Move a Skipped or Missed Visit

If your driver misses or skips a visit, these instructions will show you how to move a visit to another day and skip the pick order if necessary. This can also be used to move a future visit to another day or change the visit type.

- 1. Tap/Click the three line menu button located at the top left of your screen
- 2. Tap/Click the Schedule page
- 3. Tap/Click the red POS button to choose the skipped machine
- 4. Tap/Click Edit Schedule located at the top left of your screen
- 5. Tap/Click the empty square below the date you wish to alter
- 6. Once you highlight the square, you can change the visit to None, Collect, Service, or Inventory

16:35 Wed Mar 31		€ 94%
■ Cancel	Schedule	Save
None Collect Service O Inv	entory OSkip Pick Order	Repeat: No Repeat
May 2021		< >
Sat Sun Mon Tue Wed Thu Fri Sat Sun Mon Tue Wed Thu 01 02 03 04 05 06 07 08 09 10 11 12 13 0 0 0 0 0 1 0 0 0 0 0	Fri Sat Sun Mon Tue Wed Thu Fri Sat Sun Mon Tue Wed Thu 14 15 16 17 18 19 20 21 22 23 24 25 26 25 1 0 0 0 0 0 1 0 0 0 0 0 0 0	u Fri Sat Sun Mon 7 28 29 30 31 1 0 0 0

Note that if you're moving a visit to the next day and do not need an additional bin picked, you can select the day after the skipped visit and click/tap Skip Pick Order to eliminate a pick order for an additional bin. The max amount of days that can be skipped is three. After three days, you will need to generate a new pick order.

[Video: Move a Missed Visit]