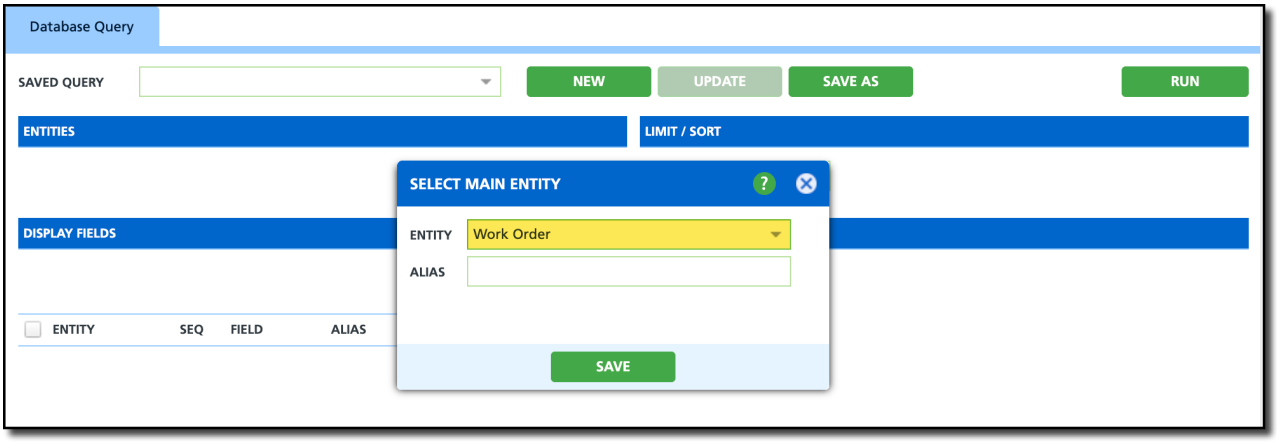
Database Query - Work Order Entity

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Pathway: Database > Database Query

The **Work Order** entity contains the operational, service, and financial details for individual waste management jobs. It identifies the customer location, scheduled service, equipment, route, assigned driver and truck, and the status of the work order. It records whether the service was completed, along with completion details and the vehicle's location at the time of service. The entity also tracks the financial performance of each work order, including revenue, service costs, disposal costs, surcharges, total costs, and profit.

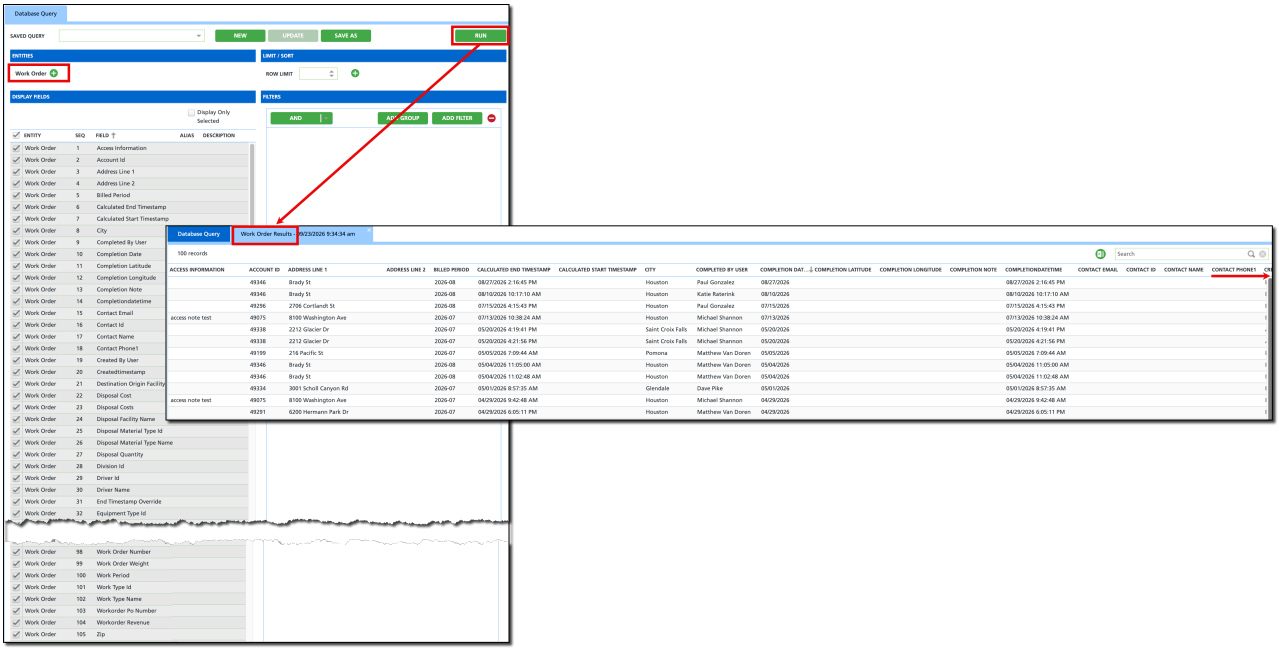


This data can be used to monitor operations, including scheduled services, route performance, driver and truck assignments, completion status, and service exceptions. It can also support work-order analysis by comparing revenue, service costs, disposal costs, surcharges, and profit.

