

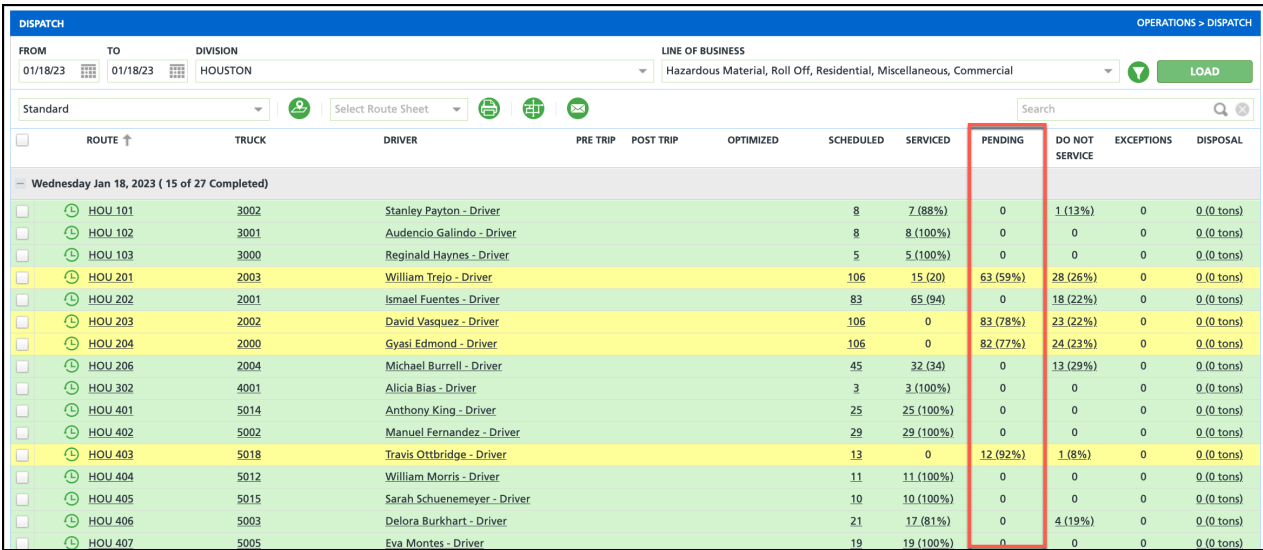
Moving Stops

Last Modified on 06/25/2026 2:13 pm PDT

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.



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

Access the Services List to Reassign 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 Reassign 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.

Reassign 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 interface. A red box highlights the selected rows (HOU 204). A context menu is open over one row, with 'Change Route' selected. An 'EDIT 7 SELECTED WORK ORDERS' dialog is open, showing the '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:** Option to assign a sequence value to stops being moved to a different route or scheduled date. The default value is **10,000**, which helps place reassigned stops after existing sequenced stops without affecting the current route order. A custom offset value may also be entered.
6. Click **Save** to apply the changes to all selected route records.

Reassign Stops Using Offset Sequence

The **Offset Sequence** option allows stops to be reassigned to a different route or scheduled date without affecting the sequence of existing stops. This is commonly used when creating helper routes or balancing workloads between drivers while maintaining route organization.

The screenshot displays the 'SERVICES LIST' interface. A table lists various work orders with columns for ROUTE, SEQ, ORDER NOTE, SITE, SCHEDULED DATE, CREATED ON, WO#, WO TYPE, SERVICE TYPE, and QTY. Several rows are selected, and a context menu is open over them, showing options like 'Change Route', 'Change Scheduled Date', 'Change Status', and 'Change Posting Status'. The 'Change Route' option is highlighted, and the 'EDIT 11 SELECTED WORK ORDERS' dialog box is open. The dialog shows the following fields: ROUTE (HOU 403), SCHEDULED DATE (06/09/2026), SEQUENCE (Offset Sequence), and OFFSET BY (10000). A warning message at the bottom of the dialog states: '* Only services with status of Scheduled, In Progress, or Do Not Service will be updated'. A 'SAVE' button is visible at the bottom of the dialog.

