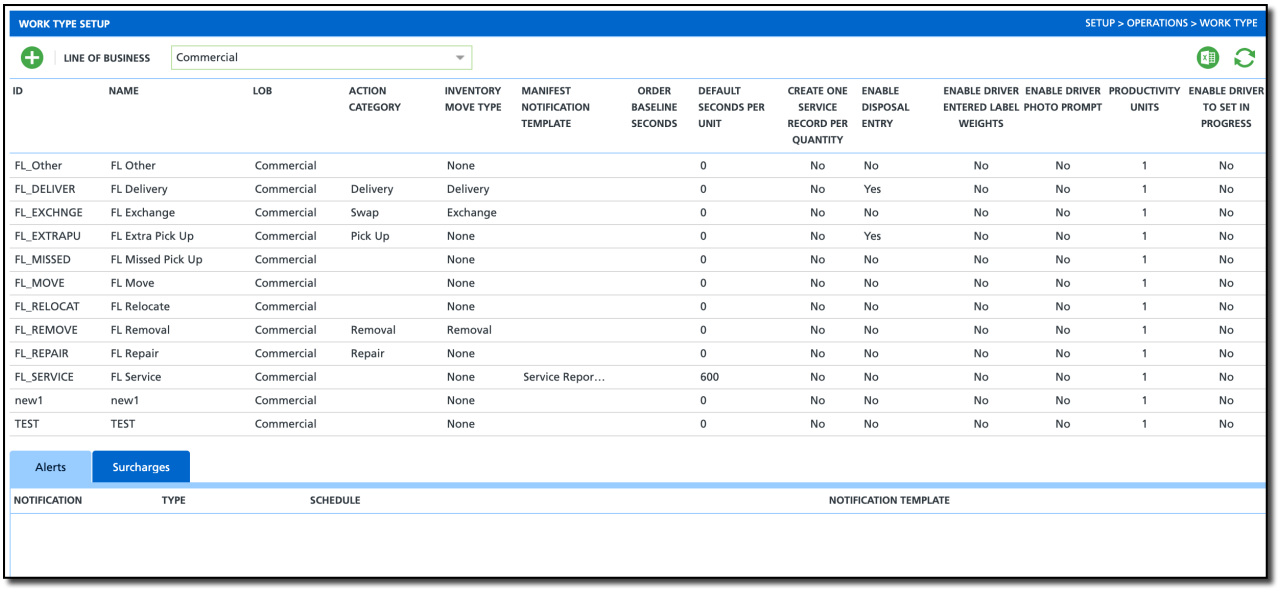
Work Type Setup

Last Modified on 10/15/2026 7:23 am PDT

Pathway: *Setup > Operations > Work Type*

The **Work Type Setup** screen is used to define and manage service transaction types by line of business. Examples include missed pickup, dump and return, removal, and relocate. During scheduling, the user selects the appropriate work type, which is then recorded in the Order Type field on the service record. Work types are configured per line of business and are also utilized for NavuNav driver app functionality, inventory tracking, and inbound/outbound scale processing.

