Closing Routes

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Pathway: *Operations > Dispatch*

This article provides an overview of the end-of-day process for closing out routes.

Verify Routes Are Complete

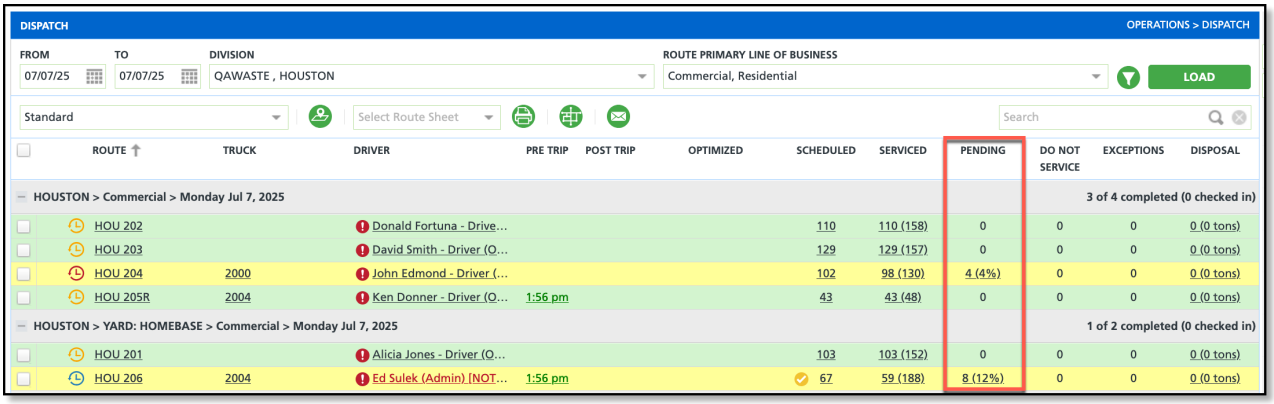
Routes are considered to be complete when:

1. The driver has completed their post-trip log.
    - Once the driver completes their post-trip log, the route will display in green on the Dispatch screen. A route will also display green if the dispatcher manually updates its status to "Complete."
    - A timestamp will display for the route in the Post Trip column if the driver has completed their post-trip log.
2. There are no stops in the Pending status column.
    - Stops should be reassigned to a different route or scheduled to another day.

Review Pending Stops

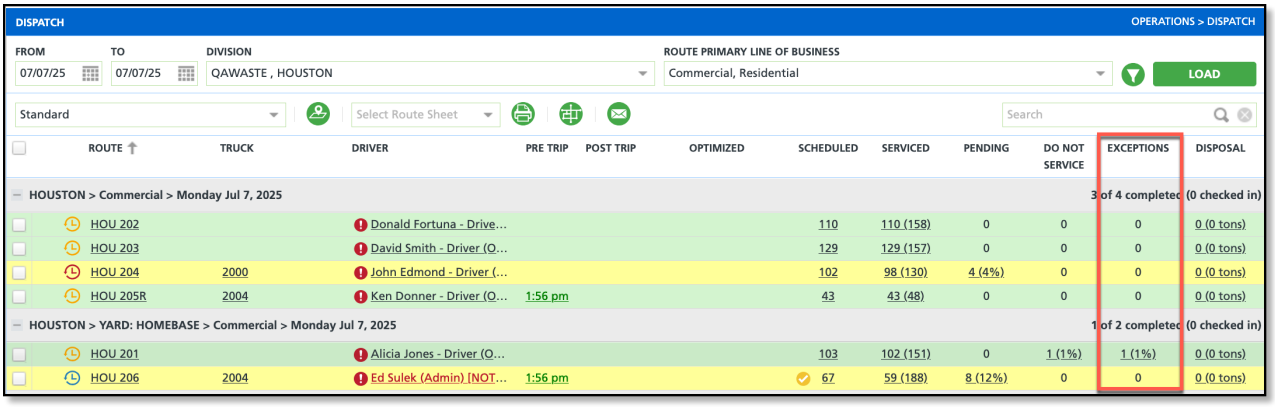
Review the **Pending** column for any stops the driver was unable to service. Click the value to view the **Services List** of all pending stops for that route. If the stops can still be completed that day, assign them to a new route; otherwise, reschedule them for a later date.

