User capabilities based on role:

	See All Dispatches for Company	Update Status dates	Add / Edit / Delete a Driver	Print / Download Documents	Archive Loads	Cancel Dispatched Loads	Manage eBOLs (view, download, email)
Owner	X	X	X	X	X	X	X
Admin	X	X	X	X	X	X	X
Member Manager	X	X	X	X	X	X	X
Standard User	X	X	X	X	X	X	X
Driver	ONLY ASSIGNED	ONLY ASSIGNED	DELETE SELF ONLY	ONLY ASSIGNED	ONLY ASSIGNED		ONLY ASSIGNED

Dispatches:

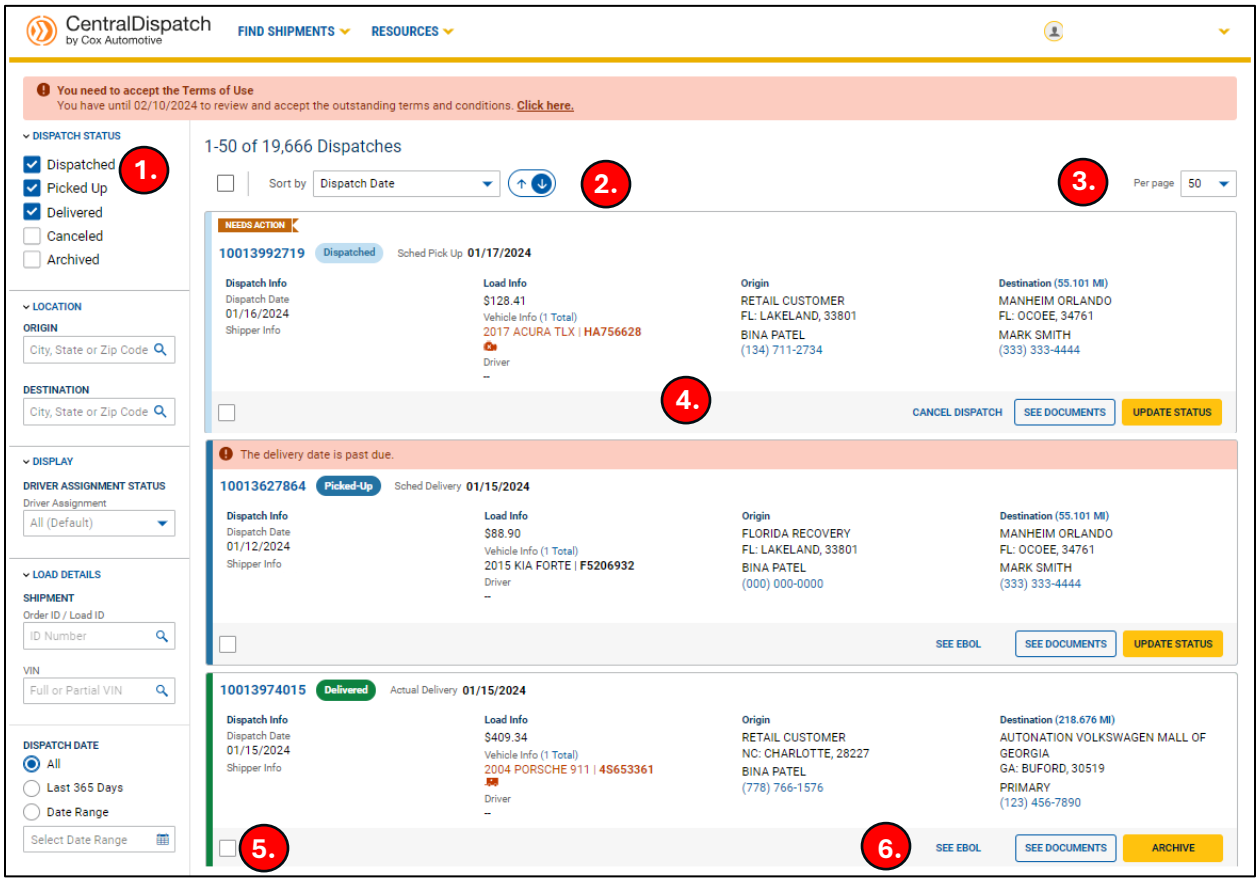
Dispatches is the area where a carrier can manage all dispatches, from those assigned awaiting a response through delivery. This also includes cancelled and archived loads.

