

Dispatch - Services List Overview

Last Modified on 06/04/2026 1:14 pm 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.

| 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 | |
| | | | 17302 County Road 123, Pearland | | | | | | | | | |
| <input type="checkbox"/> | 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 | | |
| <input type="checkbox"/> | 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 | | |
| <input type="checkbox"/> | 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 | | |
| <input type="checkbox"/> | 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 | | |
| <input type="checkbox"/> | 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 | | |
| <input type="checkbox"/> | 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 | | |
| <input type="checkbox"/> | 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 | | |
| <input type="checkbox"/> | 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 | | |
| <input type="checkbox"/> | 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.

| ROUTE | TRUCK | DRIVER | PRE TRIP | POST TRIP | OPTIMIZED | SCHEDULED | SERVICED | PENDING | DO NOT SERVICE | EXCEPTIONS | DISPOSAL |
|----------|--------------|-----------------------------|----------|-----------|-----------|-----------|----------|-----------|----------------|------------|------------|
| HOU 201 | Houston 2... | Ann Jones - Driver (Oper... | | | | 101 | 0 | 99 (98%) | 2 (2%) | 0 | 0 (0 tons) |
| HOU 202 | | Fred Fortuna - Driver (Q... | | | | 82 | 0 | 82 (100%) | 0 | 0 | 0 (0 tons) |
| HOU 203 | | Don Smith - Driver (Qob... | | | | 109 | 0 | 108 (99%) | 1 (1%) | 0 | 0 (0 tons) |
| HOU 204 | 2000 | Sam Edmond - Driver (Q... | | | | 123 | 27 (36) | 91 (74%) | 5 (4%) | 0 | 0 (0 tons) |
| HOU 205R | 2004 | Bob Donner - Driver (Q... | | | | 2 | 0 | 2 (100%) | 0 | 0 | 0 (0 tons) |
| HOU 206 | 2005 | Ed Sulek (Admin) (NOT... | 7:44 am | | | 60 | 0 | 59 (98%) | 1 (2%) | 0 | 0 (0 tons) |

| ROUTE | SEQ | ORDER NOTE | SITE | SCHEDULED DATE | CREATED ON | WO# | WO TYPE | SERVICE TYPE | QTY | EQUIPMENT | PHOTOS |
|---------|-----|------------|--|----------------|----------------|----------|-------------------|--------------|-----|-----------|--------|
| HOU 204 | 100 | | 100, PEARLAND 43596001 • KELLY'S COUNTRY COOKING 2933 BROADWAY ST, PEARLAND | Wed 6/3/26 | 4/19/26 4:05am | 11322818 | Scheduled Service | FL Service | 1 | 8 Yard FL | |
| HOU 204 | 105 | | 43596001 | Wed 6/3/26 | 4/19/26 4:05am | 11322107 | Scheduled Service | FL Service | 1 | 6 Yard FL | |
| | | | 2701 Partner, LLC 2701 PEARLAND PKWY, PEARLAND | | | | IN PROGRESS | | | | |

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.

| ORDER NOTE | SITE | SCHEDULED DATE | CREATED ON | WO# | WO TYPE | SERVICE TYPE | QTY | EQUIPMENT | PHOTOS |
|--------------------|---|----------------|-----------------|------------|---|-------------------|-----|---------------------------|--------|
| | 48934001 Smiths Waste Drop 1829 Sam Houston St, Liberty | Tue 12/9/25 | 10/25/25 3:58am | 10452369 | Scheduled Service | RO Dump/Return | 1 | 42 Yard Receiver (Ser) | |
| | 44916006 LIBERTY COUNTY PRECINCT #2 D 377 COUNTY ROAD 2206, CLEVELAND | Tue 12/9/25 | 10/25/25 3:58am | 10448751 * | Scheduled Service | RO Dump/Return | 1 | 30 Yard Roll Off | |
| | 44916006 LIBERTY COUNTY PRECINCT #2 D 377 COUNTY ROAD 2206, CLEVELAND | Tue 12/9/25 | 10/25/25 3:58am | 10447955 * | Scheduled Service COMPLETED 9:38 am | RO Dump/Return | 1 | 30 Yard Roll Off | |
| DAY 302 9:45 am | 44916004 LIBERTY COUNTY PRECINCT #2 B 588 COUNTY ROAD 2010, HARDIN | Tue 12/9/25 | 10/25/25 3:58am | 10448123 * | Scheduled Service COMPLETED 9:45 am | RO Dump/Return | 1 | 30 Yard Roll Off | |

