



## Introduction to Dispatching:

### A. Introduction:

Welcome to the vast and thriving world of the transportation industry! Often considered a well-kept secret in the business realm, this industry boasts an impressive trillion-dollar annual revenue, with continual expansion across various sectors. From air freight operations (including airports and international shipping) to rail freight services (utilizing trains), ocean freight logistics (encompassing intermodal transport, ports, and container shipping), and land freight solutions (primarily through trucking), there are ample opportunities for financial success for all involved.

Take a moment to reflect on the goods in your own home - every item has a story of being shipped from one location to another, illustrating the integral role of transportation in our daily lives.

If you've chosen to explore dispatching within this dynamic industry, particularly as an independent dispatcher, you're embarking on a rewarding journey. This eBook is designed to offer a comprehensive overview of dispatching, with a focus on members of the Dispatcher 101 Ongoing platform. However, the principles discussed here are universally applicable and can benefit anyone interested in dispatching. Drawing from insights from my "Workflow of Dispatching," this resource aims to equip you with the knowledge and skills needed to thrive in this field.

### A. What is Dispatching?

Dispatching involves the crucial role of a professional who aids truck drivers, including carriers and owner-operators, in sourcing loads, freight, and commodities for transportation from one location to another. Acting as the intermediary, a dispatcher facilitates communication between a freight broker or direct shipper and the carrier, serving as the carrier's representative if operating as an independent dispatcher. In contrast, some companies have in-house dispatchers who allocate loads primarily to their company drivers or direct employees.

For independent dispatchers, the objective is to onboard carriers through dispatcher/carrier agreements, achieved through methods like cold calling. This approach entails initiating conversations with carriers by inquiring about their specific needs, such as cents per mile (CPM), preferred drive radius, and states for operation, among other considerations. Asking questions like "ARE YOU UNDER A LOAD OR LOOKING FOR A LOAD?" can kickstart these discussions, enabling dispatchers to tailor their services effectively to match carrier requirements.



### **SAMPLE COLD CALL SCRIPT:**

**Carrier:** "Hello?"

**Dispatcher:** "Good day, [Carrier Name]. How's everything going?"

**Carrier:** "I'm doing alright. What's this about?"

**Dispatcher:** "I'm [Your Name], an independent freight dispatcher representing [Your Company Name]. **ARE YOU UNDER A LOAD OR LOOKING FOR A LOAD?**"

**Carrier:** "Can you explain that?"

**Dispatcher:** "Sure, if you're currently hauling (meaning you have freight loaded in your trailer), when's your delivery scheduled? And if you're looking for a load (meaning your trailer is empty), where are you located, where are you headed, and what rate per mile are you aiming for?"

**Carrier:** "I usually target \$2.50 per mile to cover my expenses. But with all the fees, it's a bit tight. What are your thoughts?"

**Dispatcher:** "My fee is 10%, added on top of your \$2.50 per mile."

**Carrier:** "Oh no! So you're also taking from my rate?"

**Dispatcher:** "Let me clarify. Your \$2.50 CPM should cover your lease and factoring percentages, right?"

**Carrier:** "Yes, that's the idea."

**Dispatcher:** "Alright, my 10% fee will be added to your \$2.50 per mile. That means, 10% of \$2.50 CPM is .25 cents, so the new rate will be \$2.75 CPM or better. I'll only contact you for loads at \$2.75 CPM or higher. This ensures your \$2.50 CPM covers your costs, and my fee is covered as well. Does that make sense?"

**Carrier:** "Yes, I see your point. That's not bad. And you're not taking money directly from my pocket."

**Dispatcher:** "Exactly. Plus, I'll provide you with at least 3 load options tailored to your preferences regarding routes, frequency, and rates."

**Carrier:** "That sounds fair."

**Dispatcher:** "If you're interested, please share your email. I'll send over my dispatcher packet, which includes agreements and a profile customized to your needs."



