

Tickets

There are many types of tickets. Main types seen on a daily basis:

Service Tickets: Resume (RES), Note (NOT), Extra Pick Up (XPU), Courtesy (COU), New (NEW), Missed Pick-Up (MPU), Complaints (CPL), Operations (OPS), Administrative (ADM)

Delivery Tickets: Delivery (DEL), Removal (REM), Swap (SWP), Driver Identified Swap (DIS), Emergency Swap (EMS)

HOC Tickets: Made same day for containers (or cans/carts for residential) that are not serviceable.

Often drivers will call in and want to make sure a ticket is in for a container to be swapped out, delivered, repaired, removed or whatever the case may be. The screen to check on, view or make tickets is the 15 screen.

15 Screen

This screen allows you to view all tickets on an account even if they have been canceled, voided or closed. Only tickets that have an underline are open and can have changes made to them or can be printed. All tickets can be viewed.

To View

Tab down to the ticket you want to view

<5

<Enter

This will bring you to the first 'page' of the ticket. It will provide you with the service address, name of who the ticket was routed to or made for, and the date it was created and dispatched for.

<Shift + F1

This allows you to view the body of the ticket – where the information is written – what the creator of the ticket wants you to know.

Press 'Enter' a couple of times to get out of these screens and back to the 15 screen, or main MAS screen.

To Make a Ticket

Once in the 15 screen:

<F6

<Tab over to the date. If the ticket is not for the current date, be sure to change this first.

<Enter a driver name in the 'Responsible' field if you know who you want it to go to, otherwise leave blank.

<Tab to route number and enter the correct day and route.

<In the 'Send To' field, be sure to send it to the driver or delivery or whoever it needs to go to.

<Tab to the service you want to select (i.e., 1FF if that customer pays for a 1 yard SW container and you are sending a note to that driver).

<Type in a 1 then tab over to 'Reason Code' and type in whichever type of ticket you are making (i.e., NOT for note).

<Shift + F1 to get to body of ticket and type in the information you wish to convey.

<Enter out of the ticket.

Another ticket you will make will be ADM tickets to add or remove Roll out or Gate charges at the drivers' request.

Proceed as you would with a normal ticket but in the responsible field insert 'CHG' for Charge, and 'INC' (increase) or 'DEC' (decrease) in the route field. Wipe out all other information until you get to 'Requested By' and insert 'driver'. Select the service they want the charge added or removed to and then for service code type 'ADM' so it will go to the setup department for the adjustment. In the body of the ticket simply note that the driver would like a gate or roll out charge added or removed from the account. Again, enter out to complete the ticket.