1. Select the checkbox for each stop you want to move.
 - To apply changes to all locations, use the "Check All" option in the header row.
 - To multi-select adjacent stops, use the Shift key.
2. Right-click on a selected route to open the context menu.
 - **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:
 - Select the **Route** to move the stops to.
 - Enter a **Scheduled Date** for when the stops should be added to the selected route.
5. Select **Offset Sequence** from the **Sequence** drop down.
6. Enter a new **Offset By**, or use the default of 10000.
7. Click **Save** to apply the changes to all selected route records.

Illustrated Example

Stops on Route 402 moved to Route 403

*Note: This example is using previously sequenced stops. This is retained when the stops are moved to the new route.

The screenshot shows the 'SERVICES LIST' interface. A table of work orders is displayed with columns: ROUTE, SEQ, ORDER NOTE, SITE, SCHEDULED DATE, CREATED ON, WO#, WO TYPE, SERVICE TYPE, and QTY. Several work orders for 'HOU 402' are selected. A context menu is open over the selection, with 'Change Route' highlighted. An 'EDIT 11 SELECTED WORK ORDERS' dialog box is overlaid, showing the 'ROUTE' dropdown set to 'HOU 403' (indicated by a red arrow), 'SCHEDULED DATE' as '06/09/2026', 'SEQUENCE' as 'Offset Sequence', and 'OFFSET BY' as '10000'. A red warning message states: '* Only services with status of Scheduled, In Progress, or Do Not Service will be updated'. A 'SAVE' button is at the bottom of the dialog.

Route 403 - where the stops were moved to

*Note: If the reassigned stops did not previously have a sequence number and the default Offset By value of 10000 is used, the stops will all be assigned a sequence value of 10000.

ROUTE	SEQ	ORDER NOTE	SITE	SCHEDULED DATE	CREATED ON	WO#	WO TYPE	SERVICE TYPE
			45358005 TUE/FRI 402 3519 Liberty Dr, Pearland	Tue 6/9/26	4/25/26 4:06am	11346476 *	Scheduled Service	RS Service
HOU 403	2		45358009 TUE/FRI 403 3519 Liberty Dr, Pearland	Tue 6/9/26	4/25/26 4:06am	11347199 *	Scheduled Service	RS Service
HOU 403	3		45358009 TUE/FRI 403 3519 Liberty Dr, Pearland	Tue 6/9/26	4/25/26 4:06am	11347200 *	Scheduled Service	RS Service
HOU 403	4		45358009 TUE/FRI 403 3519 Liberty Dr, Pearland	Tue 6/9/26	4/25/26 4:06am	11347201 *	Scheduled Service	RS Service
HOU 403	5		45358009 TUE/FRI 403 3519 Liberty Dr, Pearland	Tue 6/9/26	4/25/26 4:06am	11347202 *	Scheduled Service	RS Service
HOU 403	6		45358009 TUE/FRI 403 3519 Liberty Dr, Pearland	Tue 6/9/26	4/25/26 4:06am	11347203 *	Scheduled Service	RS Service
HOU 403	10001		45358005 TUE/FRI 402 3519 Liberty Dr, Pearland	Tue 6/9/26	4/25/26 4:06am	11346476 *	Scheduled Service	RS Service
HOU 403	10002		44358107 * Pearland Resident 12810 Quail Creek Dr, Pearland	Tue 6/9/26	4/25/26 4:06am	11348220	Scheduled Service	RS Service
HOU 403	10003		45358005 TUE/FRI 402 3519 Liberty Dr, Pearland	Tue 6/9/26	4/25/26 4:06am	11347198 *	Scheduled Service	RS Service
HOU 403	10004		45358005 TUE/FRI 402	Tue 6/9/26	4/25/26 4:06am	11347197 *	Scheduled Service	RS Service

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