### III. Basic terms and definitions for beginning dispatchers

1. **Dispatcher (Independent)** = A transportation professional who works for freelance truck drivers, securing and booking freight loads on their behalf for a predetermined fee or commission.
2. **Carrier** = A professional truck driver who operates a commercial motor vehicle (CMV) and transports goods for hire. Carriers may hire dispatchers to find loads that meet their needs and preferences.
3. **Owner Operator** = An independent truck driver who owns and operates their own CMV. They are responsible for obtaining necessary permits (MC, DOT, or both) to operate legally.
4. **Company Driver** = A truck driver employed by a motor carrier company. They operate company-owned vehicles and receive loads assigned by the company's dispatch department.
5. **MC (Motor Carrier) Number** = A unique identifier issued by the FMCSA to carriers transporting regulated goods across state lines. It signifies authorization to operate in interstate commerce.
6. **DOT (Department of Transportation) Number** = A federal identification number assigned by the FMCSA to entities operating CMVs in interstate commerce. It serves as a safety compliance identifier.
7. **FMCSA (Federal Motor Carrier's Safety Association)** = The federal agency responsible for regulating the safety of commercial motor vehicles on public highways. They establish and enforce Hours of Service regulations and other safety standards.
8. **Hours of Service (HOS)** = Regulations established by the FMCSA to limit the number of hours a carrier can drive before mandatory rest periods. These regulations ensure driver safety and prevent fatigue-related accidents.
9. **Authority** = The legal permission granted by the FMCSA to carriers (through MC numbers) or brokers to operate in specific transportation industries.
10. **Broker** = A transportation intermediary that connects shippers with carriers to facilitate the movement of goods. Brokers typically find loads, negotiate rates, and manage the logistics between shippers and carriers for a fee.

<https://www.fmcsa.dot.gov/regulations/hours-service/summary-hours-service-regulations>

Let's say a broker secures a contract to transport electronics for a client at a total price of \$8,000, they typically charge a commission for their services, often around 20%. In this scenario, the broker's commission would amount to \$1,600 ( $\$8,000 \times 20\%$ ).

To make a profit, the broker advertises the load to carriers at a reduced price of \$6,400 ( $\$8,000 - \$1,600$ ), aiming to find a carrier willing to accept the shipment at that rate, allowing the broker to keep the \$1,600 difference as their commission.

11. **Reporting a Broker** = Report a broker to DOT or FMCSA for the following reason:

### Basic Reporting Guidelines and Policies

**NON-PAYMENT:**

- Select this option to report non-payment on a load or multiple loads when payment is a minimum of 15 days beyond the payment due date.
- Non-Payment complaints against a single broker for multiple invoices must be submitted individually if the broker still has an active bond and broker operating authority. If the broker does not have an active bond or authority, multiple invoices can be submitted as a single complaint with each invoice number and amount of the invoice detailed in the comments section of the complaint. When consolidating multiple invoices into a single complaint, be sure to enter the oldest invoice information in the load information section of your complaint.
- You can report short-paid invoices immediately upon occurrence.
- You can report non-payment for **Truck Ordered Not Used (TONU)** if:
  - You have a signed load confirmation..
  - You were dispatched to the pick-up location.
  - Your truck rolled toward or to the pick-up location.
  - You invoiced the broker for TONU and it has been at least 15 days and you have not received payment.
  - **Note: The industry standard for TONU is \$250 however this amount can be lower or higher depending on the circumstances or unless otherwise agreed to in writing**
- You can also report non-payment for **Detention Time** if:
  - There are specific provisions in your Load Agreement that detail how detention time will be paid.
  - Carriers must have agreed to terms for detention pay in writing even if it is an addendum to the load agreement.
  - Agreed to terms for detention pay must be signed and dated by both the broker and the carrier.
  - **Note: Unless otherwise stated and agreed upon in writing in the Broker/Carrier Agreement or Rate Confirmation, the Industry Standard for detention pay is \$62.50 per hour up to a maximum of 8 hours per day or \$500 per day "after" the first two hours at loading and unloading.**

**DAYS-TO-PAY:**

- Select this option to report the number of days it took you to receive payment on every load you haul. Your information will be averaged with all other related data to accurately reflect a broker's average Days-to-Pay credit rating.
  - **This option is available to Truckstop.com subscribers only!**

**BROKER PERFORMANCE:**

- Select this option to report other information on a broker that is not payment related as follows:
  - Unauthorized Re-Brokering of Shipment (Double-Brokering).
  - Bait & Switch Postings.
  - Failure To Honor Verbal Agreement.
  - Truck Ordered Not Used (TONU) when you contracted a load that was cancelled within 24 hours and before your truck rolled toward or to the pick-up location.
  - Other: use this option for all "other" performance related issues, good or bad.
  - Report the "Good Stuff".... Tell us about the positive experiences you had with a broker!

