

# Dispatch - Services List Overview

Last Modified on 06/30/2026 3:25 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											
ROUTE ↓	SEQ ↑	ORDER NOTE	SITE	SCHEDULED DATE ↑	CREATED ON	WO#	WO TYPE	SERVICE TYPE	QTY	EQUIPMENT	PHOTOS
HOU 204			17302 County Road 123, Pearland	Wed 6/3/26	4/19/26 4:05am	11322756	Scheduled Service <b>COMPLETED</b>	FL Service	1	4 Yard FL	
HOU 204			46009001 * Texas Tint Masters 9001 Frey Rd, Houston	Wed 6/3/26	4/19/26 4:05am	11322757	Scheduled Service <b>COMPLETED</b>	FL Service	1	8 Yard FL	
HOU 204			47257001 * COMPRESSOR & MACHINE SUPPLY 8700 Scranton St, Houston	Wed 6/3/26	4/19/26 4:05am	11322758	Scheduled Service <b>COMPLETED</b>	FL Service	1	6 Yard FL	
HOU 204			46825001 Planet Fitness 2550 Pearland Pkwy, Pearland	Wed 6/3/26	4/19/26 4:05am	11322758	Scheduled Service <b>COMPLETED</b>	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 <b>IN PROGRESS</b>	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 <b>IN PROGRESS</b>	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 <b>DO NOT SERVICE</b> 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.

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	WOF	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
<b>Header</b>	
<b>Grid View Selection</b>	Select which columns and data is to be displayed in the Grid View.
<b>Select Print Format</b>	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 <b>Print Completed</b> .
<b>Actions / Tools [buttons]</b>	Described below in the Tools section below.
<b>Grid View Fields</b>	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	Address	Scheduled Date	Created On
	401 Cascade St S, Osceola	668001	Auto Process Service Changes Test	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 wires 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 heightss., 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

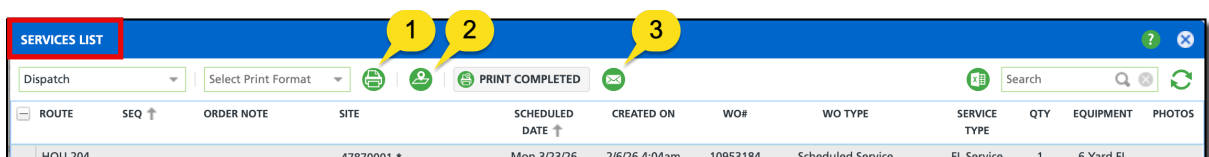
ROUTE	SEQ	ORDER NOTE	SITE	SCHEDULED DATE	CREATED ON	WO#	WO TYPE	SERVICE TYPE	QTY	EQUIPMENT	PHOTOS
HOU 204	100		100, PEARLAND 43596001 * KELLY'S COUNTRY COOKING 2933 BROADWAY ST, PEARLAND	Wed 6/3/26	4/19/26 4:05am	11322818	Scheduled Service	FL Service	1	8 Yard FL	
HOU 204	105		43588001 HCA-HOUSTON HEALTHCARE PEARLAN 2906 BROADWAY ST, PEARLAND	Wed 6/3/26	4/19/26 4:05am	11322107	Scheduled Service <b>COMPLETED</b>	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 <b>CANCELLED</b>	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 <b>NOT SERVICED</b>	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 <b>DO NOT SERVICE</b> 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 <b>DO NOT SERVICE</b> 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 <b>IN PROGRESS</b>	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.

The screenshot shows a table with columns: ROUTE, SEQ, ORDER NOTE, SITE, SCHEDULED DATE, CREATED ON, WO#, WO TYPE, SERVICE TYPE, QTY, EQUIPMENT, and PHOTOS. Five rows are selected, highlighted in orange. A context menu is open over the second row, listing actions: Display on Map, Send Service Notification, Change Route, Change Scheduled Date, Change Status, and Change Posting Status. A red arrow points to the menu with the text 'Right click highlighted row to view options'. Another red arrow points to the selected rows with the text 'Select multiple sites'.

ROUTE	SEQ	ORDER NOTE	SITE	SCHEDULED DATE	CREATED ON	WO#	WO TYPE	SERVICE TYPE	QTY	EQUIPMENT	PHOTOS
DAY 201			924 DR. Martin Luther King Jr Drive, Liberty	Fri 5/29/26	4/14/26 4:00am	11298617	Scheduled Service	FL Service	1	2 Yard FL	
DAY 201			45527001 * Tacos De Juan 1406 Martin Luther King Rd, Liberty	Fri 5/29/26	4/14/26 4:00am	11298767	Scheduled Service	FL Service	2	3 Yard FL	
DAY 201			23036001 * ...	Fri 5/29/26	4/14/26 4:00am	11299576	Scheduled Service	FL Service	1	6 Yard FL	
DAY 201			...	Fri 5/29/26	4/14/26 4:00am	11299746	Scheduled Service	FL Service	1	10 Yard FL (Ser)	
DAY 201			...	Fri 5/29/26	4/14/26 4:00am	11299748	Scheduled Service	FL Service	1	2 Yard FL	
DAY 201			46719001	Fri 5/29/26	4/14/26 4:00am	11301104	Scheduled Service	FL Service	1	8 Yard FL	

