

Close a Dispatch

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Once a dispatch has been created, it **cannot** be deleted. However, you can close a dispatch as long as that dispatch has no outstanding tasks. When dispatches are closed, they're stored in the **Closed** panel, where they're retained for a certain amount of time specified by your administrator. Closed dispatches are sent to Command Center as activities. If the dispatch is marked as requiring a report when it's closed, it's sent to the Command Center app as an open activity.



Only dispatches with a **New** or **Cleared** status and no outstanding tasks can be closed.

The Close Dispatch window.

To close a dispatch:

1. Click a dispatch the **Dispatches** panel.
2. Click  or right-click the dispatch, then click **Close**.
3. **Optional:** Enter search criteria to select an alternate user in the **Record Owner** field. The user selected in this field will be assigned the activity owner when the dispatch is moved to the Command Center app as an activity.
4. **Optional:** Enter any notes about the dispatch, including instructions for a report or follow up task that may need to be completed after the dispatch is closed.
5. **Optional:** Click the radio button next to **Yes** if a follow up assignment or report is required after the dispatch has been closed. When this option is selected, the activity is created in Command Center in an **Open - Follow Up Required** state. Otherwise, the activity will be in a **Closed** state.
6. Click  .