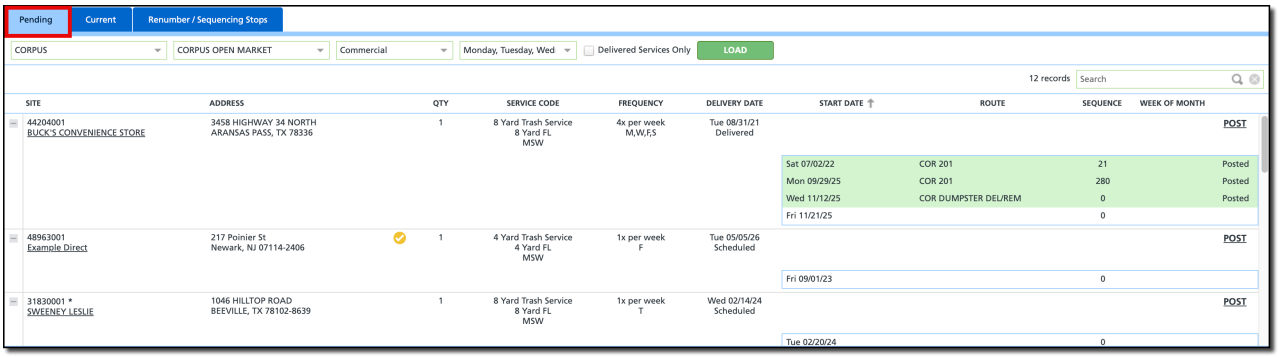
Pending (Tab) - Review and Assign Pending Stops to a Route

Last Modified on 08/31/2026 11:57 am PDT

Pathway: *Operations > Route Management > Pending (tab)*

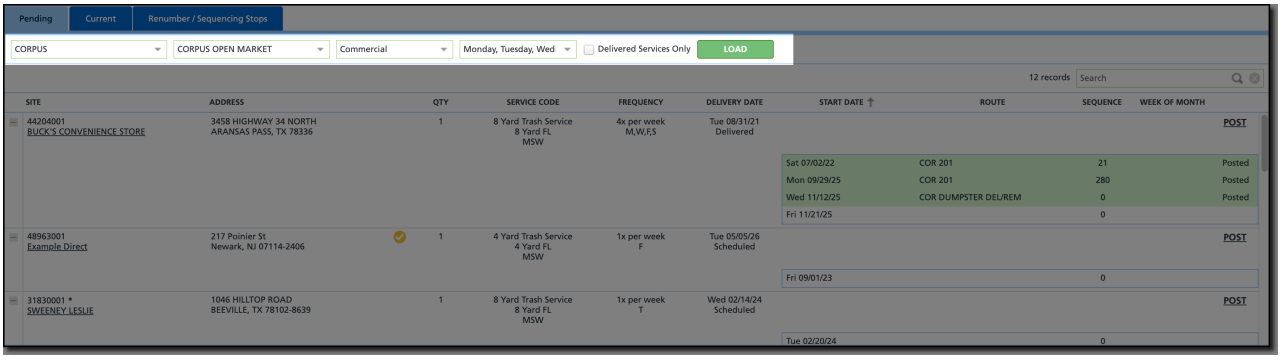
The **Pending** tab displays sites and their associated services that have not yet been assigned to a route. Once a site's services are posted to a route, the site is removed from the **Pending** tab and becomes available for further routing updates in the **Current** tab.

> To ensure no pending stops (scheduled services not yet assigned to a route) are overlooked, **this tool should be used as part of daily operational activities.**



Step 1: Load Pending Services

The Pending screen loads pending services once a user has made filter selections and clicks on the **Load** button. To only see services where equipment has been delivered, select the ***Delivered Services Only*** filter before clicking the Load button.

