Assign & Dispatch Tickets

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Assign & Dispatch Tickets

Once tickets have been created and employees have been checked in, the employees need to be matched to a ticket and dispatched.

Not sure what Dispatcher is? Check out Dispatcher Overview first.

Assigning and dispatching tickets is step 3 in the Dispatcher timeline:

Changing Assignments

Made a mistake? Change your mind about an assignment?

No problem! Assignment records for employees assigned in Dispatcher are not created until an employee is paid.

To un-assign an employee:

1. Select the ticket the employee is assigned and find the employee on the list under the assigned employees section.
2. Try any of the following options:
   - Double-click the employee record.
   - Right-click on the employee record and select 'UnAssign Employee.'
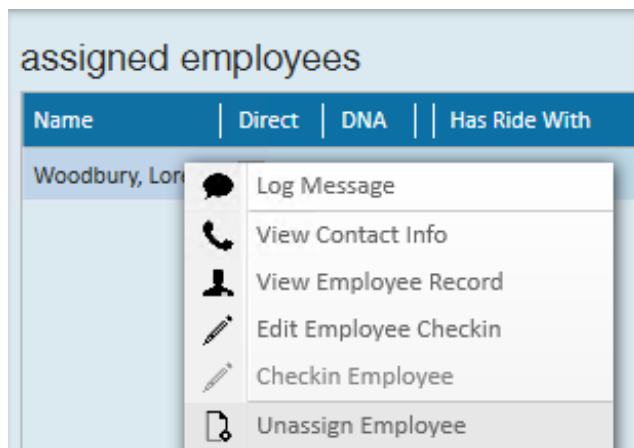
   - Click and drag the employee to the employee section of Dispatcher.

The employee will then reappear in the employees section as a checked-in, unassigned employee.

Note You can select multiple employees (Using the Shift or Ctrl keys on your keyboard) to unassign en mass.

Dispatch a Ticket

Once all your employees have been assigned to a ticket, you can print or email the job information including the employees assigned for your customer to enter hours on. While this ticket isn't required in order to pay, dispatching the ticket can provide your customer with a list of expected employees.

To dispatch a ticket:

1. Right-click on the ticket.
2. Select 'Print or Email Ticket.'
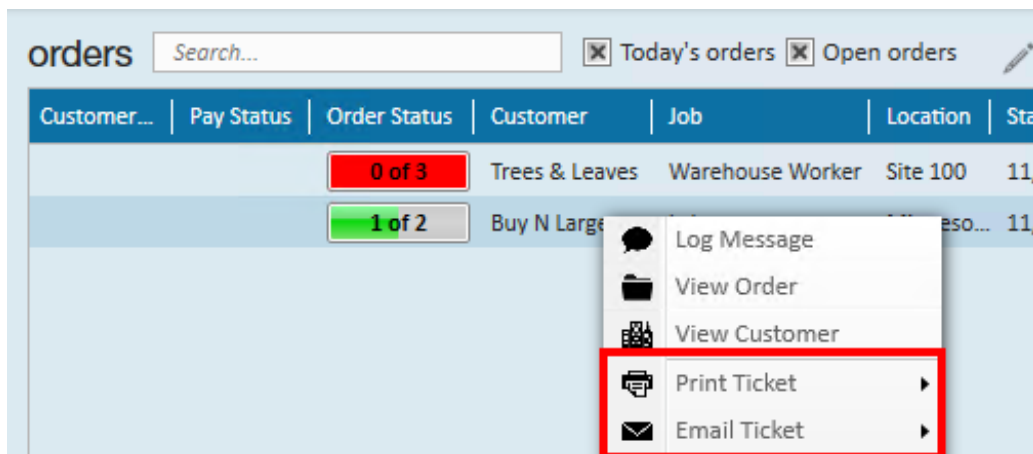
3. Select 'Dispatch Ticket.'
    - For emailed, the email will be sent to the supervisor set on the order record.
        - You must have your email set up in the system and an email template created before you can utilize this option.
    - For printed, select the printer and print the ticket
        - This ticket can be handed to your employees to give to their supervisor upon arrival at the job site. Basic information including the worksite address will be included on the sheet.

Dispatched ticket example:

High Tech Staffing
701 Main St.
Duluth, CAM 12345

Ticket #	429504483(
Customer	Yeti's Lat
Department	Primar
Work Site	232 2nd St
	St Paul, MN 5510!

Job Description:
Pick pick up things in street.

Equipment Required: _____   Equipment Provided: YES   NO

Report To: _____   Start Time: 10:00 AM

Employee Name	Emp ID	Time In	Lunch	Time Out	Total
Alexakis, Tuan	4294971674				
Allan , Dean	4295003612				
Pace, Charlie	4295003754				
Anders, Cynthia Lee	4295015613				
Alda, Alan	4295015023				
Nielsen, Amelia	12984				
				Total Hours	

Note Once you have dispatched a ticket that has the required number assigned, the order status column will display a green check mark to denote that this ticket has been dispatched.

Transportation Manager

If your dispatching team matches employees with rides, you can utilize the transportation manager to track it.

