Moving Stops
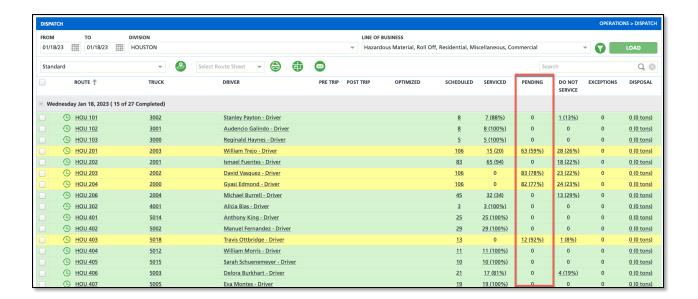
Last Modified on 01/08/2024 3:56 pm EST

Pathway: *Operations > Dispatch*

Reassign the route for service record(s) individually or in bulk using the tools available in the Services List screen accessed through Dispatch.

> 🔔 The processes outlined here assumes a route is already in-progress. If the route has not been started consider reassigning a new truck/driver to the route.

Assign a Service Record to a New Route

In the event service records need to be assigned to a new route, select the value displayed in the route's Pending column, this will open the Services List screen. Stops listed here can be re-assigned individually, or as a group.
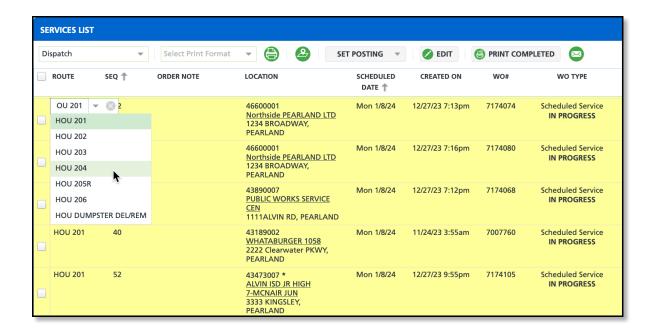
> ℹ️ Route edits made here are one-time changes, and the service location will return to the same route for its next scheduled servicing.

Individually Re-Assign Stops

Individually reassign a new route to a stop from the Services List screen using the following process:

1. Click on the **Route ID** for the service location.
2. Select the new **Route** from the drop down list that displays.
3. Click away and the system will auto-save the change.

Multi-assign Stops to a Route

If several stops require assignment to a new route, and the route assignment is the same for all stops, you can follow the mass assignment process outlined here:

1. Select the box for each location you would like to edit. If this applies to all locations, a check all box is available in the header row.
2. Select the **Edit** button to display the Edit Service Record(s) popup editor.
3. Select the **Route** you would like to reassign the locations to.
4. Enter a **Scheduled Date** for when the locations will be placed on the route's schedule for servicing.
5. Select **Save** from the Edit Service Record(s) popup and close the Services List screen.