Operations (Dispatch) - New Split Order Feature Available (14567)[Enhancement]

Last Modified on 01/26/2023 10:08 am EST

A new Split Order feature has been added to Service Records in Dispatch. Split Orders are manually created when a (parent) work order has an uncompleted task (such as returning the yard box back to the site) and completing that task requires a new work order to be created. Split orders act the same as the work order they are split from and can be used to schedule and record servicing details. However, a split order can not be posted unless the parent work order is in either a billed or posted status.

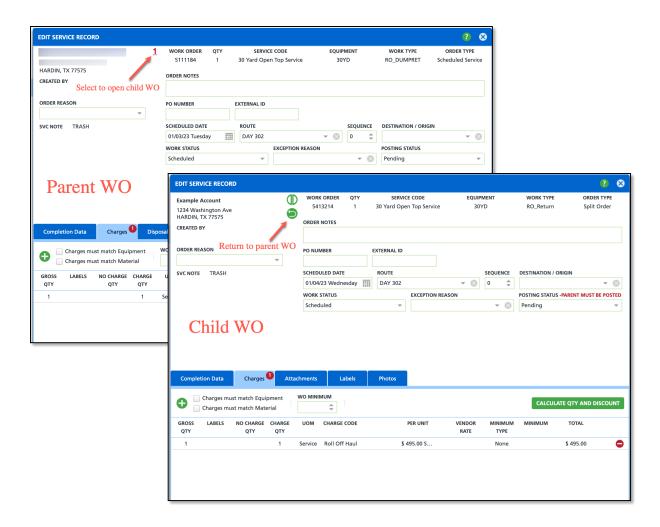
Split Orders

Create a Split Order: A Split Order icon displays at the top of the Service Record. Selecting this will open the 'Split Service Record' popup to create and process a split.

EDIT SERVICE RECORD							? 😣
123 1235 N Loop W Houston, TX 77008-1758	WORK ORDER QT 4357172 1		RRVICE CODE	EQUIPMENT 10YRO	WORK TYPE RO_DUMPRET	ORDER TYPE Scheduled Service	MATERIAL TRASH
CREATED BY Dave Pike on 11/22/22 9:08 pm							
ORDER REASON	PO NUM ER	Ð	XTERNAL ID				
	SCHEDULED D. TE		ROUTE		SEQUENCE	DESTINATION / ORIGI	N
	12/27/22 Tuesd. v		11-301		0 🌲		- 🛞
	WORK STATUS Service Completed		EXCEPTIO	ON REASON	- ©	POSTING STATUS Pending	
	Update History Lori S	helc on	12/27/22 3:21 pm			, enanig	
			SPLIT SERVICE REC	ORD		? ⊗	
		- 1					
			SCHEDULED DATE	12/29/22 Thursda	v		
Completion Data Charges 2 Dispose	al / Ship Attack	hment			, 		
C Channen and a Sector and M			ORDER TYPE			· •	
Charges must match Equipment Charges must match Material		1	ROUTE	11-301	v	🛞 E QT	Y AND DISCOUNT
GROSS LABELS NO CHARGE CHARGE QTY QTY QTY	UOM CHARGE CODE		ORDER NOTES			тс	DTAL
	Unit Disposal Fees	s Trash					0.00
0 0	Haul Haul Fee					\$	0.00
		PROCESS SPI	л				
Select Print Format 👻 🖨			SAVE				

Parent Work Order: After a Split has been processed, a number '1' will display for the original 'parent' work order. Click on the number icon to open the Split Order linked to it.

Child 'Split' Order: When viewing the Split Order (child) the Back icon displays below the Split Order icon. Select 'Back' to return to the parent work order.



Pathway: Operations > Dispatch > Services List > Service Record