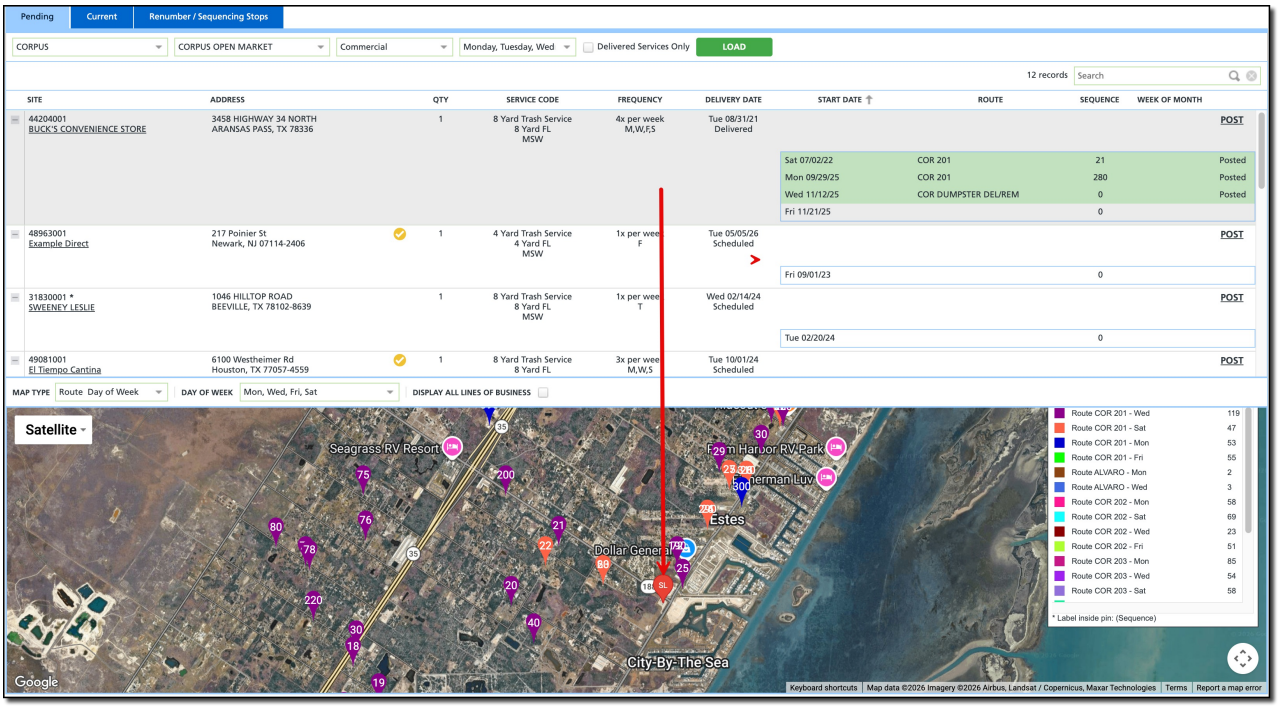


Filter pending services to only view the areas you oversee.

1. Select your assigned **Division.**
2. Select the **Service Region.**
3. Select the **LOB** (Line of Business services fall under).
4. Select the **Day of Week** to filter on.
5. Leave the **Delivered Services Only b**ox unchecked to view all services.
6. Click **Load.**

Step 2: Assign and Post a Route

After the screen loads with pending services, review the listed sites. Click within a site's row to display the map. The selected site will appear as a red pin, while other sites will be shown with pins color-coded by route.



