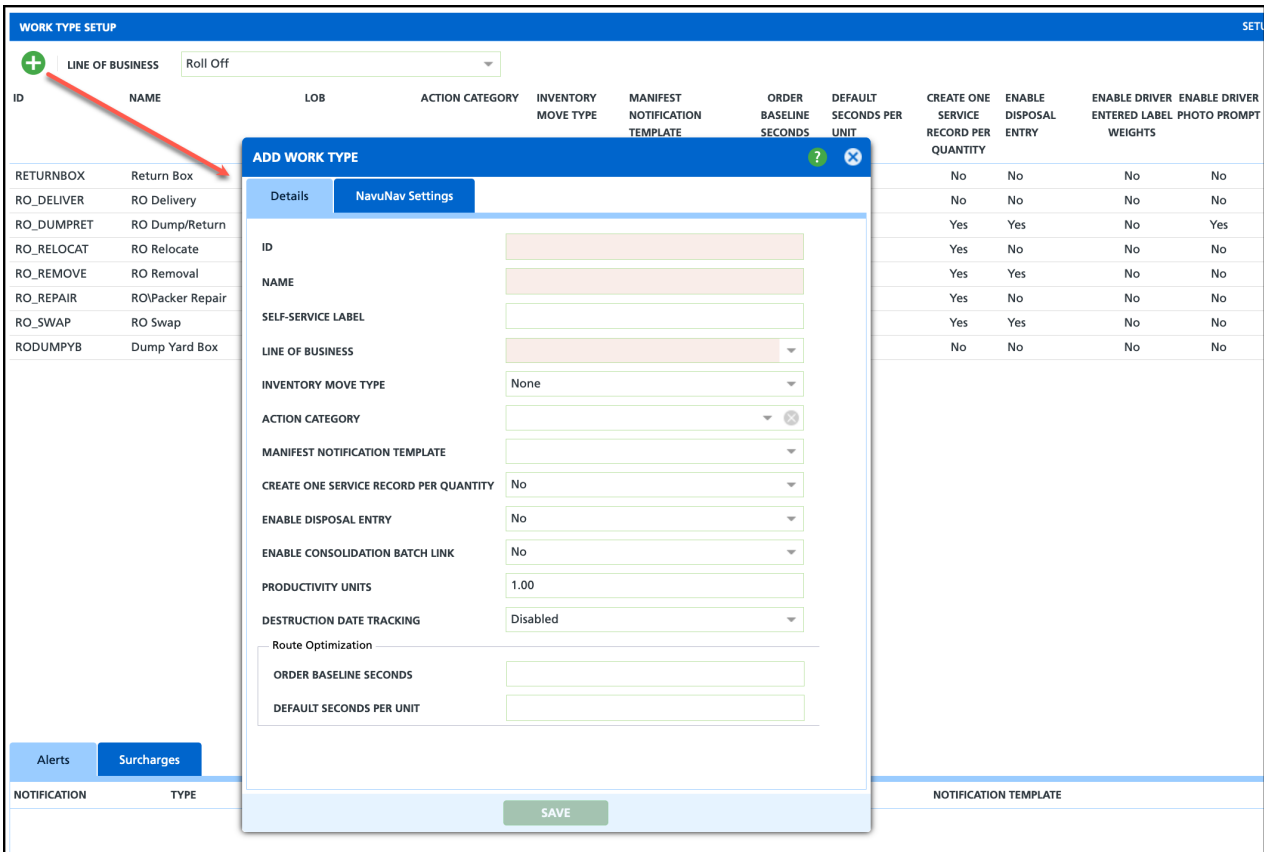


# Work Type

Last Modified on 03/31/2025 1:48 pm PDT

Pathway: Setup > Operations > Work Type

Work Type Setup identifies the various service transactions that are performed. When a service is scheduled, the work type that applies displays under the Work Type field on the service record that is created. Work types are specific to each Line of Business.



