Dispatch Views

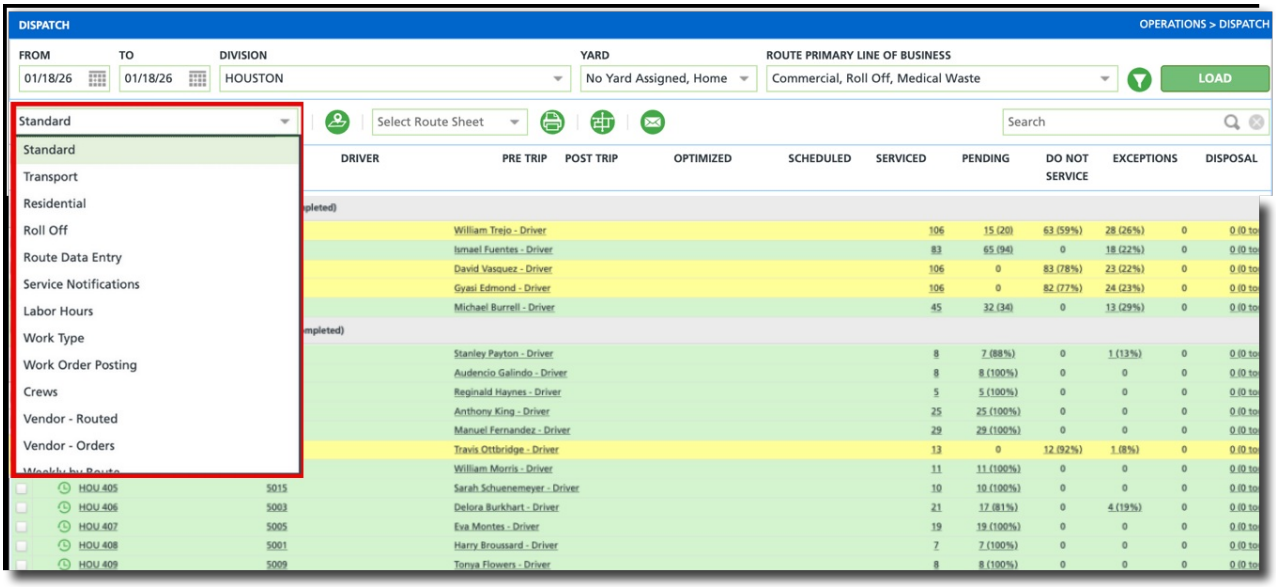
Last Modified on 08/20/2026 2:35 pm PDT

Pathway: *Operations > Dispatch*

In Dispatch, a grid view drop down is available and controls what route data is displayed on the screen subject to the date(s) and filters applied. Using different views, users can quickly navigate between data sets to analyze route information. By default, the Standard view is populated when a user first logs in.

For most views:

- Double-click on the row of a route to open the Edit Route Record popup editor.
- Right-click on a row, to display actions that can be performed.

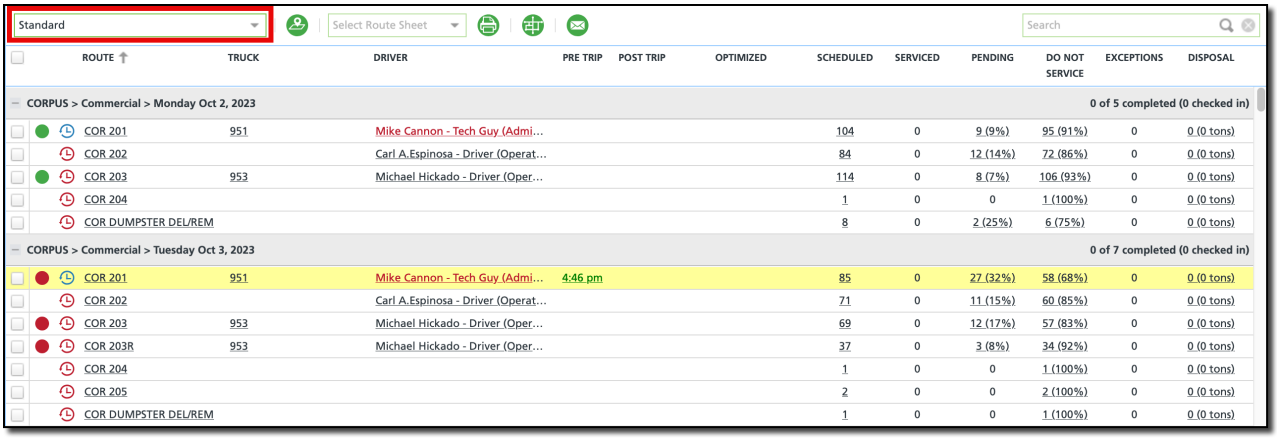


Expand All Sections | Collapse All Sections

Helpful Tip: To search all text using **CTRL**-F, you must first click on the Expand All Sections button.

View: Standard

The Standard view displays the basic details for each route and is the default view. Hyperlinks beneath various columns on the screen provide users with direct access to specific records associated to a route.



Field Descriptions

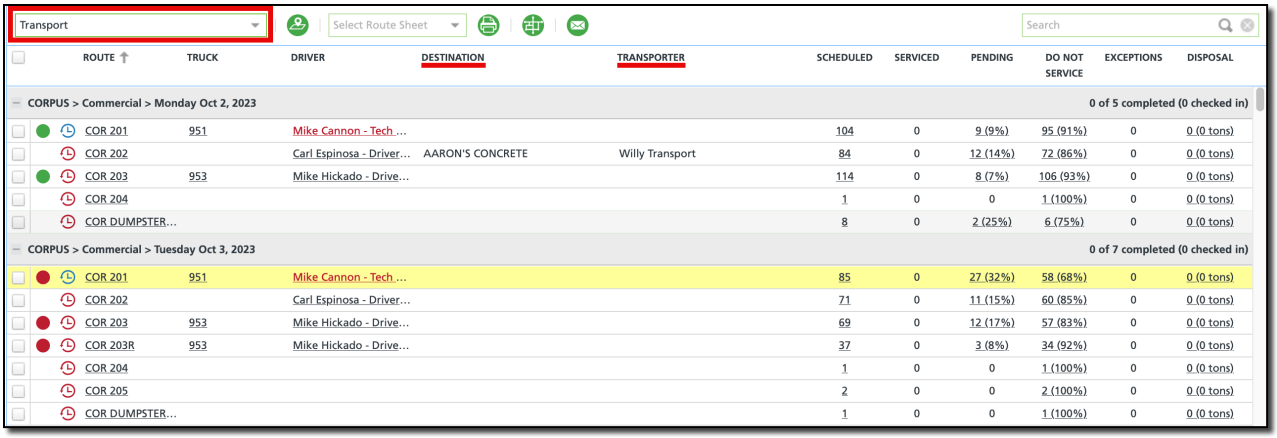
Many fields displayed in Standard View are also displayed in the other Dispatch screen views.

