAL
- CORP	PUS > Commercial > Thursday Jan	30, 2025									:	3 of 3 complete	l (0 checked in)
	COR 202 (new default)	970	Rudy Espinosa -	Driver (Operat				<u>81</u>	<u>81 (95)</u>	0	0	0	0 (0 tons)
	(L) COR 203	751	Marco Hurtado	- Driver (Opera				<u>80</u>	<u>80 (86)</u>	0	0	0	0 (0 tons)
	(L) COR 204	<u>952</u>	Aliena Somers - Ad	min-NS (Admin)	<u>8:45 am</u>	<u>10:05 am</u>		1	1_(1)	0	0	0	0 (0 tons)
- CORP	US > YARD: Home Yard - Corpus	> Commercial > Thu	sday Jan 30, 2025									l of 1 complete	d (0 checked in)
	(Log 201 (Test)	<u>953</u>	Jeremy Walker	Driver (Opera				71	<u>71 (77)</u>	0	0	0	<u>0 (0 tons)</u>
- CORP	PUS > YARD: Pearland > Commerci	ial > Thursday Jan 3	, 2025									l of 1 complete	d (0 checked in)
	(L) COR 301	952	Aliena Somers - Ad	min-NS (Admin)	<u>8:45 am</u>	<u>10:05 am</u>		1	0	<u>1 (100%)</u>	0	0	<u>0 (0 tons)</u>
- CORP	US > Roll Off > Thursday Jan 30, 3	2025										) of 1 completed	d (0 checked in)
	<u>ALVARO</u> (thursday tho)	758	<u>Elias Lugo - Driv</u>	er (Operations)				4	0	<u>4 (100%)</u>	0	0	<u>0 (0 tons)</u>
- DAYT	<ul> <li>DAYTON &gt; Commercial &gt; Thursday Jan 30, 2025</li> <li>0 of 4 completed (0 checked in</li> </ul>											d (0 checked in)	
	DAY 201 (r)	<u>971</u>	<u>Olivia Paige - Sc</u>	ftware Engine	<u>8:22 am</u>			<u>101</u>	0	<u>100 (99%)</u>	<u>1 (1%)</u>	0	<u>9 (27.48 tons)</u>
	DAY 202	2000	<u>Curtis Thulin - D</u>	river (Operatio				<u>64</u>	0	<u>63 (98%)</u>	<u>1 (2%)</u>	0	<u>0 (0 tons)</u>

### Permissions

The following permissions are required to send a service notification:

Permission ID	Permission Name
88	Dispatch

## **Setup Requirements**

The following setup is critical to ensure communications are delivered in an efficient and consistent manner:

## **Create Notification Templates**

### Pathway: Setup > System > Notification Templates

The Notification Template tool allows for the creation of custom email/text notifications within the Navusoft application. Pre-built templates are available for route and service notifications, enabling quick communication of urgent messages, such as delays. Additional information on notification templates can be found here: Notification Templates

NOTIF	ICATION TEM	IPLATE SETUP									SE	TUP > SYSTEM	/I > NOTIFICA	TION TEMPLATI
0	туре	Operations N	lotification	Ŧ										0
D	NAME		DEFAU	ILT SUBJECT	ТҮРЕ		CONTENT TYPE	CREATED B	y su	RVEY TYPE	RESPONSE REQUEST TYPE	ACTIVE	PREVIEW EMAIL	PREVIEW TEXT
70	Route	email-Delay	Route	e Delayed	Operations No	otification	text/html	Lori Smith				Yes	Preview	Preview
76	Blank	Tem, 'ate - Ina	ctive Blank	Template_Ops Notice	Operations No	otification	text/html	Paul Gonz	alez			No		
4	Ops-Se	ervice-Den ery	Servic	e-Delivery	Operations No	tification	text/html	Lori Smith				Yes	Preview	Preview
01	Route Final N	emails-cance Manifest Tem	ADD NOTIFICATIO	ON TEMPLATE								? 8	Preview Preview	Preview Preview
15	Ops Se	ervice-Driver o	ТҮРЕ		· NAME				ACTIVE	Yes	Ŧ		Preview	
			Email Design	Text Message Design										
			DEFAULT SUBJECT						CONTENT TYPE	text/htr	nl 👻			
			DEFAULT MESSAGE				PREVIEW		KEY PATHS	Sea	arch	Q (8)		
							SAVE							
		-				-		_		-		_		

# **Account Contact Configuration**

### Pathway: Customer Service Screen > Add/Edit Contacts

Service notifications are sent to the account/site contact if one exists. More information about adding and managing contacts can be found here: Add and Edit Contacts

Ð	49292	Cedar	Bend										
		123 Pr Houste (B) +1 (O) +1 TERMS	eston St on, TX 7700 555-555-70 555-555-70 E DELIVERY	2-1504 26 126 Net 30 Printed				Active DIVISION ACCOUNT MGR CLASS BILL GROUP ARREARS - MONTHL	HOUSTC House A ROLL OF HOU-RO Y Billed Th	DN Account - Hous F-TEMP D ARREARS Inru Date None	e Account (Sale	25)	
	@ ?			TS							₽ ⊗	12 0.	20+ .00
HIGHLIGH	ITS		түре	BILLING CONTACT	NAME	TITLE	EMAIL	PHONE	SERVICE	REQUEST NOTIFICATION	PORTAL USER		
	TIVE SERT	VICES (0) RVICE COD	Account	Primary Billing	Aliena Somers		somers378@gm	+1 651-238-702	Text	Text Message	Yes		J
					Feb 2			Feb 3					