Initiating a Work Order Query

To generate a **Work Order** report using the Database Query tool, follow the steps outlined below. Reference the Database Query article for more details on how to use the tool for reporting.

1. Go to the *Database > Database Query* screen.
2. Click the **New** button in the top control bar. This will open the **Select Main Entity** popup.
3. Select **Work Order**.
4. After the **Display Fields** for the **Users** entity populate, select the check boxes for the fields you want to include in the report.
    - If a specific order is required, select the fields in the order you want them to appear in the query.
5. Click **Run** to execute the query. Results are generated in a new tab with the date and timestamp.



Columns Available for Display

The following data can be pulled in when running a **Work Order** report.

Field Name	Description
Account and Site Information	
Account Id	Unique ID for the customer account associated with the work order.
Site Id	Unique ID for the customer service site.
Site Name	Primary name of the service site or customer location.
Site Name2	Secondary or alternate name for the service site.
Site Service ID	ID for the specific service relationship or service configuration at the site.
Division Id	Unique ID for the operating division, branch, or facility responsible for the work order.
Service Region Name	Name of the geographic service region associated with the work order.
Service Region Id	Unique ID for the geographic service region.
Address Line 1	Primary street address of the service location.
Address Line 2	Additional address information for the service location, such as a suite, unit, building, or floor number.
City	City in which the service location is located.
State	State or province of the service location.
Zip	Postal or ZIP code of the service location.
Contact and Access Information	
Contact Id	Unique ID for the customer contact associated with the work order.
Contact Name	Name of the customer or site contact.
Contact Phone1	Primary telephone number for the customer or site contact.
Contact Email	Email address for the customer or site contact.

Field Name	Description
Access Information	Instructions or restrictions for accessing the service location, such as closing times, gate details, or site-specific pickup requirements.
Requested By	Name or identifier of the person who requested the work order.
Work Order Identification and Classification	
Work Order Number	Business-facing number assigned to the work order.
Order Type	Category of work requested, such as scheduled service, on-call service, delivery, relocation, or dump/return activity.
Work Type Id	ID for the type of work performed.
Work Type Name	Description of the work performed, such as roll-off dump/return, front-load delivery, or front-load service.
Service Code Id	ID for the billable service code.
Service Code Name	Name of the billable service, such as a trash service, recycle service, delivery, relocation, or dump/return service.
Line of Business Id	ID for the line of business associated with the work order, such as roll-off or front-end loader service.
Service Record ID	ID for the related service record.
Service Record External Id	External-system identifier for the related service record.
Service Root Id	ID for the root or originating service record in a related service hierarchy.
Parent Service Record Id	ID for the parent service record associated with the work order.
Parent Service Record Work Order Number	Work order number of the parent service record.
Work Order PO Number	Purchase order number associated with the work order.
Created By User	User who created the work order.
Created Timestamp	Date and time when the work order was created.
Equipment, Driver, and Route Information	
Equipment Type Id	ID for the equipment type used or serviced.
Equipment Type Name	Name of the equipment type, such as a 40-yard roll-off container or an 8-yard front-load container.
Equipment Volume	Capacity of the container or equipment, generally expressed in cubic yards.
Driver Id	ID for the driver assigned to or completing the work order.
Driver Name	Name of the driver assigned to or completing the work order.
Truck Id	ID for the truck used to perform the work.
Truck Name	Name or fleet identifier for the truck used to perform the work.
Route Id	ID for the route associated with the work order.
Route Name	Name of the route on which the work order was scheduled or completed.
Route External Id	Route ID originating from an external routing or dispatch system.
Sequence	Position of the work order in the route sequence.
Route Default Disposal Location Id	ID for the default disposal location assigned to the route.

