

1. 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.

B. 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.

C. Is it legal and do you need an authority to dispatch?

<https://www.law.cornell.edu/cfr/text/49/371.2>

Independent dispatchers serve as agents or extensions of the carriers they contract with, distinguishing themselves from brokers. While obtaining an MC authority is an option for independent dispatchers and is encouraged, it is not mandatory. Having an MC authority is beneficial but not a prerequisite for functioning as an independent dispatcher.

The term “dispatching” is covered within the official FMCSA definition of “motor carrier” at 49 CFR 390.5

<https://www.fmcsa.dot.gov/regulations/title49/section/390.5>

2. Finding Carriers

A. Methods of Getting Carriers

Securing reliable carriers is a crucial step before diving into load booking. There are diverse methods to connect with potential carriers:

Networking at Truck Stops:

Explore nearby truck stops like TA's, LOVE's, Pilot's, Petro's, Flying J's, etc., where many owner-operators frequent for fuel and meals. Engage in conversations with them, showcasing your services through a prepared Dispatcher Packet (including agreements, profiles, and authorization documents), business cards, or promotional materials.

Cold Calling Strategy:

Reach out to owner-operators and truck drivers via cold calls, presenting your services in a compelling manner that resonates with their needs. If you have experience in customer service or call center roles, leverage that background to establish rapport and effectively communicate the value proposition of your dispatching services.



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."



Best times to call carriers on weekdays (Monday to Friday):

- **Morning:** Typically between **6:30 a.m. and 8:30 a.m.**, carriers are usually either hauling a load or seeking one.
- **Evening:** usually from around **4:00 p.m. to 8:00 p.m.**, carriers are often searching for a truck stop to complete their 10-hour reset.

Best times to call carriers during the weekend (Saturday & Sunday):

Noon is usually a suitable hour to contact carriers, but verifying their local time zone is important to avoid any inconvenience.

3. Set up a LinkedIn profile either with a free or premium subscription on <https://www.linkedin.com/>.
4. Establish accounts on Facebook, Instagram, Twitter, and YouTube, as these platforms are frequently used by carriers, truck drivers, and owner-operators.
5. Utilize email marketing platforms like MailChimp and Constant Contact for mass email campaigns.
6. Employ text campaign software such as Text Line and Text Magic for reaching out via text messages.

3. Dispatch Agreement, Carrier Profile, and Limited Power of Attorney

A. What is a Dispatch Agreement

A dispatch agreement is a formal contract between the dispatcher and carriers, truck drivers, or owner-operators. It designates the dispatcher as an agent, intermediary, or administrator for the carrier, responsible for sourcing, locating, and securing loads on their behalf.



DISPATCHER SERVICE AGREEMENT

Dispatcher: _____ (**Dispatcher/Dispatch Company**) **Phone:** _____

Email: _____ **Website:** _____

I, _____ (**the carrier/owner operator**), of Truck # _____, Trailer # _____

Motor Carrier (MC) Number _____, and Department of Transportation (DOT) Number, _____

hereby grants authorization or permission to: _____ (**Dispatcher/Dispatch Company**)
to act as my **Dispatcher/Logistics Manager** for the sole purpose of **searching for and booking loads, processing all brokerage paperwork** and obtaining and/or submitting all **necessary documents required** in order to expedite loads and dispatch via **telephone, fax or e-mail** for my truck(s), in the state of _____.

ALL BILLING, INVOICING, AND COLLECTIONS OF REVENUE FROM SHIPPERS, BROKERS AND/OR FACTORING COMPANIES ARE THE SOLE RESPONSIBILITY OF THE CARRIER/TRUCKING COMPANY, UNLESS
_____ (**Dispatcher/Dispatch Company**) **AND CARRIER/TRUCKING COMPANY HAVE ARRANGED AND AGREED UPON ADDITIONAL SERVICES PROVIDED TO THE CARRIER/TRUCKING COMPANY BY**
_____ (**Dispatcher/Dispatch Company**).

If revenue for a shipment or shipments is **uncollectible**, _____ (**Dispatcher/Dispatch Company**)
will be held harmless and no penalty or deduction of fees will be made.

_____ (**Dispatcher/Dispatch Company**) will be held harmless in the event of any and all **claims**, and Carrier/Trucking Company will still be obligated to pay for services rendered by
_____ (**Dispatcher/Dispatch Company**).

B. What is a Carrier Profile

Dispatchers send out carrier profiles to gather essential load details from carriers. This allows dispatchers to fine-tune their load search based on carriers' requirements, including factors like weight limits and cents per mile, ensuring a tailored and satisfactory service for the carriers.



CARRIER PROFILE

Instructions: Please complete this form giving us all the information that pertains to you and your company. The better informed we are, the better we will be able to assist you. This form should be updated at any time by notifying us. This information is for our use only and will not be released to any third party without your express written permission.

PART 1: CARRIER GENERAL INFORMATION

COMPANY NAME: _____ DBA (If Any): _____

PHYSICAL ADDRESS: _____ CITY: _____ STATE: _____ ZIP: _____

MAILING ADDRESS: _____ CITY: _____ STATE: _____ ZIP: _____

MAIN CONTACT PERSON: _____ E-MAIL: _____

OFFICE PHONE: _____ FAX: _____ CELL PHONE: _____

EMERGENCY CONTACT PERSON: _____ EMERGENCY PHONE: _____

MC NUMBER: _____ YEARS ACTIVE: _____ DOT NUMBER: _____ SCAC: _____

PART 2: EQUIPMENT TYPES

Number and Type of Trailers: 53' VAN: _____ 53' REEFERS: _____ 48'/53' FLATBED: _____ POWER ONLY: _____

Truck #'s: _____ **Trailer #'s:** _____

Trailer Accessories for your specific equipment types (Dry Van, Reefer, and Flatbed):

OTHER TYPES: _____

PLEASE LIST THE BROKERS THAT YOU ARE ALREADY SET UP OR APPROVED WITH BELOW:

C. What is a Limited Power of Attorney

The Limited Power of Attorney is a notarized document through which carriers provide dispatchers with legal authority to represent them in limited areas, particularly in onboarding procedures and signing rate confirmations. These tasks are essential for dispatchers to facilitate carrier setup effectively.