12. **Shipper:** The party initiating a shipment, who can either use a broker to find a carrier or contract directly.

13. **Freight/Load/Commodity:** The physical goods being transported (e.g., furniture, automobiles).

14. **Rates:** The advertised prices for freight movement. Negotiate rates with brokers/shippers for optimal carrier profit on specific lanes. Gain experience to understand prevailing rates for better negotiation.

15. **LTL (Less-Than-Truckload):** Partial truckload shipment combining freight from multiple shippers.

16. **TL (Truckload):** Full truckload shipment from a single source to a single destination.

17. **Lane:** Route connecting origin to destination city (e.g., Chicago to Cleveland).

18. **Dedicated Lane:** Consistently repeated route with fixed origin/destination, often carrying the same goods (e.g., electronics from Houston to Dallas).



**19. Fuel Surcharge:** Additional cost on top of the base rate to account for fuel price fluctuations. Paid by the shipper to offset carrier expenses.

**20. Fuel Advance:** Upfront funding for carrier's fuel costs upon load pickup, facilitated by factoring companies or the shipper.

**21. Back Haul:** An optimized strategy for carriers to utilize the return trip from a delivery location to secure an additional load, not necessarily returning directly to the origin.

**22. Bobtailing:** The operation of a tractor unit without a coupled trailer. This typically occurs for repositioning purposes, such as picking up a trailer for the next shipment.

**23. Factoring:** A financial service where companies purchase carrier invoices at a discounted rate to expedite cash flow. Factoring companies assume some risk (recourse) or eliminate it for the carrier (non-recourse) in exchange for a fee.

**24. Credit Application/Notice of Assignment (NOA):** The initial process for a carrier's factoring company to obtain approval from a broker for invoice factoring services. A credit application is submitted, followed by an NOA upon approval, instructing the broker to send future invoice payments directly to the factoring company.

**25. Bill of Lading (BOL):** A legal document serving as a receipt for delivered goods. The BOL is a critical document for carriers, as it provides proof of delivery and is required to receive payment from the broker or factoring company.

**26. Lumper:** An independent laborer hired at delivery or pickup facilities to assist with loading or unloading freight. Carriers may encounter situations where a lumper's services are necessary. Payment is typically required upon completion and can be made by cash, credit card, or through a specific code provided by the broker. Maintaining receipts for lumper fees is essential for reimbursement purposes.

**27. Detention Time:** The period exceeding a reasonable unloading time at a delivery location for which a carrier incurs additional charges. The free waiting period is typically outlined in the rate confirmation paperwork, and exceeding this timeframe (often 2-3 hours) can result in detention fees ranging from \$50 to \$100 per hour. This incentivizes facilities to unload trucks efficiently and minimizes wasted carrier time.

**28. Load boards:** Websites where carriers find freight and offer their trucks for loads, as well as platforms where brokers post their loads for sale and search for available trucks.


For example:


POST LOADS
SEARCH TRUCKS
SEARCH LOADS

## Welcome to DAT Power


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The next generation of the industry's  
**biggest and best Load Board**





Home
Carrier
Coming soon!
Carrier Software
Broker
Tools
My Board
Alerts | Searches


MY NOTES




**Load Search**




**123 FAST CASH**




**Truck Locator**  
NEW FOR BROKERS




Load Availability



My Posted Trucks



Load Planner



My Posted Loads

My Status

Saved Load Searches

Recent Load Searches

Most Popular Load Searches

My posted loads

My offline loads

My Account Profile

36% compl

NEW FEATURE!

