

Dispatch Technician to Job Site

Last Modified on 06/06/2022 2:14 pm EDT

Once a Service Order has been created and the Technician(s) assigned, dispatch the Technician(s) to complete the Service Order using one of the methods below.

As with setting a Service Order Technician to Dispatched, the Technician can also be set to *Enroute*, *Arrived*, and *Cleared* all by using the same methods.

Method 1

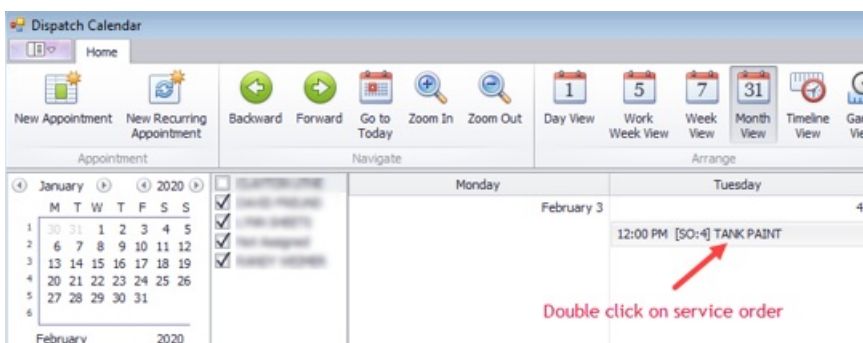
1. Select **Modify** on the Service Order and go to the *Technicians* tab.
2. Select **Set Date / Time** for *Dispatch*.
 1. The date and time will populate with the current date and time. Modify if necessary.
 2. If more than one Technician is assigned to the Service Order, it will set all Technicians as dispatched.
3. Once dispatched, the calendar will display the Service Work as orange for dispatched. The start and end time from the service order will display on the calendar.

The screenshot shows the 'Technicians' tab for a Service Order. At the top, 'Service Order Status' is 'OPEN' and 'Service Order Type' is 'REGULATOR UPDATE'. Below are tabs for 'Customer Info', 'Service Order', 'Service Requested', and 'Technicians'. The 'Dispatch' section has a date of '02/16/2015' and time of '2:00 pm', with a 'Set Date / Time' button. The 'Enroute' section has '00/00/0000' and '12:00 am', also with a 'Set Date / Time' button. The 'Arrive' section has '00/00/0000' and '12:00 am', and the 'Clear' section has '00/00/0000' and '12:00 am', both with 'Set Date / Time' buttons. Below these are fields for 'Typical Time' (02:00) and 'Total Technician Time' (02:00). At the bottom is a table with columns: Tech Seq, Tech Name, Tech Type, Date of Work, Start, End, Time.

Tech Seq	Tech Name	Tech Type	Date of Work	Start	End	Time
3	GEORGE TAYLOR	SERVICE/INSTALLATION	02/16/15	2:00 pm	4:00 pm	02:00

Method 2

Dispatch the Service Order by double-clicking on the item in the calendar. This will navigate to the original Service Order. From here, modify the order to reflect the Dispatch date.



Method 3

1. Right-click on the *Service Order#* located at the top of the screen.
2. Select **Set to Dispatched**. A message will display indicating the date and time the system will apply to dispatch. Select **OK**.

File Edit Options Master Menu Energy Service Help

The screenshot shows a software application window with a menu bar and a toolbar. The main area contains a table with columns for Service Order#, Order Date, Order Time, Invoice#, Customer #, and Service Loc# Name. A context menu is open over the first row of the table, listing several actions: Assign Service Order Technicians, Schedule Service Order, Close Service Order, Set to Dispatched (highlighted), Set to Enroute, Set to Arrived, Set to Cleared, and Set Tech Start Time(s).

Service Order#	Order Date	Order Time	Invoice#	Customer #	Service Loc# Name
1007	02/16/2015	8:48 am	82807	21 208	4 BAW INC
882	12/10/2014	12:19 pm			
845	12/02/2014	10:26 am			

- Assign Service Order Technicians
- Schedule Service Order
- Close Service Order
- Set to Dispatched**
- Set to Enroute
- Set to Arrived
- Set to Cleared
- Set Tech Start Time(s)