

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)
<b>Owner</b>	X	X	X	X	X	X	X
<b>Admin</b>	X	X	X	X	X	X	X
<b>Member Manager</b>	X	X	X	X	X	X	X
<b>Standard User</b>	X	X	X	X	X	X	X
<b>Driver</b>	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

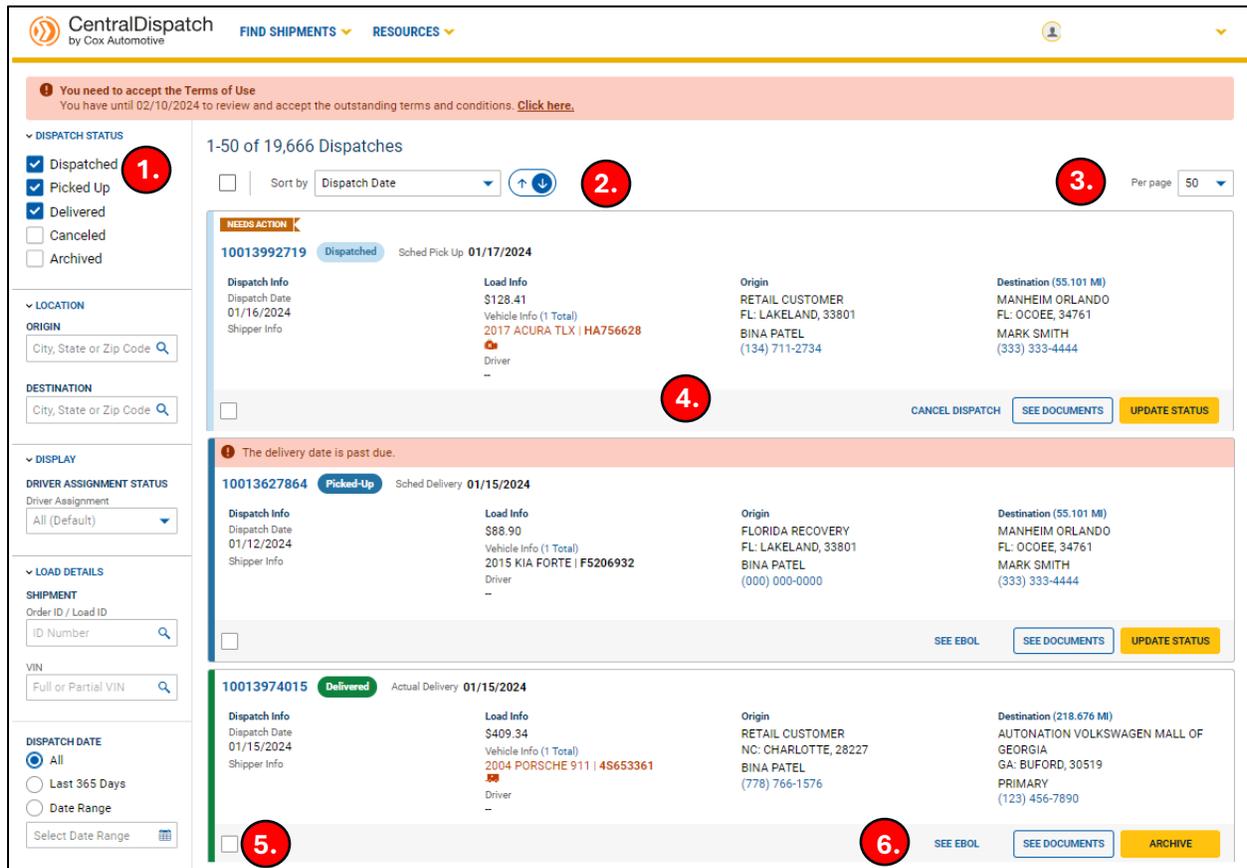
To access the dispatches a user can click on the **Find Shipments** tab and select the **Dispatches** option or from the **Dashboard** homepage they are able to click 'View All' within the **Total Dispatches** tile.



