

# Create On Call Order

Last Modified on 03/20/2026 7:15 am PDT

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The following process applies to scheduling on-call orders. Fields in red are required and must be completed in order to save and schedule the order. Fill in any additional fields based on your company's requirements for scheduling on-call orders.

**CREATE ON CALL ORDER**
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**Site #** 41902001

**Example Site 1**

2222 Navu Cir  
Corpus Christi, TX 78411

**COD - Payment Required**

**PHONE** +1 361-854-0841

**BUSINESS HOURS**

*Weekdays* 6:00 AM to 4:00 PM

**SITE NOTE** delete

**SCHEDULE DATE**

**SERVICE CODE**

**ORDER TYPE**

**QUANTITY**

**REQUESTED BY**

**CONTACT**

**REASON CODE**

**ORDER NOTES**

**ROUTE**

**PO NUMBER**

**EXTERNAL ID**

**PREPAYMENT**

**CHARGES**

Charges must match Equipment

Charges must match Material

GROSS QTY	NO CHARGE QTY	CHARGE QTY	UOM	CHARGE CODE	PER UNIT	VENDOR RATE	MINIMUM TYPE	MINIMUM	TOTAL

CREATE

## Permissions

The following permissions are required to add an on call order to a site:

Permission ID	Permission Name
5	View Account
6	View Site
89	Add On Call Work Order

## Field Descriptions

Field	Description
Scheduled Date	The date the service is scheduled for.

<b>Service Code</b>	The service code for the service being completed.
<b>Order Type</b>	Generalizes the what the order is for.
<b>Quantity</b>	Indicates the quantity of services being created.
<b>Requested By</b>	Option to enter the name of the person who requested the service.
<b>Contact</b>	Displays a drop down of available contacts for the site.
<b>Reason Code</b>	Identifies the purpose for the on call order.
<b>Prepayment</b>	<p>Prepayment may be required prior to servicing. This can be initiated by sending a prepayment request link to a designated account contact, or by charging the prepayment amount to a payment method on file.</p> <p>Additional information on prepayments is available here: <a href="#">Prepayments for On Call Orders</a>.</p>
<b>Order Notes</b>	Option to add notes for the driver to see.
<b>Route</b>	The route assigned for the on call service.
<b>PO Number</b>	Field to enter the purchase order number if one applies.
<b>External ID</b>	The identification number for the work order that will display outside of Navusoft.
<b>Material</b>	The type of material collected by the service code. This field is only displayed for certain service code and order type setups.
<b>Destination Facility</b>	The facility where the material is to be delivered to. The options listed are based on the site's division and type of material being hauled. This field is only displayed for certain service code and order type setups.
<b>Charges</b>	
<b>Charges Must Match Equipment</b>	Select to only charge a preset amount for equipment.
<b>Charges Must Match Material</b>	Select to only charge a preset amount for material.
<b>Gross QTY</b>	The total quantity amount.
<b>No Charge QTY</b>	Indicates an amount the customer will not be charged for.
<b>Charge QTY</b>	The amount at which charges will apply.
<b>UOM</b>	The unit of measurement that is used to calculate quantity.
<b>Charge Code</b>	The charge code applied.
<b>Per Unit</b>	The fee charged for each unit of the chargeable quantity.

<b>Vendor Rate</b>	The rate applied by the vendor that will be included in the charges.
<b>Minimum Type</b>	The minimum amount or quantity to charge the service for.
<b>Minimum</b>	The minimum amount work order will be charged.
<b>Total</b>	The total amount for the on call service being charged.

## Create On Call Order - Calendar

If this method is used, the Scheduled Date will correspond to the calendar date for which the On Call order was created.

The screenshot displays a software interface with a calendar and a 'CREATE ON CALL ORDER' form. The calendar shows dates from Mar 29 to May 1. A red circle highlights 'Apr 3' on the calendar. A red arrow points from the 'Apr 3' date to the 'SCHEDULE DATE' field in the form, which contains '04/03/26 Friday'. A context menu is open over the calendar, with 'Create On Call Order' selected.

1. Right-click on the requested servicing day from the Calendar in the customer's account.
2. Select **Create On-Call Order** from the pop-up list for the 'Create On Call Order' editor to display.

## Create On Call Order - Account Menu

If this method is used, the Scheduled Date will default to the current date.

The screenshot displays a software interface for account management. At the top, there are two account identifiers: '49517 Lex's Test Account' and '49517001 Lex's Test Account'. Below this, account details are shown, including 'Active Service', 'Proposal and Contract', 'Site', 'Account Request', 'Appointment', 'Attachment', 'Cancellation Request', 'Contact', 'External Account', 'Lead', 'Manual Charge', 'Note', 'On Call Order', 'Refund Request', 'Post Issued Rebate / Refund Check', 'Safety Profile', 'Task', 'Default Rates', 'Next Invoice Message', 'Send Email', 'Vendor Invoice', and 'Export Vendor Invoice'. A table shows appointment data with columns for dates (1-30, 31-60, 61-90, 91-120, 120+, TOTAL) and values (0.00, 1,718.07, 0.00, 32.38, 0.00, 1,750.45). A 'CREATE ON CALL ORDER' pop-up window is open, containing fields for 'SCHEDULE DATE' (04/07/26 Tuesday), 'SERVICE CODE' (Inbound load), 'ORDER TYPE', 'QUANTITY' (1), 'REQUESTED BY', 'CONTACT', 'REASON CODE', 'ORDER NOTES', 'ROUTE', 'PO NUMBER', and 'EXTERNAL ID'. A 'CHARGES' section includes checkboxes for 'Charges must match Equipment' and 'Charges must match Material'. A table with columns 'GROSS QTY', 'NO CHARGE QTY', 'CHARGE QTY', 'UOM', 'CHARGE CODE', 'PER UNIT', 'VENDOR RATE', 'MINIMUM TYPE', 'MINIMUM', and 'TOTAL' is present. A 'CREATE' button is at the bottom of the pop-up. A red arrow points to the 'On Call Order' option in the left-hand menu.

1. Click the **Green +** to display the list of action options.
2. Select **On Call Order** from the pop-up list for the 'Create On Call Order' editor to display.

## Related Articles

[Prepayments \(Create On Call Order\)](#)