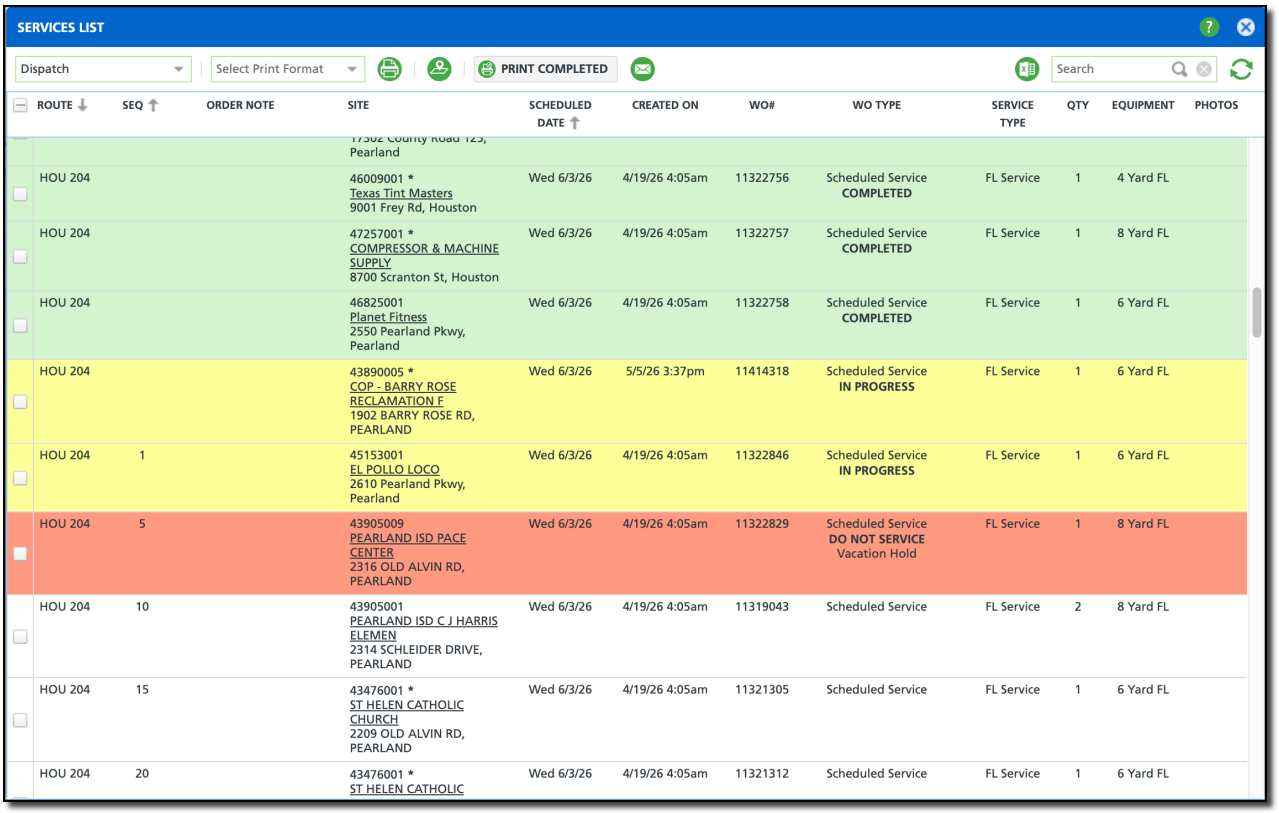
Dispatch - Services List Overview

Last Modified on 08/21/2026 7:32 am PDT

Pathway: *Operations > Dispatch*

The Services List screen is accessed from the Operations > Dispatch screen and provides a detailed view of the assigned stops for a route. This is the one-stop shop for viewing and managing stops on a route.