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.

| DOC CO... | Site ID | Site Name | Scheduled Date | Created On |
|-----------|---------------------------|--|----------------|----------------|
| | 401 Cascade St S, Osceola | | Tue 5/12/26 | 3/29/26 4:27am |
| | 668001 | Auto Process Service Changes Test 14351 Scandia Trail N, Scandia | Tue 5/12/26 | 3/29/26 4:27am |
| | 49315001 * | Viebrock Associates 2668 VIEBROCK DR, OSCEOLA | Tue 5/12/26 | 3/29/26 4:27am |
| | 49415001 | Osceola Medical Center 2600 65th Ave, Osceola | Tue 5/12/26 | 3/29/26 4:27am |

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](#).

| ROUTE | SEQ | ORDER NOTE | SITE | SCHEDULED DATE | CREATED ON | WO# | WO TYPE | SERVICE TYPE | QTY | EQUIPMENT | PHOTOS |
|---------|-----|------------|--|----------------|----------------|----------|--------------------------------|--------------|-----|-----------|--------|
| HOU 204 | | | 43869001 * PEARLAND PLAZA A 3205 BROADWAY ST, PEARLAND | Wed 6/3/26 | 4/19/26 4:05am | 11321239 | Scheduled Service COMPLETED | FL Service | 1 | 2 Yard FL | |
| HOU 204 | 190 | | 43762001 * CENTRAL LIGHTING AND ENERGY 3304 OLD ALVIN RD, PEARLAND | Wed 6/3/26 | 4/19/26 4:05am | 11322102 | Scheduled Service | FL Service | 1 | 2 Yard FL | |
| HOU 204 | 300 | | 43207001 JENLAINE INC 1819 BROADWAY STE 105, PEARLAND | Wed 6/3/26 | 4/19/26 4:05am | 11321288 | Scheduled Service | FL Service | 1 | 2 Yard FL | |
| HOU 204 | 330 | | 43671001 MELODY LANE DENTAL GROUP PC 3520 SUNSET MEADOWS DR, PEARLAND | Wed 6/3/26 | 4/19/26 4:05am | 11321318 | Scheduled Service | FL Service | 1 | 2 Yard FL | |
| HOU 204 | | | 47688001 Extra Space Storage #2009 2515 Westminister Rd, Pearland | Wed 6/3/26 | 4/19/26 4:05am | 11321221 | Scheduled Service COMPLETED | FL Service | 1 | 3 Yard FL | |
| HOU 204 | 95 | | 43250001 2947 E BROADWAY INVESTMENTS 2947 E BROADWAY STE 100, PEARLAND | Wed 6/3/26 | 4/19/26 4:05am | 11321298 | Scheduled Service | FL Service | 1 | 3 Yard FL | |

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.

| ROUTE | SEQ | ORDER NOTE | SITE | SCHEDULED DATE | CREATED ON | WO# | WO TYPE | SERVICE TYPE | QTY | EQUIPMENT | PHOTOS |
|---------|-----|------------|---|----------------|----------------|----------|-------------------|--------------|-----|-----------|--------|
| 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 CHURCH 2209 OLD ALVIN RD, PEARLAND | Wed 6/3/26 | 4/19/26 4:05am | 11321312 | Scheduled Service | FL Service | 1 | 6 Yard FL | |
| HOU 204 | 25 | | 43905008 PEARLAND SCHOOL EA 2315 OLD ALVIN RD, PEARLAND | Wed 6/3/26 | 4/19/26 4:05am | 11321312 | Scheduled Service | FL Service | 2 | 8 Yard FL | |