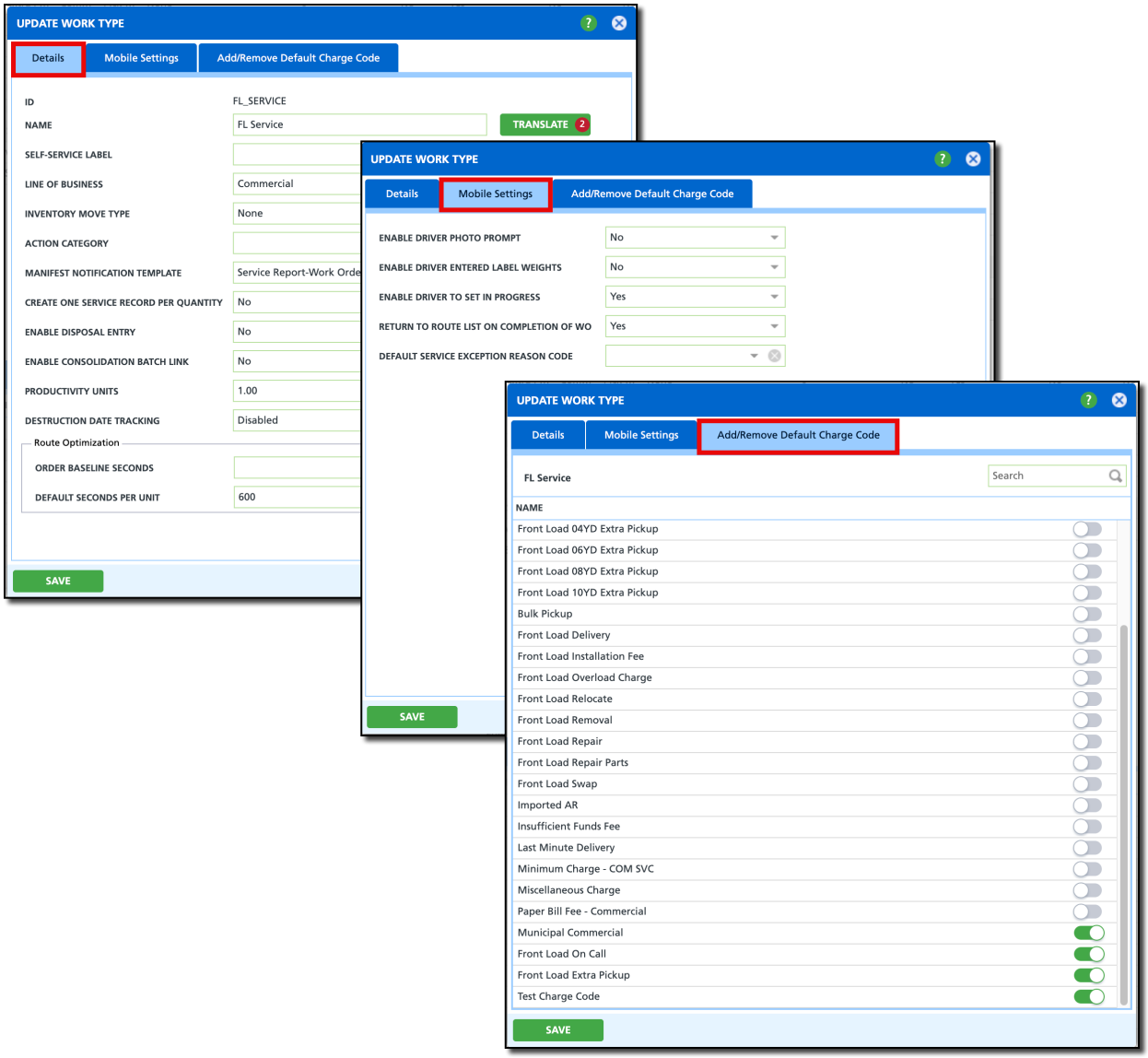


Permissions

The following permissions are required to use the Work Type Setup screen:

Permission ID	Permission Name
24	Setup \ Operations

Field Descriptions



Field	Description
Details Tab	
ID *Required*	The work type ID that will display on the work order.
Name *Required*	The name of the work type.
Self-Service Label	Allows users to customize a label for site service actions in the Waste Connector application. If a label is not entered (field is empty/null) the name of the work type is used.
Line Of Business *Required*	The Line Of Business the work type belongs to.
Inventory Move Type	The type of move performed by the work type and controls how inventory is updated in Site Inventory.
Action Category	Categorizes the action that is performed by the work type and controls the display of additional fields.

Manifest Notification Template	Option to assign a notification template to the work type.
Create One Service Record Per Quantity	Select preference if each service requires its own record or if the services can be grouped together when multiple service orders were made to complete the service
Enable Disposal Entry	Enable if entry type for disposal information is needed on the work order for this item within the work type.
Enable Consolidation Batch Link	Enable a link to the Manifest Consolidation Batch. • Yes - Enable link • No - Disable Link
Productivity Units	Weighted metric assigned to a work type for productivity calculations.
Destruction Date Tracking	Determines how the system should record the destruction date for Manifest Consolidation. When enabled, a Destruction Date field displays on the work order in the Completion Data tab. • Disabled - no date is recorded and the field does not display on the work order. • Destruction Date Entry Required - Requires the user to enter a Destruction Date to post the work order. • WO Completion Date - Uses the completion date from the work order for the destruction date. • Tracking and Destruction Date Entry Required - Requires the user to enter a Transfer Receipt Date and a Destruction Date to post the work order.
Inbound / Outbound The following fields display when the **Action Category** for the work type is either **Inbound / Receiving** or **Outbound / Shipping.**	
Post Work Order When Completed	Setting option to post an inbound or outbound work order after the Work Status has been marked 'Completed.'
Enable Weight Adjustment	Controls the ability to adjust Gross / In and Tare / Out weights on the scale ticket.
Track Inbound Source / Origin	Controls whether the **Origins** tab or the **Source Location** tab displays on inbound service records. If one of the "Require" options is selected, the inbound order cannot be completed until the source or origin requirement is met. Select **No** to hide these tabs. The following options are available: • No • Require Source Location • Require Material Origin • Optional Material Origin