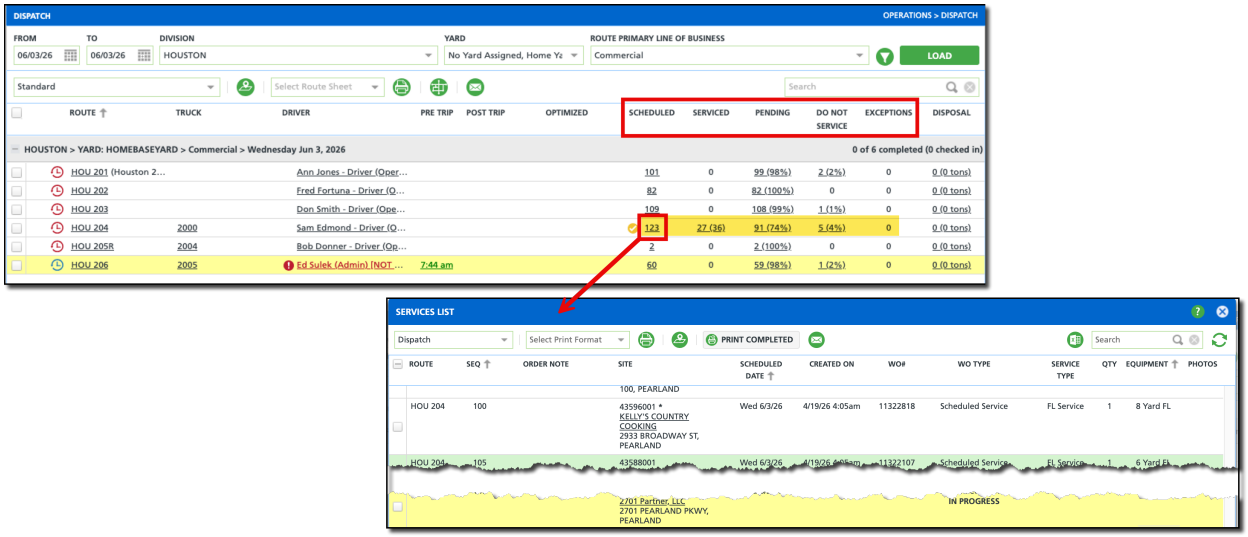


ROUTE	SEQ	ORDER NOTE	SITE	SCHEDULED DATE	CREATED ON	WO#	WO TYPE	SERVICE TYPE	QTY	EQUIPMENT	PHOTOS
			Pearland								
HOU 204			46009001 * Texas Tint Masters 9001 Frey Rd, Houston	Wed 6/3/26	4/19/26 4:05am	11322756	Scheduled Service COMPLETED	FL Service	1	4 Yard FL	
HOU 204			47257001 * COMPRESSOR & MACHINE SUPPLY 8700 Scranton St, Houston	Wed 6/3/26	4/19/26 4:05am	11322757	Scheduled Service COMPLETED	FL Service	1	8 Yard FL	
HOU 204			46825001 Planet Fitness 2550 Pearland Pkwy, Pearland	Wed 6/3/26	4/19/26 4:05am	11322758	Scheduled Service COMPLETED	FL Service	1	6 Yard FL	
HOU 204			43890005 * COP - BARRY ROSE RECLAMATION F 1902 BARRY ROSE RD, PEARLAND	Wed 6/3/26	5/5/26 3:37pm	11414318	Scheduled Service IN PROGRESS	FL Service	1	6 Yard FL	
HOU 204	1		45153001 EL POLLO LOCO 2610 Pearland Pkwy, Pearland	Wed 6/3/26	4/19/26 4:05am	11322846	Scheduled Service IN PROGRESS	FL Service	1	6 Yard FL	
HOU 204	5		43905009 PEARLAND ISD PACE CENTER 2316 OLD ALVIN RD, PEARLAND	Wed 6/3/26	4/19/26 4:05am	11322829	Scheduled Service DO NOT SERVICE Vacation Hold	FL Service	1	8 Yard FL	
HOU 204	10		43905001 PEARLAND ISD C J HARRIS ELEMEN 2314 SCHLEIDER DRIVE, PEARLAND	Wed 6/3/26	4/19/26 4:05am	11319043	Scheduled Service	FL Service	2	8 Yard FL	
HOU 204	15		43476001 * ST HELEN CATHOLIC CHURCH 2209 OLD ALVIN RD, PEARLAND	Wed 6/3/26	4/19/26 4:05am	11321305	Scheduled Service	FL Service	1	6 Yard FL	
HOU 204	20		43476001 * ST HELEN CATHOLIC	Wed 6/3/26	4/19/26 4:05am	11321312	Scheduled Service	FL Service	1	6 Yard FL	

Accessing the Services List

From the Dispatch screen, click any hyperlink in one of the **Status** columns to open a filtered **Service List** for that specific work status.