Hover over the Asterisk

Access: On Saturdays, make sure you are there before 7am or after 11am

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.

| ROUTE | SEQ | ORDER NOTE | SITE | SCHEDULED DATE | CREATED ON | WO# | WO TYPE | SERVICE TYPE |
|---------|-----|------------|---|----------------|----------------|------------|--|--------------|
| City | | | | | | | | |
| HOU 206 | | | 49509001 Gesiyte Test 3806 Breaker Ct, Missouri City | Wed 6/3/26 | 4/19/26 4:05am | 11319065 | Scheduled Service NOT SERVICED Bin Blocked 2026-06-03 12:45:02. Ed Sulek - | FL Service |
| HOU 206 | | | 48806001 * Stockdale Management 3730 Kilduff Houston | Wed 6/3/26 | 4/19/26 4:05am | 11321180 * | Scheduled Service | FL Service |
| HOU 206 | | | | | | | | FL Service |

Type: Low Wires Name: Site has low wiressss Notes:When entering this site be very cautious of the low hanging wires over the entrance. Clearance on these wires is only about 12 feet in heightsss. Type: Tester Name: Test Safety Profile Notes:This is a test Safety Profile.

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

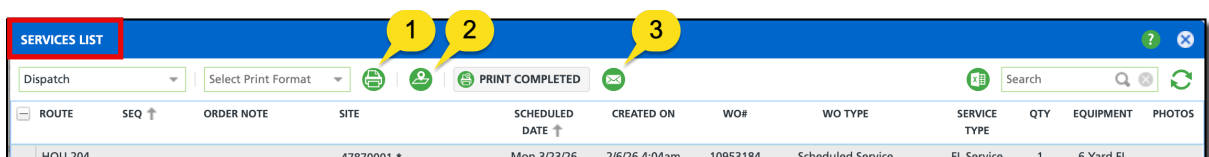
| ROUTE | SEQ | ORDER NOTE | SITE | SCHEDULED DATE | CREATED ON | WO# | WO TYPE | SERVICE TYPE | QTY | EQUIPMENT | PHOTOS |
|---------|-----|------------|--|----------------|----------------|----------|---|--------------|-----|-----------|-----------|
| HOU 204 | 100 | | 100, PEARLAND 43596001 * KELLY'S COUNTRY COOKING 2933 BROADWAY ST, PEARLAND | Wed 6/3/26 | 4/19/26 4:05am | 11322818 | Scheduled Service | FL Service | 1 | 8 Yard FL | |
| HOU 204 | 105 | | 43588001 HCA-HOUSTON HEALTHCARE PEARLAN 2906 BROADWAY ST, PEARLAND | Wed 6/3/26 | 4/19/26 4:05am | 11322107 | Scheduled Service COMPLETED | FL Service | 1 | 6 Yard FL | |
| HOU 204 | 110 | | 43276004 CENTER AT PEARLAND PKWY TR 1-T 2650 PEARLAND PKWY, PEARLAND | Wed 6/3/26 | 4/19/26 4:05am | 11319040 | Scheduled Service CANCELLED | FL Service | 4 | 8 Yard FL | |
| HOU 204 | 115 | | 43276001 CENTER AT PEARLAND PKWY TR 2-T 2682 PEARLAND PKWY, PEARLAND | Wed 6/3/26 | 4/19/26 4:05am | 11319039 | Scheduled Service NOT SERVICED | FL Service | 2 | 8 Yard FL | |
| HOU 204 | 120 | | 44907001 PANERA BREAD 4123 2670 Pearland Pkwy, Pearland | Wed 6/3/26 | 4/19/26 4:05am | 11322831 | Scheduled Service | FL Service | 2 | 6 Yard FL | |
| HOU 204 | 125 | | 43559001 CHICK-FIL-A 2660 PEARLAND PKWY, PEARLAND | Wed 6/3/26 | 4/19/26 4:05am | 11322828 | Scheduled Service | FL Service | 1 | 8 Yard FL | |
| HOU 204 | 130 | | 43275003 CENTER AT PEARLAND PKWY TR S-T 2630 PEARLAND PKWY, PEARLAND | Wed 6/3/26 | 4/19/26 4:05am | 11322826 | Scheduled Service DO NOT SERVICE Vacation Hold | FL Service | 1 | 8 Yard FL | |
| HOU 204 | 135 | | 43684001 * 2701 Partner, LLC 2701 PEARLAND PKWY, PEARLAND | Wed 6/3/26 | 4/19/26 4:05am | 11319214 | Scheduled Service DO NOT SERVICE Credit Hold | FL Service | 1 | 8 Yard FL | |
| HOU 204 | 140 | | 43684001 * 2701 Partner, LLC 2701 PEARLAND PKWY, PEARLAND | Wed 6/3/26 | 4/19/26 4:05am | 11319208 | Scheduled Service IN PROGRESS | FL Service | 1 | 8 Yard FL | 8 Yard FL |
| HOU 204 | 145 | | 43284001 Sonic-BROADWAY EAST SDJ 2815 BROADWAY ST, PEARLAND | Wed 6/3/26 | 4/19/26 4:05am | 11322815 | Scheduled Service | FL Service | 1 | 6 Yard FL | |