Limited Power of Attorney

BE IT ACKNOWLEDGED that I, _____ (Carrier/Carrier Company), the "**Principal**", do hereby grant a **limited and specific power of attorney** to **Dispatcher/Dispatch Company** of as my "**Attorney-in-Fact**".

Said **Attorney-in-Fact** shall have **full limited power and authority** to undertake and perform only the following acts on my behalf:

1. **Complete any and all Broker/Carrier Agreement(s) for any and all brokerage(s) that carrier is onboarding**
2. **Complete any and all Rate Confirmations, officially booking loads**

The authority herein shall include such incidental acts as are reasonably required to carry out and perform the specific authorities granted herein. My **Attorney-in-Fact** agrees to accept this appointment subject to its terms, and agrees to act and perform in said fiduciary capacity consistent with my best interest, as my **Attorney-in-Fact** in its discretion deems advisable. This limited power of attorney is effective upon execution.

This limited power of attorney may be revoked by any of the following:

(Initial and Check the Box if Applicable)

_____ - By the **Principal** at any time by authorizing a Revocation.

_____ - On the _____ day of _____, 20_____.

This limited power of attorney form shall automatically be revoked upon my death or incapacitation, provided any person relying on this limited power of attorney shall have full rights to accept and reply upon the authority of my **Attorney-in-Fact** until in receipt of actual notice of revocation.

State Law. This **Limited Power of Attorney** is governed by the laws of the State of _____.

D. Other documents that the dispatcher requires copies of from the carriers

As the carrier/dispatcher relationship progresses, there are other essential documents that the dispatcher will eventually need copies of from the carriers. It is highly recommended to acquire these documents as soon as possible to avoid potential roadblocks when booking loads later on. They are:

1. MC Authority Letter

The MC Authority letter is proof of the carrier's legal permission, capacity, and credentials authorized by the FMCSA for load transportation.



DREW'S
UNIVERSITY

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

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

SERVICE DATE

January 1, 2000

CERTIFICATE

MC- 000001

U.S. DOT No. 1000001

Sample Company Name

Sample City, State

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.

The MC Authority letter includes the date of the authority, the name of the individual/company, and the DBA company name.

2. W9

The W9 form is utilized for tax-related purposes within the business context. It includes details such as the individual's name, the type of business entity they are claiming (such as sole proprietor or LLC) for tax purposes, their physical address, their SSN or FEIN number, and their signature along with the date at the bottom.



Form W-9 (Rev. December 2014) Department of the Treasury Internal Revenue Service	<h2 style="margin:0;">Request for Taxpayer Identification Number and Certification</h2>	Give Form to the requester. Do not send to the IRS.																					
Print or type See Specific Instructions on page 2.	<p>1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.</p> <hr/> <p>2 Business name/disregarded entity name, if different from above</p> <hr/> <p>3 Check appropriate box for federal tax classification; check only one of the following seven boxes:</p> <p> <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) ▶ _____ <small>Note. 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.</small> <input type="checkbox"/> Other (see instructions) ▶ _____ </p>																						
	<p>4 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>(Applies to accounts maintained outside the U.S.)</small></p>																						
	<p>5 Address (number, street, and apt. or suite no.)</p> <hr/> <p>6 City, state, and ZIP code</p> <hr/> <p>7 List account number(s) here (optional)</p>	<p>Requester's name and address (optional)</p> <hr/> <hr/>																					
	<p>Part I Taxpayer Identification Number (TIN)</p> <p>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.</p> <p>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.</p>																						
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	<p>Part II Certification</p> <p>Under penalties of perjury, I certify that:</p> <ol style="list-style-type: none"> 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 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 I am a U.S. citizen or other U.S. person (defined below); and The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct. <p>Certification instructions. 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.</p>																						
<p>Sign Here</p>	<p>Signature of U.S. person ▶</p> <hr/>	<p>Date ▶</p> <hr/>																					

3. Certificate of Insurance (Cargo and Liability): Most brokers mandate that carriers list their brokerage as a "Certificate Holder" on the Certificate of Insurance.

The Certificate of Insurance (COI) determines the insurance coverage the carrier has for the freight loaded on their trucks. Brokers often specify certain insurance amounts, which can vary, but typically include Auto Liability (\$1,000,000), Commercial General Liability (\$1,000,000), and Cargo (\$100,000). The COI also includes details such as the producer's name (insurance company and agent), the insured's name (carrier), policy numbers, and expiration dates. Additionally, brokers are required to be listed as "Certificate Holders" when a carrier operates a load under their brokerage.



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

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

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

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

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

6

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

7

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

8

9



4. Credit Application and NOA – “Notice of Assignment”, if a carrier has a factoring company.

A Credit Application, provided by the carrier's factoring company, is used to conduct a credit check on a specific brokerage.