FUEL ADVANCES NOW AVAIL

[CLICK HERE TO LEARN MOR](#)


Upgrade t

Home
Searching
Posting
Decision Tools
My Products
Other Services
CRS
Upgrade t

 New Search
 |
 Favorite Searches
 |
 Map Search

Origin:  St:  Eq: Choose

Dest:  St:

## IV. Types of common equipment used for moving freight

### 1. 53' Dry Vans

#### Dry Van and Enclosed Trailers

Dry Van trailers are mostly enclosed and are commonly used to carry and protect the freights from harmful elements of the weather or roads. Freights can be loaded on the rear and are commonly loaded using a loading dock. It is similar to a curtain van and can be loaded from its side too.

Legal weight and dimensions are:

☐ Dry Van maximum freight weight is 42,000 lbs to 45,000 lbs

☐ Dry Van maximum freight dimensions

Maximum Length: 48 ft - 53 ft (most common)

Maximum Width: 8.2 ft (almost always the same for all dry vans)

Maximum Height: 8 ft

### 2. 53' Refrigerated Trucks (Reefers)

#### Refrigerated Trailers and Reefers

A refrigerated trailer is a temperature-controlled type of trailer. It is generally used for transporting chilled and frozen products. The temperature inside can be controlled whatever the weather outside is. Freight Rate Central has a refrigerated trailer you need, regardless of the size of the load or the type of cargo you need shipped. Legal weight and dimensions are:

☐ Refrigerated Trailers Max freight weight is 42,000 to 45,000 lbs

☐ Refrigerated Trailers maximum freight dimensions

Maximum Length: 48 ft - 53 ft (most common)

Maximum Width: 8.2 ft (almost always the same for all dry vans)

Maximum Height: 8 ft

### 3. 48' or 53' Flatbeds (of various beds)

#### Flat Bed Trailers

Flatbeds are extremely popular and widely used because they exude a great sense of versatility. Generally, a flatbed is used to load freights on its tip, sides, and rear. With these capabilities, flatbeds have truly become the primary and leading assets of the trucking industry.

This kind of trailer can carry a maximum legal freight dimension and weight which are as follows:

- Flatbed trailers Maximum freight weight is 48,000 lbs.
- Flatbed trailers Maximum freight dimensions:

Maximum Length: 48 ft - 53 ft

Maximum Width: 8.5 ft

Maximum Height: 8.5 ft

## V. Role of Dispatchers, Carriers, Brokers and Shippers

**Dispatchers** play a crucial role in the transportation process by establishing agreements with carriers, engaging in negotiations with brokers or shippers to secure favorable terms, and ultimately booking loads for transportation. Building positive relationships and maintaining open lines of communication are essential aspects of their responsibilities, as these factors contribute significantly to the efficiency and effectiveness of the entire process.

**Carriers** are the backbone of the transportation industry, responsible for locating available loads and transporting them to their destinations. They may find loads independently or work with dispatchers, brokers, or shippers to secure transportation agreements. Without carriers, the movement of freight would not be possible, highlighting their pivotal role in the logistics chain. Carriers hold significant leverage in negotiations, as their ability to transport freight directly impacts the overall success of the transportation process.

**Brokers** act as intermediaries between shippers and carriers, playing a vital role in negotiating contracts with shippers for load transportation. They then sell these loads to carriers, managing the logistics and ensuring that freight is moved efficiently and cost-effectively. Brokers typically deduct a percentage, usually between 15-20%, from the original target rates set by shippers, which covers their services and facilitates the transaction between parties.

**Shippers** are responsible for initiating the movement of their loads, either by selling them to brokers or directly engaging carriers. They have control over freight rates, determining the target rates at which they are willing to move their freight. Shippers' decisions regarding pricing and load availability significantly influence the dynamics of the transportation industry, as carriers and brokers base their operations and negotiations on these established rates.





## VI. Workflow of Dispatching

### 1. After receiving the signed dispatch agreement from the carrier:

- Retain a copy for your records.

