

# Review Work Order Charges

Last Modified on 05/26/2026 6:28 am PDT

Pathway: Operations > Dispatch - Services List

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.

FROM	TO	DIVISION	LINE OF BUSINESS										
03/21/24	03/21/24	Example, DAYTON, QAWASTE, CORPUS, HEARNE, HILLSBI	Commercial										
<div style="border: 1px solid red; padding: 2px;">Work Order Posting</div>													
ROUTE	DRIVER	SCHEDULED	SERVICED	PENDING	DO NOT SERVICE	EXCEPTIONS	PENDING TO POST	READY TO POST	POSTED	BILLED	REVENUE		
- CORPUS - Commercial - Thursday Mar 21, 2024 ( 0 of 5 Completed)													
COR 201	Michael Smith -...	59	0	59 (100%)	0	0	59 (100%)	0	0	0	\$ 0.00		
COR 202	Rudy Eddy - Dri...	77	0	77 (100%)	0	0	77 (100%)	0	0	0	\$ 0.00		
COR 203	Marco Henry -...	74	0	74 (100%)	0	0	74 (100%)	0	0	0	\$ 0.00		
COR 204		1	0	1 (100%)	0	0	1 (100%)	0	0	0	\$ 0.00		
COR 301	Juan Brown - D...	1	0	1 (100%)	0	0	1 (100%)	0	0	0	\$ 0.00		
- DAYTON - Commercial - Thursday Mar 21, 2024 ( 0 of 4 Completed)													
DAY 201	Olivia Peters - S...	101	0	101 (100%)	0	0	101 (100%)	0	0	0	\$ 0.00		
DAY 202	Curtis Thomas -...	64	0	64 (100%)	0	0	64 (100%)	0	0	0	\$ 0.00		
DAY 203	Amanda Fred -...	94	0	94 (100%)	0	0	94 (100%)	0	0	0	\$ 0.00		
DAY CO SU...		11	0	11 (100%)	0	0	11 (100%)	0	0	0	\$ 0.00		

## 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

Reviewing work orders before marking them as **Posted** or **Ready to Post** is a critical step to ensure accurate billing. This review helps confirm that all services were completed as expected and that each site is billed correctly based on the work performed.

### Dispatch Screen View

DISPATCH OPERATIONS > DISPATCH

FROM: 07/28/25 TO: 07/28/25 DIVISION: Texas, DAYTON, HOUSTON, QAWASTE, CORPUS, HEARNE, HILLSBORO, TEST ROUTE PRIMARY LINE OF BUSINESS: Commercial, Residential, Roll Off

Work Order Posting

ROUTE	DRIVER	SCHEDULED	SERVICED	PENDING	DO NOT SERVICE	EXCEPTIONS	PENDING TO POST	READY TO POST	POSTED	BILLED	REVENUE
CORPUS > Commercial > Monday Jul 28, 2025											2 of 2 completed (0 checked in)
COR 203	Marco Hurtado - Driver (Operations)	119	119 (169)	0	0	0	119 (100%)	0	0	0	\$ 500.00
COR 204		1	1 (1)	0	0	0	1 (100%)	0	0	0	\$ 730.00
CORPUS > YARD: HOMEBASE > Commercial > Monday Jul 28, 2025											1 of 1 completed (0 checked in)
COR 202 (new default)	Rudy Espinosa - Driver (Operations)	90	90 (137)	0	0	0	0	0	90 (100%)	0	\$ 0.00
CORPUS > YARD: Home Yard - Corpus > Commercial > Monday Jul 28, 2025											2 of 2 completed (0 checked in)
COR 201 (mon)	Matthew Van Doren	112	112 (128)	0	0	0	112 (100%)	0	0	0	\$ 1,317.00
COR DUMPSTER DEL/REM	Olivia Paige - Software Engineer (Ad...	8	8 (16)	0	0	0	8 (100%)	0	0	0	\$ 2,314.00
CORPUS > YARD: Home Yard - Corpus > Roll Off > Monday Jul 28, 2025											1 of 1 completed (0 checked in)
ALVARO (hiivewe)	Aliena Somers	9	9 (100%)	0	0	0	9 (100%)	0	0	0	\$ 899.55

- From the Dispatch screen, enter the **From/To Dates**, **Division** and **Line of Business**, then select **Load**.
  - Select **'Work Order Posting'** from the grid view drop down to display the additional posting and billing columns.
  - Select the value in the **Pending To Post** column to open a route's Services List.

### Services List

SERVICES LIST

Billing

ROUTE	SITE	SCHEDULED DATE	WO#	WO TYPE	QTY	CHARGE QTY	EQUIPMENT	REVENUE	RECURRING RATE	POSTING STATUS
HOU 202	43178071 SALTGRASS - SG PEARLAND 3251 SILVER LAKE VILLAGE DRIVE, PEARLAND	Wed 7/9/25	9707956	Scheduled Service COMPLETED	2	0	4 Yard FL		\$ 612.89	Pending
HOU 202	45170016 COD FIVE BELOW 3113 Silverlake Village Dr, Pearland	Wed 7/9/25	9708293	Scheduled Service COMPLETED	1	0	8 Yard FL		\$ 289.07	Pending

EDIT SERVICE RECORD

Site # 43178071

WORK ORDER: 9707956 QTY: 2 SERVICE CODE: 4 Yard Trash Service (36740) EQUIPMENT: 4YD WORK TYPE: FL\_SERVICE ORDER TYPE: Scheduled Service MATERIAL: MSW

ORDER NOTES:

CREATED BY: Aliena Somers - Admin-NS (Sales) on 5/25/25 3:55 am

ORDER REASON:

PO NUMBER: EXTERNAL ID:

SCHEDULED DATE: 07/09/25 Wednesday ROUTE: HOU 202 - Ismael Fortuna SEQUENCE: 0 DESTINATION / ORIGIN:

WORK STATUS: Completed EXCEPTION REASON: POSTING STATUS: Pending

Update History Aliena Somers - Admin-NS (Sales) on

Charges \$ 35.00 Payments Completion Lab Tests Attachments Labels Photos Timeline

Charges must match Equipment Charges must match Material

WO MINIMUM

CALCULATE LAB QTY AND DISCOUNT

GROSS QTY	LABELS	NO CHARGE QTY	CHARGE QTY	UOM	CHARGE CODE	PER UNIT	VENDOR RATE	MINIMUM TYPE	MINIMUM	TOTAL
1			1	each	Bulk Pickup	\$ 35.00		None		\$ 35.00

Select Print Format

ADD PAYMENT (F7) SAVE (F2)

- From the Services List, select the **Billing** view. This will display additional posting status and revenue columns.
  - 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. **This tab only applies to**

**transfer waste setups.**

- 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.
    - Click **Save (F2)**
2. After reviewing the work order, follow your established process and procedures before updating the Posting Status to either '**Ready to Post**' or '**Posted.**'

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## Related Articles

[Work Order Posting](#)

[Closing Routes](#)

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