APPLICATION FOR CREDIT

****THE FOLLOWING MUST BE PROVIDED AND WILL BE HELD IN STRICT CONFIDENCE****

BUSINESS NAME: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

PHONE NUMBER: _____ FAX NUMBER: _____

____ CORPORATION _____ PARTNERSHIP _____ INDIVIDUAL

FEDERAL TAX ID# _____ YEARS IN BUSINESS: _____

OWNER: _____ ADDRESS: _____

CITY/STATE: _____

PHONE#: _____

A/P CONTACT: _____ PH#: _____

E-MAIL: _____

REFERENCES

BUSINESS NAME/ADDRESS

CONTACT NUMBERS

1. _____

PHONE# _____

EMAIL: _____

2. _____

FAX: _____

PHONE# _____

3. _____

EMAIL: _____

FAX: _____

PHONE# _____

EMAIL: _____

FAX: _____

Applicant has carefully reviewed the representations set forth above and certifies all such representations to be completed and correct to the best of his/her knowledge. Permission is hereby granted to verify credit information from trade & bank references and information provided, and to make all other pertinent credit inquiries as deemed necessary to make a credit determination.

X Signed: _____ **Date:** _____



5. Notice of Assignment

Once a favorable credit check result is received, the carrier's factoring company sends a Notice of Assignment (NOA) to a specific brokerage.

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

NOTICE OF ASSIGNMENT

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]

4. Finding Loads for your Carriers under a Dispatch Agreement

Now that a carrier has submitted a signed dispatch agreement, limited power of attorney, and carrier profile, you can start searching for loads on their behalf, keeping them operational and profitable for both parties. It's beneficial if the carrier's equipment type falls into one of the three categories that generate the most revenue. Let's review these categories before moving forward to explore load boards for available loads.

A. Common equipment types that transport large volumes of 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

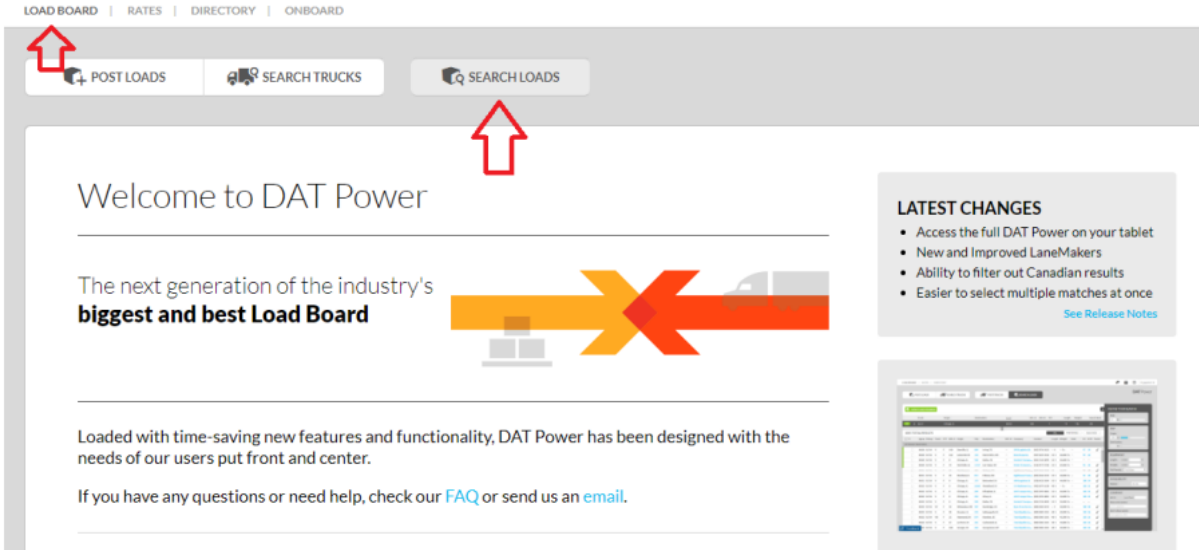
Maximum Width: 8.5 ft

Maximum Height: 8.5 ft

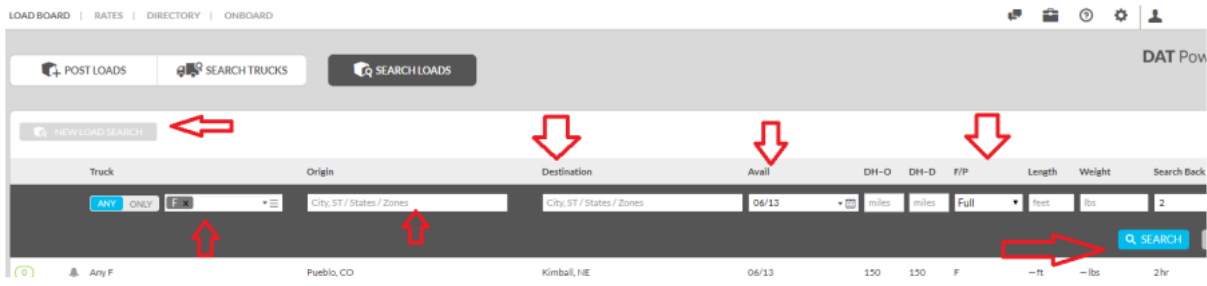
B. Load Boards (2 examples)

When it comes to finding loads for your carriers, load boards are invaluable, especially if you don't have a direct shipper or a dedicated lane through a freight broker. Here are two examples of reliable load boards where you can search for and discover loads.