OR



### Dispatch Search Results page



The screenshot shows the CentralDispatch interface with the following elements:

- 1. Dispatch Results Filtering Options:** A sidebar on the left contains filters for Dispatch Status (Dispatched, Picked Up, Delivered, Canceled, Archived), Location (Origin and Destination), Display (Driver Assignment Status), Load Details (Shipment and VIN), and Dispatch Date (All, Last 365 Days, Date Range).
- 2. Dispatch Results Sort Options:** A 'Sort by' dropdown menu is set to 'Dispatch Date' with an arrow icon for sorting direction.
- 3. Loads Per Page View Option:** A 'Per page' dropdown menu is set to '50'.
- 4. Load Information Card:** A card for dispatch 10013992719 (Status: Dispatched) shows details like Load Info (\$128.41), Vehicle Info (2017 ACURA TLX | HA756628), Origin (RETAIL CUSTOMER, FL: LAKELAND, 33801), and Destination (MANHEIM ORLANDO, FL: OCOEE, 34761). Action buttons include 'CANCEL DISPATCH', 'SEE DOCUMENTS', and 'UPDATE STATUS'.
- 5. Bulk Actioning:** A checkbox is present next to the dispatch ID 10013974015 (Status: Delivered) for bulk actions.
- 6. Load Information Card Action Buttons:** The card for dispatch 10013974015 includes 'SEE EBOL', 'SEE DOCUMENTS', and 'ARCHIVE' buttons.

#### 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.

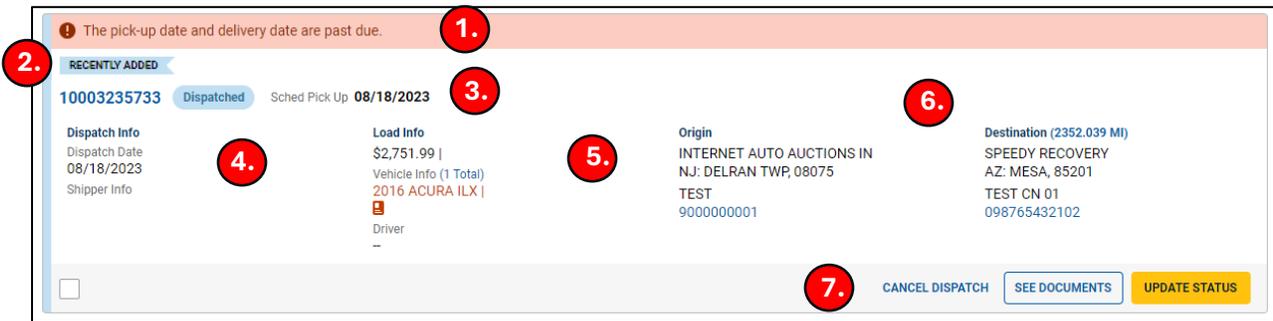
51-100 of 14,157 Dispatches

(3 selected) Select all 14,157   

NEEDS ACTION			
<input checked="" type="checkbox"/>	<p><b>10013966013</b> Dispatched Sched Pick Up <b>01/17/2024</b></p> <p>Dispatch Info Dispatch Date: 01/15/2024 Shipper Info: Ready Logistics ratmoves (480) 558-3200 x3</p>	<p>Load Info Load: \$88.90 Vehicle Info (1 Total): 2013 INFINITI G37   DM266708 Driver: --</p>	<p>Origin FLORIDA RECOVERY FL: LAKELAND, 33801 BINA PATEL (000) 000-0000</p> <p>Destination (35,101 MI) MANHEIM ORLANDO FL: OCOEE, 34761 MARK SMITH (333) 333-4444</p> <p>CANCEL DISPATCH SEE DOCUMENTS UPDATE STATUS</p>
<input checked="" type="checkbox"/>	<p><b>10013965908</b> Dispatched Sched Pick Up <b>01/17/2024</b></p> <p>Dispatch Info Dispatch Date: 01/15/2024 Shipper Info: Ready Logistics ratmoves (480) 558-3200 x3</p>	<p>Load Info Load: \$88.90 Vehicle Info (1 Total): 2013 TOYOTA RAV4   DW266710 Driver: --</p>	<p>Origin FLORIDA RECOVERY FL: LAKELAND, 33801 BINA PATEL (000) 000-0000</p> <p>Destination (35,101 MI) MANHEIM ORLANDO FL: OCOEE, 34761 MARK SMITH (333) 333-4444</p> <p>CANCEL DISPATCH SEE DOCUMENTS UPDATE STATUS</p>
<input checked="" type="checkbox"/>	<p><b>10013965957</b> Dispatched Sched Pick Up <b>01/17/2024</b></p> <p>Dispatch Info Dispatch Date: 01/15/2024 Shipper Info: Ready Logistics ratmoves (480) 558-3200 x3</p>	<p>Load Info Load: \$86.90 Vehicle Info (1 Total): 2017 NISSAN ALTIMA   HC266721 Driver: --</p>	<p>Origin FLORIDA RECOVERY FL: LAKELAND, 33801 BINA PATEL (000) 000-0000</p> <p>Destination (35,101 MI) MANHEIM ORLANDO FL: OCOEE, 34761 MARK SMITH (333) 333-4444</p> <p>CANCEL DISPATCH SEE DOCUMENTS UPDATE STATUS</p>