- **Scheduled:** All stops scheduled for a route regardless of work status.
- **Serviced:** The stops that the driver has marked complete on a route.
- **Pending:** The stops that have yet to be serviced on the route.
- **Do Not Service:** The stops where the Work Status is 'Do Not Service' and includes a 'Do Not Service Reason.'
- **Exceptions:** The stops where the driver has selected the Exception icon in NavuNav and provided an Exception Reason.



Field Descriptions

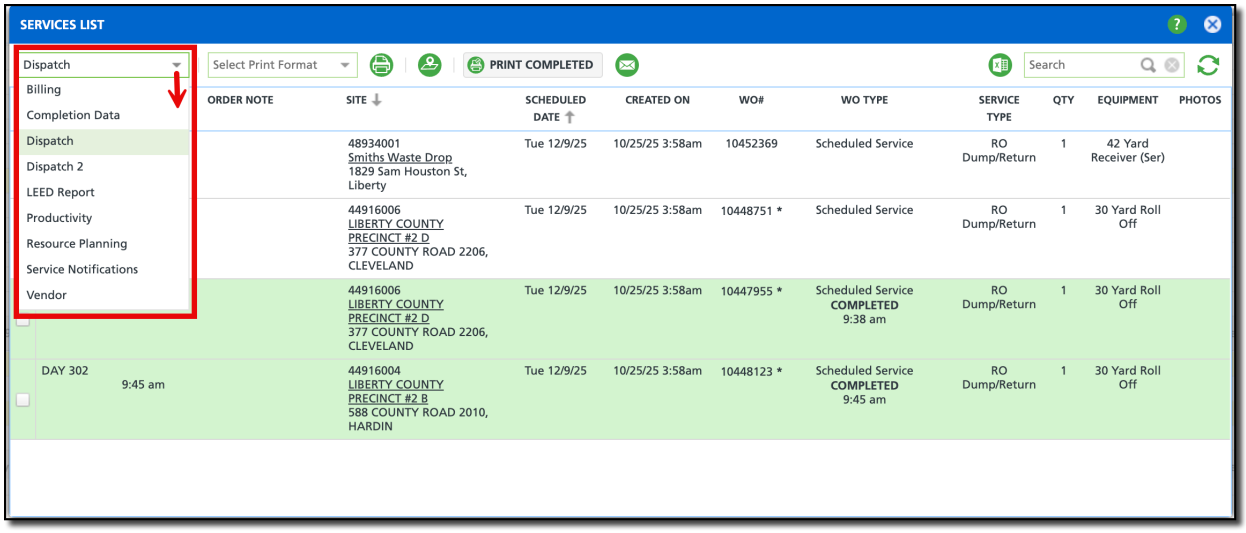
The Services List screen is comprised of two sections: the header section and the grid view section. Header fields are common across all grid views and are defined here. Grid view fields will change based on the Grid View selected.

Field	Description
Header	
Grid View Selection	Select which columns and data is to be displayed in the Grid View.
Select Print Format	For medical and hazardous waste services, once a location has been serviced and marked as completed, the manifest can be printed from the Services List screen. Select the location, choose the desired print format, and then click **Print Completed**.
Actions / Tools [buttons]	Described below in the Tools section below.
Grid View Fields	Explore each grid to view the different data displayed based on the grid selection.

Grid Views

Grid Views are the different ways to view data. By default, the Services List screen displays in **Dispatch** view. Using the Grid View drop down, choose a different view depending on the task and data needed.