To access the page

To access the dispatches a user can click on the **Find Shipments** tab and select the **Dispatches** option or from the **Dashboard** homepage they are able to click 'View All' within the **Total Dispatches** tile.

OR

Dispatch Search Results page



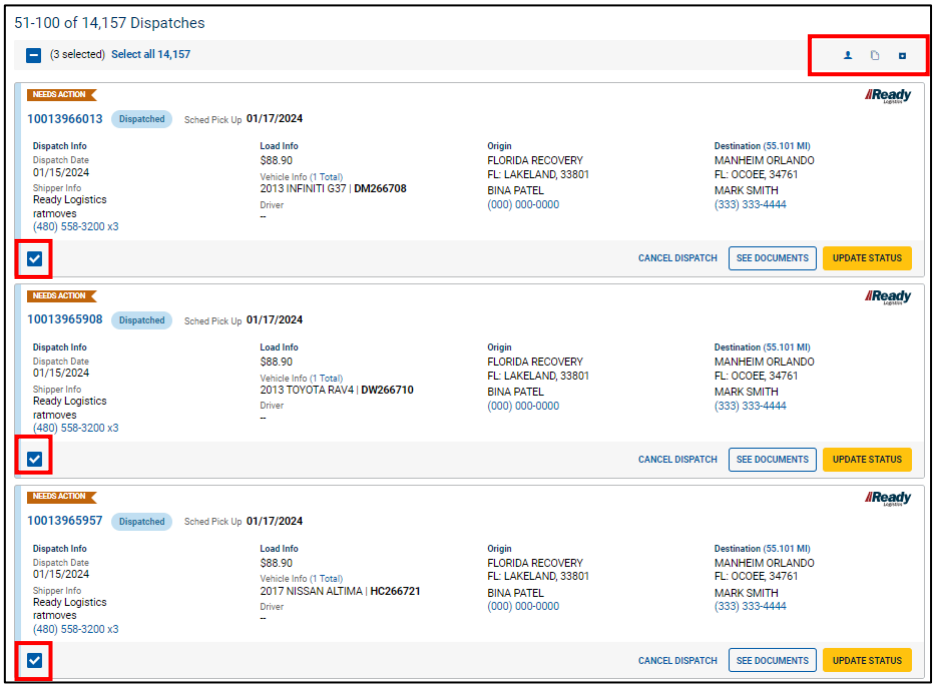
1. **Dispatch Results Filtering Options**
    - Users can filter by desired status, location information, driver information, individual order IDs or VINs (Vehicle Identification Number), and dates.
2. **Dispatch Results Sort Options**
    - Sorting options include ascending or descending order by dispatch date, pickup date, delivery date and loads that need action.
3. **Loads Per Page View Option**
    - Users can display 25, 50, 100, or 200 loads at a time on one page.
4. **Load Information Card**
    - Each load will have an individual card displaying pertinent details to the user.
5. **Bulk Actioning**
    - Loads can be selected to bulk action certain tasks such as printing documents, archiving, or assigning drivers.
6. **Load Information Card Action Buttons**
    - Each load card will have action options depending on the status of the order.
        - “Accept” is an option for units Assigned awaiting response.
        - “Archive” is used to move the load to the Archive status.
        - “Cancel Dispatch” will only display prior to pick-up.

- "Decline" is an option for units Assigned awaiting response.
- "See EBOL" will only display post pick-up.
- "Track Shipment" will display the last location of a vehicle after the unit has been picked up through delivery.
- "View History" will display the history of a vehicle from dispatch through the end of the lifecycle for that carrier. Shippers can see from the Listing Creation through the end of the load lifecycle.
- "Update Status" will only display prior to delivery.