Load Material Composition	Controls the display of the Materials tab on inbound service records.
	• Disabled
	  ◦ Hides the Materials tab.
	• Enable Multiple Materials
	  ◦ Displays the *Material* tab, allowing you to record multiple materials along with their *Quantity* and *Percentage*.
	• Enable Multiple Profiles and Materials
	  ◦ Displays the *Material* tab, enabling you to record multiple profiles and materials within the record.

Route Optimization Settings	
Order Baseline Seconds	The average amount of time (in seconds) to service the location for a specific work type. This helps Route Optimization plan route efficiency.
Default Seconds Per Unit	The average amount of time (in seconds) it takes to service one unit of the work type. For route optimization, the value entered here is multiplied against the scheduled service quantity on the work order to more accurately calculate service duration.
Mobile Settings Tab	
Enable Driver Photo Prompt	Option to prompt drivers to include a photo.
Enable Driver Entered Label Weight	Enables driver ability to enter the weight of the boxes from the driver application.
Enable Driver To Set In Progress	Enables the option for drivers to update a stop's Work Status to 'In Progress'. This helps determine the start and completion time frame.
Return to Route List On Completion of WO	If enabled, the driver will be returned to the route list after completing the work order in the Stop Details screen.
Default Service Exception Reason Code	The default reason code used to record why a scheduled service could not be completed as expected. A blank value indicates that no default is assigned. When a value is selected, it provides drivers with a quick way to record a service exception. Note: Available options are based on the Service Exception reason codes configured in *Setup > System > Reason Code* where Display in Mobile is enabled.
Add/Remove Default Charge Codes Tab	This tab is only available on the ***Update Work Type*** screen. For new work types, complete the initial setup and save the record, then reopen the work type to access the tab.
Name	The name of the default charge code that can be applied to a work type.
Toggle Button	Controls the adding and removing of the charge code.