Explore each grid view to see the different ways the work order (service) data is presented.



Service and Route Situational Awareness

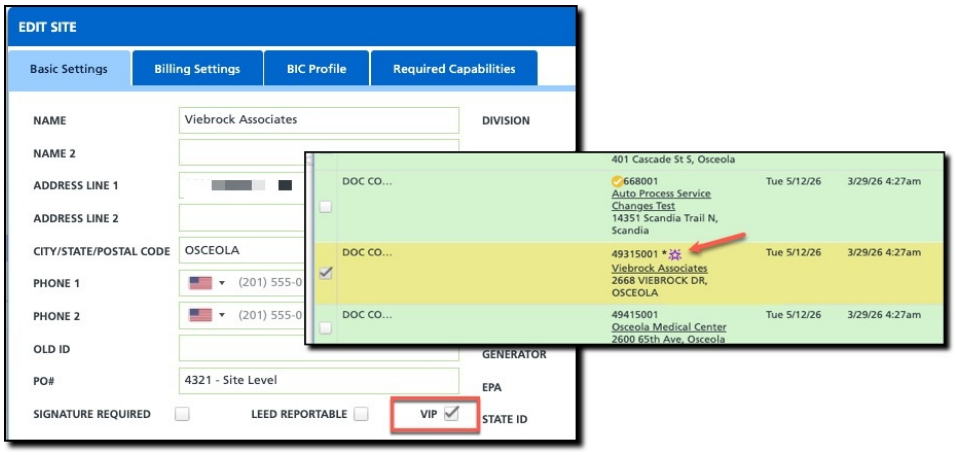
There are several visuals provided within the Service List screen to help dispatchers manage routes and drivers helping streamline day-to-day operations. This interface is designed for to help dispatchers pivot from high-level monitoring to a granular detail quickly.

Alerts

To help keep routes running efficiently, the Service List screen includes a few visual alerts that bring attention to issues or areas that could impact successful route completion.

VIP Indicator

For sites marked as VIP in the Customer Service screen, a purple star icon is displayed next to the Site ID. This indicator also appears in the NavuNav Driver app and serves as a visual cue only.

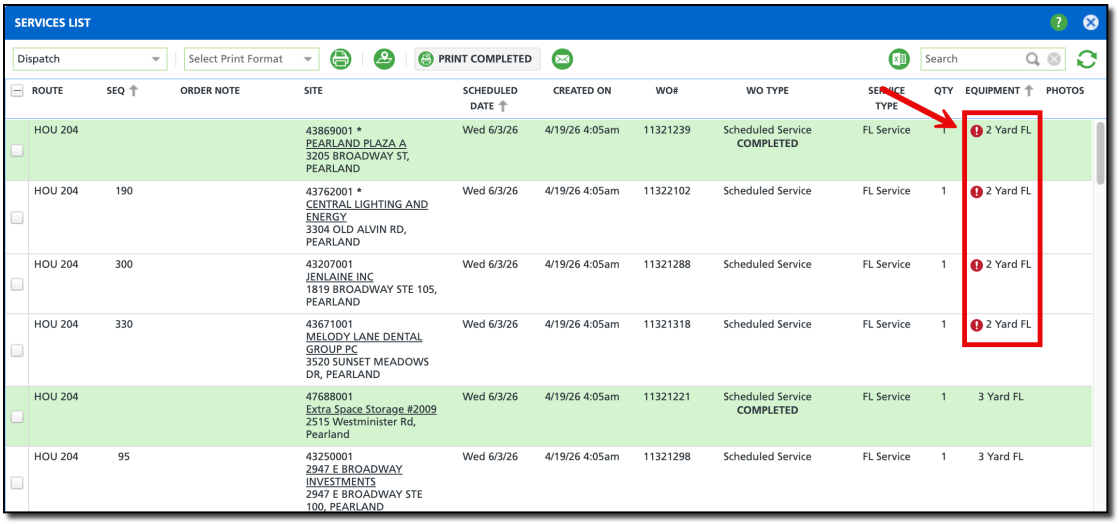


Driver Capability Alert

This alert is displayed next to the equipment and highlights the capability that is missing for the driver. The same alert is displayed at the route level on Dispatch but this is more granular, showing exactly which capability is missing.