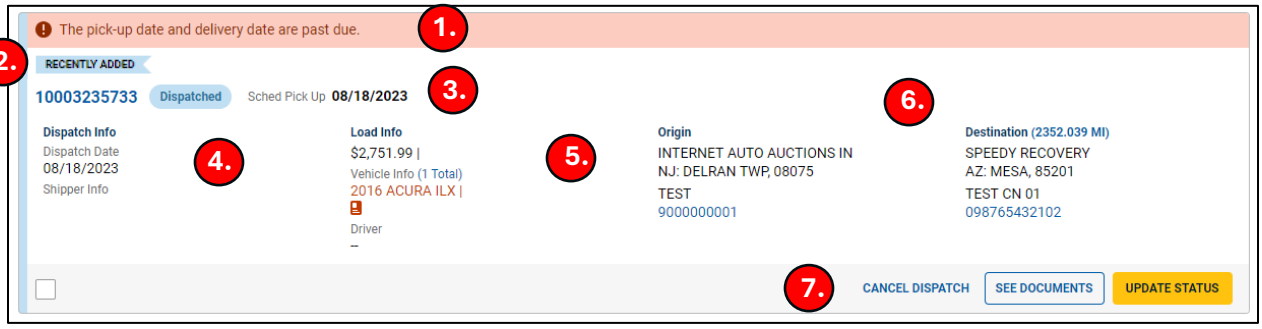
Bulk Actioning Orders

Users can bulk action orders by selecting them (clicking the box to check the loads to bulk action), and then choosing the bulk action icon to perform.

- Assign Drivers
  - Can only be done by certain user roles.
  - Will override any already assigned driver to selected loads.
- Download Documents
  - Dispatch sheets will be downloaded as PDFs.
  - Order Details will be downloaded as CSV.
- Archive Loads
  - Only loads with Delivered and Canceled statuses can be archived.
  - Archiving loads will archive them for all users of the company and not just the account used to archive.



Load Information Card



1. **Information Banners**
   - Will display when a pick-up and/or delivery date is past due.
2. **Recently Added Flag**
   - Will display in the first 48 hours from dispatch.
3. **Load Information Header**
   - Includes the Load ID (link to dispatch sheet), load status, scheduled or actual dates depending on load status.
4. **Dispatch Info**
   - Includes date dispatched and shipper name.
5. **Load Info**
   - Includes the carrier rate, payment method, number of vehicles in the load, vehicle year, make, model, last 8 of VIN (Vehicle Identification Number), critical info tags, driver name assigned.
     - Critical tags include:
       - INOP
       - TWIC
       - ENCLOSED
       - OVERSIZE LOAD, WIDE LOAD

   NOTE: carrier rate and payment method are not available to all user roles.

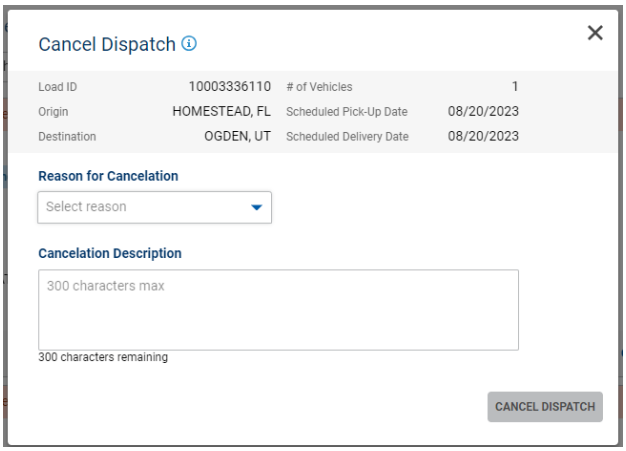
6. **Origin and Destination**
   - Includes Name, State, City, Zip, Contact and Contact number for both origin and destination.
7. **Load Information Card Action Buttons**
   - Each load card will have action options depending on the status of the order.
     - "Accept" is an option for units Assigned awaiting response.
     - "Archive" is used to move the load to the Archive status.
     - "Cancel Dispatch" will only display prior to pick-up.
     - "Decline" is an option for units Assigned awaiting response.
     - "See EBOL" will only display post pick-up.