1. 1. DAT (Dial-A-Truck)

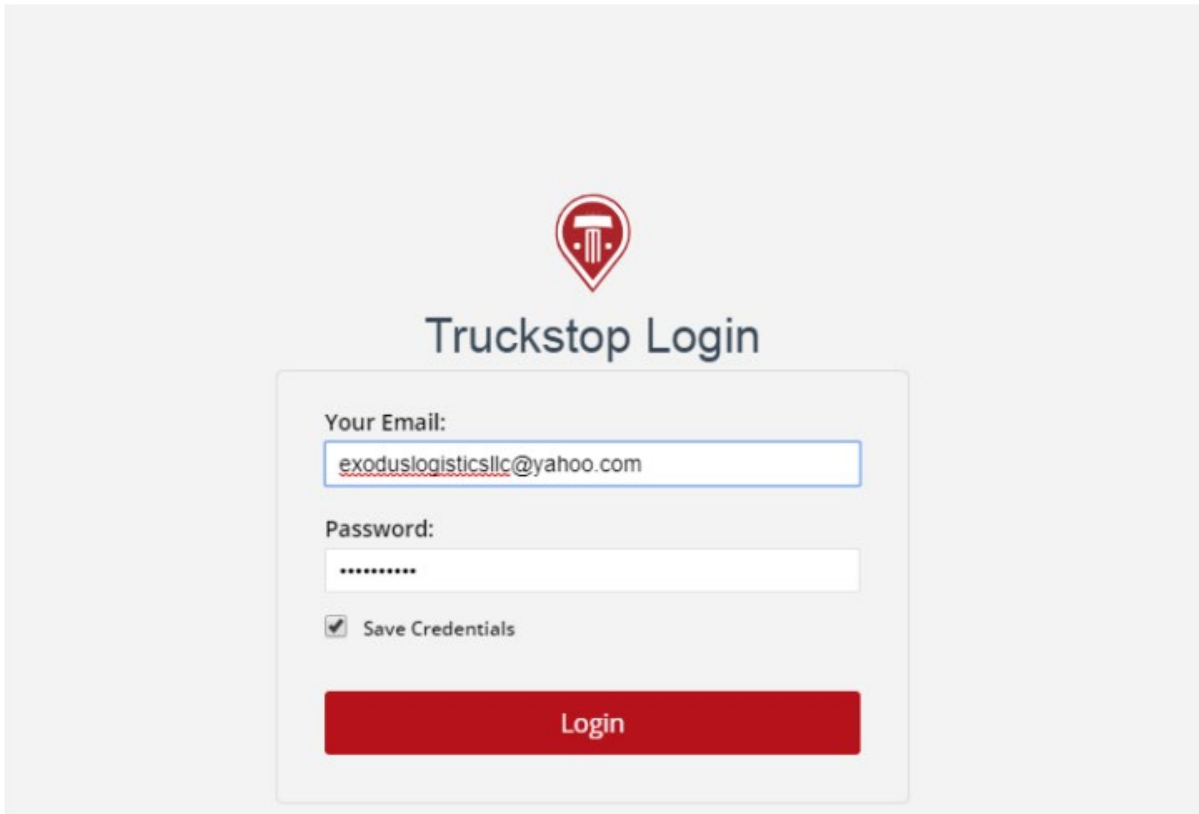



When first logging into to DAT, you are presented with the above screen. From here, click the **“Load Board”** link at the top and then click the **“Search Loads”** button to go to the search screen in the following screen shot.



Click the "New Search" button, fill in all required details to conduct your search, and then click the "Search" button to generate the results.

2. Truck Stop



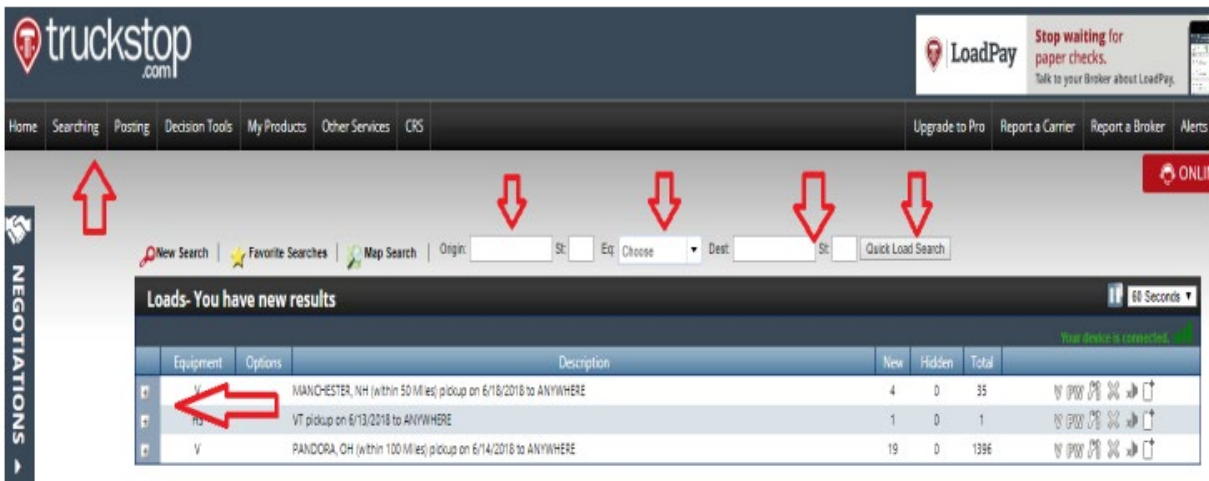

Truckstop Login

Your Email:

Password:

Save Credentials

Login



truckstop.com | LoadPay | Stop waiting for paper checks. Talk to your Broker about LoadPay.