Column	Description
Route	The route name scheduled for a given day/division/line of business. Double-click on the row, to edit or view details about the route. Click the route name hyperlink, to view the route schedule via a calendar view. Click the red clock icon, to view route details and service/driver locations.
Truck	The truck name assigned to the route. Click the truck name hyperlink, to view the truck's schedule via a calendar view.
Driver	The driver's name assigned to the route. Click the driver name hyperlink, to view the driver's schedule for the month and access the Add/Edit Worker Availability Exception screen. *Learn more: Worker Availability and Capability*.
Pre Trip	The timestamp of the driver's completed pre-trip vehicle inspection. Click the pre-trip timestamp hyperlink, to view the Vehicle Inspection Results. *Note: Once the pre-trip inspection is complete and passes, the time displays in green. If the inspection fails, the time displays is red.*
Post Trip	The timestamp of the driver completed post-trip vehicle inspection at the end of the route. Click the post-trip timestamp hyperlink, to view the Vehicle Inspection Results screen. *Note: Once the post-trip inspection is complete and passes, the timestamp will display in **green**. If the inspection fails, the time displays in red.*
Optimized	Displays a time range hyperlink of when the route was last optimized. *Note: Route Optimization is an optional feature that reorganizes stops to maximize operational efficiency. Learn more: Route Optimization*
Scheduled	The count of scheduled services, or "stops" are scheduled on the route for the day. Click on the number hyperlink, to review **all** service stops in the Services List.

Serviced	The count of completed stops on a route. Click on the number hyperlink, to review the **completed** service stops in the Services List.
Pending	The count and percentage of schedule stops that **have not** been serviced on the route and remain "in-progress." Click on the number/percentage hyperlink, to review the **pending** stops in the Service List. *Note: Follow your companies end of day procedures for pending locations that were unable to be serviced.*
Do Not Service	The count and percentage of stops that have been marked as "Do Not Service" or "Not Serviced" due to a service exception. Click on the number/percentage hyperlink, to review the stops **not serviced** in the Service List. *Note: Stops appear in this column when a service is marked with an Exception and a Reason Code planned (e.g., Vacation Hold, Credit Hold) or unplanned marked by driver (e.g. Bin Blocked).*
Exceptions	The the count and percentage of stops that a driver has marked in the driver app as unable to service. Click the number hyperlink, to review these exception services in the Services List. *Note: This calculation includes blocked equipment.*
Disposal	The count of disposal trips made on the route and the combined total weight of disposal material. Click the hyperlink to open the **Route Disposal Records** popup editor. Used for scale to track scale in / scale out, scale tickets and other disposal/shipping information. Select the hyperlink to view/edit details and to upload a scale ticket.

View: Transport

The **Transport** view within Dispatch includes 'Destination' and 'Transporter' columns and is primarily used for transfer waste. Hyperlinks beneath various columns on the screen provide users with direct access to specific records associated to a route.



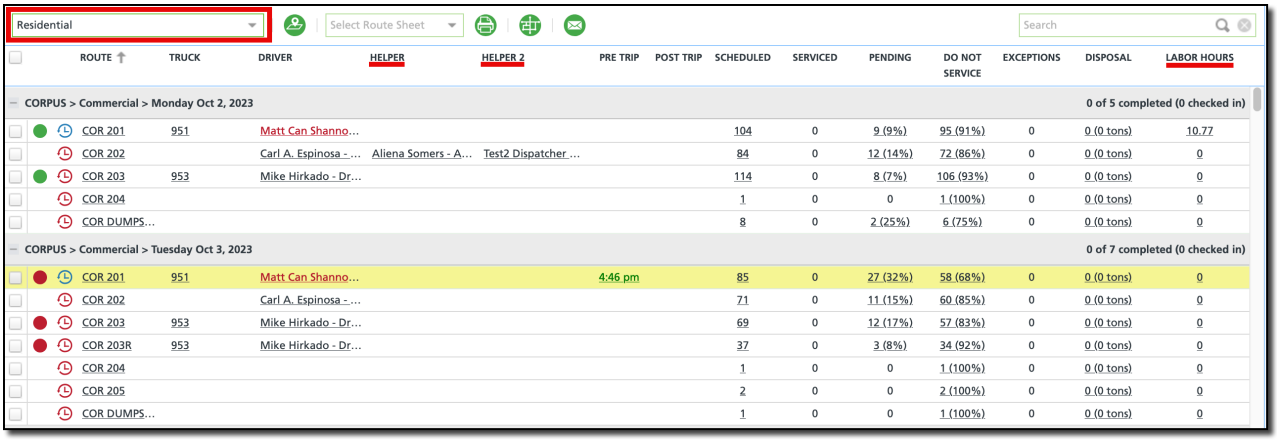
Field Descriptions

The fields underlined are distinct to the **Transport** view. The other fields in the view are described in the Standard View section.

Column	Description
Destination	Identifies the disposal destination for the route.
Transporter	Identifies the transport company waste is being transferred with. Click the hyperlink to open the Edit Route Record tool

View: Residential

The **Residential** view is an expanded version of the Standard view to include the display of 'Helpers' and 'Labor Hours.' Hyperlinks beneath various columns on the screen provide users with direct access to specific records associated to a route.



