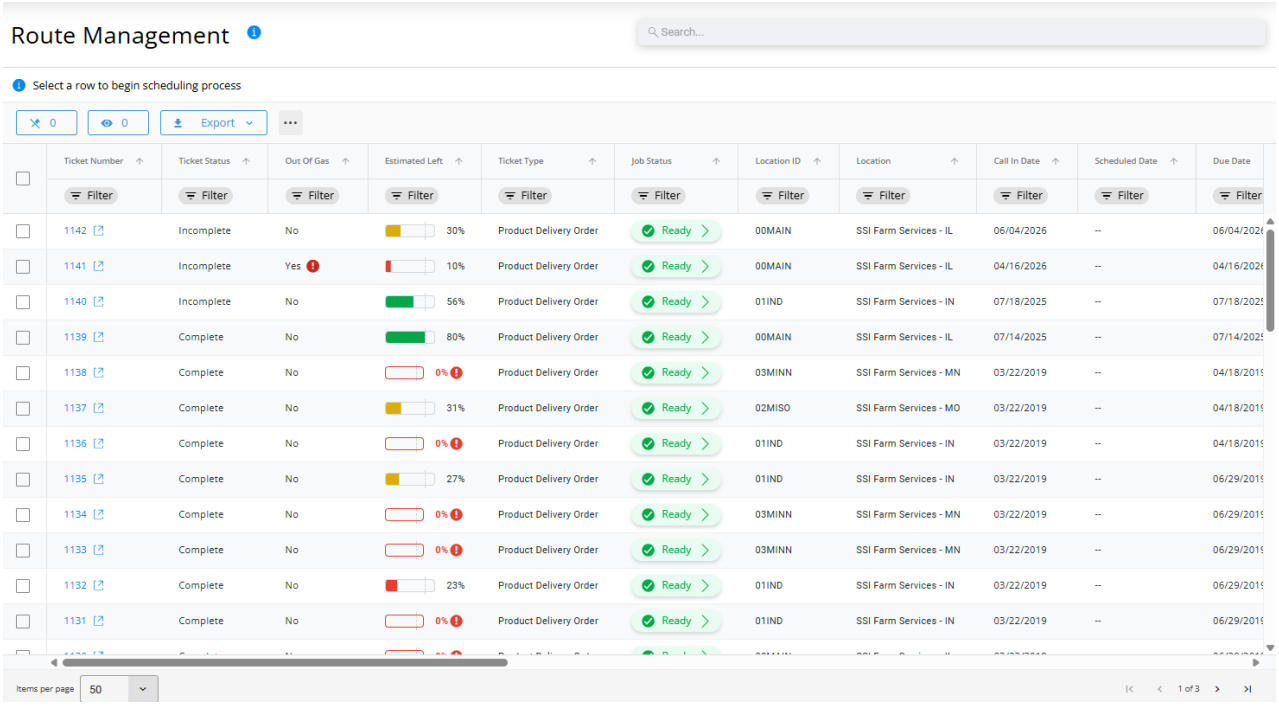
Route Management - Agvance SKY Energy

Last Modified on 09/11/2026 1:14 pm EDT

Agvance Energy Dispatch users can view route lists displayed in a grid populated by the first 500 *Incomplete* Energy Work Orders and Product Delivery Orders based on ticket number (highest to lowest).

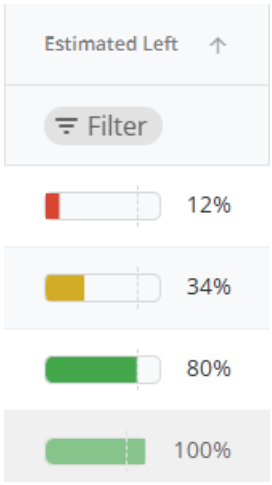
The list can be narrowed down by selecting the **Filter** icon and entering a filter criteria on any grid cell or with the search bar located in the header. When typing, the grid will populate based on the text entered. Choose the **Ellipsis** at the top to *Reset Grid* from filtering or *Autofit Columns*.

For more information on how to use the *Agvance SKY Energy Route Management* grid see, **Using Grids in Agvance SKY**.