Home | Searching | Posting | Decision Tools | My Products | Other Services | CRS | Upgrade to Pro | Report a Carrier | Report a Broker | Alerts

↑

New Search | Favorite Searches | Map Search | Origin: St: Eq: Choose ▾ Dest: St: Quick Load Search

ONLINE

Loads- You have new results 60 Seconds

Equipment	Options	Description	New	Hidden	Total	
V		MANCHESTER, NH (within 50 Miles) pickup on 6/18/2018 to ANYWHERE	4	0	35	
H		VT pickup on 6/13/2018 to ANYWHERE	1	0	1	
V		PANDORA, OH (within 100 Miles) pickup on 6/14/2018 to ANYWHERE	19	0	1396	

NEGOTIATIONS

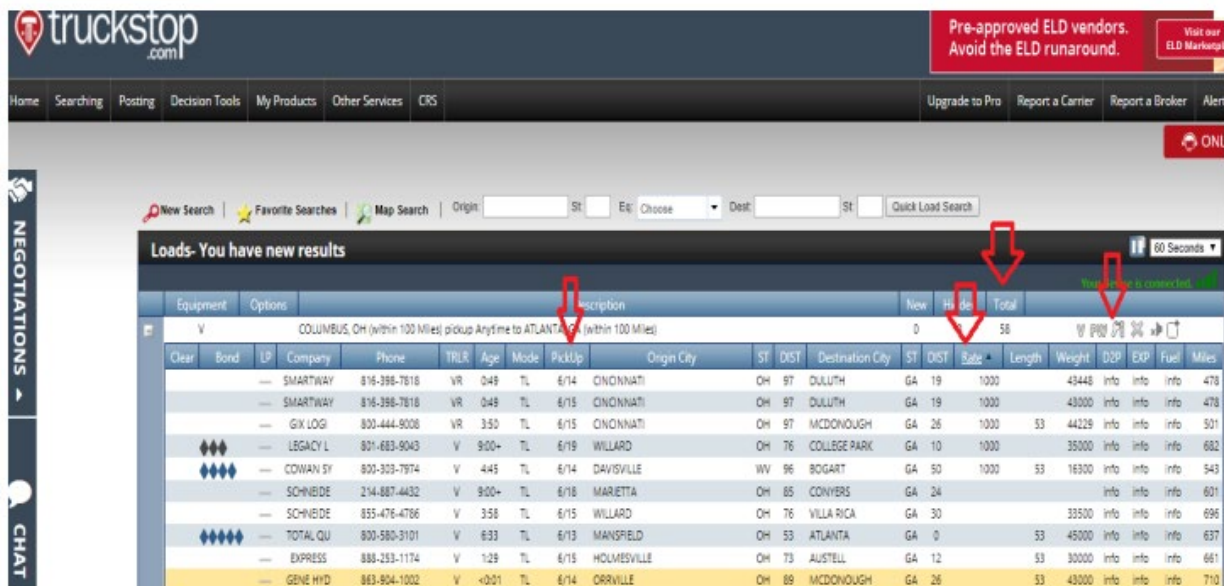
After logging into Truck Stop, you can perform a swift search by entering the required information. You also can expand or minimize your search results. We will demonstrate the use of a Truck Stop later in our example of sourcing a load for a 53' Dry Van carrier.

Utilizing the Truck Stop Load Board to Find a Load for a 53' Dry Van Carrier

Here's the scenario: A carrier you've contracted with under a dispatch agreement requires a load from Columbus, Ohio, to the Atlanta, GA area or within a 100-mile radius of Atlanta. This example was created on June 13, 2018, at 3:05 pm EST, so we'll consider June 14, 2018, as the starting date.

