





# Dispatch Notes

[Control Panel](#) > [Setup](#) > [Work Order Routing](#) > [Assignments Tab](#)

## About Dispatch Notes:

Dispatch notes can be assigned to **Request Types** in order to help staff members decide how to dispatch work orders that require more complex considerations. For example, when more than one vendor is available to respond to a request type, a dispatch note may be added to the request type.

Dispatch notes are internal notes, which assist the dispatcher in assigning a work order. When a request type with a dispatch note is selected in a work order, the dispatch notes appear in the [Assign and Dispatch](#) pop-up window as a link, which can be moused over.

Assign and Dispatch

Assign to:  
Bob Smithy Auto Assign

Instructions:  
My office is too hot.

[View Dispatch Notes](#)

☐ Do not dispatch City Plumbing on strike.

☒ Dispatch immediately

Save Cancel