Columns and Filters

- **Ticket Number** – Formerly known as *Call In ID*.
  - Selecting the **Ticket Number** link opens a detailed page for that Energy Work Order or Product Delivery Order in a new tab.
- **Out of Gas** – If the order was marked *Out of Gas*, the column will display *Yes*. If the order was not marked *Out of Gas*, the column will display *No*.
- **Estimated Left (%)** – If a Tank has a reading within the last five days, a percentage bar will show along with percentage amount.



- *Very low/Critical, under 25%*, will be seen as red.
- *Low levels but not yet critical, 26% - 50%* will be seen as yellow.
- *Normal levels, 51% - 100%*, will be green.
- If a tank does not have a tank reading within the last 5 days, the cell will display a double dash (- -) or empty.

  Note: The dotted line on the 80% level is to give a better reference based on propane fill % standards.

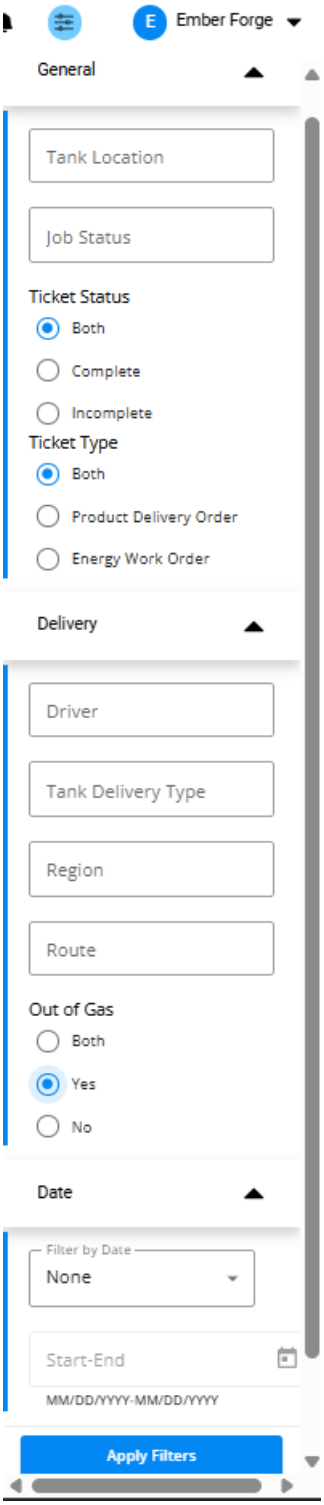
- **Ticket Type** – Will display as *Product Delivery Order* or *Energy Work Order*
- **Status** – This column defaults to show *Incomplete* first. To change the Dispatch *Status* from the grid, select the **Status** icon as long as it is not *Completed*. A window displays to select a new status.

  Note: Choosing *Completed* as the Dispatch status and saving will also populate the current date in the *Completed Date* field.
- Location ID
- Location
- Call In Date
- Schedule Date
- Due Date
- Complete Date
- Customer ID
- **Customer** – To view more Customer details, select the Customer name link to open that specific Customer's Agvance SKY Customer Overview page.
- Credit Status
- **Tank Serial Number** – Navigates to the *Tank Information* page.
- Tank Description
- Product ID
- Product Name
- Deliver By
- Tank Size
- Tank Address
- Tank City

- Tank State
- Tank Zip
- Salesperson
- **Driver Name** – Select a **Driver** in the *Driver Name* column to change a Driver from the grid. The *Driver Search* table displays to select a new driver(s) then select **Select & Close** to save the Driver and update the grid.
- Route
- Region
- Geo Reference

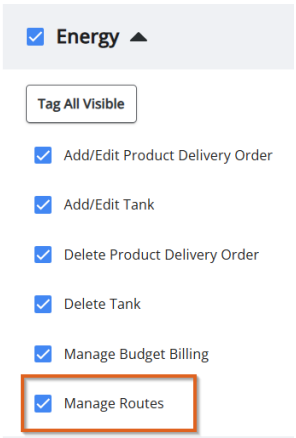
Note: Any field without data will show a double dash (--).

The **Filter** button can be selected to narrow down scheduled Routes by *Location*, *Status*, *Driver*, *Tank Type*, *Region*, *Route*, *Product*, *Out of Gas*, and *Date* (*Call In Date*, *Due Date*, *Scheduled Date*, *Completed Date*). After selecting desired filter options, choose **Apply Filters**. To reset the filters, open the **Filter** panel, scroll to the bottom and select **Reset Filters**.