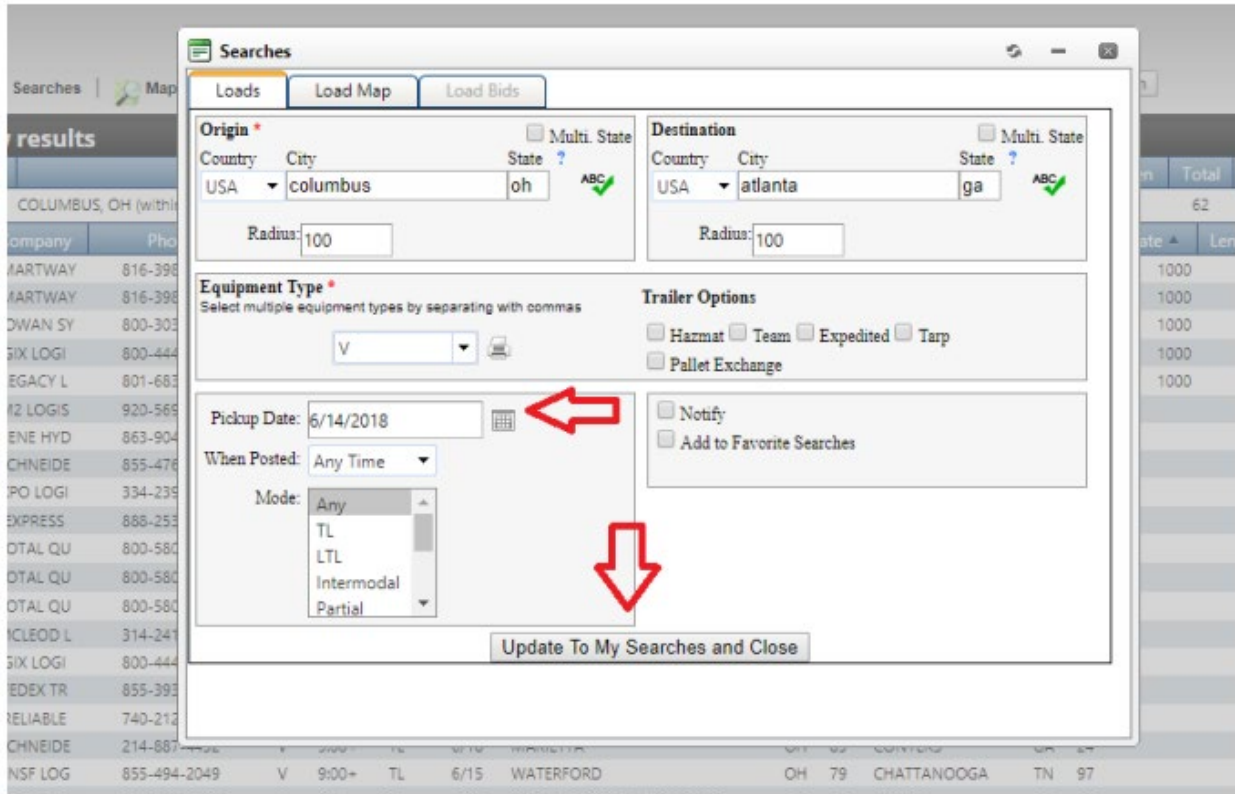


First, enter all of the information from your carrier into the New Quick Search feature of Truck Stop and then click the **“Quick Load Search”** button to return the results.

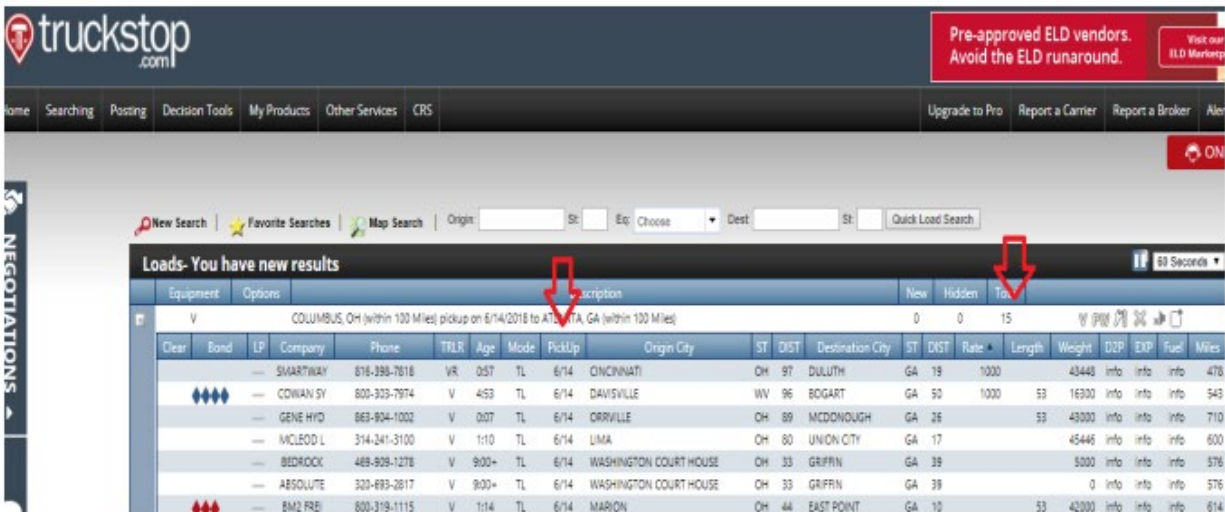


Equipment	Options	Description	New	Hidden	Total
V		COLUMBUS, Oh (within 100 Miles) pickup Anytime to ATLANTA, Ga (within 100 Miles)	0	58	58

Upon observation, you'll find a total of 58 loads available from Columbus, Ohio to Atlanta, GA, but they vary in pickup dates. To refine your search and obtain a more relevant result set, you'll need to adjust the search criteria to specify a particular date, among other details. The last red arrow on the right, accompanied by the wrench icon, is where you should click to edit your current result set and access more detailed options.



Change the pickup date to June 14, 2018, as per this example, and then select **"Update to My Searches and Close."**




Choose the first load to access further details about it, including the broker information, in case your carrier is interested in this specific load.



LOAD DETAILS	INTERNAL NOTES	POSTING COMPANY
Posted: 06/13/2018 12:20:50 MT Age: 0:59	Internal Notes for Pro accounts! Leave private notes for your team on Loads, Trucks, Hot Prospects, Lanes. Go Pro! Call Sales at 1-888-364-1189	SMARTWAY TRANSPORTATION INC OFFLINE
Posted Rate \$1,000.00		My Rating : ★★★★★ <input type="checkbox"/> First Call <input type="checkbox"/> No Call <input type="checkbox"/> Don't Show Company Feedback
Miles 478 (Practical)		Contact Information
Origin Cincinnati, OH USA		User: Justin Contact: Dispatch Email: Click here to view Office: 816-398-7818 Fax: 816-398-7819 HQ: Leawood, KS US
Destination Duluth, GA USA		Authority
Details		Broker MC: 725866 Carrier MC: -- US Dot: 2247568
Pick-up Date/Time 6/14/18		LoadPay Availability
Quantity 1		This company does not provide payment services via LoadPay.
Equipment Type VR		
Commodity --		
Equipment Options --		
Mode TL		
Cube -- cu. ft		
Weight 43,448 lb		
Pallet Count --		
Piece Count --		

Now that you have all the details about the load, you can inform your carrier to check if they are interested in it. Assuming your carrier wants this load, what's next? We will delve into the process of contacting the broker and initiating the booking process.