### Load Information Card



The screenshot shows a 'Load Information Card' for a dispatched load. At the top, a red banner (1) displays a warning: 'The pick-up date and delivery date are past due.' Below this, a blue 'RECENTLY ADDED' flag (2) is visible. The card header (3) includes the Load ID '10003235733', the status 'Dispatched', and the scheduled pick-up date '08/18/2023'. The card is divided into three main sections: 'Dispatch Info' (4) showing the date '08/18/2023' and shipper name; 'Load Info' (5) showing a carrier rate of '\$2,751.99', vehicle details for a '2016 ACURA ILX', and driver information; and 'Origin' (6) and 'Destination' (2352.039 MI) details. At the bottom right, there are three action buttons (7): 'CANCEL DISPATCH', 'SEE DOCUMENTS', and 'UPDATE STATUS'.

#### 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.

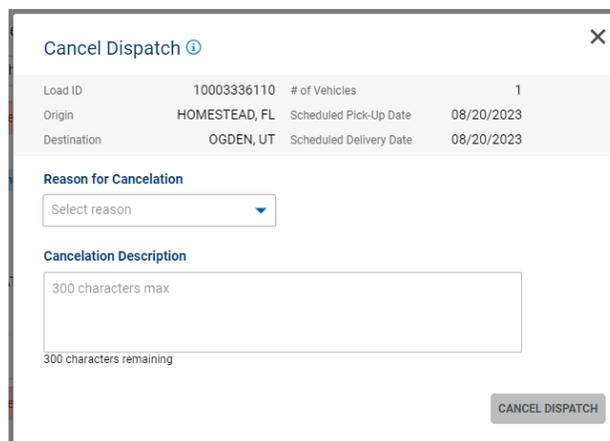


- “Track Shipment” will display the last location of a vehicle after the unit has been picked up through delivery.
- “View History” will display the history of a vehicle from dispatch through the end of the lifecycle for that carrier. Shippers can see from the Listing Creation through the end of the 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.



The screenshot shows a modal window titled "Cancel Dispatch" with a close button (X) in the top right corner. The modal contains the following information:

Load ID	10003336110	# of Vehicles	1
Origin	HOMESTEAD, FL	Scheduled Pick-Up Date	08/20/2023
Destination	OGDEN, UT	Scheduled Delivery Date	08/20/2023

Below the table, there is a section titled "Reason for Cancellation" with a dropdown menu labeled "Select reason".

Below that is a section titled "Cancellation Description" with a text input field. The field has a placeholder "300 characters max" and a character count "300 characters remaining" below it.

A "CANCEL DISPATCH" button is located at the bottom right of the modal.

### 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.



### Update Status ✕

Load ID	CSGTEST828	# of Vehicles	1
Origin	Phoenix, AZ	Destination	Newburgh, NY
Scheduled Pick-Up Date	08/29/2024	Scheduled Delivery Date	08/30/2024

**Assign or Change a Driver** ⓘ

**Actual Pick Up or Delivery** ⓘ

Actual Pick-Up Date	Actual Delivery Date
<input style="width: 100%;" type="text" value="09/18/2024"/>	<input style="width: 100%;" type="text" value="MM/DD/YYYY"/>

**Notes**

300 characters max  
 300 characters remaining

### 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.

← BACK TO DISPATCHES
 CentralDispatch

**CSGTEST828** # of vehicles: 1

<p><b>SHIPPER INFO</b></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Shipper</td> <td>Special Number</td> <td>Contact Name</td> </tr> <tr> <td><b>Shipper Name</b></td> <td>MC1111111</td> <td>cd test</td> </tr> <tr> <td colspan="3">Street Address</td> </tr> <tr> <td colspan="3">City, State, Zip</td> </tr> <tr> <td colspan="3">Contact Phone</td> </tr> <tr> <td colspan="3">1234567890</td> </tr> </table>	Shipper	Special Number	Contact Name	<b>Shipper Name</b>	MC1111111	cd test	Street Address			City, State, Zip			Contact Phone			1234567890			<p><b>CARRIER INFO</b></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Carrier</td> <td>Special Number</td> <td>Contact Name</td> </tr> <tr> <td><b>Carrier Name</b></td> <td></td> <td>Thunder team</td> </tr> <tr> <td colspan="3">Street Address</td> </tr> <tr> <td colspan="3">City, State, Zip</td> </tr> <tr> <td colspan="3">Contact Phone</td> </tr> <tr> <td colspan="3">234567890</td> </tr> <tr> <td colspan="3">Driver</td> </tr> </table>	Carrier	Special Number	Contact Name	<b>Carrier Name</b>		Thunder team	Street Address			City, State, Zip			Contact Phone			234567890			Driver		
Shipper	Special Number	Contact Name																																						
<b>Shipper Name</b>	MC1111111	cd test																																						
Street Address																																								
City, State, Zip																																								
Contact Phone																																								
1234567890																																								
Carrier	Special Number	Contact Name																																						
<b>Carrier Name</b>		Thunder team																																						
Street Address																																								
City, State, Zip																																								
Contact Phone																																								
234567890																																								
Driver																																								