- "Track Shipment" will display the last location of a vehicle after the unit has been picked up through delivery.
- "View History" will display the history of a vehicle from dispatch through the end of the lifecycle for that carrier. Shippers can see from the Listing Creation through the end of the load lifecycle.
- "Update Status" will only display prior to delivery.

Load Information Card Action Buttons

Cancel Dispatch

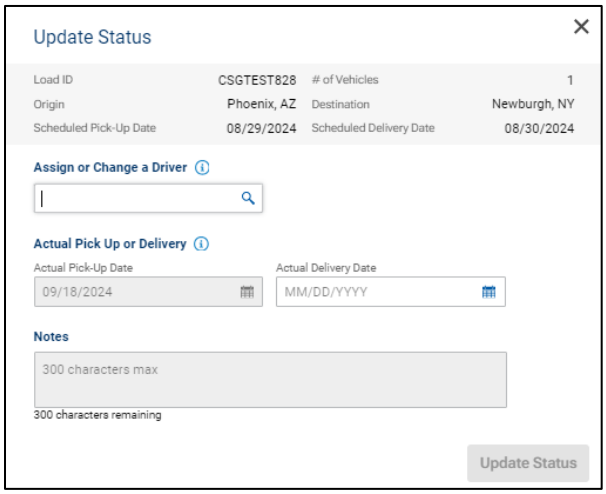
The carrier can cancel the dispatch prior to pick-up using the 'Cancel Dispatch' option from the Dispatches results page or from the Dispatch Sheet page. The reason for the cancellation and a description are required fields. Once the cancellation is complete, the load will only be visible under the Canceled dispatch status filter.



Update Status

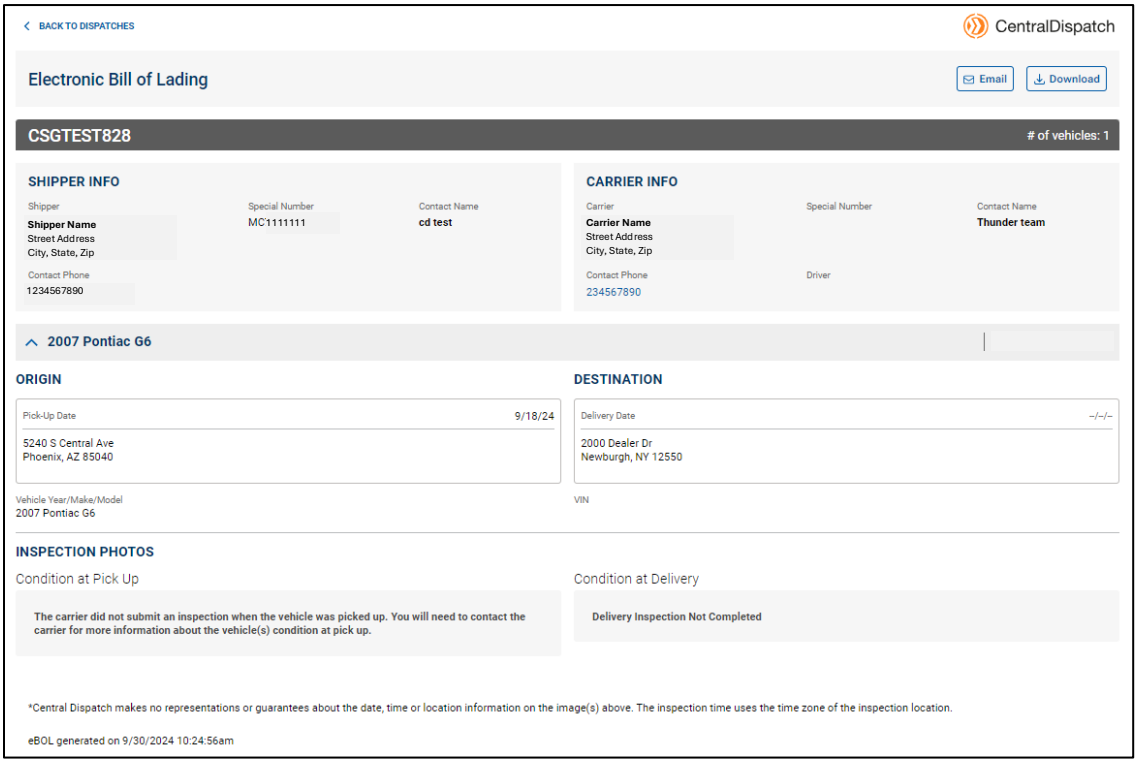
Carriers can use the 'Update Status' option within the Dispatches results page or from the Dispatch Sheet page. Status updates include assigning or editing an assigned driver and manually updating the actual pickup or delivery dates.