Field Descriptions

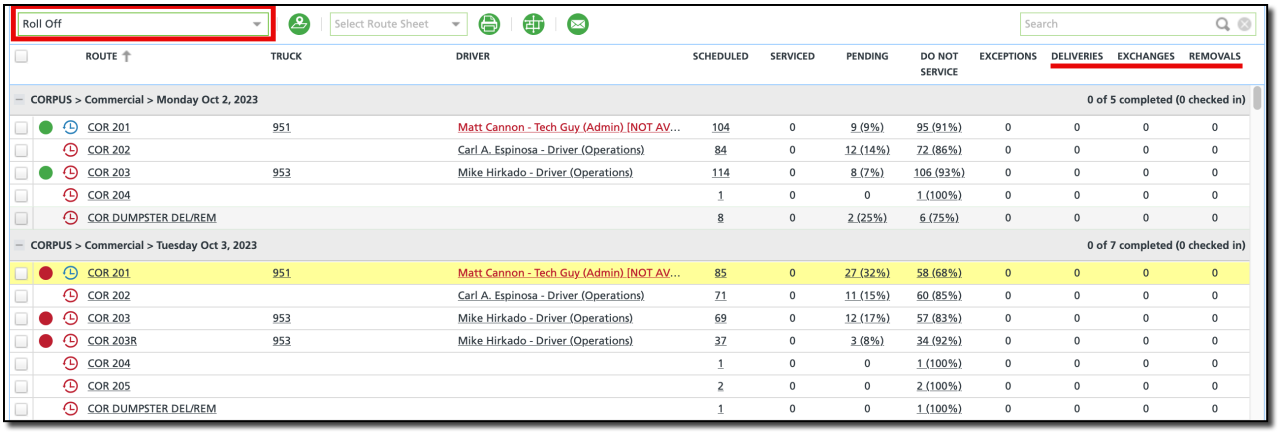
The fields underlined are distinct to the **Residential** view. The other fields in the view are described in the Standard View section.

Column	Description
Helper	The name of the helper assigned to assist with the route. Click on the helper's name to view their schedule for the month.

Helper 2	The name of the second helper assigned to assist with the route. Click on the helper's name to view their schedule for the month.
Labor Hours	The amount of hours spent completing services including the driver and any helpers assigned to the driver. Click the hyperlink to open the **Worker Labor Hours** add/edit hours.

View: Roll Off

The Roll Off view includes columns for Deliveries, Exchanges and Removals. Hyperlinks beneath various columns on the screen provide users with direct access to specific records associated to a route.



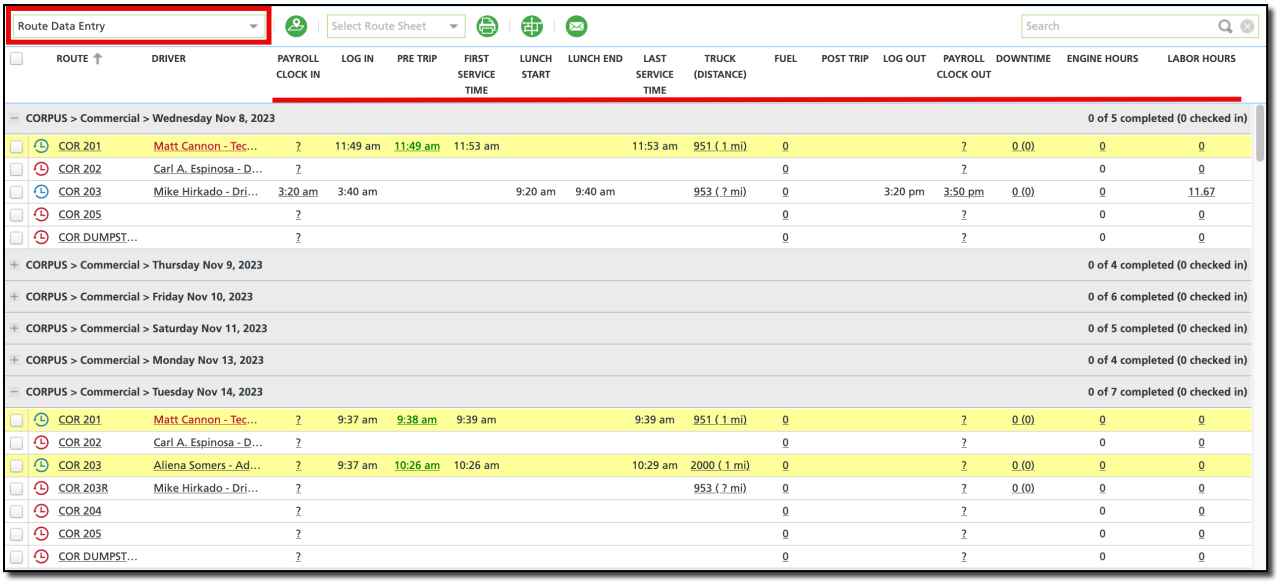
Field Descriptions

The fields underlined are distinct to the **Roll Off** view. The other fields in the view are described in the Standard View section.

Column	Description
Deliveries	The number of **roll off deliveries** for the route. Click the hyperlink to open the Services List and review stops.
Exchanges	The number and percentage of **roll off exchanges** for the route. Click the hyperlink to open the Services List and review stops.
Removals	The number of **roll off removals** for the route. Click the hyperlink to open the Services List and review stops.

View: Route Data Entry

The Route Data Entry view offers an in-depth perspective on the productivity levels of each route. It encompasses details such as driver clock-in/clock-out times, lunch start/end times, labor hours, and downtime attributed to unforeseen events like a flat tire. Hyperlinks beneath various columns on the screen provide users with direct access to specific records associated to a route, driver, payroll, or work hours.



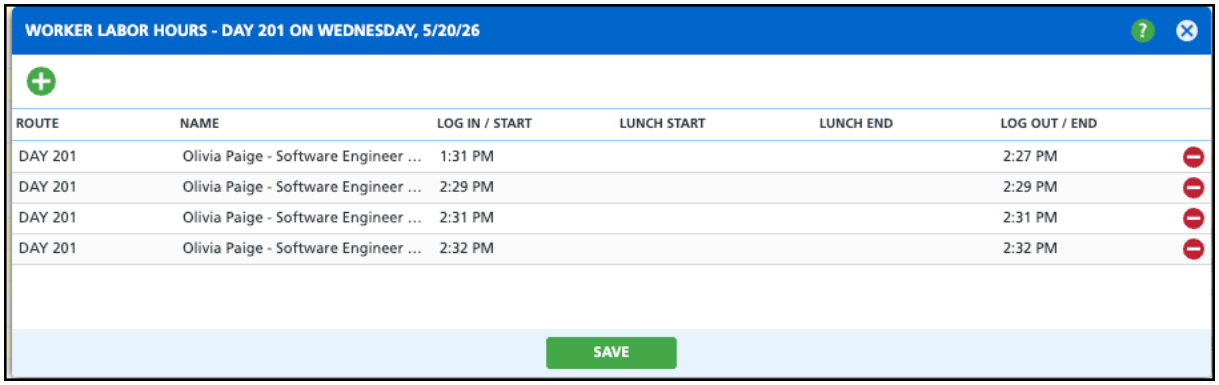
Field Descriptions

The fields underlined are distinct to the **Route Data Entry** view. The other fields in the view are described in the Standard View section.