# **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.

DISPATCH												
FROM	то	DIVISION				ROUTE PR	IMARY LINE O	BUSINESS				
01/30/25	01/30/25	Texas, DAYTON,	HOUSTON, QAWASTE , CORPUS, HEA	ARNE, HILLSBO	RO, TEST 📼	Comme	cial, Roll Off					
Standard		•	Select Route Sheet 👻	8	) 🖂 🗲		Option 1			Search		
R	OUTE 🕇	TRUCK	DRIVER	PRE TRIP	POST TRIP	OPT	MIZED	SCHEDULED	SERVICED	PENDING		
- CORPUS > C	= CORPUS > Commercial > Thursday Jan 30, 2025 Option 2											
🗹 🕒 🤄	<u>COR 202</u> (new d	efa <u>970</u>	Rudy Espinosa - Driver		Right	click		<u>81</u>	<u>52 (63)</u>	<u>29 (36%)</u>		
<u> </u>	COR 203	<u>751</u>	Marco Hurtado - Driver		Kight	CIICK	Display or	Мар	<u>80 (86)</u>	0		
<u> </u>	COR 204	<u>952</u>	Aliena Somers - Admin-NS	<u>8:45 am</u>	<u>8:47 am</u>	-Dr	Send Rout	e Notification	<u>1 (1)</u>	0		
- CORPUS > Y	ARD: Home Ya	ROUTE NOTIFICATION			<b>()</b>		Change St	atus 🕨				
<u> </u>	<u>COR 201</u> (Test)	NOTIFICATION TEMPLATE	Route email-Delay		÷		Optimize	Routes	<u>71 (77)</u>	0		
- CORPUS > Y	ARD: Pearland	SUBJECT	Route Delayed			-						
	COR 301	Email Body	ext Body					1	0	<u>1 (100%)</u>		
- CORPUS > R	oll Off > Thurs	Dear @@site.name;;,										
• • A	ALVARO (thurs	The route for your serv	ice for @@servicecode.name;; scheduled	@@scheduledda	te;; at			4	0	<u>4 (100%)</u>		
- DAYTON > C	Commercial > T	@@site.address.address	Line1;; has been delayed.									
	DAY 201 (r)	We apologize for the in times.	nconvenience and appreciate your patier	nce during these	trying			<u>101</u>	0	<u>100 (99%)</u>		
	DAY 202	Sincerely,						<u>64</u>	0	<u>63 (98%)</u>		
	DAY 203	QA Waste Operations	eam					<u>94</u>	0	<u>94 (100%)</u>		
						-						
		-	SEND NOTIFICATION CANCEL									

# 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. Click the Notification icon displayed on the Dispatch screen, or right-click on a selected route and choose "Send Route Notification." This opens the Route Notification popup window.
- 3. Select a template from the Notification Template 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 - Services 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.

SERVIC	ES LIST								
Dispatc	h 👻	Select Print Format	- 🖨 🖉		TED	) 🔶	Option 1 (	(Notification icon)	
V ROUT	re seq 🕇	ORDER NOTE	SITE	SCHEDULE DATE 🕇	D CR	EATED ON	WO#	WO TYPE	
COR	202		45847020 * <u>Coastal Bend Tooling</u> <u>Automation, Inc</u> 510 S Staples St, Christi	Thu 1/30/2 <sup>3 &amp;</sup> Option 2 Right-click	5 12/1	6/24 3:55am 81 rows	8897524 selected	Scheduled Service IN PROGRESS	
COF	SERVICE NOTIFICATION	N		2 😣	5 12/1	Display Send Se	on Map rvice Notification	cheduled Service	
	NOTIFICATION TEMPLATE	Route email-Delay		v		Change	Route		
COF	SUBJECT Email Body To	Route Delayed			5 12/1	Change Change	Status Posting Status	icheduled Service IN PROGRESS	
COF	Dear @@site.name;;, The route for your servi @@site.address.address We apologize for the ir	ice for @@ <u>servicecode</u> .na Line1;; has been delayed nconvenience and apprec	uleddate;; at g these trying	5 12/1	12/16/24 3:55am 8900975 Sched IN F				
COF	times. Sincerely, QA Waste Operations T	ēam			5 12/1	6/24 3:55am	8900989	Scheduled Service IN PROGRESS	
		SEND NOTIFICATION	CANCEL						

# 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: Displays all scheduled stops on the route (regardless of their current status).
  - Pending column: Displays all pending stops that have not been serviced on the route.
- 2. Select the stops you would like included in the notification. If this applies to all stops, check the 'Select All' box that displays in the header row.
- 3. Click the Notification icon displayed on the Services List screen, or right-click on a selected stop and choose "Send Service Notification." This opens the Service Notification popup window.
- 4. Select a template from the Notification Template 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.
- 5. Click 'Send Notification' when the message is ready to be sent.
- 1.