## Permissions

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

Permission ID	Permission Name
24	Setup \ Operations

## Add/Update Work Type Field Descriptions

Field	Description
<b>Details Tab</b>	
<b>ID</b> <i>Required</i>	The work type ID that will display on the work order.
<b>Name</b> <i>Required</i>	The name of the work type.

<b>Self-Service Label</b>	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.
<b>Line Of Business</b> <i>Required</i>	The Line Of Business the work type belongs to.
<b>Inventory Move Type</b>	Indicates the type of move performed by the work type and controls how inventory is updated in Site Inventory.
<b>Action Category</b>	Categorizes the action that is performed by the work type and controls the display of additional fields.
<b>Manifest Notification Template</b>	Option to assign a notification template to the work type.
<b>Create One Service Record Per Quantity</b>	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
<b>Enable Disposal Entry</b>	Enable if entry type for disposal information is needed on the work order for this item within the work type.
<b>Enable Consolidation Batch Link</b>	Enable a link to the Manifest Consolidation Batch. <ul style="list-style-type: none"> <li>• Yes - Enable link</li> <li>• No - Disable Link</li> </ul>
<b>Productivity Units</b>	Weighted metric assigned to a work type for productivity calculations.
<b>Destruction Date Tracking</b>	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. <ul style="list-style-type: none"> <li>• Disabled - no date is recorded.</li> <li>• Destruction Date Entry Required - Requires the user to enter a Destruction Date to post the work order.</li> <li>• WO Completion Date - Uses the completion date from the work order for the destruction date.</li> <li>• Tracking and Destruction Date Entry Required - Requires the user to enter a Transfer Receipt Date and a Destruction Date to post the work order.</li> </ul>
<b>Route Optimization Settings</b>	
<b>Order Baseline Seconds</b>	Enter the average amount of time (in seconds) to service the location for a specific work type. This helps Route Optimization plan route efficiency.
<b>Default Seconds Per Unit</b>	Enter 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.
<b>NavuNav Settings Tab</b>	
<b>Enable Driver Photo Prompt</b>	Option to prompt drivers to include a photo.
<b>Enable Driver Entered Label Weight</b>	Enables driver ability to enter the weight of the boxes from the driver application.
<b>Enable Driver To Set In Progress</b>	Enables the option for drivers to update a stop's Work Status to 'In Progress'. This helps determine the start and completion time frame.

<b>Return to Route List On Completion of WO</b>	If enabled, the driver will be returned to the route list after completing the work order in the Stop Details screen.
<b>Add/Remove Default Charge Codes - Displays on Update Work Type screen</b>	
<b>Name</b>	Displays the name of the default charge code that can be applied to a work type.
<b>Toggle Button</b>	Controls the adding and removing of the charge code.

## Setup: Add Work Type

1. Select the **green +** icon.
2. Complete the following required fields:
  - o Enter the **ID** for the work type.
  - o Enter a **Name** for the work type.
  - o Select the **Line Of Business** the work type belongs to.
3. Complete additional fields based on your company's setup requirements.
4. Click **Save** when finished.

## 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.

The screenshot shows the 'WORK TYPE SETUP' interface. At the top, there's a header with a green plus icon and a dropdown for 'LINE OF BUSINESS' set to 'All'. Below this is a table with columns: ID, NAME, LOB, ACTION CATEGORY, INVENTORY MOVE TYPE, MANIFEST NOTIFICATION TEMPLATE, ORDER BASELINE SECONDS, DEFAULT SECONDS PER UNIT, CREATE ONE SERVICE RECORD PER QUANTITY, ENABLE DISPOSAL OR MATERIAL ENTRY, ENABLE DRIVER ENTERED LABEL WEIGHTS, ENABLE DRIVER PHOTO PROMPT, PRODUCTIVITY UNITS, and ENABLE DRIVER TO SET IN PROGRESS. A red arrow points to the 'FL\_DELIVER' row.