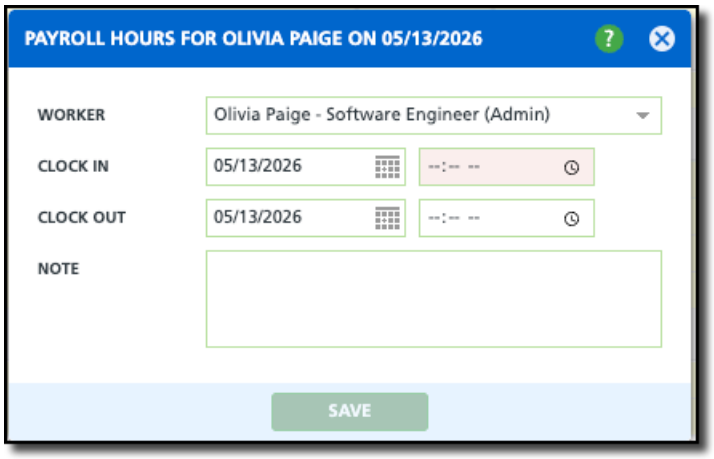
Column	Description
Payroll Clock In	The start time that user entered manually enter or using a third party payroll application. Click the hyperlink to open the **Payroll Hours** view to add/edit hours.
Log In	The time the driver logged into the app to begin services. Click the hyperlink to open the **Worker Labor Hours** view to add/edit hours.
First Service Time	The time the first service for the route was completed.
Lunch Start	The timestamp when a driver clocks out for lunch in NavuNav.
Lunch End	The timestamp when a driver clocks in from lunch in NavuNav.
Last Service Time	The time of the last service for the route was completed.
Truck (Distance)	The miles traveled to complete the service route for the day. Click the hyperlink to open the Worker Daily Productivity add/edit hours.
Fuel	The amount of fuel added to the truck that day. Click the hyperlink to open **Fuel Receipts** to add/edit fuel details.
Log Out	The time the driver logs out from the app to end services for the day.

Payroll Clock Out	The end time that the user has manually entered when using a third party payroll application. Click the hyperlink to open the **Payroll Hours** view to add/edit hours.
Down Time	The amount of downtime the driver recorded for unexpected service interruption (i.e. flat tire, truck issues, and etc.). Click on the hyperlink to open the **Downtime List** view to view or add down time.
Labor Hours	The amount of hours spent completing services from the driver's log in time to their log out time.

Worker Labor Hours

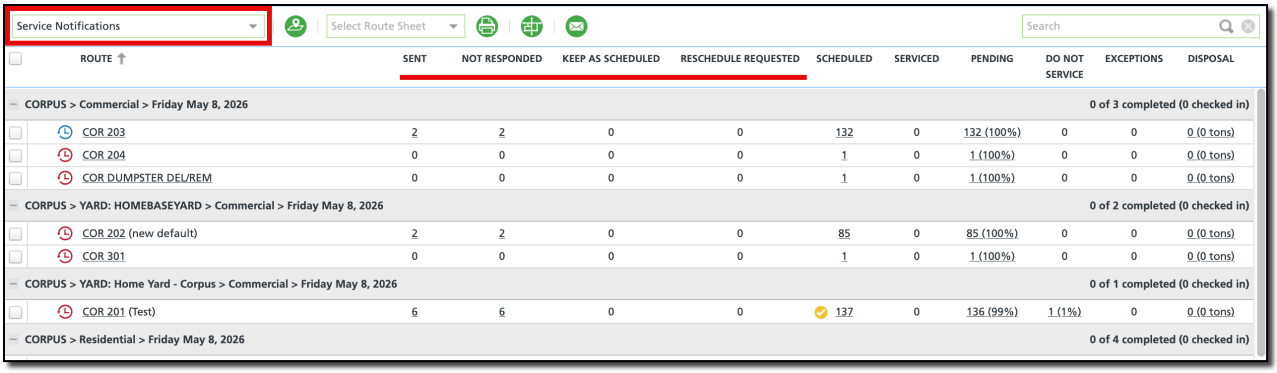


Payroll Hours



View: Service Notifications

When a service notification is issued for a route, use the Service Notifications view to access details of the locations the notification included along with the status of their response. Hyperlinks beneath various columns on the screen provide users with direct access to specific records associated to a route.



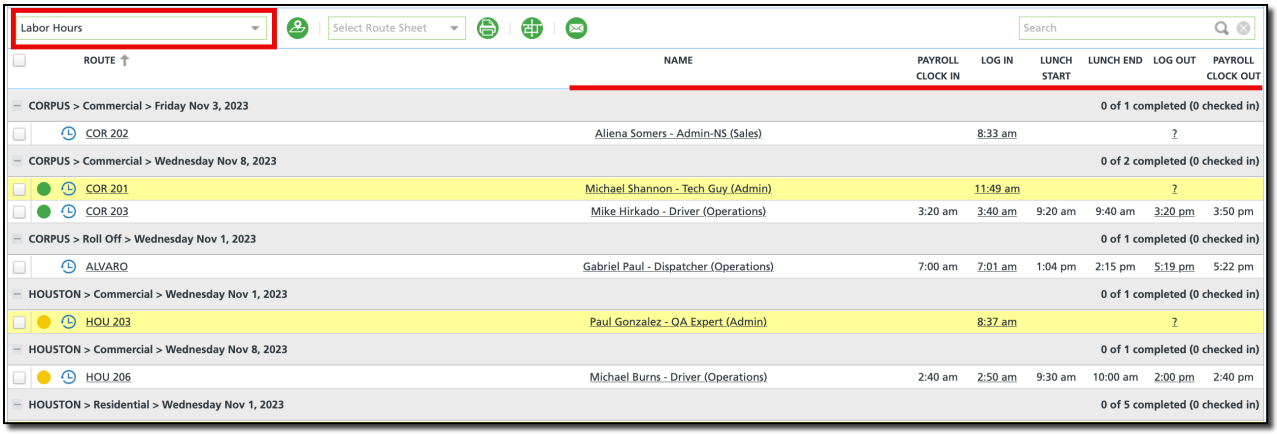
Field Descriptions

The fields underlined are distinct to the **Service Notifications** view. The other fields in the view are described in the Standard View section.

Column	Description
Sent	The number of service notifications sent to the stops on the route.
Not Responded	The number of sent service notifications with no response.
Keep As Scheduled	The number of services that will remain as scheduled after a notification was sent.
Reschedule Requested	The number of services that have a reschedule request.