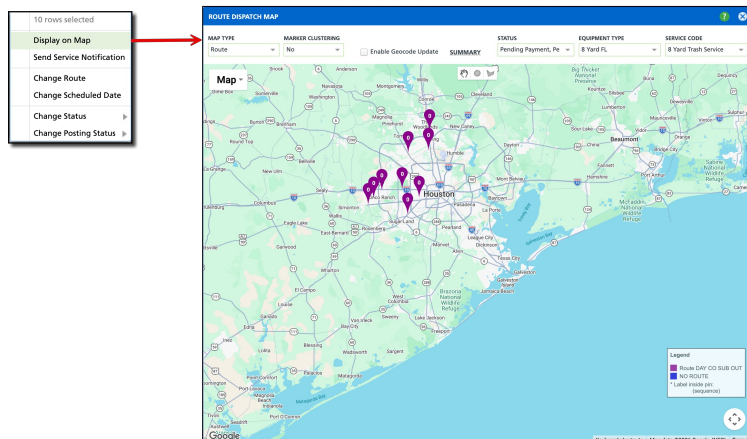


### Tip: Managing Multiple Selections

- **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.

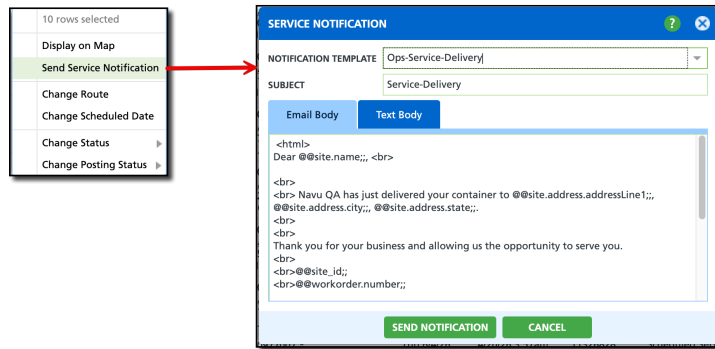
## Display on Map

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.

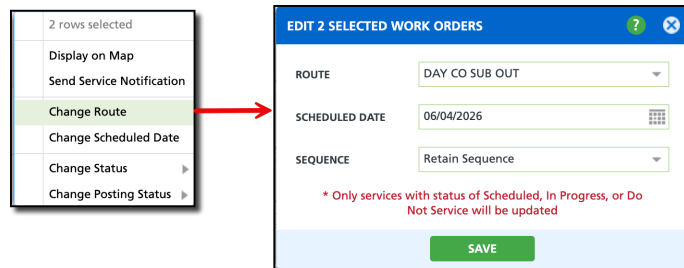


For more details, see [Route and Service Notifications](#).

### Change Route

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

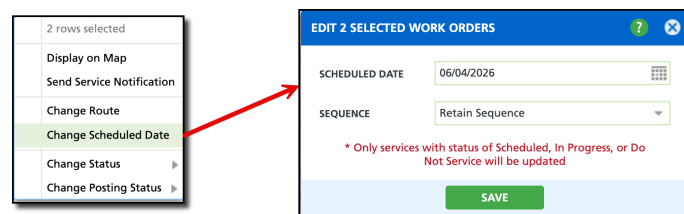
Reference: [Moving Stops](#)



### Change Scheduled Date

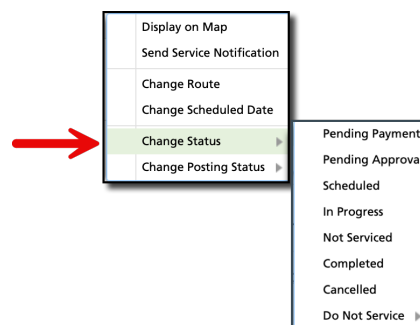
Right click on a row and select the **Change Scheduled Date** option to manually override the date the service is scheduled to be worked.

Reference: [Moving Stops](#)



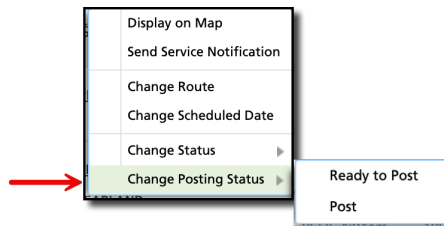
### Change Status

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**.



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## Related Articles

[Dispatch Basics](#)

[Moving Stops](#)

[Route and Service Notifications](#)

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