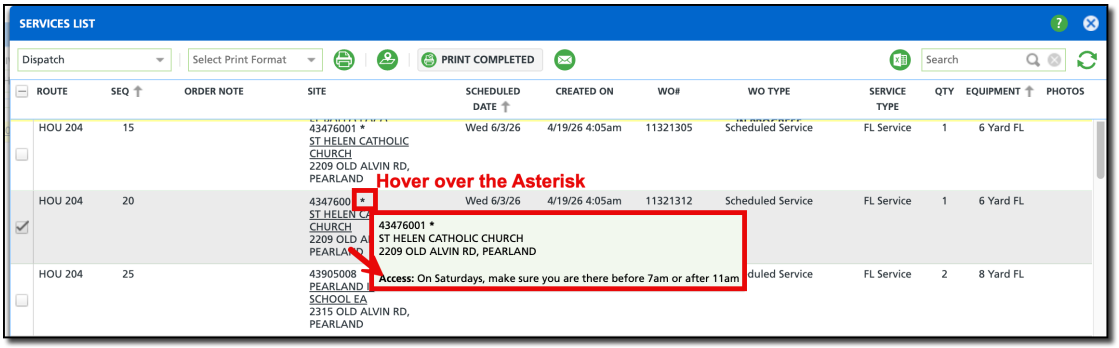
The alert is informational only and does not prevent the driver from logging into their device or

servicing the route. Additional information about Driver Capability can be reviewed here: Worker Availability and Capability.



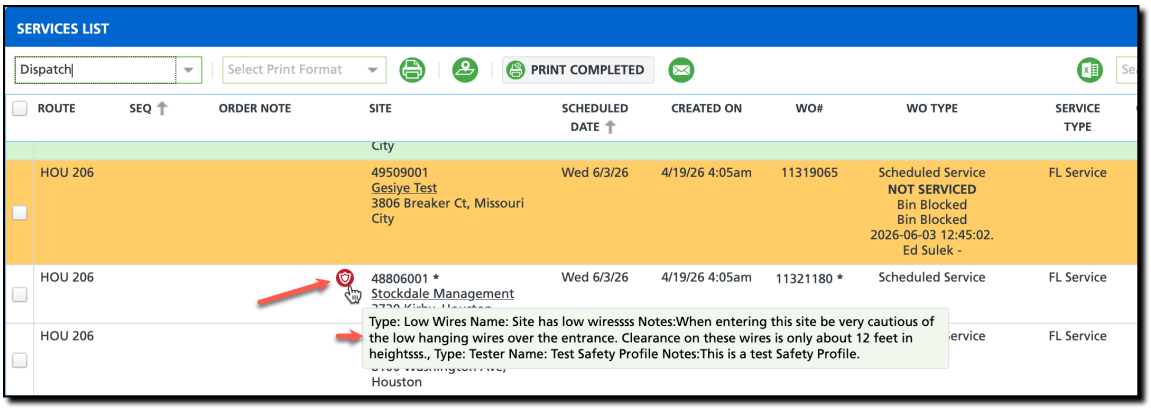
Access Alert

Access Notes entered for a site are displayed with an asterisk (*) next to the site id. Hover over the asterisk to view the note.



Safety Profile

A safety profile icon will display next to a site that has been marked with a safety concern such as low hanging wires. This displays on the Services List screen for the site it is linked to, on the work order and in NavuNav (currently IOS only), for the driver to see and update.