View: Labor Hours

The Labor Hours view provides timestamps that show when Drivers and Helpers clocked in, clocked out, and the duration of their lunch breaks. The information is sourced either from the NavuNav app or through the Payroll Hours and Labor Hours data entry scrrens provided via hyperlinks.



Field Descriptions

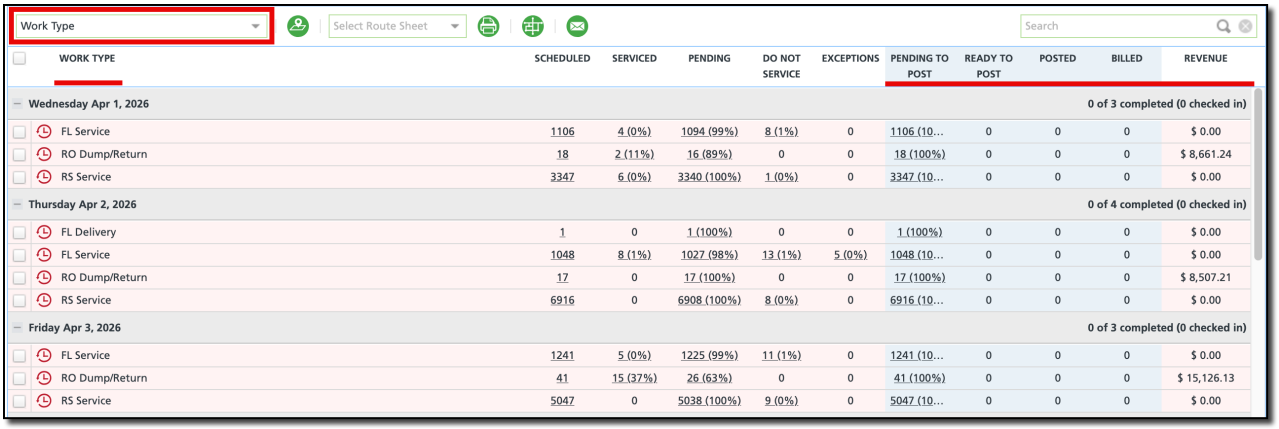
The fields below are distinct to the **Labor Hours** view. The other fields in the view are described in the Standard View section.

Column	Description

Name	The name of the Driver or Helper for whom labor hour details are displayed. Click on the driver or helper's name to view their schedule for the month and access the Worker Calendar.
Payroll Clock In	The start time of an employee's work shift for the purpose of calculating their compensation.
Log In	The time the driver logged into the NavuNav app to begin their route.
Lunch Start	The time the driver clocked the start of their lunch break.
Lunch End	The time the driver clocked the end of their lunch break.
Log Out	The time the driver logged out of the NavuNav app.
Payroll Clock Out	The end time of an employee's work shift for the purpose of calculating their compensation.

View: Work Type

The Work Type view organizes the Dispatch screen based on the work order work type. When using this view, routes are omitted from display, but are visible in the Services List. A work type will only appear if it is linked to a service record within the specified date range defined by the From and To date fields. Hyperlinks beneath various columns on the screen provide users with direct access to the Services List view which provides access to specific records.



WORK TYPE	SCHEDULED	SERVICED	PENDING	DO NOT SERVICE	EXCEPTIONS	PENDING TO POST	READY TO POST	POSTED	BILLED	REVENUE
Wednesday Apr 1, 2026										0 of 3 completed (0 checked in)
FL Service	1106	4 (0%)	1094 (99%)	8 (1%)	0	1106 (10...	0	0	0	$ 0.00
RO Dump/Return	18	2 (11%)	16 (89%)	0	0	18 (100%)	0	0	0	$ 8,661.24
RS Service	3347	6 (0%)	3340 (100%)	1 (0%)	0	3347 (10...	0	0	0	$ 0.00
Thursday Apr 2, 2026										0 of 4 completed (0 checked in)
FL Delivery	1	0	1 (100%)	0	0	1 (100%)	0	0	0	$ 0.00
FL Service	1048	8 (1%)	1027 (98%)	13 (1%)	5 (0%)	1048 (10...	0	0	0	$ 0.00
RO Dump/Return	17	0	17 (100%)	0	0	17 (100%)	0	0	0	$ 8,507.21
RS Service	6916	0	6908 (100%)	8 (0%)	0	6916 (10...	0	0	0	$ 0.00
Friday Apr 3, 2026										0 of 3 completed (0 checked in)
FL Service	1241	5 (0%)	1225 (99%)	11 (1%)	0	1241 (10...	0	0	0	$ 0.00
RO Dump/Return	41	15 (37%)	26 (63%)	0	0	41 (100%)	0	0	0	$ 15,126.13
RS Service	5047	0	5038 (100%)	9 (0%)	0	5047 (10...	0	0	0	$ 0.00

Field Descriptions

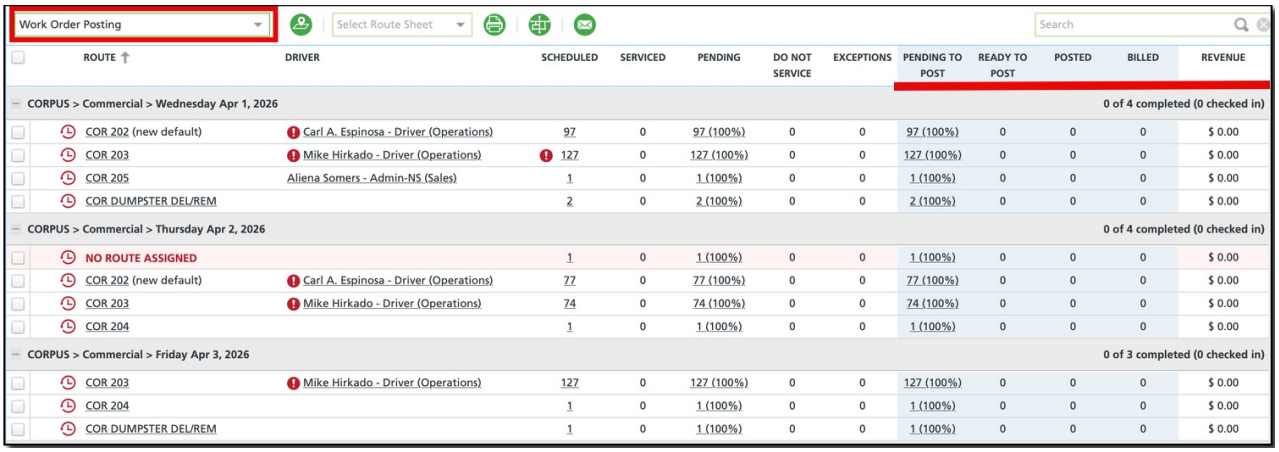
The fields underlined are distinct to the **Work Type** view. The other fields in the view are described in the Standard View section.

