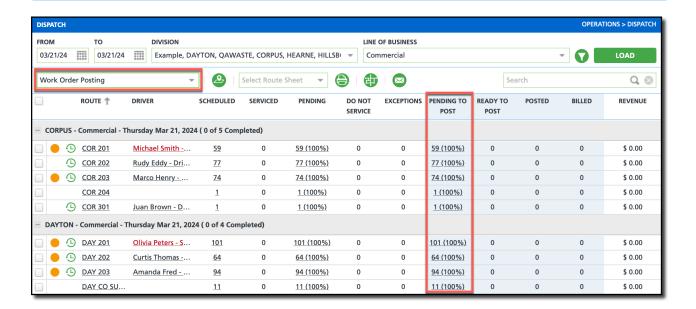# Review Work Order Charges

Last Modified on 03/29/2024 11:18 am EDT

Pathway: *Operations > Dispatch - Services List*

> ℹ️ This process works one day behind the current day to post charges for services completed. Select 'Work Order Posting' from the drop down field located under the 'To' and 'From' date fields to display additional billing and posting columns.
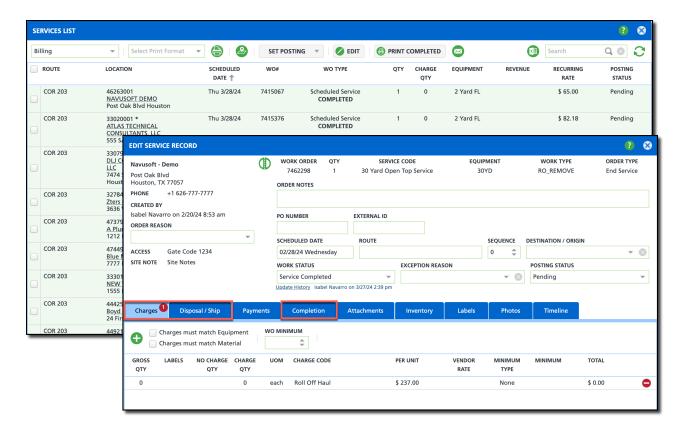

Permissions

The permissions outlined below are relevant to not only viewing the work order information, but also modifying its charges.

Permission ID	Permission Name
88	Dispatch
334	Add Charge Code to Work Order
335	Delete Charge Code From Work Order
336	Edit Charge Code Rate for Work Order

Review Work Orders

When the Services List displays, select Billing from the grid-view drop down. This will display the Revenue, Recurring Rate and Posting Status fields that are relevant to reviewing and posting work orders.

1. From the Dispatch screen, enter the **From/To Dates**, **Division** and **Line of Business**, then select **Load**.

2. Select **'Work Order Posting'** from the grid view drop down (Dispatch screen) to display the additional Posting and Billing columns.

3. Select the value in the **'Pending To Post'** column (Dispatch screen) to open a route's Services List.

   - This count excludes work orders with a *Ready to Post* or *Posted* status.

4. From *Services List*, select the **Billing** view. This will display additional Posting Status and Revenue columns.

5. Double-click on a service location to display the **Edit Service Record.**

   - Review the **Completion** tab for any driver notes which may impact charges.

   - Review the **Disposal/Ship** tab to confirm disposal was completed.

   - Review the **Charges** tab to verify the charges applied are correct. If additional charges are incurred they can be applied as follows:

     - Select the **green plus icon**

     - Search and select the applicable charge

     - Enter a quantity value in the **Gross Qty** field. Entries here will update the Charge Qty field

6. After reviewing the work order, follow your established process and procedures before updating the **Posting Status.**