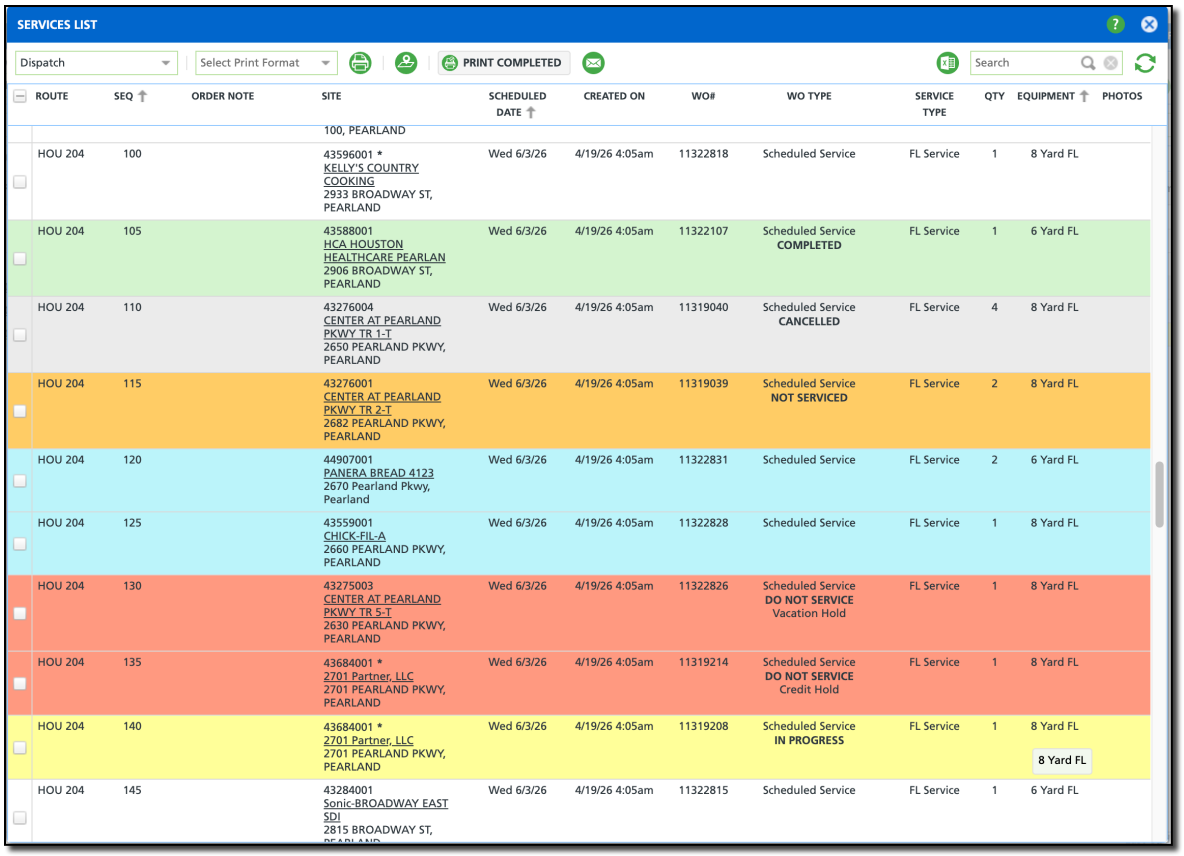
At-a-Glance Monitoring

At-a-glance route monitoring ensures that dispatchers can check the status of a route by stops at a single glance, rather than digging through details about each stop.

Color Coding

Color coding each row provides dispatchers a quick assessment of a route's current status.

- Green = Completed
- Yellow = In-Progress
- Orange = Not Serviced
- Gray = Cancelled
- Blue = Pending Payment or Pending Approval
- **White** = Scheduled

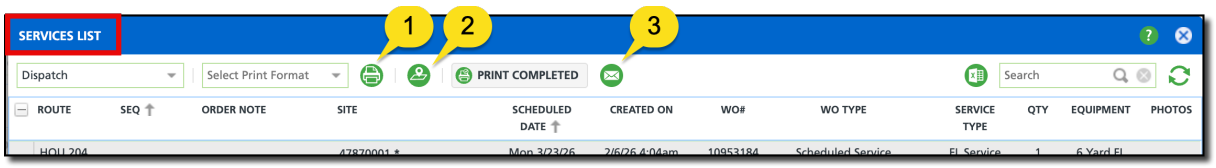


Tools / Actions

There are several tools provided within Services List to help dispatchers manage specific services for a given route quickly from the main screen.