Column	Description
Work Type	The name of the routes selected by the work type assigned.

Pending To Post	The count and percentage of work orders where the Posting Status is currently marked "Pending." Click on the hyperlink to open the Services List and review the Pending To Post work orders.
Ready To Post	The count and percentage of work orders where the Posting Status has been changed to "Ready to Post." Click on the hyperlink to open the Services List and review the Ready to Post work orders.
Posted	The count and percentage of work orders where the Posting status has been changed to "Posted." Click on the hyperlink to open the Services List and review the Posted work orders.
Billed	The count and percentage of work orders that have been billed. Click on the hyperlink to open the Services List and review the billed work orders.
Revenue	The subtotal of the charges for all work orders before surcharges and taxes for each work type.

View: Work Order Posting

The Work Order Posting view is helpful when reviewing routes and identifying service records that haven't been posted. With this view, users can efficiently assess work orders in 'Pending to Post' and 'Ready to Post' statuses, pinpointing necessary actions needed to facilitate their posting and inclusion in the upcoming billing cycle.



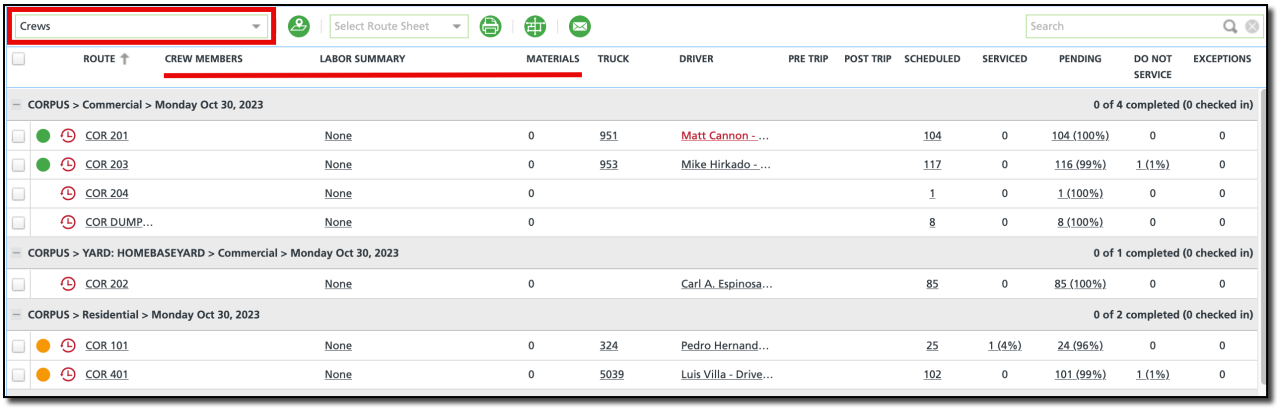
ROUTE	DRIVER	SCHEDULED	SERVICED	PENDING	DO NOT SERVICE	EXCEPTIONS	PENDING TO POST	READY TO POST	POSTED	BILLED	REVENUE
CORPUS > Commercial > Wednesday Apr 1, 2026										0 of 4 completed (0 checked in)	
COR 202 (new default)	Carl A. Espinosa - Driver (Operations)	97	0	97 (100%)	0	0	97 (100%)	0	0	0	$ 0.00
COR 203	Mike Hirkado - Driver (Operations)	127	0	127 (100%)	0	0	127 (100%)	0	0	0	$ 0.00
COR 205	Aliena Somers - Admin-NS (Sales)	1	0	1 (100%)	0	0	1 (100%)	0	0	0	$ 0.00
COR DUMPSTER DEL/REM		2	0	2 (100%)	0	0	2 (100%)	0	0	0	$ 0.00
CORPUS > Commercial > Thursday Apr 2, 2026										0 of 4 completed (0 checked in)	
NO ROUTE ASSIGNED		1	0	1 (100%)	0	0	1 (100%)	0	0	0	$ 0.00
COR 202 (new default)	Carl A. Espinosa - Driver (Operations)	77	0	77 (100%)	0	0	77 (100%)	0	0	0	$ 0.00
COR 203	Mike Hirkado - Driver (Operations)	74	0	74 (100%)	0	0	74 (100%)	0	0	0	$ 0.00
COR 204		1	0	1 (100%)	0	0	1 (100%)	0	0	0	$ 0.00
CORPUS > Commercial > Friday Apr 3, 2026										0 of 3 completed (0 checked in)	
COR 203	Mike Hirkado - Driver (Operations)	127	0	127 (100%)	0	0	127 (100%)	0	0	0	$ 0.00
COR 204		1	0	1 (100%)	0	0	1 (100%)	0	0	0	$ 0.00
COR DUMPSTER DEL/REM		1	0	1 (100%)	0	0	1 (100%)	0	0	0	$ 0.00

Field Descriptions

The fields underlined are described in the Work Type view. The other fields in the view are described in the Standard View section.

View: Crews

The Crews views is designed to be industry specific for managing industrial waste which requires a crew to work the disposal process.



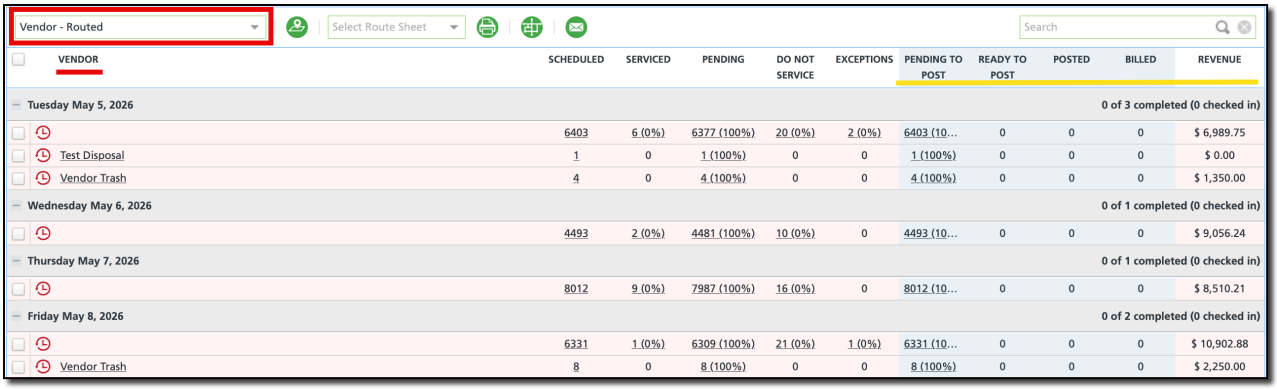
Field Descriptions

The fields highlighted are distinct to the **Crews** view. The other fields in the view are described in the Standard View section.

