

# Split Order Setup

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The following article details the behind-the-scenes setup required to control split order functionality. Split Orders are 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.

## Permissions

The following permissions are required to complete the setup of Split Order functionality:

Permission ID	Permission Name
24	Setup / Operations
120	Setup / System and Security

## Setup: Work Type

**Pathway:** Setup > Operations > Work Type

Create a 'Work Type' for each line of business where a split order may be generated. In the example below, a 'Return Box' Work Type was created.

WORK TYPE SETUP

SETUP > OPERATIONS > WORK TYPE

LINE OF BUSINESS

Roll Off

ID

NAME

LOB

ACTION CATEGORY

INVENTORY MOVE TYPE

MANIFEST NOTIFICATION TEMPLATE

ORDER BASELINE SECONDS

DEFAULT SECONDS PER UNIT

CREATE ONE SERVICE RECORD PER QUANTITY

ENABLE DISPOSAL ENTRY

ENABLE DRIVER ENTERED LABEL WEIGHTS

ENABLE DRIVER PHOTO PROMPT

PRODUCTIVITY UNITS

ENABLE DRIVER TO SET IN PROGRESS

DUMPNLY

Dump Only

Roll Off

None

0

Yes

Yes

No

No

1

No

RETURNBOX

Return Box

Roll Off

None

0

Yes

No

No

No

1

No

RO\_DELIVER

RO Delivery

Roll Off

Deliv

RO\_DUMPRET

RO Dump/Return

Roll Off

Empt

RO\_DUMPRMV

RO Dump/Remove

Roll Off

Remo

RO\_RELOCAT

RO Relocate

Roll Off

Reloc

RO\_REMOVE

RO Removal

Roll Off

Remo

RO\_REPAIR

RO/Packer Repair

Roll Off

Repa

RO\_Return

Return Yard Box Only

Roll Off

RO\_SWAP

RO Swap

Roll Off

Swap

UPDATE WORK TYPE

Details

NavuNav Settings

Add/Remove Default Charge Code

ID

NAME

SELF-SERVICE LABEL

LINE OF BUSINESS

INVENTORY MOVE TYPE

ACTION CATEGORY

MANIFEST NOTIFICATION TEMPLATE

CREATE ONE SERVICE RECORD PER QUANTITY

ENABLE DISPOSAL ENTRY

ENABLE CONSOLIDATION BATCH LINK

PRODUCTIVITY UNITS

DESTRUCTION DATE TRACKING

Route Optimization

ORDER BASELINE SECONDS

DEFAULT SECONDS PER UNIT

RETURNBOX

Return Box

Roll Off

None

No

No

No

1.00

Disabled

0

## Setup: Work Type Event Class

**Pathway:** Setup > Operations > Work Type Event Class

After adding Work Types, create a Work Type Event Class. It is important that when the Work Type Event Class is created, 'Split Order' is populated in the Event Type field.

WORK TYPE EVENT CLASS SETUP

SETUP > OPERATIONS > WORK TYPE EVENT CLASS

ID	NAME	LINE OF BUSINESS	LINKED SERVICE CODES
1000	Roll off Services	Roll Off	24
1001	Front Load Services	Commercial	26
1002	Residential Services	Residential	16
1004	Residential - Hand Throw	Residential	2
1005	Landfill	Landfill	0
1006	Medical Waste	Medical Waste	2
1007	Transfer	Medical Waste	1
1008	Scale Inbound	Scale	1
1009	Document Destruction	Document Destruction	2
1010	Hazardous Waste Services	Hazardous Material	1
1011	MISC	Miscellaneous	1
1012	SCALE_OUT	Scale	1

Available Actions

EVENT CLASS	EVENT TYPE	WORK TYPE	ALLOW SELF-SERVICE ORDERING	NOTE
Roll off Services	On Call	Roll off Services	No	
Roll off Services	On Call	Roll off Services	No	
Roll off Services	Scheduled Service	Roll off Services	No	
Roll off Services	On Call	Roll off Services	No	
Roll off Services	Add Service	Roll off Services	No	
Roll off Services	Quantity Increase	Roll off Services	No	
Roll off Services	Quantity Decrease	Roll off Services	No	
Roll off Services	End Service	Roll off Services	No	
Roll off Services	On Call	RO Delivery	No	
Roll off Services	On Call	ROI Packer Repair	No	
Roll off Services	Split Order	Return Box	No	
Roll off Services	Split Order	Dump Only	No	
Roll off Services	Split Order	Return Yard Box Only	No	

UPDATE WORK TYPE EVENT CLASS ITEM

EVENT

Roll off Services

EVENT TYPE

Split Order

WORK TYPE

Return Box

ALLOW SELF-SERVICE ORDERING

No

NOTE

## Create a Split Order Event Type

1. Select the Work Type from the upper grid to display the Work Type Event Class below.\
2. From **Work Type Event Class**, select the green '+' icon.
3. Select 'Split Order' from the **Event Type** drop down.
4. Select the previously created Work Type from the Work Type drop down.
5. Enter a **Note** for internal referencing (optional).

## Setup: Reason Code

**Pathway:** Setup > System > Reason Code

Review the Reason Codes created for Service Exceptions. If needed, add additional Reason Codes for the driver to select indicating the reason for a service exception.



When a driver marks a stop with an exception AND includes a Reason Code, the stop will display under the Exceptions column in Dispatch and the work order will update to match the 'WO New Status' for the selected Reason Code. **Otherwise**, if the drivers marks the stop with an exception and does not include a reason code the stop will display in Dispatch under the *Do Not Service* column as 'Not Serviced.'

REASON CODE SETUP

SETUP > SYSTEM > REASON CODE

+

TYPE

Service Exception

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TYPE ↑	LINE OF BUSINESS	REASON CODE ↑	NAME	GL ACCOUNT	DISPLAY IN MOBILE	RESULT	EXTERNAL ID	ACTIVE
Service Exception	Commercial	1235VCEXEC	Inactive Service Exception		No	Not Serviced		No
Service Exception	Residential	BLCART	Blocked Cart		Yes	Not Serviced		Yes
Service Exception	Commercial	FLBLOCKED	Bin Blocked		Yes	Not Serviced		Yes
Service Exception	Commercial	FLOVRD	Bin Overloaded		Yes	Not Serviced		Yes
Service Exception	Commercial	FLRECCONT	Recycling Contaminated		No	Not Serviced		Yes
Service Exception	Residential	RENOCAOUT	No Trash Out		Yes	Not Serviced		Yes
Service Exception	Residential	RERECCONT	Recycling Contaminated		Yes	Not Serviced	321231	Yes
Service Exception	Residential	RESOVERL	Cart/Bin Overloaded		Yes	Not Serviced		Yes
Service Exception	Roll Off	Return	Dump Location Closed		Yes	Service Completed		Yes
Service Exception	Roll Off	ROBLOCKED	Blocked		Yes	Not Serviced		Yes
Service Exception	Roll Off	ROINYARD	Box Left in Yard		No	Service Completed		Yes
Service Exception	Roll Off	ROOVERLD	Roll Off Overloaded		Yes	Service Completed		Yes
Service Exception	Residential	RSDRVNCNRN	DRIVER CONCERN		Yes	Service Completed		Yes

EDIT REASON CODE

?

✕

TYPE

Service Exception

ID

Return

NAME

Dump Location Closed

EXTERNAL ID

DISPLAY IN MOBILE

Yes

LINE OF BUSINESS

Roll Off

WO NEW STATUS

Service Completed

ACTIVE

Yes

## Related Articles

[Create a Split Order](#)