

# Route and Service Notifications

Last Modified on 05/26/2026 6:06 am PDT

**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.

FROM	TO	DIVISION	ROUTE PRIMARY LINE OF BUSINESS																																																																																																																																																																																							
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## Permissions

The following permissions are required to send a service notification:

Permission ID	Permission Name
88	Dispatch

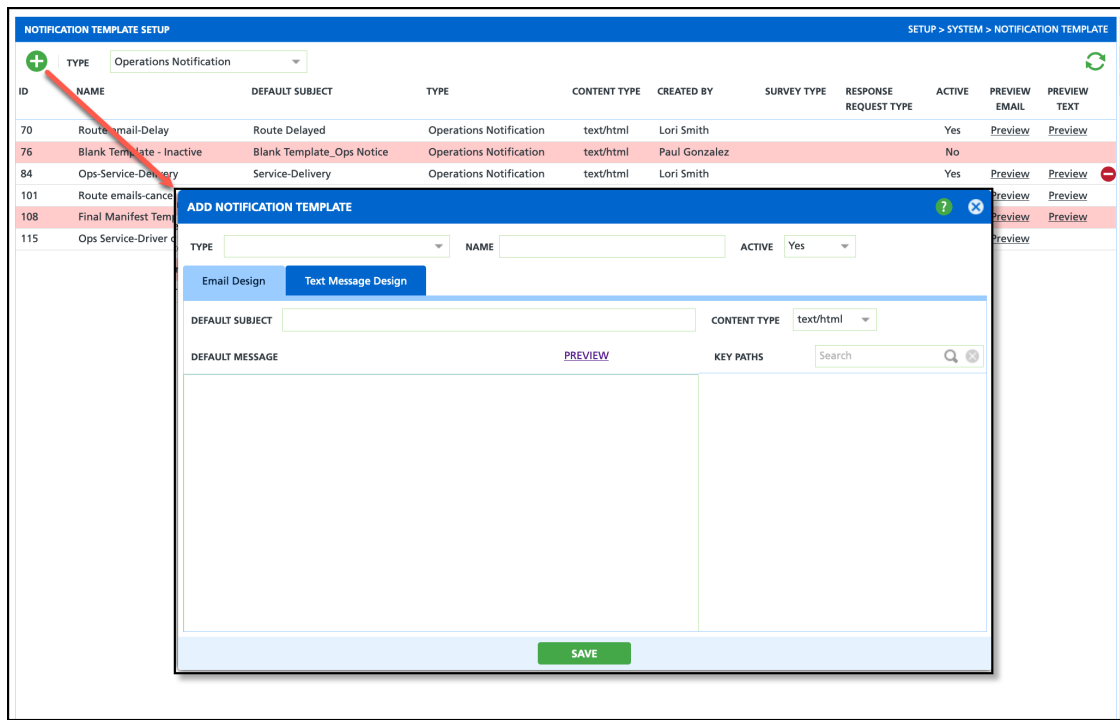
## Setup Requirements

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

### Create Notification Templates

**Pathway:** [Setup > System > Notification Templates](#)

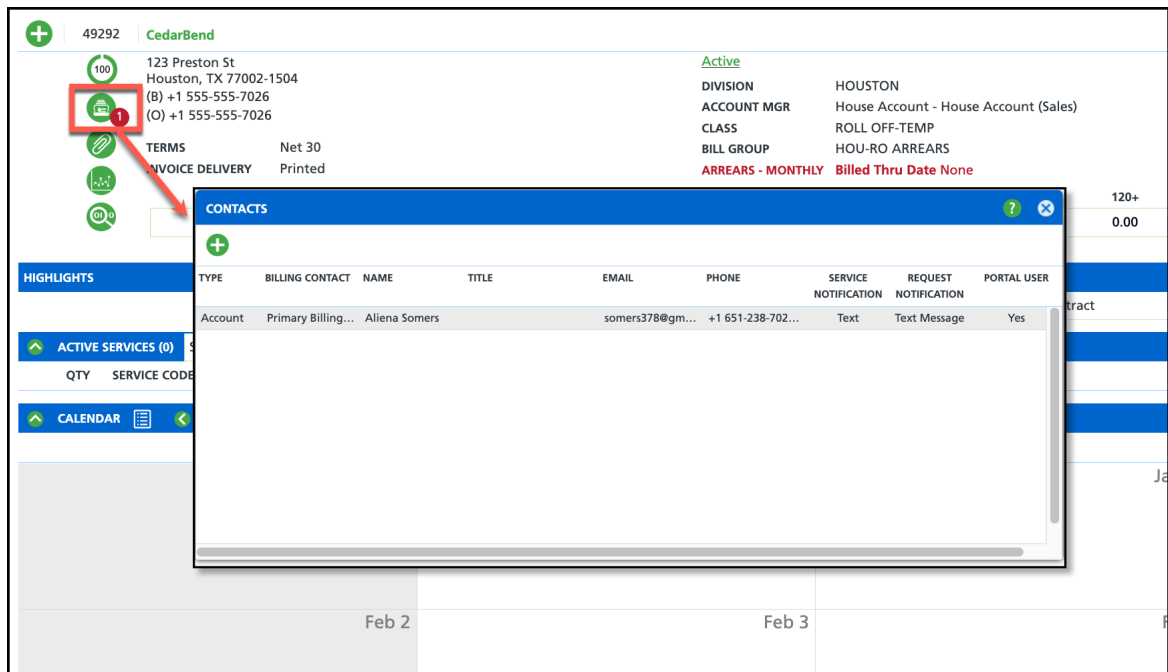
The Notification Template tool allows for the creation of custom email/text notifications within the Navusoft application. Pre-built templates are available for route and service notifications, enabling quick communication of urgent messages, such as delays. Additional information on notification templates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



## 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](#)



## 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.

The screenshot displays the DISPATCH software interface. At the top, there are filters for 'FROM' (01/30/25), 'TO' (01/30/25), 'DIVISION' (Texas, DAYTON, HOUSTON, QAWASTE, CORPUS, HEARNE, HILLSBORO, TEST), and 'ROUTE PRIMARY LINE OF BUSINESS' (Commercial, Roll Off). Below these are various icons, including a notification icon highlighted by a red arrow labeled 'Option 1'. The main area shows a list of routes with columns for 'ROUTE', 'TRUCK', 'DRIVER', 'PRE TRIP', 'POST TRIP', 'OPTIMIZED', 'SCHEDULED', 'SERVICED', and 