Create Schedule

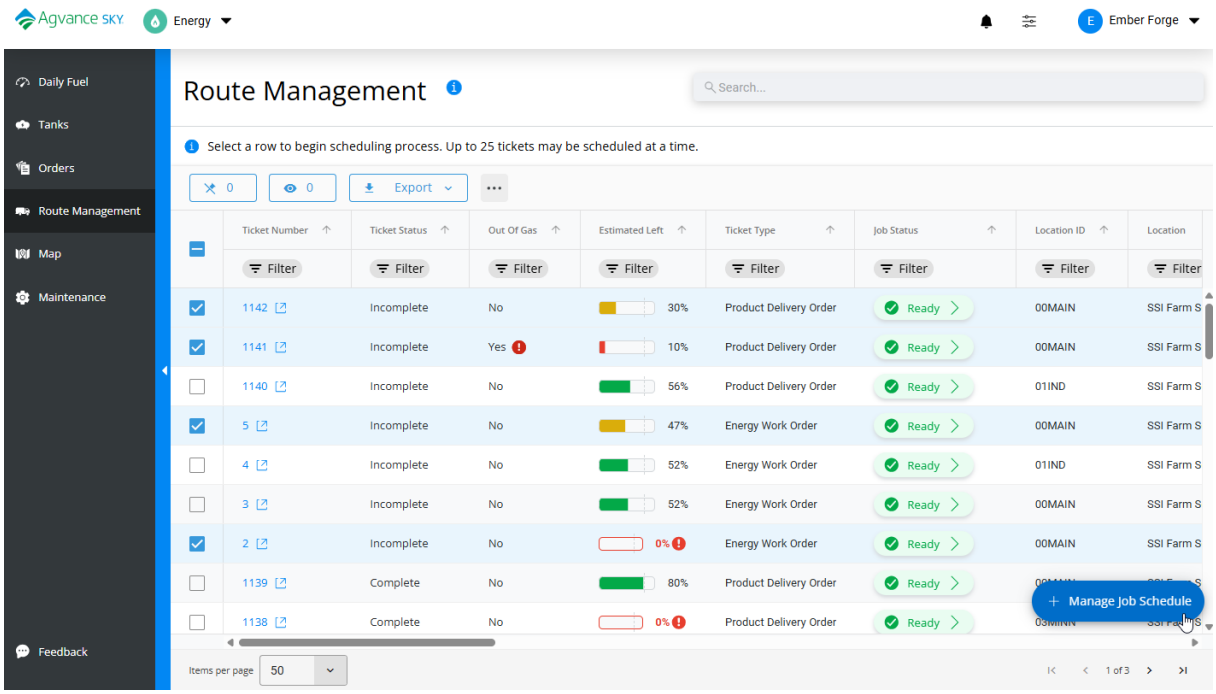
Creating schedules in Agvance SKY Energy from the *Route Management* page requires the Agvance SKY Company Admin User Role permission *Manage Route*.



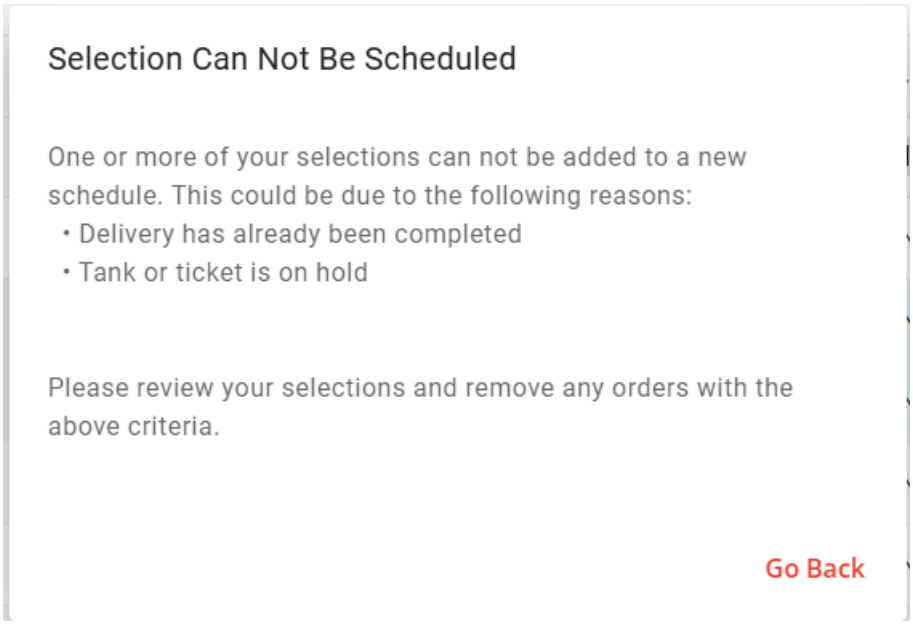
- If the permission is on, a check box column becomes available and *Select a row to begin scheduling process.* displays at the top of the page.
- If the permission is not on, no check box column shows and no additional helper text is displayed. This will be view only.