Toolbar Icons

There are 3 quick buttons that also correspond to row level actions.



1. **Print Selected Service Records** (using the selected print format in the dropdown) - create work orders in

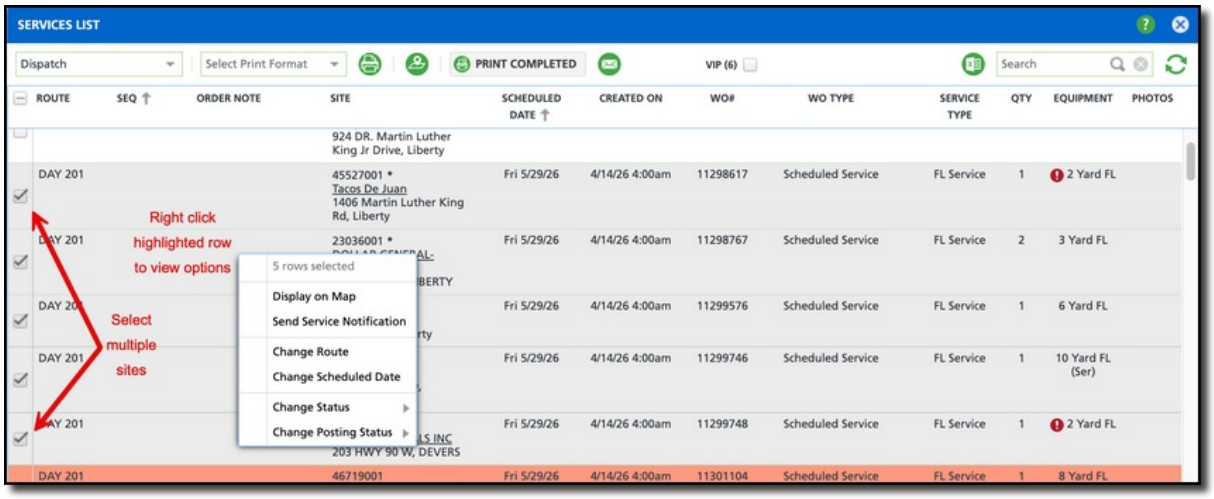
pdf format

2. **Map Selected Service Records** - select to open the Route Dispatch Map for one or more selected work orders. This is the same as the row level Display on Map action.

3. **Send Notification to Selected Service Records -** select to open the Route Notification tool for one or more work orders. This is the same as the row level Send Route Notification action.

Right-Click Menu Options

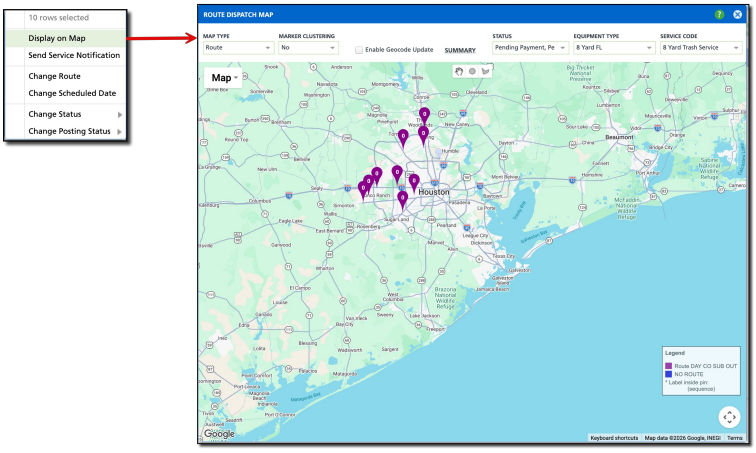
Actions for the Services List are also provided at the **row level** by right clicking on a row (work-order). If multiple rows are selected, then these actions are performed for each work order.