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.



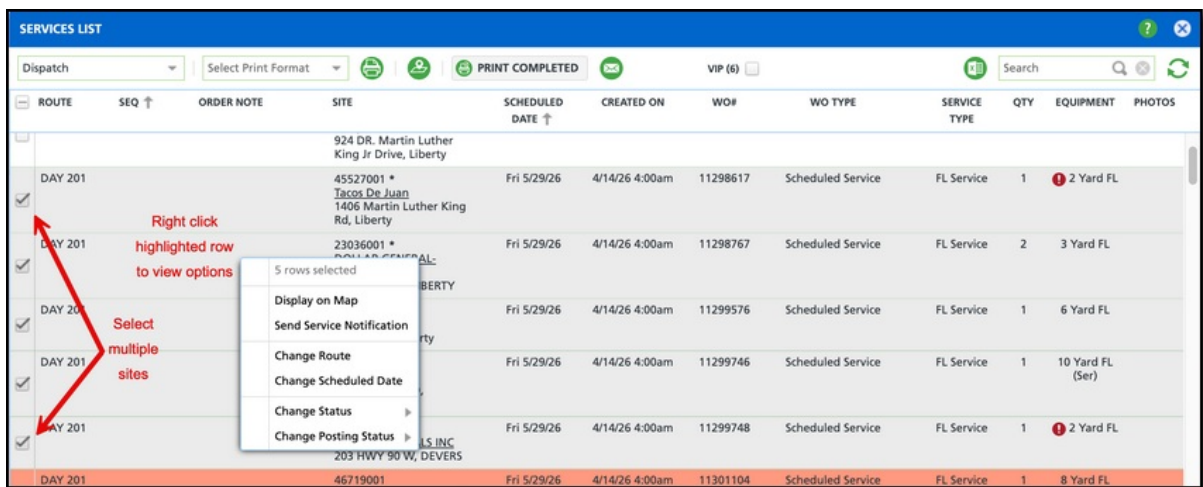
1. **Print Selected Service Records** (using the selected print format in the dropdown) - create work orders in

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.