Column	Description
Crew Members	Future Implementation
Labor Summary	Future Implementation
Materials	Future Implementation

View: Vendor - Routed

The Vendor - Routed view shows the the route details for each vendor for each day.



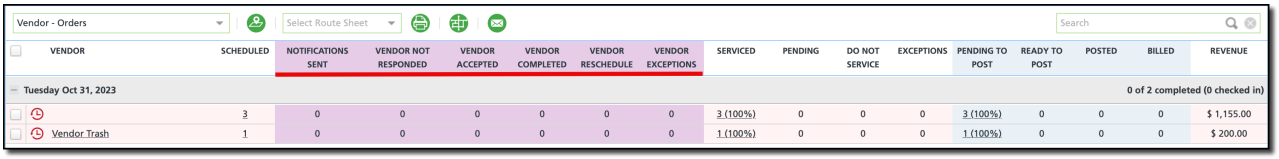
Field Descriptions

The fields underlined in red are distinct to the **Vendor - Routed** view. The fields underlined in yellow are described in the Work Type view. The other fields in the view are described in the Standard View section.

Column	Description
Vendor	The vendor (third party) assigned to the route.

View: Vendor - Orders

The Vendor - Orders view shows the route details for vendors.



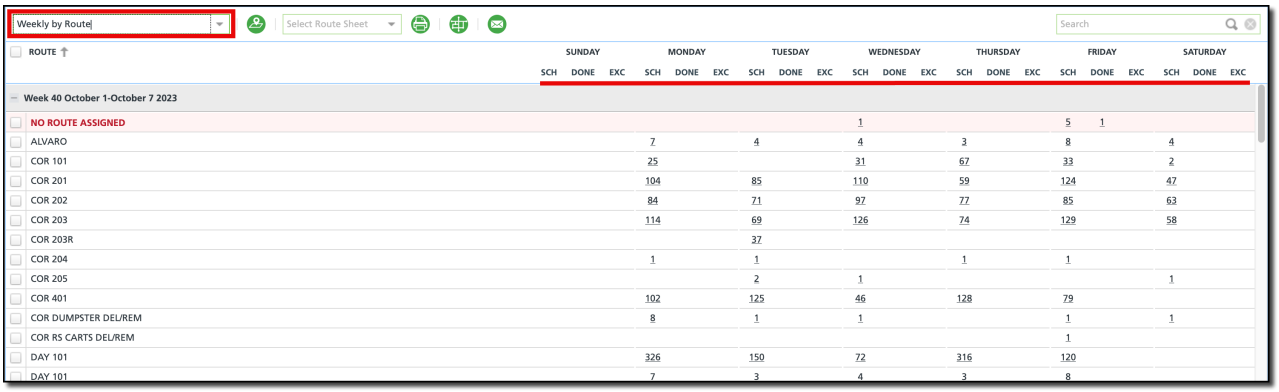
Field Descriptions

The fields below are distinct to the **Vendor - Orders** view. The fields underlined in yellow are described in the Work Type view. The other fields in the view are described in the Standard View section.

Column	Description
Vendor	The name of the vendor the route belongs to.
Scheduled	The count of scheduled services, or "stops." Click on the hyperlink to open the Services List.
Notifications Sent	The count of service notifications sent to the vendor.
Vendor Not Responded	The count of service notifications the vendor has not responded to.
Vendor Accepted	The count of service notifications sent to the vendor.
Vendor Completed	The count of vendor completed services.
Vendor Rescheduled	The count of vendor services that have been rescheduled by the vendor.
Vendor Exceptions	The count of vendor services that could not be completed due to an exception.

Views: Weekly by Route, Work type, Equipment, LOB, Route and Inventory Move

The 'Weekly by' uses the dates in the From and To fields to determine what week(s) in the year to display route information for. Service Records for each route are then organized into Scheduled, Done and Exceptions categories. Column 1 of this view is either Route, Work Type, Equipment, LOB, or Route and Inventory Move depending on the view selected.



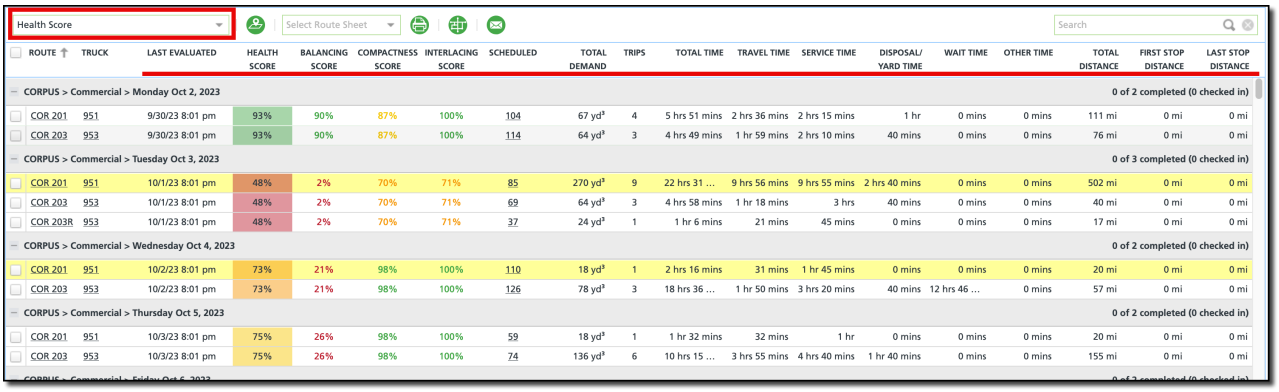
Field Descriptions

The fields below are distinct to the **Weekly by Route** view. The other fields in the view are described in the Standard View section.

Column	Description
Sunday - Saturday	Categorizes the screen by the day of the week.
SCH	The number of **scheduled** services for that day of the week for a route.
Done	The number of **completed** services for that day of the week for a route.
EXC	The number of service **exceptions** for that day of the week for a route.

