

Closing Routes

Last Modified on 07/29/2025 6:55 am PDT

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.

DISPATCH										OPERATIONS > DISPATCH			
FROM	TO	DIVISION		ROUTE PRIMARY LINE OF BUSINESS									
07/07/25	07/07/25	QAWASTE, HOUSTON		Commercial, Residential									
Standard		Select Route Sheet								Search			
<input type="checkbox"/>	ROUTE ↑	TRUCK	DRIVER	PRE TRIP	POST TRIP	OPTIMIZED	SCHEDULED	SERVICED	PENDING	DO NOT SERVICE	EXCEPTIONS	DISPOSAL	
HOUSTON > Commercial > Monday Jul 7, 2025										3 of 4 completed (0 checked in)			
<input type="checkbox"/>	HOU 202		Donald Fortuna - Drive...				110	110 (158)	0	0	0	0 (0 tons)	
<input type="checkbox"/>	HOU 203		David Smith - Driver (O...				129	129 (157)	0	0	0	0 (0 tons)	
<input type="checkbox"/>	HOU 204	2000	John Edmond - Driver (...)				102	98 (130)	4 (4%)	0	0	0 (0 tons)	
<input type="checkbox"/>	HOU 205R	2004	Ken Donner - Driver (O...	1:56 pm			43	43 (48)	0	0	0	0 (0 tons)	
HOUSTON > YARD: HOMEBASE > Commercial > Monday Jul 7, 2025										1 of 2 completed (0 checked in)			
<input type="checkbox"/>	HOU 201		Alicia Jones - Driver (Q...				103	103 (152)	0	0	0	0 (0 tons)	
<input type="checkbox"/>	HOU 206	2004	Ed Sulek (Admin) [NOT...	1:56 pm			67	59 (188)	8 (12%)	0	0	0 (0 tons)	

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.

DISPATCH											OPERATIONS > DISPATCH	
FROM	TO	DIVISION		ROUTE PRIMARY LINE OF BUSINESS								
07/07/25	07/07/25	QAWASTE, HOUSTON		Commercial, Residential								LOAD
Standard		Select Route Sheet									Search	
<input type="checkbox"/>	ROUTE ↑	TRUCK	DRIVER	PRE TRIP	POST TRIP	OPTIMIZED	SCHEDULED	SERVICED	PENDING	DO NOT SERVICE	EXCEPTIONS	DISPOSAL
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HOUSTON > YARD: HOMEBASE > Commercial > Monday Jul 7, 2025											1 of 2 completed	(0 checked in)
<input type="checkbox"/>	HOU 201		Alicia Jones - Driver (O...				103	102 (151)	0	1 (1%)	1 (1%)	0 (0 tons)
<input type="checkbox"/>	HOU 206	2004	Ed Sulek (Admin) [NOT...	1:56 pm			67	59 (188)	8 (12%)	0	0	0 (0 tons)

Reviewing Exceptions for a Route

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

SERVICES LIST

Dispatch

Select Print Format

PRINT COMPLETED

Search

ROUTE	SEQ ↑	ORDER NOTE	SITE	SCHEDULED DATE ↑	CREATED ON	WO#	WO TYPE	SERVICE TYPE	QTY	EQUIPMENT	PHOTOS
HOU 201			45358010 TUE 101 3519 Liberty Dr, Pearland	Mon 7/7/25	7/8/25 2:25pm	9928691	Add Service NOT SERVICED Bin Blocked	FL Delivery	1	4 Yard FL	1

EDIT SERVICE RECORD

Site # 45358010

TUE 101

SECTIONS 1-4

3519 Liberty Dr

Pearland, TX 77581

CREATED BY

Aliena Somers - Admin-NS (Sales) on 7/8/25 2:25 pm

ORDER REASON

WORK ORDER

9928691

QTY

1

SERVICE CODE

4 Yard Recycle Service (39008)

EQUIPMENT

4YD

WORK TYPE

FL_DELIVER

ORDER TYPE

Add Service

ORDER NOTES

PO NUMBER

EXTERNAL ID

SCHEDULED DATE

07/07/25 Monday

ROUTE

HOU 201 - Alicia Jones

SEQUENCE

0

DESTINATION / ORIGIN

WORK STATUS

Not Serviced

EXCEPTION REASON

Bin Blocked

POSTING STATUS

Pending

Charges

Disposal / Ship

Payments

Completion

Lab Tests

Attachments

Inventory

Labels

Photos 1

Timeline

Charges must match Equipment

Charges must match Material

WO MINIMUM

CALCULATE LAB QTY AND DISCOUNT

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

Select Print Format

ADD PAYMENT (F7)

SAVE (F2)

Hover mouse to view attached photo

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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