'PENDING'. A right-click context menu is shown over a route row, with a red arrow labeled 'Option 2' pointing to the 'Send Route Notification' option. A 'ROUTE NOTIFICATION' popup window is open, showing a 'NOTIFICATION TEMPLATE' dropdown set to 'Route email-Delay', a 'SUBJECT' field with 'Route Delayed', and a 'Text Body' tab. The body text includes a greeting, a message about a delayed route, an apology, and a signature from 'QA Waste Operations Team'. 'SEND NOTIFICATION' and 'CANCEL' buttons are at the bottom of the popup.

## 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.

The screenshot displays the 'SERVICES LIST' interface. At the top, there is a 'Dispatch' dropdown and a 'Select Print Format' dropdown. A 'PRINT COMPLETED' button and a notification icon (envelope) are visible. A red arrow points to the notification icon with the text 'Option 1 (Notification icon)'. Below the header, a table lists service stops with columns for ROUTE, SEQ, ORDER NOTE, SITE, SCHEDULED DATE, CREATED ON, WO#, and WO TYPE. A red arrow points to a specific stop with the text 'Option 2 Right-click'. A context menu is open over this stop, showing options: '81 rows selected', 'Display on Map', 'Send Service Notification', 'Change Route', 'Change Status', and 'Change Posting Status'. A 'SERVICE NOTIFICATION' popup window is also shown, containing a 'NOTIFICATION TEMPLATE' dropdown (set to 'Route email-Delay'), a 'SUBJECT' field (set to 'Route Delayed'), and tabs for 'Email Body' and 'Text Body'. The text body contains a pre-filled message template with placeholders like '@@site.name;;' and '@@servicecode.name;;'. At the bottom of the popup are 'SEND NOTIFICATION' and 'CANCEL' buttons.

## 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.

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