---

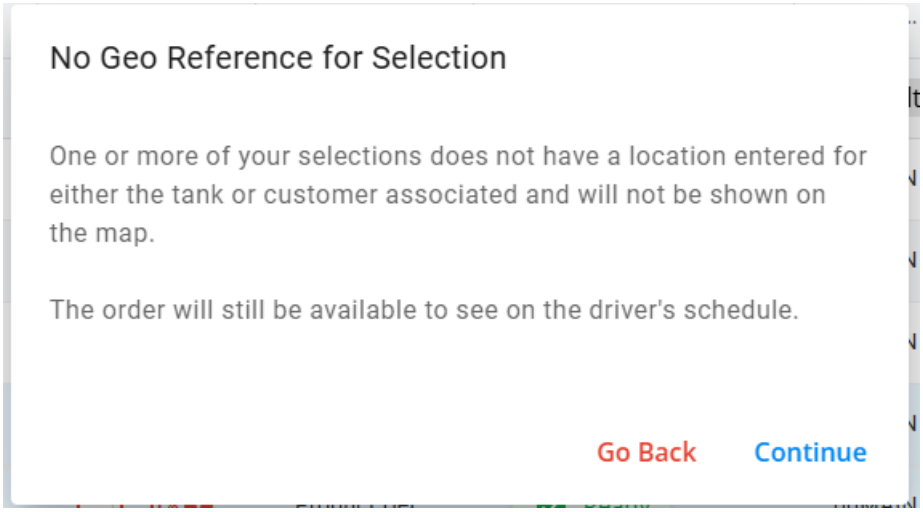
1. To create a schedule, select the checkbox for a row and the **+ Manage Job Schedule** button displays in the bottom right.



   - Validations are displayed first if applicable to any orders
     - If one or more selected rows have Product Delivery Order *Status* as *Complete* or *On Hold* or if the *Tank Status* linked to the order is *On Hold* the following message displays. **Go Back** is the only option available and creating a schedule cannot move forward until the line is unselected.