### 2. Contact the broker associated with the load you need to book for your carrier:

- Brokers typically require the MC# (motor carrier) or USDOT# to verify the carrier in their system.
- If the carrier is not already affiliated with the brokerage, they will send a carrier packet for completion and return, which includes verifying insurance, CSA scores, credit, etc. Initially, the carrier can fill this out, but ensure you request a copy for future reference, especially if you plan to book multiple loads with them.
- If your carrier uses factoring services, they must submit a factoring credit application form along with their completed carrier packet. Upon favorable credit assessment by the factoring company, they will issue a Notice of Assignment to the Broker, instructing them to redirect all payable invoices to the Factoring Company.

### 3. The broker will send a load/rate confirmation sheet to the carrier (or carrier agent) for signing:

- After receiving a satisfactory carrier packet, the broker will send the Load/Rate confirmation sheet for the load to be booked. To stay informed, request the broker to email the rate/load confirmation to you or have the carrier email you a copy if it's sent directly to them. This sheet includes crucial details like load #, rate, pickup/delivery times, contact info, weight, miles, and any special instructions. Consistent communication is essential for a smooth load-booking process.
- Review the load/rate confirmation carefully to ensure it aligns with the load specifications.
- Keep a copy of the rate/load confirmation for your records as a dispatcher.
- If the rate/load confirmation matches the load, have the carrier sign and email it back to you. If there are discrepancies, contact the broker promptly to resolve any issues.

### 4. Send the signed load/rate confirmation sheet back to the broker:

- Once the carrier emails you the signed rate/load confirmation, forward it to the broker.
- Follow up on the load progress by contacting the driver at pickup and delivery locations. Encourage them to reach out in case of any issues so that you can liaise with the broker if needed.
- Maintain open communication throughout the process.

### 5. After the carrier drops off the load (how dispatchers are PAID):

- Obtain a copy of the signed BOL (Bill of Lading, proof of delivery) and the invoice from the carrier, unless they use their own factoring company, in which case they'll handle it directly.
- Prepare your dispatching services invoice, including your information, carrier details, load information, and broker details, and attach relevant documents like the signed dispatch agreement, rate/load confirmation, BOL, and carrier's invoice to the broker. Email this invoice to the carrier for payment processing.



VII. Common forms needed to book a load (standard forms needed)

**CARRIER PACKET (A SAMPLE COMPANY)**

## Carrier Packet

- **Broker-Carrier Agreement.** Review and initial each page.
- **Copy of Certificate of Insurance.**
- **Complete W-9 Form.**
- **Copy of your Federal Operating Authority.**
- **Completed Carrier Profile.**

### Carrier Profile

- **Company Name** \_\_\_\_\_
- **Other Names for your Company or dba** \_\_\_\_\_
- **MC #** \_\_\_\_\_ **DOT #** \_\_\_\_\_
- **After Hours Phone Number** \_\_\_\_\_
- **Years in Business** \_\_\_\_\_
- **Physical Address (No P.O. Box please)**  
\_\_\_\_\_
- **Organization Type**
  - Individual/Sole Proprietor
  - Corporation
  - Partnership
  - LLC
- **Do you use owner operators?** \_\_\_ yes \_\_\_no
- **If you answered yes above does your company's insurance cover the owner operators for**
  - **Automobile Liability** \_\_\_yes \_\_\_no
  - **Motor Cargo** \_\_\_yes \_\_\_no



W9 FORM (A SAMPLE COPY)

Form <b>W-9</b> (Rev. December 2014) Department of the Treasury Internal Revenue Service	<b>Request for Taxpayer          Identification Number and Certification</b>	<b>Give Form to the          requester. Do not          send to the IRS.</b>
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Print or type See Specific Instructions on page 2.	<b>1</b> Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.		
	<b>2</b> Business name/disregarded entity name, if different from above		
	<b>3</b> Check appropriate box for federal tax classification; check only <b>one</b> of the following seven boxes: <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____ <i>Note.</i> For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner. <input type="checkbox"/> Other (see instructions) ▶ _____	<b>4</b> Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <small>(Apply to accounts maintained outside the U.S.)</small>	
	<b>5</b> Address (number, street, and apt. or suite no.)	Requester's name and address (optional)	
	<b>6</b> City, state, and ZIP code		
	<b>7</b> List account number(s) here (optional)		