Below the table, there are two tabs: 'Alerts' (selected) and 'Surcharges'. The 'Alerts' tab shows a list of 'NOTIFICATION TYPE' on the left and 'NOTIFICATION TEMPLATE' on the right, each with a toggle switch. The notification types include 'Order Creation (Send immediately)', 'Service Completion (Send immediately upon status update)', 'Service Completion (Send at 7pm)', 'Service Completion (Send immediately upon order posting)', 'Service Completion Summary (Send end of the day)', 'Service Cancelled Notification (Send immediately upon status update)', 'Service Rescheduled Notification (Send immediately upon schedule change)', 'Not Serviced Notification (Send immediately upon status update)', and several 'Service reminder for every x weeks services'.

The notification templates include 'New On Call Order-Delivery', 'How did we do?', 'Service Notification-Completed - WO #@@workorder.number;', 'Service Notification-Cancelled - WO #@@workorder.number;', 'Service Notification-Rescheduled - WO #@@workorder.number;', 'Service Reminder-Calendar - WO #@@workorder.number;', 'Service Reminder-Calendar - WO #@@workorder.number;', 'Service Reminder-Business - WO #@@workorder.number;', and 'Service Reminder-Business - WO #@@workorder.number;'.

## 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.

WORK TYPE SETUP												SETUP > OPERATIONS > WORK TYPE	
LINE OF BUSINESS												All	
ID	NAME	LOB	ACTION CATEGORY	INVENTORY MOVE TYPE	MANIFEST NOTIFICATION TEMPLATE	ORDER BASELINE SECONDS	DEFAULT SECONDS PER UNIT	CREATE ONE SERVICE RECORD PER QUANTITY	ENABLE DISPOSAL OR MATERIAL ENTRY	ENABLE DRIVER ENTERED LABEL WEIGHTS	ENABLE DRIVER PHOTO PROMPT	PRODUCTIVITY UNITS	ENABLE DRIVER TO SET IN PROGRESS
DDSV	Document Destruction Service	Document Destru...	Swap	None		0		No	None	No	Yes	1	No
DEL_HAZ	Deliver HAZ	Hazardous Material	Delivery	None		0		No	None	No	No	1	No
DUMPONLY	Dump Only	Roll Off		None		0		Yes	Disposal En...	No	No	1	No
FL_DELIVER	FL Delivery	Commercial	Delivery	Delivery		0		No	Disposal En...	No	No	1	No
FL_EXCHNGE	FL Exchange	Commercial	Swap	Exchange		0		No	None	No	No	1	No
FL_EXTRAPU	FL Extra Pick Up	Commercial	Pick Up	None		0		No	None	No	No	1	No
FL_MISSED	FL Missed Pick Up	Commercial		None		0		No	None	No	No	1	No
FL_MOVE	FL Move	Commercial		None		0		No	None	No	No	1	No
FL_RELOCAT	FL Relocate	Commercial		None		0		No	None	No	No	1	No

Alerts		Surcharges	
SURCHARGE ID		SURCHARGE	
1004		Dayton Franchise Fee	<input checked="" type="checkbox"/>
1005		Liberty Franchise Fee	<input type="checkbox"/>
1007		CCMSW Fee - Yardage	<input type="checkbox"/>
1008		Pearland Franchise Fee	<input type="checkbox"/>
1009		Fuel Surcharge-Commercial	<input type="checkbox"/>
1010		Fuel Surcharge-Residential	<input type="checkbox"/>
1011		Fuel Surcharge-Roll Off	<input type="checkbox"/>
1012		Fuel Surcharge 10%	<input type="checkbox"/>
1013		Fuel Surcharge 15%	<input checked="" type="checkbox"/>
1014		Fuel Surcharge 9%	<input type="checkbox"/>
1015		Fuel Surcharge-Rate Index	<input type="checkbox"/>
1016		Environmental Surcharge	<input type="checkbox"/>