

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 of a Service Order. At the top, there are buttons for Dispatch (02/04/2026, 01:03 PM), Set Date / Time, Enroute (00:00/0000, 00:00 AM), Set Date / Time, Arrive (00:00/0000, 00:00 AM), Set Date / Time, Clear (00:00/0000, 00:00 AM), and Set Date / Time. Below these are fields for Typical Time (02:00) and Total Technician Time (02:00). A table lists the assigned technician: Tech Seq 2, Tech Name JOHN SMITH, Tech Type SERVICE TECHNICIAN, Date of Work 02/04/26, Start 00:00 AM, End 02:00 AM, and Time 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. The calendar displays the month of February 2026. A service order entry is visible for February 5, 2026, from 12:00 AM to 1:00 AM, assigned to JOHN SMITH. The entry is highlighted with a red box and contains the text "[SO: 504] 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**.