<b>Part I Taxpayer Identification Number (TIN)</b> Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see <i>How to get a TIN</i> on page 3.	<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td colspan="10" style="text-align: center;"><b>Social security number</b></td> </tr> <tr> <td style="width:20px; height: 20px;"></td> <td style="width:20px; height: 20px;"></td> <td style="width:20px; height: 20px;"></td> <td style="width:20px; height: 20px;"></td> <td style="width:20px; height: 20px;"></td> <td style="width:20px; height: 20px;"></td> <td style="width:20px; height: 20px;"></td> <td style="width:20px; height: 20px;"></td> <td style="width:20px; height: 20px;"></td> <td style="width:20px; height: 20px;"></td> <td style="width:20px; height: 20px;"></td> </tr> <tr> <td colspan="10" style="text-align: center;">OR</td> </tr> <tr> <td colspan="10" style="text-align: center;"><b>Employer identification number</b></td> </tr> <tr> <td style="width:20px; height: 20px;"></td> <td style="width:20px; height: 20px;"></td> <td style="width:20px; height: 20px;"></td> <td style="width:20px; height: 20px;"></td> <td style="width:20px; height: 20px;"></td> <td style="width:20px; height: 20px;"></td> <td style="width:20px; height: 20px;"></td> <td style="width:20px; height: 20px;"></td> <td style="width:20px; height: 20px;"></td> <td style="width:20px; height: 20px;"></td> <td style="width:20px; height: 20px;"></td> </tr> </table>	<b>Social security number</b>																					OR										<b>Employer identification number</b>																				
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**Note.** If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

<b>Part II Certification</b> Under penalties of perjury, I certify that:	
1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and	
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and	
3. I am a U.S. citizen or other U.S. person (defined below); and	
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.	
<b>Certification instructions.</b> You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.	

<b>Sign Here</b>	Signature of U.S. person ▶	Date ▶
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**General Instructions**

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments.** Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at [www.irs.gov/ir9](http://www.irs.gov/ir9).

**Purpose of Form**

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)

- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

*If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding? on page 2.*

By signing the filed-out form, you:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued).
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.



## MC Certification (A Sample Copy)



U.S. Department of Transportation  
Federal Motor Carrier Safety Administration

1200 New Jersey Ave., S.E.  
Washington, DC 20590

**SERVICE DATE**

### CERTIFICATE

This Certificate is evidence of the carrier's authority to engage in transportation as a **common carrier of property (except household goods)** by motor vehicle in interstate or foreign commerce.

This authority will be effective as long as the carrier maintains compliance with the requirements pertaining to insurance coverage for the protection of the public (49 CFR 387) and the designation of agents upon whom process may be served (49 CFR 366). The carrier shall also render reasonably continuous and adequate service to the public. Failure to maintain compliance will constitute sufficient grounds for revocation of this authority.

Jeffrey L. Secrist, Chief

**CERTIFICATE OF LIABILITY INSURANCE (A SAMPLE COPY)**

**Example**  
**Certificate of Liability Insurance (COI)**

DATE (MM/DD/YYYY)

1

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an **ADDITIONAL INSURED**, the policy(ies) must be endorsed. If **SUBROGATION IS WAIVED**, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

2

PRODUCER	CONTACT NAME:	
	PHONE (A/C No. Ext):	FAX (A/C No):
	E-MAIL ADDRESS:	
	INSURER(S) AFFORDING COVERAGE	NAIC #
INSURED	INSURER A:	
	INSURER B:	
	INSURER C:	
	INSURER D:	
	INSURER E:	
	INSURER F:	

4

3

<b>COVERAGES</b>	<b>CERTIFICATE NUMBER:</b>	<b>REVISION NUMBER:</b>
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.		