1. Under assigned employees section, right-click on any employee.
2. Select 'Transportation Manager.'
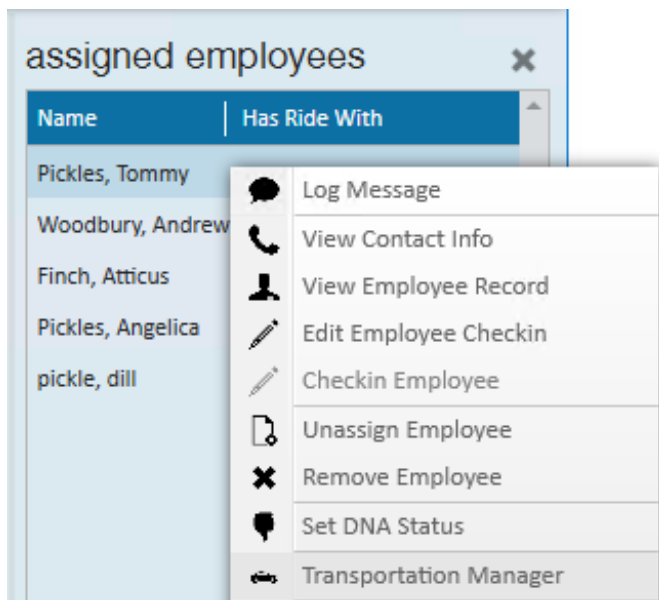
3. Select a 'Driver.'

4. Select the + next to each rider that will be paired with the driver selected.

5. Repeat steps 3 & 4 until all riders are assigned.
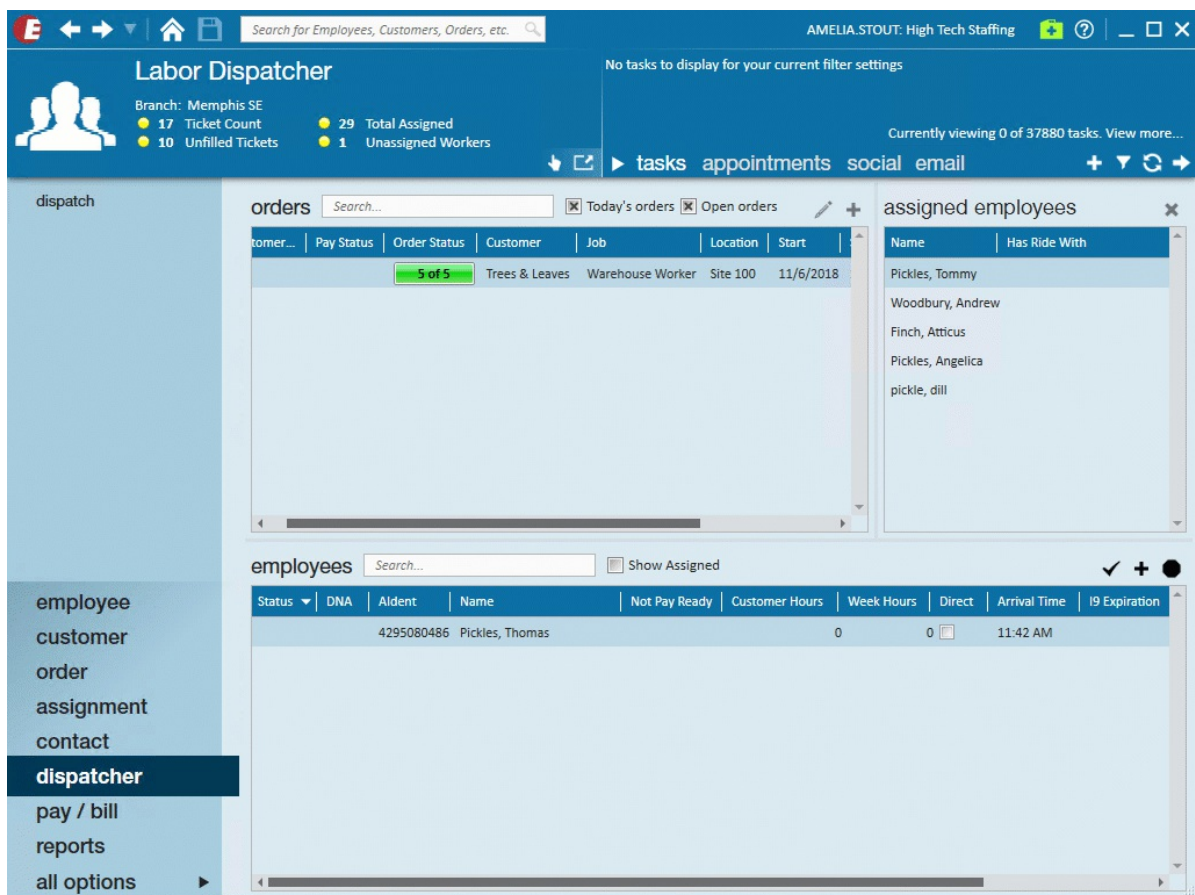
6. Select 'Close.'

Note You can add the "Has Ride With" column to the assigned employees section for quick reference of who is riding with who.

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