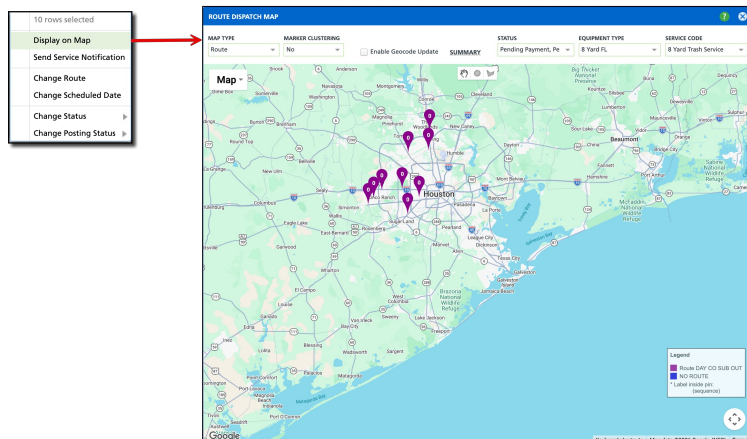


Tip: Managing Multiple Selections

- **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.

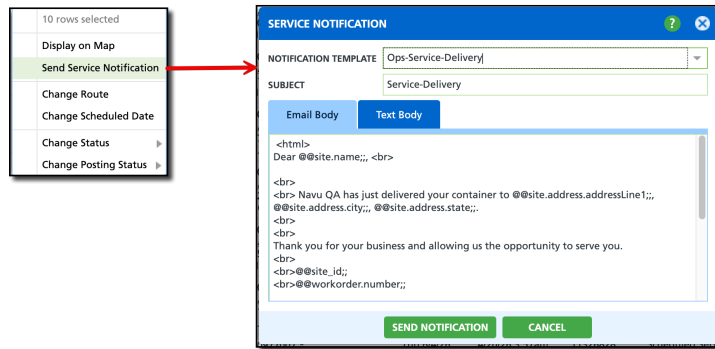
Display on Map

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.

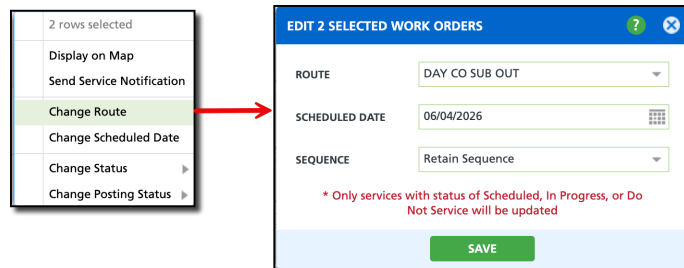


For more details, see [Route and Service Notifications](#).

Change Route

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

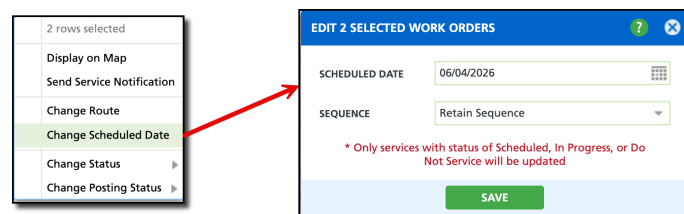
Reference: [Moving Stops](#)



Change Scheduled Date

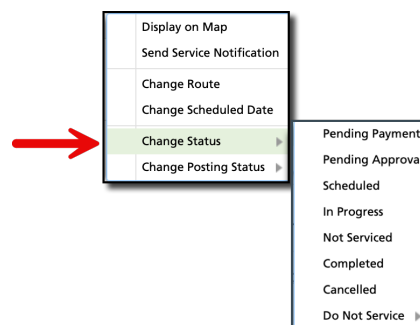
Right click on a row and select the **Change Scheduled Date** option to manually override the date the service is scheduled to be worked.

Reference: [Moving Stops](#)



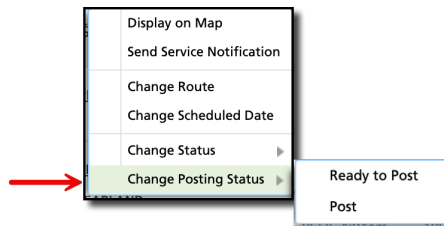
Change Status

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**.



Related Articles

[Dispatch Basics](#)

[Moving Stops](#)

[Route and Service Notifications](#)