Any change in dates will require a reason dropdown selection and notes that could flow back to the client and broker.



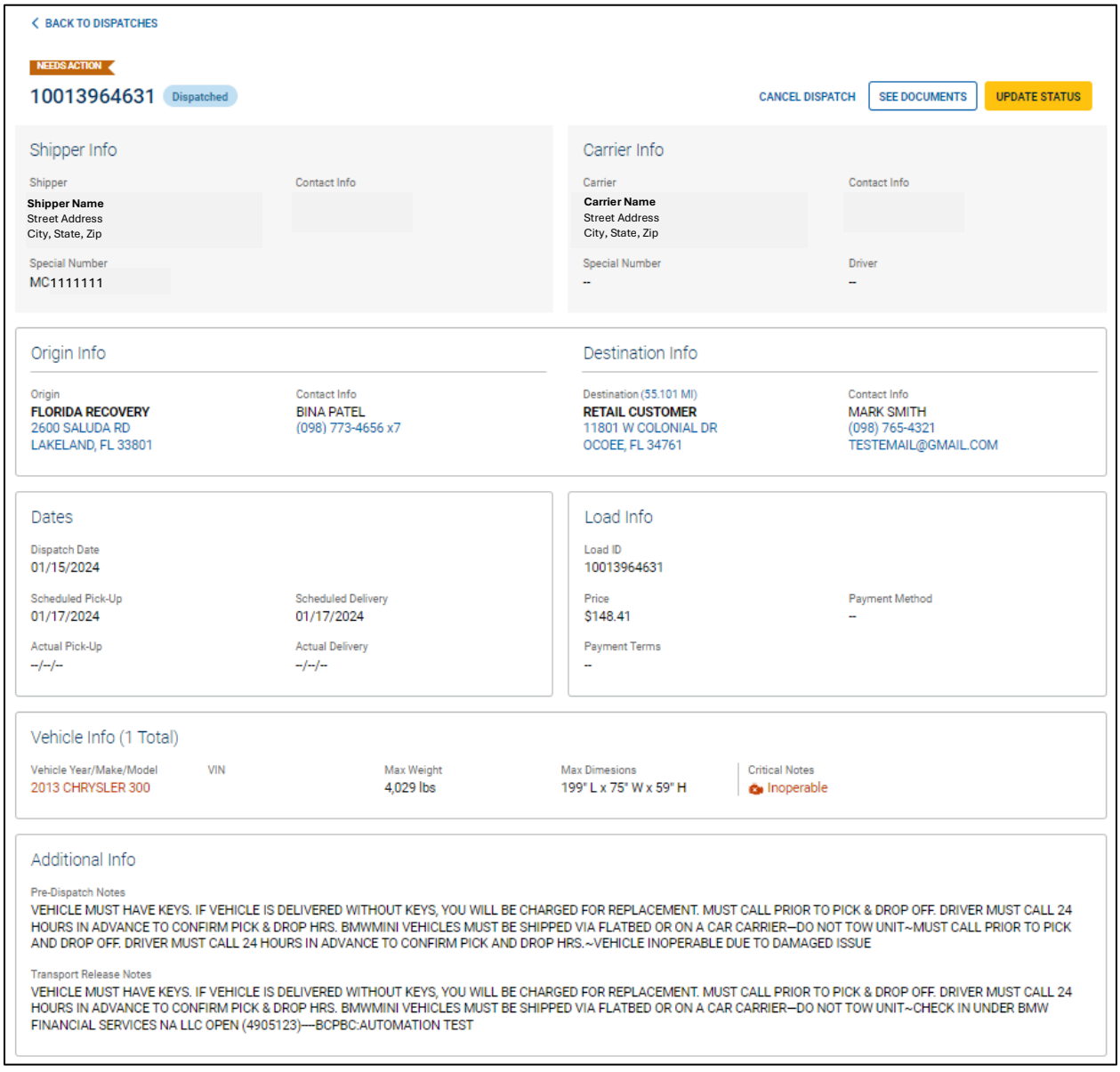
See EBOL

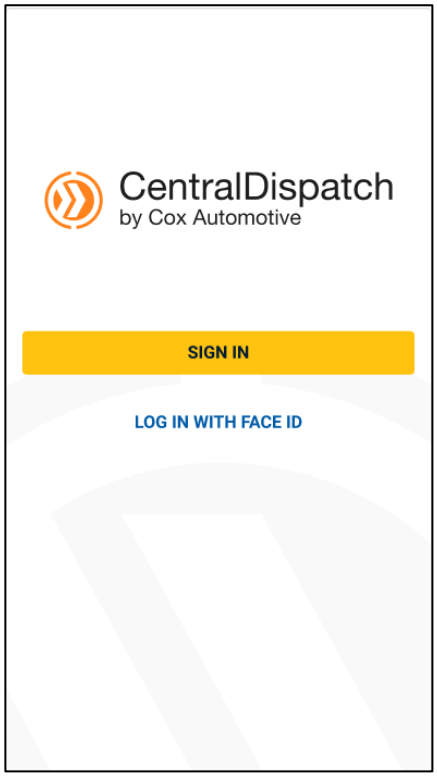
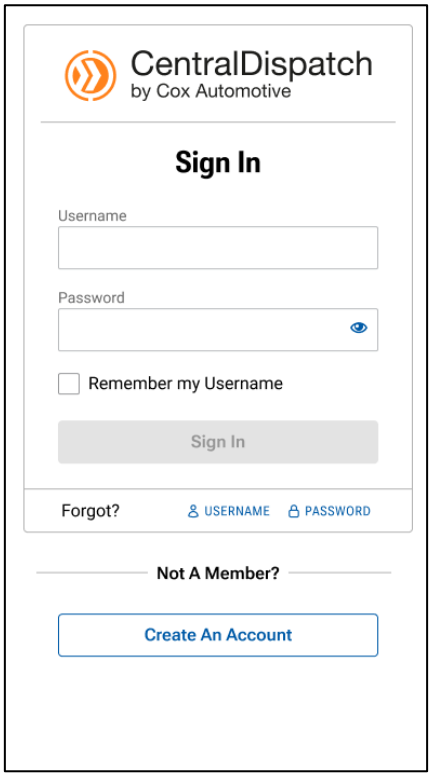
The 'See EBOL' button will only be displayed after an order has been marked picked up. The picked up but not yet delivered eBOLs will display the pickup images but will show that the delivery is not yet completed. If the order was manually marked picked up and/or delivered the eBOL will display that the inspection was not submitted when picked up and/or delivered. The inspection requirements include 7 required images and signature details. The eBOL can be downloaded and emailed.



Dispatch Sheet

After clicking into the Load Information Card, the user can see the Dispatch Sheet. The dispatch sheet will mirror the information from the Load Information Card but also include additional origin and destination contact details, vehicle specs (weight and dimensions), pre-dispatch and transport release notes, and shipper Terms.



Carrier Inspection Tool driven by Central Dispatch

The Carrier Inspection Tool app allows carriers to manage assigned/accepted loads and inspect and complete deliveries. On iOS the carriers can set up face ID login and on Android the carriers are able to use their thumbprint to access the tool easier.