

Set Up - 'WO New Status' Column Added to Reason Code Setup - (14367)[Enhancement]

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A 'WO New Status' column has been added to the Reason Code Setup screen for NavuNav processing of stops. When a Reason Code is selected by the driver for a Service Exception, it will move the stop to the Exceptions column in Dispatch and update the 'Work Status' and 'Exception Reason' fields in the Work Order. This setup is part of Split Order processing and does not affect the status in core.

Example Scenario: A driver serviced the location but they were not able to make it to the disposal location before it closed. In this scenario, the driver would select the reason code that applies (RO-Not Dumped / Service Completed) to indicate the service is complete but the Work Order is not.

TYPE	REASON CODE	NAME	GL ACCOUNT	WO NEW STATUS
Service Exception	BLCART	Blocked Cart		Not Serviced
Service Exception	FLBLOCKED	FL Bin Blocked		Not Serviced
Service Exception	FLRECONT	FL Recycling Contaminated		Service Completed
Service Exception	PT_BLOCKED	PT Blocked		Not Serviced
Service Exception	REBLOCKED	Not Cart Out		Not Serviced
Service Exception	RONotAccess	Not Accessible		Not Serviced
Service Exception	RERECONT	Recycling Contaminated		Not Serviced
Service Exception	RESOVERL	Overloaded Cart		Not Serviced
Service Exception	ROBLOCKED	RO Blocked		Not Serviced
Service Exception	RO_NOTDUMP	RO-Not Dumped		Service Completed

Pathway: Setup > Systems > Reason Code