> Always follow your company's procedures for handling pending stops. Consider reviewing the Pending column regularly throughout the day to help keep stops balanced and reduce the chances of having to reschedule stops at the end of the day.



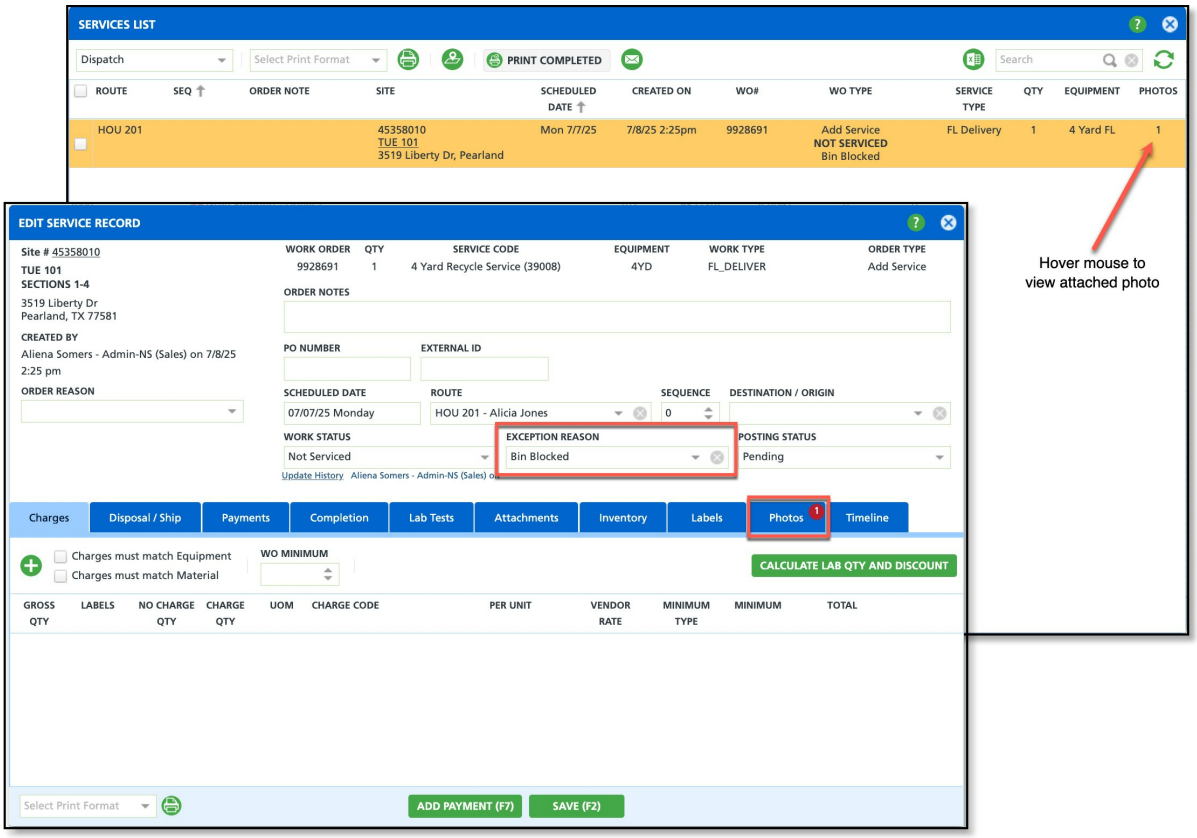
Review Exceptions

If a driver arrives at a scheduled stop but is unable to complete service, the stop will be assigned an exception status and included in the route's total **Exceptions** count.



Reviewing Exceptions for a Route

Follow your company's policy on the process and handling of exceptions.



1. Select the value from the route's Exceptions column to display the Services List. Only locations with an exceptions status for a route populate in the list.
2. Double click anywhere within the row of a location to open the location's service record.
3. Review the Exception Reason field to see the driver selected reason why the stop was unable to be serviced. Select the Photos tab to review a photo the driver has captured to support their reason for not servicing.
    - Pictures can also be reviewed from the Services List by hovering over the Photos link.

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