

Dispatch Technician to Job Site

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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. It features several input fields for 'Dispatch', 'Arrive', 'Enroute', and 'Clear', each with a date, time, and AM/PM selector. There are 'Set Date / Time' buttons for each of these actions. Below these fields are 'Typical Time' and 'Total Technician Time' fields, both set to '02:00'. At the bottom, a table lists the assigned technicians.

Tech Seq	Tech Name	Tech Type	Date of Work	Start	End	Time
2	JOHN SMITH	SERVICE TECHNICIAN	02/04/26	00:00 AM	02:00 AM	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.

The screenshot shows the 'Dispatch Calendar' interface. It includes a navigation bar with buttons for 'New Appointment', 'Backward', 'Forward', 'Go to Today', 'Zoom In', 'Zoom Out', and view options like 'Day View', 'Work Week View', 'Week View', 'Month View', 'Timeline View', and 'Gantt View'. The main area displays a calendar for February 2026, with a red block representing an appointment for 'JOHN SMITH' on Thursday, February 5th, from 12:00 AM to 2:00 AM. The block is labeled '[SO:594] TANK SET JOHN SMITH'.

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**.