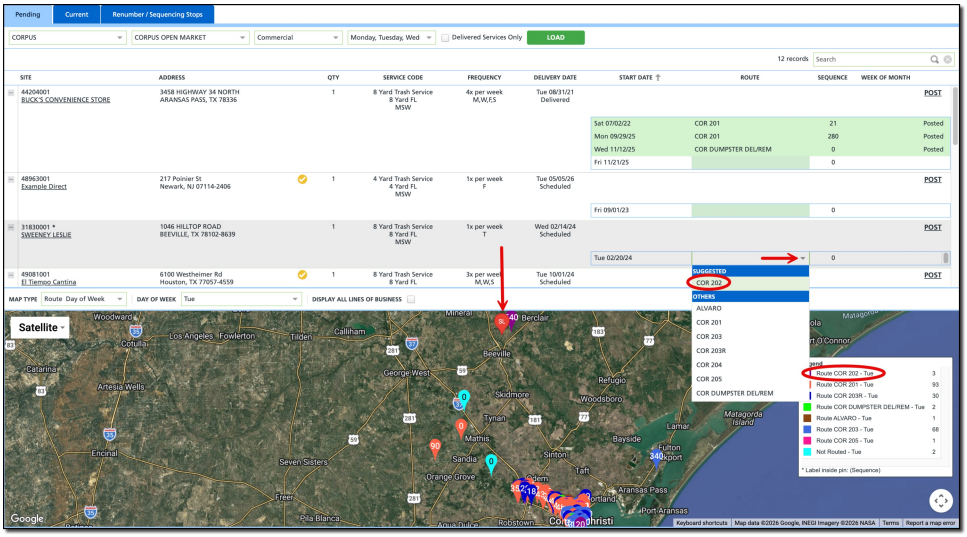
Posting Logic

- If a service location's servicing spans multiple days, the location is listed once and its schedule records are grouped.
- Schedule records can be individually posted to allow users to focus on one day at a time.
- Schedule records with a "Posted" status can not be updated from the Pending screen. This must be done from the Current tab.
- Once all services for the location have been assigned a route, the location will no longer display on the Pending tab; instead, it will be visible on the Current tab.
- "Suggested" routes are determined by identifying the nearest active site service schedule for the same line of business and day of the week as the selected record, based on geographic distance. If no matching schedule is found, no suggestion is provided.
- An optional **Line of Business** setting can be enabled to consider Material Type when suggesting or automatically assigning Routes. When **Match Material Type When Suggesting or Automatically Assigning Routes** is set to **Yes**, routes are suggested, or automatically assigned, based on proximity and stops with matching Material Types.

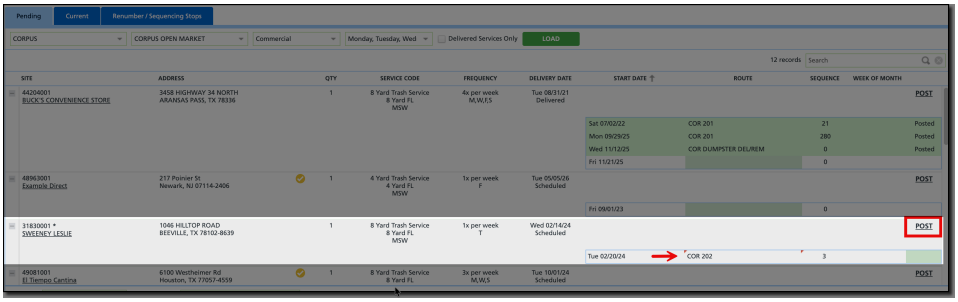
Posting Schedule Records

1. Click on a service location from the list of **pending** locations. This will load the map in the lower grid and place a red pin over the location.
    - Use the interactive features of the map to determine the optimal route for placing the service location. The selected location is marked with a red pin, while other locations are displayed with colors corresponding to their respective routes.
2. Assign a route to the service location by clicking within the **Route** column for the location and selecting a route from the list.
    - Dependent on nearby routes, the system will display a "Suggested" option to place the location on and an "Others" option. Review the Posting Logic section above for more information.
    - An optional **Line of Business** setting can be enabled to consider Material Type when suggesting or

automatically assigning Routes. When **Match Material Type When Suggesting or Automatically Assigning Routes** is set to **Yes**, routes are suggested, or automatically assigned, based on proximity and stops with matching Material Types.



3. If sequencing is used, enter a numeric value in the **Sequence** field.
4. Select **Post** to add the service location to the selected route. Review the **Posting Logic** section above for more posting details.
    - If the servicing of the location extends over multiple days, each schedule record is listed separately. Additionally, a separate "Posted" notification will display for each day that has been posted to the route.



5. Select the next service location from the pending list and continue the same process until all pending services have been assigned to a route.

Permissions

The following permissions are required to use the Route Management screen:

Permission ID	Permission Name
87	Route Management

Related Articles

Route Management Overview
Current (Tab) - Modify a Route
Renumber / Sequence Stops