↕ 2007 Pontiac G6

<p><b>ORIGIN</b></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Pick-Up Date</td> <td>9/18/24</td> </tr> <tr> <td colspan="2">5240 S Central Ave</td> </tr> <tr> <td colspan="2">Phoenix, AZ 85040</td> </tr> <tr> <td colspan="2">Vehicle Year/Make/Model</td> </tr> <tr> <td colspan="2">2007 Pontiac G6</td> </tr> </table>	Pick-Up Date	9/18/24	5240 S Central Ave		Phoenix, AZ 85040		Vehicle Year/Make/Model		2007 Pontiac G6		<p><b>DESTINATION</b></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Delivery Date</td> <td>--/--</td> </tr> <tr> <td colspan="2">2000 Dealer Dr</td> </tr> <tr> <td colspan="2">Newburgh, NY 12550</td> </tr> <tr> <td colspan="2">VIN</td> </tr> </table>	Delivery Date	--/--	2000 Dealer Dr		Newburgh, NY 12550		VIN	
Pick-Up Date	9/18/24																		
5240 S Central Ave																			
Phoenix, AZ 85040																			
Vehicle Year/Make/Model																			
2007 Pontiac G6																			
Delivery Date	--/--																		
2000 Dealer Dr																			
Newburgh, NY 12550																			
VIN																			

**INSPECTION PHOTOS**

<p>Condition at Pick Up</p> <div style="border: 1px solid #ccc; padding: 5px; min-height: 40px;">                     The carrier did not submit an inspection when the vehicle was picked up. You will need to contact the carrier for more information about the vehicle(s) condition at pick up.                 </div>	<p>Condition at Delivery</p> <div style="border: 1px solid #ccc; padding: 5px; min-height: 40px;">                     Delivery Inspection Not Completed                 </div>
--	---

\*Central Dispatch makes no representations or guarantees about the date, time or location information on the image(s) above. The inspection time uses the time zone of the inspection location.

eBOL generated on 9/30/2024 10:24:56am



### 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.

[← BACK TO DISPATCHES](#)

**NEEDS ACTION**

**10013964631** Dispatched 
[CANCEL DISPATCH](#) [SEE DOCUMENTS](#) [UPDATE STATUS](#)

<p><b>Shipper Info</b></p> <table style="width: 100%;"> <tr> <td style="width: 50%;">Shipper</td> <td style="width: 50%;">Contact Info</td> </tr> <tr> <td> <b>Shipper Name</b>                  Street Address                  City, State, Zip             </td> <td></td> </tr> <tr> <td>Special Number MC1111111</td> <td></td> </tr> </table>	Shipper	Contact Info	<b>Shipper Name</b> Street Address City, State, Zip		Special Number MC1111111		<p><b>Carrier Info</b></p> <table style="width: 100%;"> <tr> <td style="width: 50%;">Carrier</td> <td style="width: 50%;">Contact Info</td> </tr> <tr> <td> <b>Carrier Name</b>                  Street Address                  City, State, Zip             </td> <td></td> </tr> <tr> <td>Special Number --</td> <td>Driver --</td> </tr> </table>	Carrier	Contact Info	<b>Carrier Name</b> Street Address City, State, Zip		Special Number --	Driver --
Shipper	Contact Info												
<b>Shipper Name</b> Street Address City, State, Zip													
Special Number MC1111111													
Carrier	Contact Info												
<b>Carrier Name</b> Street Address City, State, Zip													
Special Number --	Driver --												