3. What comes after finding a load?

LOAD DETAILS	INTERNAL NOTES	POSTING COMPANY
Posted: 06/13/2018 12:20:50 MT Age: 0:59 Posted Rate \$1,000.00 Miles 478 (Practical) Origin Cincinnati, OH USA Destination Duluth, GA USA Details Pick-up Date/Time 6/14/18 Quantity 1 Equipment Type VR Commodity -- Equipment Options -- Mode TL Cube -- cu. ft Weight 43,448 lb Pallet Count -- Piece Count --	Internal Notes for Pro accounts! Leave private notes for your team on Loads, Trucks, Hot Prospects, Lanes. Go Pro! Call Sales at 1-888-364-1189	SMARTWAY TRANSPORTATION INC My Rating : ★★★★★ <input type="checkbox"/> First Call <input type="checkbox"/> No Call <input type="checkbox"/> Don't Show Company Feedback Contact Information User justin Contact Dispatch Email Click here to view Office 816-398-7818 Fax 816-398-7819 HQ Leawood, KS US Authority Broker MC 725866 Carrier MC US Dot 2247568 LoadPay Availability  This company does not provide payment services via LoadPay.

In the above image, we see the continuation of our load example for the 53' Dry Van carrier under a dispatch agreement, from Cincinnati, Ohio to Duluth, GA (within a 100-mile radius of Atlanta).

1. Inform carrier

You've notified the carrier about the load, and they are keen on it due to the favorable rate per mile and the destination aligning with their preferences. It's a full truckload weighing 43,448 lbs. The rate per mile (CPM) is determined by dividing the rate (\$1,000) by the distance (478 miles), resulting in \$2.09 per mile. The carrier is satisfied with this rate.

2. Number of pickups and number of deliveries

In this scenario, the load consists of one pickup and one drop-off (1 pick, 1 drop). Occasionally, there might be multiple pickups or stops. It's essential to keep this in mind as it can aid in renegotiating a more favorable rate for your carrier.

3. Any appointments?

In this instance, there are no specific designated pickup or delivery times specified for this load. It's important to also consider this requirement when searching for loads for your carriers.

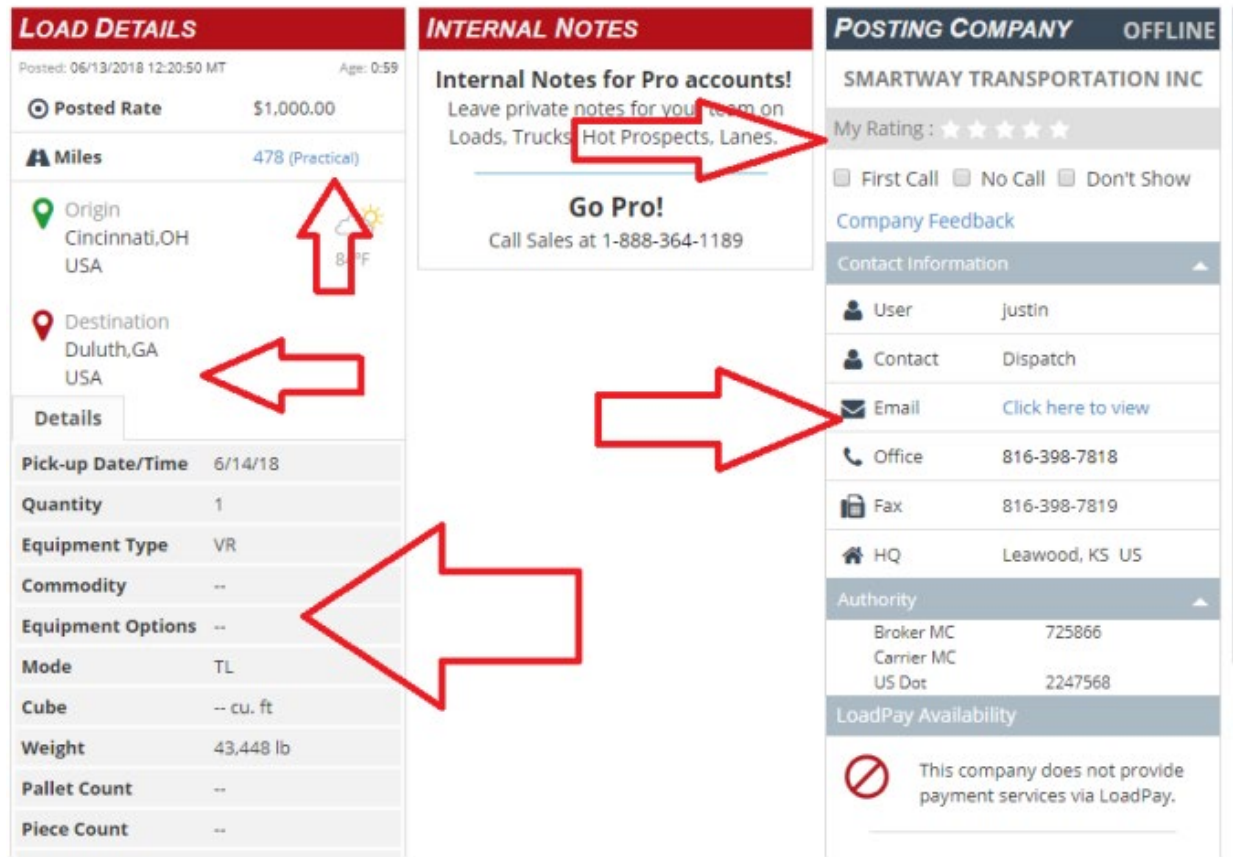
4. Special instructions?