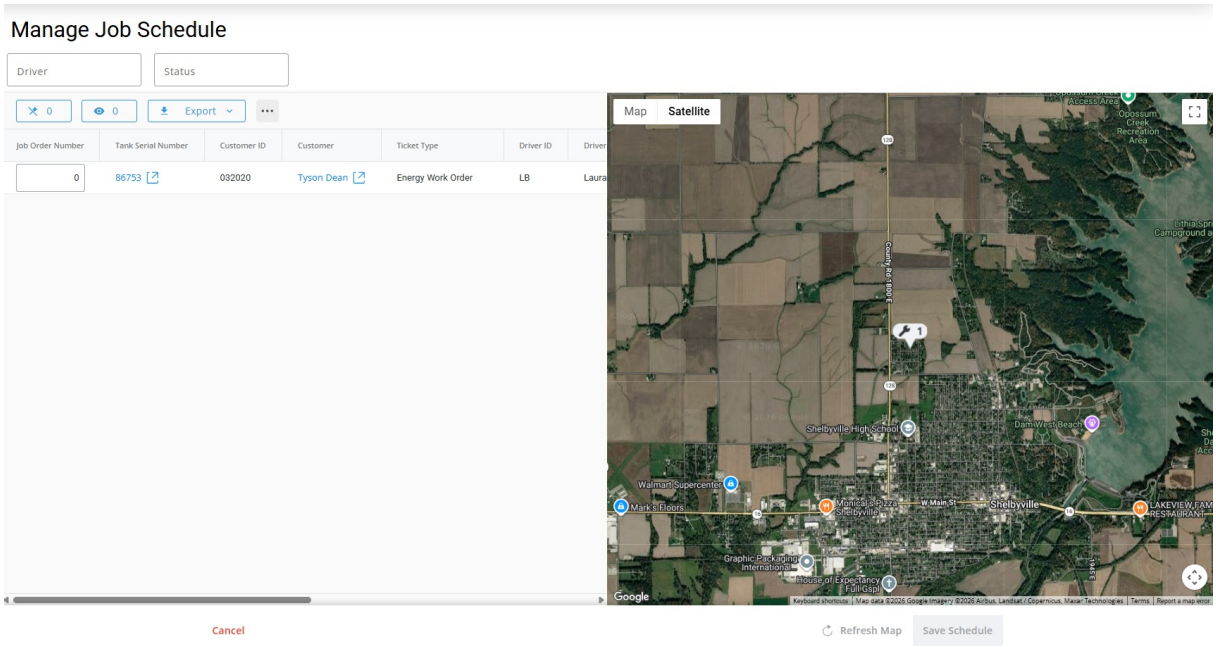


- If the selection does not have a Geo Reference, a message displays stating selections do not have a Location entered for either the Tank or Customer associated and will not be shown on the map. The order will still be available to see on the Driver's schedule.



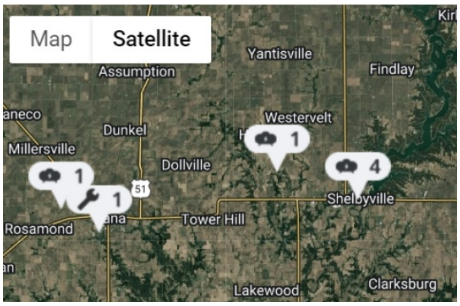
Continue will navigate to the *Manage Job Schedule* page while **Go Back** returns to the previous page with all selections still checked.

2. *Manage Job Schedule* Page:



- **Driver** – Select a single *Driver* to populate on all jobs when saved. Not a required field.
- **Status** – Select a *Status* to be assigned to all jobs when saved. Not a required field.
- Grid detail:
  - **Job Order Number** – Enter a *Job Order Number* if one was not already previously assigned. If one was assigned and needs updated, highlight the current number and reassign the new number.
  - **Tank Serial Number** – Redirects to *Tank Information* page in a new tab.
  - **Customer ID**
  - **Customer** – Redirects to the *Customer Overview* page (when Agvance SKY Customer access is available).
  - **Ticket Type** – Product Delivery Order or Energy Work Order.
  - **Driver ID** – Driver currently assigned if available.
  - **Driver Name** – Driver Name assigned if available.
  - **Job Status** – Current status of job.
  - **Estimated Left** – Estimated % left on tank for this job.
  - **Product ID** – Product detail assigned to this job.
  - **Out Of Gas** – *Yes* or *No* (if flagged on the Order).
  - **Must Be First** – *Yes* or *No* (if flagged on the Tank) when the Tank must be the first stop of the day.
  - **Remove** – Removes the line from job schedule. Choosing **Cancel** on the confirmation window will close the message and choosing **Remove** will remove the Job Order Number from the grid.
- Map View:
  - Assign *Job Order Numbers* in the grid and select the **Refresh Map** button to view the route on the map. Adjust *Job Order Numbers* to get the most optimal route.

    Note: To differentiate between Work Orders and deliveries when routing, Energy Work Orders will display as **Wrench** icons and Product Delivery Orders as **Tank** icons. If a Tank and Work Order exist in the same location, a Tank will display on the map but the two separate icons show when clicked to expand the details.



- The map view operates the same as the *Map* tab. For more information on views and controls see Map - Agvance SKY Energy.

3. Select **Save Schedule** to create the schedule and return to the *Route Management* page (similar to the process in Agvance Windows Energy Dispatch).
    - Select **Cancel** to cancel scheduling the job. A message displays to choose to **Continue** and no changes will be saved.

Note: If any filtering is applied on the *Route Management* page when the *Select All* checkbox is chosen, only the filtered selections will come over to the *Manage Job Schedule* page.