5

INSUR LTR	TYPE OF INSURANCE	ADDC INSR	SUBW INSD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	<b>GENERAL LIABILITY</b> <input type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR Broad Form Property Damage Blanket Contractual GENL AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC						EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$ \$
	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> Hired AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	<b>UMBRELLA LIAB</b> <input type="checkbox"/> OCCUR <b>EXCESS LIAB</b> <input type="checkbox"/> CLAIMS-MADE DED \$ RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$ \$
	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y/N If yes, describe under DESCRIPTION OF OPERATIONS below		N/A				<input type="checkbox"/> WC STATU-TORY LBMTS <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$

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DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

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**CERTIFICATE HOLDER**

**CANCELLATION**

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

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## NOTICE OF ASSIGNMENT FORM (NOA – A SAMPLE COPY)

Contact Name  
Address  
Address  
City, State/Province  
Zip/Postal Code

### NOTICE OF ASSIGNMENT

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Dear [NAME],

This letter is intended to notify you that as of [CONTRACT DATE] your invoices payable to [CLIENT] have been assigned and transferred to [FACTORING COMPANY NAME] based on an existing agreement between us:

[SECTION OF AGREEMENT]

Please direct any further correspondence or payments to the following address:

[FACTORING COMPANY ADDRESS]

Please contact us should you have any questions.  
Thank you for your cooperation.

Sincerely,

[NAME]  
[TITLE]  
[PHONE NUMBER]  
[EMAIL]



**RATE CONFIRMATION SHEET (A SAMPLE COPY)**

**Rate Confirmation**

Carrier: \_\_\_\_\_ Load # \_\_\_\_\_  
Phone # \_\_\_\_\_ BOL: \_\_\_\_\_  
FAX# \_\_\_\_\_ Ref. #: \_\_\_\_\_  
Miles: \_\_\_\_\_ Pieces: \_\_\_\_\_  
Weight: \_\_\_\_\_ Pallets: \_\_\_\_\_  
Commodity: \_\_\_\_\_

**Shipper Address:**

**Consignee Address:**

\_\_\_\_\_

\_\_\_\_\_

Load Date/Time: \_\_\_\_\_ am pm  
To: \_\_\_\_\_ am pm

Load Date/Time: \_\_\_\_\_ am pm  
To: \_\_\_\_\_ am pm

**Extra pick ups or stops: Total Number:**

Type	Name/PO#	Address	Phone	Date Range
Stop/ Pick	_____	_____	_____	_____
Stop/ Pick	_____	_____	_____	_____
Stop/ Pick	_____	_____	_____	_____

**Carrier Pay:**

Line Haul Rate: \_\_\_\_\_  
Pallet Charges: \_\_\_\_\_ Stop Charges: \_\_\_\_\_ Loading/Unloading: \_\_\_\_\_  
Other: \_\_\_\_\_ (description) \_\_\_\_\_ LHP initials required \_\_\_\_\_

Broker: \_\_\_\_\_

**Other Terms:** \_\_\_\_\_

Name/ Print: \_\_\_\_\_ Signature: \_\_\_\_\_

Title: \_\_\_\_\_ Phone Number: \_\_\_\_\_



## VIII. What is factoring, NOA, and BOL (revisited)

**Factoring** involves receiving money in advance from a transportation or invoice factoring company (like Seven Oaks) for a small percentage (usually 1% to 5%). Non-recourse factoring is preferable, where the factoring company takes responsibility for collecting money from the shipper or broker.

**The Notice of Assignment (NOA)** is sent by the Carrier's or Broker's factoring company to the Broker or Shipper after a successful credit application. This form ensures the factoring company receives invoice payments from the broker or shipper to pay the carrier or broker.

**The Bill of Lading (BOL)** and **Proof of Delivery (POD)** are vital documents. The BOL is the delivery receipt from the shipper, while the POD is signed at delivery. These documents are crucial for payment processing and should include any additional charges like lumber or detention fees, supported by receipts for reimbursement.

## IX. Common equipment needed to initially set up your home office

Common equipment required to set up a home office initially includes a desktop or laptop (with standard specifications like

- Desktop and/or laptop (with at least 512 GB HDD, 8GB DDR 3 RAM, Windows 10)
- All-in-One Printer/Fax/Copy/Scan machine (HP is recommended)
- iPhone or Android phone
- Internet service with at least 50 upload/50 download speeds (Verizon FiOS)
- Desktop Publishing software
- Microsoft Office Suite or 360

This eBook aims to comprehensively guide new dispatchers through the entire dispatching workflow, from initiation to completion, providing the essential support needed for success in this industry.