In this scenario, there are no specific or extra directives for the carrier, such as handling lumpering of the freight upon delivery to the receiving party.

5. If carrier agrees to everything, then proceed to booking the load

Now that the carrier is interested in this load, proceed with contacting the broker and securing the booking.

Booking the Load



The screenshot shows a load posting interface with three main columns: **LOAD DETAILS**, **INTERNAL NOTES**, and **POSTING COMPANY**. Red arrows highlight specific information:

- LOAD DETAILS:**
 - Posted Rate: \$1,000.00
 - Miles: 478 (Practical)
 - Origin: Cincinnati, OH USA
 - Destination: Duluth, GA USA
 - Pick-up Date/Time: 6/14/18
 - Quantity: 1
 - Equipment Type: VR
 - Commodity: --
 - Equipment Options: --
 - Mode: TL
 - Cube: -- cu. ft
 - Weight: 43,448 lb
 - Pallet Count: --
 - Piece Count: --
- INTERNAL NOTES:**
 - Internal Notes for Pro accounts! Leave private notes for your team on Loads, Trucks, Hot Prospects, Lanes.
 - Go Pro!** Call Sales at 1-888-364-1189
- POSTING COMPANY:** SMARTWAY TRANSPORTATION INC (OFFLINE)
 - My Rating: ★★★★★
 - First Call: No Call: Don't Show:
 - Contact Information:
 - User: justin
 - Contact: Dispatch
 - Email: [Click here to view](#)
 - Office: 816-398-7818
 - Fax: 816-398-7819
 - HQ: Leawood, KS US
 - Authority:
 - Broker MC: 725866
 - Carrier MC: 2247568
 - US Dot: 2247568
 - LoadPay Availability: This company does not provide payment services via LoadPay.

Going back to our example, it's time to reach out to the broker.

A. Contacting the Broker to check the availability of the load – Call Script

Broker: “Hello, BlueLine Logistics, this is Dispatch. How can I assist you?”

Dispatcher: “This is John. I'm inquiring about a Dry Van load you've posted, traveling from Columbus, Ohio to Atlanta, GA for June 14th. Is it still available?”



Broker: “Yes, it's still open. The load consists of dry goods, full truckload, weighing around 44,000 pounds, covering 478 loaded miles at a rate of \$1,000. It's a 1 pick/1 drop, with no touch freight or lumping required. Is this suitable for you?”

Dispatcher: “Yes, we're interested in booking that load.” (Note: For this example, let's assume the carrier accepted the quoted rate without negotiation.)

B. Getting the Carrier set-up packet with the brokerage or if they are already set up (CARRIER PACKETS)

Broker: “Alright, what's your MC number so I can verify if you're already set up with us or not?”

Dispatcher: “Our MC number is 54321.” (NOTE: This is a fictitious number for the example.)

Broker: “It appears that you're not set up with us. I'll need to send you a carrier packet to complete and return. Once received, we'll process it and send you a rate confirmation to sign and return. What's a suitable email address to send the carrier packet to?”

Dispatcher: “Please send it to exoduslogisticsllc@yahoo.com.” You will then receive an email containing the Carrier Packet for completion. Additionally, you may be required to provide a W9 form, a Certificate of Insurance listing the brokerage as the certificate holder, and your carrier's MC authority. Also, if your carrier uses factoring, include a Notice of Assignment (NOA) from the factoring company to the broker. (Refer to section III. Dispatch Agreement and Load Search Profile)

C. Negotiating rates and getting Rate Confirmation information (RATE CONS)

Broker: “We've received all the necessary paperwork, and it's been processed and approved. I'll send the rate confirmation to you shortly. Please review, sign, and return it.”

Dispatcher: “Thank you, and I anticipate working on more loads with you in the future.”

D. Staying in communication with the broker while carrier is under a load

Maintaining communication with your carrier while they're handling the current load for the broker is crucial. It's important to update the broker when the carrier picks up and delivers the load, as well as notify them of any potential issues that could impact timely delivery. This proactive approach allows the broker to communicate effectively with the shipper. **Effective communication is essential in this process!**



VI. Invoicing the Carrier

A. Stay in contact with the carrier to be sure the broker or factoring company has paid them

Building a strong relationship with your contracted carrier is an integral aspect of being a successful dispatcher. This relationship develops over time and involves keeping your carrier satisfied through consistent communication. Encourage your carrier to keep you updated on their payment status, whether they've been paid by the broker or their factoring company. This information allows you to promptly invoice them for the load and ensure timely payment.

B. How to invoice the carrier through the Dispatcher 101 Training for Beginners network

You have various options for invoicing the carrier, such as PayPal, Square, or InvoiceHome.com.

C. Try to communicate with the carrier after a load to plan for future loads

To maintain a positive relationship with your carrier, it's beneficial to keep them consistently engaged with loads. While they are handling their current load, seek out additional loads within a 100-mile radius of their delivery location. Additionally, consider working with the same brokerages if they offer other lucrative loads, as this reduces the need for frequent carrier packets. However, if new carriers are involved, complete the necessary carrier packets.

This eBook aims to comprehensively support new dispatchers in tasks like finding carriers, sending dispatch agreements, locating loads, and booking them. I trust it has offered valuable assistance to everyone striving to succeed in this industry.