View: Health Score

The **Health Score** view shows the detailed factors that make up the overall health score for a given route on a given day.



ROUTE	TRUCK	LAST EVALUATED	HEALTH SCORE	BALANCING SCORE	COMPACTNESS SCORE	INTERLACING SCORE	SCHEDULED	TOTAL DEMAND	TRIPS	TOTAL TIME	TRAVEL TIME	SERVICE TIME	DISPOSAL/ YARD TIME	WAIT TIME	OTHER TIME	TOTAL DISTANCE	FIRST STOP DISTANCE	LAST STOP DISTANCE
CORPUS > Commercial > Monday Oct 2, 2023																		0 of 2 completed (0 checked in)
COR 201	951	9/30/23 8:01 pm	93%	90%	87%	100%	104	67 yd³	4	5 hrs 51 mins	2 hrs 36 mins	2 hrs 15 mins	1 hr	0 mins	0 mins	111 mi	0 mi	0 mi
COR 203	953	9/30/23 8:01 pm	93%	90%	87%	100%	114	64 yd³	3	4 hrs 49 mins	1 hr 59 mins	2 hrs 10 mins	40 mins	0 mins	0 mins	76 mi	0 mi	0 mi
CORPUS > Commercial > Tuesday Oct 3, 2023																		0 of 3 completed (0 checked in)
COR 201	951	10/1/23 8:01 pm	48%	2%	70%	71%	85	270 yd³	9	22 hrs 31 ...	9 hrs 56 mins	9 hrs 55 mins	2 hrs 40 mins	0 mins	0 mins	502 mi	0 mi	0 mi
COR 203	953	10/1/23 8:01 pm	48%	2%	70%	71%	69	64 yd³	3	4 hrs 58 mins	1 hr 18 mins	3 hrs	40 mins	0 mins	0 mins	40 mi	0 mi	0 mi
COR 203R	953	10/1/23 8:01 pm	48%	2%	70%	71%	37	24 yd³	1	1 hr 6 mins	21 mins	45 mins	0 mins	0 mins	0 mins	17 mi	0 mi	0 mi
CORPUS > Commercial > Wednesday Oct 4, 2023																		0 of 2 completed (0 checked in)
COR 201	951	10/2/23 8:01 pm	73%	21%	98%	100%	110	18 yd³	1	2 hrs 16 mins	31 mins	1 hr 45 mins	0 mins	0 mins	0 mins	20 mi	0 mi	0 mi
COR 203	953	10/2/23 8:01 pm	73%	21%	98%	100%	126	78 yd³	3	18 hrs 36 ...	1 hr 50 mins	3 hrs 20 mins	40 mins	12 hrs 46 ...	0 mins	57 mi	0 mi	0 mi
CORPUS > Commercial > Thursday Oct 5, 2023																		0 of 2 completed (0 checked in)
COR 201	951	10/3/23 8:01 pm	75%	26%	98%	100%	59	18 yd³	1	1 hr 32 mins	32 mins	1 hr	0 mins	0 mins	0 mins	20 mi	0 mi	0 mi
COR 203	953	10/3/23 8:01 pm	75%	26%	98%	100%	74	136 yd³	6	10 hrs 15 ...	3 hrs 55 mins	4 hrs 40 mins	1 hr 40 mins	0 mins	0 mins	155 mi	0 mi	0 mi

Field Descriptions

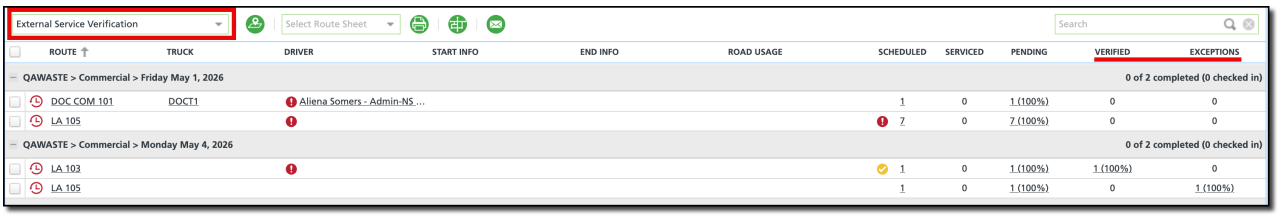
The fields underlined are distinct to the **Health Score** view. The other fields in the view are described in the Standard View section.

Column	Description
Last Evaluated	The timestamp of the last time the health score for this route was captured.
Health Score	The overall health score based on the Balancing, Compactness, and Interlacing Scores. The weight for each of these is defined in Line of Business Setup [Optimization].
Balancing Score	A performance metric for how effectively a route distributes workload, manages resources, and balances competing priorities (such as speed vs. cost or safety).
Compactness Score	A performance metric for how geographically concentrated a route is; how tightly packed it is around a center point.
Interlacing Score	A performance metric for the range of time between the minimum and maximum cumulative time spent on a routes across different days.

Scheduled	The number of stops or work orders assigned to the route.
Total Demand	The total load by volume that a truck is expected to pick up for the route.
Trips	The number of trips needed to dispose of a load.
Total Time	The total time it took the driver to complete the route. Total Time = Travel Time + Service Time + Disposal Time + Wait Time + Yard Time
TravelTime	The specific "drive" time for the route.
ServiceTime	The total time spent attending to a service (excludes time spent driving, waiting or disposing).
Disposal/Yard Time	The total time spent at the yard site disposing a load.
Wait Time	The total time spent waiting to dispose at a yard/disposal site.
Other Time	Any other time not accounted.
Total Distance	The total miles put on the truck that it took to complete the route.
First Stop Distance	The distance from the truck yard to the first stop.
Last Stop Distance	The distance from the last stop back to the truck yard.

View: External Service Verification

The **External Service Verification** view shows the count and percentage of the services that have been verified by a third party verification method. Of those verified, it also shows those that had an exception marked.



Field Descriptions

The fields below are distinct to the **External Service Verification** view. The other fields in the view are described in the Standard View section.

Column	Description
Verified	The count and percentage of services on the route that have a completed verification by the third party verification process.

Exceptions	The count and percentage of services on the route that have a verification where an exception was identified by the third party verification process.
Note: For both Verified and Exceptions, if more than zero, a hyperlink is provided to view the Services list. Select a service and click on the Completion tab to view details.	

Permissions

The following permissions are required to access the various Dispatch screen views:

Permission ID	Permission Name
88	Dispatch
312	Dispatch / Completion Grid View
314	Dispatch / Research Planning Grid View

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