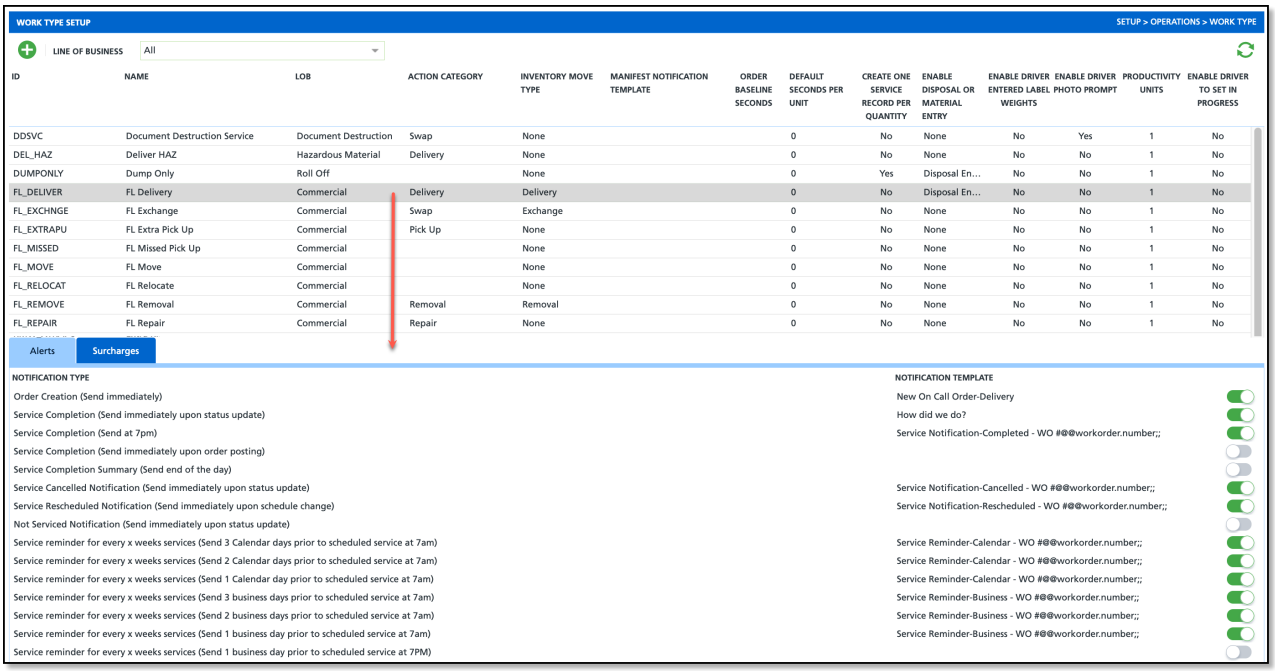
Setup: Add Work Type

1. Select the **green +** icon.
2. Complete the following required fields:
   - Enter the **ID** for the work type.
   - Enter a **Name** for the work type.
   - Select the **Line Of Business** the work type belongs to.
3. Select the appropriate Action Category. This setting is essential for inbound/outbound and transfer work orders, and is also used to filter Unassigned Work in Active Dispatch.
   - If **Inbound / Receiving** or **Outbound / Shipping** is selected, additional Inbound / Outbound setup fields are displayed.
4. Complete additional fields based on your company's setup requirements.
5. Click **Save** when finished.
6. To add **Default Charge Codes**, save and reopen the work type to display the tab.

Work Type Setup: Alerts

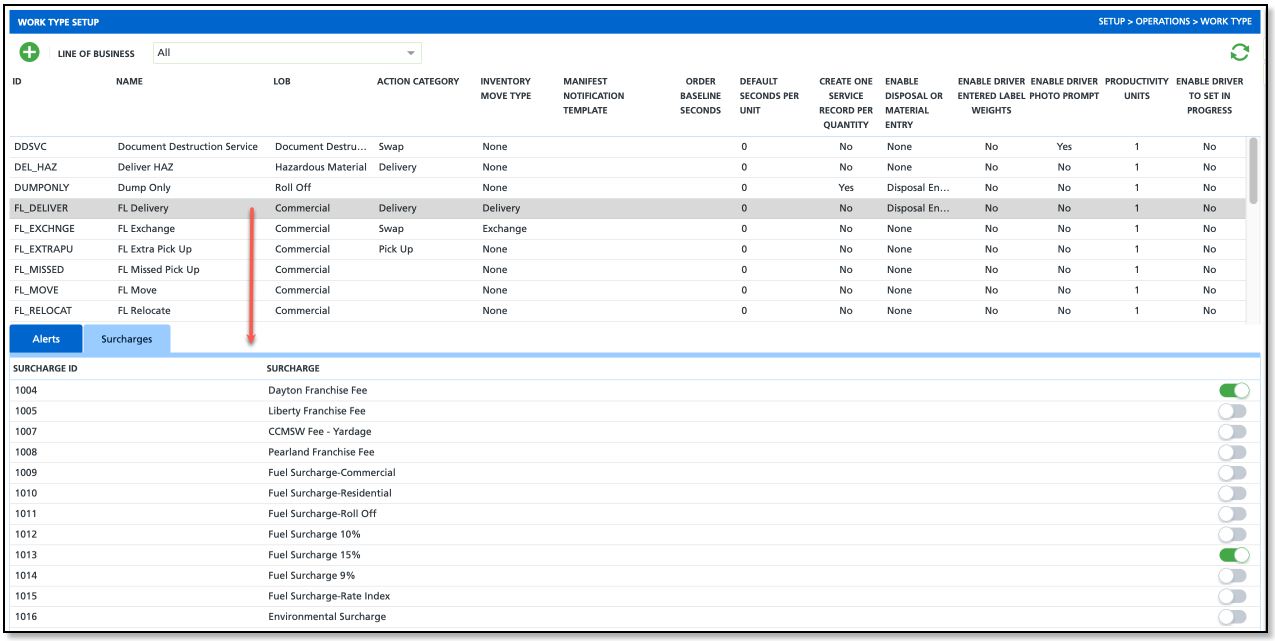
The **Alerts** tab allows users to review and manage alerts associated with different work types. The Alerts tab displays upon selection of a work type. Notification Types displayed here are managed in *Setup > System >*

Notification Template. Use the toggle button associated with an alert to add it to a work type.



Work Type Setup: Surcharges

The **Surcharges** tab allows users to review and manage surcharges associated with different work types. The Surcharges tab displays upon selection of a work type from the upper grid. Use the toggle button associated with a surcharge to add it to a work type.



Related Articles

Notification Template
Reason Code Setup