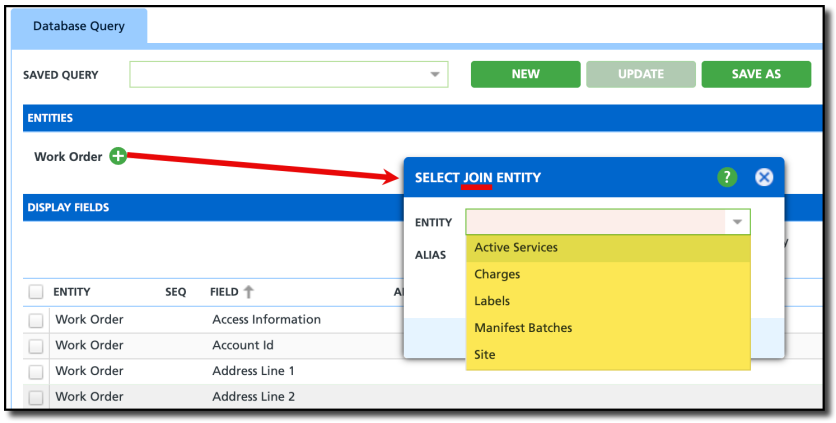
Field Name	Description
Route Default Disposal Location Name	Name of the default disposal location assigned to the route.
Scheduling and Time Tracking	
Scheduled Date	Date on which the work order was scheduled to be performed.
Original Scheduled Date	Initial scheduled service date before any rescheduling or date changes.
Calculated Start Timestamp	System-calculated date and time when the work was expected to begin.
Calculated End Timestamp	System-calculated date and time when the work was expected to end.
Start Timestamp Override	Manually entered replacement for the calculated start time.
End Timestamp Override	Manually entered replacement for the calculated end time.
Geofence Start Time Stamp	Date and time when the vehicle entered the service-location geofence.
Geofence End Time Stamp	Date and time when the vehicle exited the service-location geofence.
Completion Datetime	Date and time when the service activity was completed.
Completion Date	Calendar date on which the work order was completed.
Minutes	Duration of the work order or service activity in minutes.
Work Period	Accounting or operational period in which the work was performed.
Billed Period	Billing period to which the work order was assigned.
Material and Disposal Details	
Material Type Id	ID for the material collected or handled.
Material Type Name	Name of the material collected or handled, such as municipal solid waste or recyclable material.
Quantity	Billable or operational quantity associated with the service.
Work Order Weight	Weight of the material collected, transported, or disposed of for the work order.
Disposal Facility Name	Name of the landfill, materials recovery facility, transfer station, or other disposal facility used.
Destination Origin Facility	Origin or destination facility associated with the disposal movement.
Disposal Material Type Id	ID for the material type recorded at disposal.
Disposal Material Type Name	Name of the material type recorded at the disposal facility.
Disposal Quantity	Quantity of material recorded as disposed.
Disposal Cost	Disposal cost associated with the work order or load.
Disposal Costs	Total or allocated disposal costs recorded for the work order.
Status, Exceptions, and Completion	
Status Code	Numeric or system code representing the current work order status.
Status Text	Readable description of the work order status, such as scheduled or service completed.
Status In Progress Timestamp	Date and time when the work order entered an in-progress status.

Field Name	Description
Exception Reason Code	Code identifying an exception or deviation from the planned service.
Exception Reason Name	Description of the exception or reason the planned work was changed or affected.
On Call Reason Code	Code identifying why the work order was created as an on-call request.
On Call Reason Name	Description of the reason for the on-call service request.
Completed By User	User who recorded or confirmed completion of the work order.
Completion Note	Notes describing the completed service, site conditions, exceptions, customer instructions, or other completion details.
Completion Latitude	Latitude recorded at the time or location of service completion.
Completion Longitude	Longitude recorded at the time or location of service completion.
Note	General internal note associated with the work order.
Order Note	Instructions or comments provided with the original service order.
Service Note	Notes specific to the service being performed.
Optimization and Dispatch	
Optimization	Indicator or value showing whether the work order was included in route or dispatch optimization.
Optimization Distance	Distance associated with the optimized route or dispatch plan.
Optimization Expected Start Time	Expected service start time produced by route optimization.
Optimization Expected Service time	Expected duration or service time produced by route optimization.
Optimization Travel Time	Expected travel time associated with the optimized route.
Billing and Financial Information	
Invoice Date	Date associated with the invoice generated for the work order.
Posted Date	Date on which the work order was posted to billing or accounting.
Posted Status Name	Readable description of the posting or billing status.
Posting Status Code	System code representing the posting or billing status.
Posted User Id	ID for the user who posted the work order.
Posted User Name	Name of the user who posted the work order.
Revenue	Revenue amount associated with the work order before applicable surcharges or additional revenue components.
Work Order Revenue	Total revenue assigned to the work order.
Surcharge Revenue	Revenue generated from surcharges applied to the work order.
Total Revenue	Total revenue for the work order, including applicable service charges and surcharges.
Minimum Charge Amount	Minimum amount charged when the calculated service charge is below the applicable minimum.
Service Cost	Direct service cost associated with completing the work order.

Field Name	Description
Total Cost	Total cost associated with the work order, including service and disposal costs.
Profit	Profit amount calculated from total revenue less applicable costs.
Profit Percent	Profit expressed as a percentage of the applicable revenue.

Entity Join Options

When running reports against the **Work Order** entity, the option to pull in data from other entities is provided by utilizing the Join feature in the Database Query tool.



Only select entities can join with other select entities. The option provided for **Work Order** is:

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Reference the Database Query article for more details on how to use the Join option for more complex, detailed reporting.

Related Articles

Database Query