

Moving Stops

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Pathway: Operations > Dispatch

When a driver is unable to complete all assigned stops, or if routes need to be manually balanced, service records can be reassigned to a different route individually or in bulk using the tools available in the **Services List** screen, accessible 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.

| DISPATCH | | OPERATIONS > DISPATCH | | | | | | | | | | |
|--|----------|-----------------------|-----------------------------|--|-----------|-----------|-----------|----------|----------------|------------|------------|--|
| FROM | TO | DIVISION | | LINE OF BUSINESS | | | | | | | LOAD | |
| 01/18/23 | 01/18/23 | HOUSTON | | Hazardous Material, Roll Off, Residential, Miscellaneous, Commercial | | | | | | | | |
| Standard | | Select Route Sheet | | | | | | | | | | |
| ROUTE | TRUCK | DRIVER | PRE TRIP | POST TRIP | OPTIMIZED | SCHEDULED | SERVICED | PENDING | DO NOT SERVICE | EXCEPTIONS | DISPOSAL | |
| Wednesday Jan 18, 2023 (15 of 27 Completed) | | | | | | | | | | | | |
| <input type="checkbox"/> | HOU 101 | 3002 | Stanley Fayton - Driver | | | 8 | 7 (88%) | 0 | 1 (13%) | 0 | 0 (0 tons) | |
| <input type="checkbox"/> | HOU 102 | 3001 | Audencio Galindo - Driver | | | 8 | 8 (100%) | 0 | 0 | 0 | 0 (0 tons) | |
| <input type="checkbox"/> | HOU 103 | 3000 | Reginald Haynes - Driver | | | 5 | 5 (100%) | 0 | 0 | 0 | 0 (0 tons) | |
| <input type="checkbox"/> | HOU 201 | 2003 | William Trejo - Driver | | | 106 | 15 (20) | 63 (59%) | 28 (26%) | 0 | 0 (0 tons) | |
| <input type="checkbox"/> | HOU 202 | 2001 | Ismael Fuentes - Driver | | | 83 | 65 (94) | 0 | 18 (22%) | 0 | 0 (0 tons) | |
| <input type="checkbox"/> | HOU 203 | 2002 | David Vasquez - Driver | | | 106 | 0 | 83 (78%) | 23 (22%) | 0 | 0 (0 tons) | |
| <input type="checkbox"/> | HOU 204 | 2000 | Gyasi Edmond - Driver | | | 106 | 0 | 82 (77%) | 24 (23%) | 0 | 0 (0 tons) | |
| <input type="checkbox"/> | HOU 206 | 2004 | Michael Burrell - Driver | | | 45 | 32 (34) | 0 | 13 (29%) | 0 | 0 (0 tons) | |
| <input type="checkbox"/> | HOU 302 | 4001 | Alicia Bias - Driver | | | 3 | 3 (100%) | 0 | 0 | 0 | 0 (0 tons) | |
| <input type="checkbox"/> | HOU 401 | 5014 | Anthony King - Driver | | | 25 | 25 (100%) | 0 | 0 | 0 | 0 (0 tons) | |
| <input type="checkbox"/> | HOU 402 | 5002 | Manuel Fernandez - Driver | | | 29 | 29 (100%) | 0 | 0 | 0 | 0 (0 tons) | |
| <input type="checkbox"/> | HOU 403 | 5018 | Travis Ottbridge - Driver | | | 13 | 0 | 12 (92%) | 1 (8%) | 0 | 0 (0 tons) | |
| <input type="checkbox"/> | HOU 404 | 5012 | William Morris - Driver | | | 11 | 11 (100%) | 0 | 0 | 0 | 0 (0 tons) | |
| <input type="checkbox"/> | HOU 405 | 5015 | Sarah Schuenemeyer - Driver | | | 10 | 10 (100%) | 0 | 0 | 0 | 0 (0 tons) | |
| <input type="checkbox"/> | HOU 406 | 5003 | Delora Burkhart - Driver | | | 21 | 17 (81%) | 0 | 4 (19%) | 0 | 0 (0 tons) | |
| <input type="checkbox"/> | HOU 407 | 5005 | Eva Montes - Driver | | | 19 | 19 (100%) | 0 | 0 | 0 | 0 (0 tons) | |

Access the Services List to Re-Assign Stops

If service records need to be assigned to a new route, click the value in the route's **Pending** column to open the **Services List** screen. From there, stops can be reassigned individually or in groups.