> **Tip:** Managing Multiple Selections
> - **To select a range:** Click the first row, hold the **Shift** key, and click the last row. All rows in between will be selected.
> - **To perform actions:** Once multiple rows are selected, **right-click** within any highlighted row to see your options. A count of your selected records will appear at the top of the menu.

Display on Map

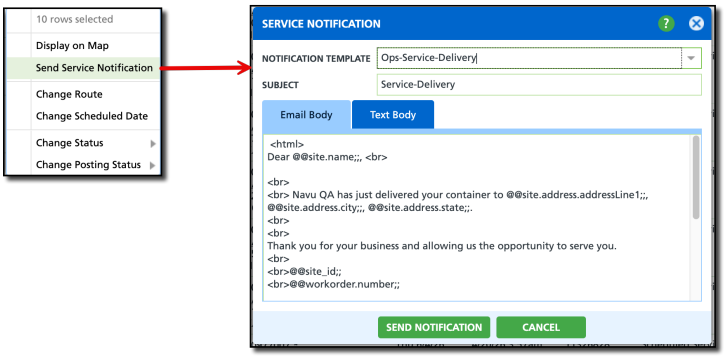
Right-click any row and select **Display on Map** to visualize the service as it pertains to the site(s) selected.



Send Service Notification

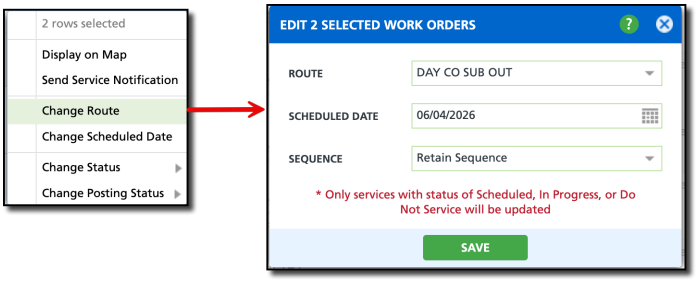
Use this option to mass send email and text notifications (such as route changes or delays) to **select** locations on a route. Notifications will be delivered based on the contact's 'Service Notification Method' preference.

For more details, see Route and Service Notifications.



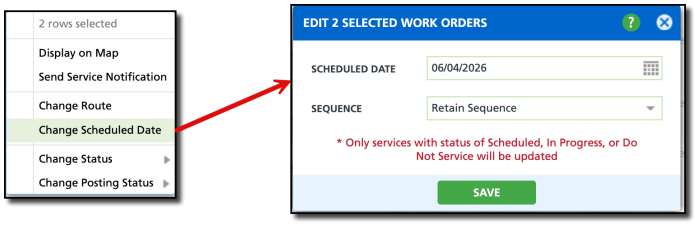
Change Route

Right click any row and select the **Change Route** option to edit route information for the selected work order.
Reference: *Moving Stops*



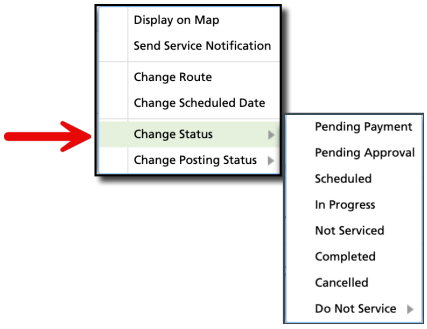
Change Scheduled Date

Right click on a row and select the **Change Scheduled Date** option to manually override the date the service is scheduled to be worked.
Reference: Moving Stops



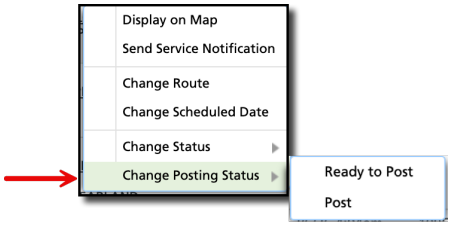
Change Status

Right click any row and select an option from the **Change Route** menu to manually override the route's current **Status.**



Change Posting Status

Right click any row and select an option from the **Change Route** menu to manually override the route's **Posting Status.** Reference: Work Order Posting



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