<p><b>Origin Info</b></p> <table style="width: 100%;"> <tr> <td style="width: 50%;">Origin</td> <td style="width: 50%;">Contact Info</td> </tr> <tr> <td> <b>FLORIDA RECOVERY</b>                  2600 SALUDA RD                  LAKELAND, FL 33801             </td> <td> <b>BINA PATEL</b>                  (098) 773-4656 x7             </td> </tr> </table>	Origin	Contact Info	<b>FLORIDA RECOVERY</b> 2600 SALUDA RD LAKELAND, FL 33801	<b>BINA PATEL</b> (098) 773-4656 x7	<p><b>Destination Info</b></p> <table style="width: 100%;"> <tr> <td style="width: 50%;">Destination (55.101 MI)</td> <td style="width: 50%;">Contact Info</td> </tr> <tr> <td> <b>RETAIL CUSTOMER</b>                  11801 W COLONIAL DR                  OCOEE, FL 34761             </td> <td> <b>MARK SMITH</b>                  (098) 765-4321                  TESTEMAIL@GMAIL.COM             </td> </tr> </table>	Destination (55.101 MI)	Contact Info	<b>RETAIL CUSTOMER</b> 11801 W COLONIAL DR OCOEE, FL 34761	<b>MARK SMITH</b> (098) 765-4321 TESTEMAIL@GMAIL.COM
Origin	Contact Info								
<b>FLORIDA RECOVERY</b> 2600 SALUDA RD LAKELAND, FL 33801	<b>BINA PATEL</b> (098) 773-4656 x7								
Destination (55.101 MI)	Contact Info								
<b>RETAIL CUSTOMER</b> 11801 W COLONIAL DR OCOEE, FL 34761	<b>MARK SMITH</b> (098) 765-4321 TESTEMAIL@GMAIL.COM								

<p><b>Dates</b></p> <table style="width: 100%;"> <tr> <td>Dispatch Date 01/15/2024</td> <td>Scheduled Delivery 01/17/2024</td> </tr> <tr> <td>Scheduled Pick-Up 01/17/2024</td> <td>Actual Delivery --/--/--</td> </tr> <tr> <td>Actual Pick-Up --/--/--</td> <td></td> </tr> </table>	Dispatch Date 01/15/2024	Scheduled Delivery 01/17/2024	Scheduled Pick-Up 01/17/2024	Actual Delivery --/--/--	Actual Pick-Up --/--/--		<p><b>Load Info</b></p> <table style="width: 100%;"> <tr> <td>Load ID 10013964631</td> <td>Payment Method --</td> </tr> <tr> <td>Price \$148.41</td> <td>Payment Terms --</td> </tr> </table>	Load ID 10013964631	Payment Method --	Price \$148.41	Payment Terms --
Dispatch Date 01/15/2024	Scheduled Delivery 01/17/2024										
Scheduled Pick-Up 01/17/2024	Actual Delivery --/--/--										
Actual Pick-Up --/--/--											
Load ID 10013964631	Payment Method --										
Price \$148.41	Payment Terms --										

<b>Vehicle Info (1 Total)</b>				
Vehicle Year/Make/Model 2013 CHRYSLER 300	VIN	Max Weight 4,029 lbs	Max Dimesions 199" L x 75" W x 59" H	Critical Notes <span style="color: red;">🔥</span> Inoperable

**Additional Info**

**Pre-Dispatch Notes**  
 VEHICLE MUST HAVE KEYS. IF VEHICLE IS DELIVERED WITHOUT KEYS, YOU WILL BE CHARGED FOR REPLACEMENT. MUST CALL PRIOR TO PICK & DROP OFF. DRIVER MUST CALL 24 HOURS IN ADVANCE TO CONFIRM PICK & DROP HRS. BMW/MINI VEHICLES MUST BE SHIPPED VIA FLATBED OR ON A CAR CARRIER—DO NOT TOW UNIT—MUST CALL PRIOR TO PICK AND DROP OFF. DRIVER MUST CALL 24 HOURS IN ADVANCE TO CONFIRM PICK AND DROP HRS. ~VEHICLE INOPERABLE DUE TO DAMAGED ISSUE

**Transport Release Notes**  
 VEHICLE MUST HAVE KEYS. IF VEHICLE IS DELIVERED WITHOUT KEYS, YOU WILL BE CHARGED FOR REPLACEMENT. MUST CALL PRIOR TO PICK & DROP OFF. DRIVER MUST CALL 24 HOURS IN ADVANCE TO CONFIRM PICK & DROP HRS. BMW/MINI VEHICLES MUST BE SHIPPED VIA FLATBED OR ON A CAR CARRIER—DO NOT TOW UNIT—CHECK IN UNDER BMW FINANCIAL SERVICES NA LLC OPEN (4905123)—BCPBC-AUTOMATION TEST



## 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.