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:

| ROUTE | SEQ | ORDER NOTE | SITE | SCHEDULED DATE | CREATED ON | WO# | WO TYPE | SERVICE TYPE | QTY | EQUIPMENT | PHOTOS |
|----------------------|-----|------------|--|----------------|----------------|----------|-------------------------------|--------------|-----|-----------|--------|
| HOU 204 | | | 46825001 Planet Fitness 2550 Pearland Pkwy, Pearland | Wed 6/3/26 | 4/19/26 4:05am | 11322758 | Scheduled Service COMPLETED | FL Service | 1 | 6 Yard FL | |
| HOU 204 | | | 46198035 * Rapid Auto Service 1911 Austin St, South Houston | Wed 6/3/26 | 4/19/26 4:05am | 11322772 | Scheduled Service IN PROGRESS | FL Service | 1 | 2 Yard FL | |
| HOU 201 | | | | | | | | | | | |
| HOU 202 | | | | | | | | | | | |
| HOU 203 | | | 43890005 * COP - BARRY ROSE RECLAMATION F 1902 BARRY ROSE RD, PEARLAND | Wed 6/3/26 | 5/5/26 3:37pm | 11414318 | Scheduled Service IN PROGRESS | FL Service | 1 | 6 Yard FL | |
| HOU 204 | | | | | | | | | | | |
| HOU 205R | | | | | | | | | | | |
| HOU 206 | | | 45153001 EL POLLO LOCCO 2610 Pearland Pkwy, Pearland | Wed 6/3/26 | 4/19/26 4:05am | 11322846 | Scheduled Service IN PROGRESS | FL Service | 1 | 6 Yard FL | |
| HOU DUMPSTER DEL/REM | | | | | | | | | | | |
| HOU 204 | 5 | | 43905009 PEARLAND ISD PACE CENTER 2316 OLD ALVIN RD, PEARLAND | Wed 6/3/26 | 4/19/26 4:05am | 11322829 | Scheduled Service | FL Service | 1 | 8 Yard FL | |

1. Click on the **Route ID** for the service location to display the list of assignable routes.
2. Select a new **Route** from the list.
3. Click away and the system will auto-save the change.

Re-Assign Multiple Stops

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:

The screenshot illustrates the mass assignment process in the SERVICES LIST. A red box highlights a column of checkboxes for multiple rows. A context menu is open over one row with 'Change Route' selected. An 'EDIT 7 SELECTED WORK ORDERS' dialog is shown with 'ROUTE' set to 'HOU 204' and 'SEQUENCE' set to 'Retain Sequence'. A second dialog shows the 'SEQUENCE' dropdown menu with 'Retain Sequence' selected.

1. Select the checkbox for each stop you want to move.
 - o To apply changes to all locations, use the "Check All" option in the header row.
 - o To multi-select adjacent stops, use the Shift key.
2. Right-click on a selected route to open the context menu.
 - o **Important Note:** Right-clicking on a row that was not originally selected will clear the selection from all other locations and apply it only to the clicked location.
3. Choose **Change Route** to open the *Edit Work Order* editor.
4. Select where and when to move stops:
 - o Select the **Route** to move the stops to.
 - o Enter a **Scheduled Date** for when the stops should be added to the selected route.

5. Select how to handle sequencing when the stops are moved:
 - **Retain Sequence:** Maintains the original sequence number.
 - **Reset Sequence to 0:** Clears the existing sequence numbers allowing for manual re-sequencing and to avoid route disruptions.
 - **Offset Sequence:** Resets the sequence number to the existing sequence number plus the offset value entered in a new Offset By field. The Offset By field is customizable but is set to 10000 by default and has to be greater than 0.
 6. Click **Save** to apply the changes to all selected route records.
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