



1. Aside from the carrier working directly with the broker pay options, what can I offer carriers without a factoring company? - **You can offer factoring as an incentive, assuming that you have an affiliate relationship with a factoring company first.**
2. I understand that brokers track their loads while the carrier is under one, but can I track them too? Can I get access to MACROPOINT? Pros/Cons to tracking? - **Tracking loads for the carrier is only the responsibility of the broker. Dispatchers need not track the load. This is not a responsibility of the dispatcher.**
3. Where is there a 'blacklist' for brokers? - **Either through certain load boards or via word of mouth or social media.**
4. When is the appropriate time in the entire booking process to address time/fees for accessorial fees (detention, layover, touch, TONU, etc.)? - **When the carrier (dispatcher) invoices the broker AFTER delivery of the load and receipt of the BOL (Bill of Lading).**
5. How do I charge or negotiate for exclusive loads? - **When the opportunity presents itself, you would first need to understand what the lane, commodity and equipment type is.**
6. What is a dedicated lane? - **A dedicated lane is one in which a broker offers to the carrier for consistently moving loads for them over time without any issues. The carrier has proven themselves over time. Dedicated lanes are such that the carrier always knows where they are picking up and where they are delivering to.**
7. What do these acronyms mean to me as a dispatcher--GWU #, APSC #, and KYU#? (I see them on vans on my commutes) - **These are just IFTA fuel tax identifiers for the carriers and what states they travel. For example, KYU# is the IFTA identifier for a carrier travelling in the state of Kentucky. IFTA stands for International Fuel Tax Agreement.**
8. Do I still get paid if the carrier does not make his/her destination due to breakdown/circumstances? - **The carrier is contracted with the broker to get paid, even under those circumstances. You, the dispatcher, are contracted**



with the carrier to get paid for your services of booking loads for the carrier. Structure your dispatcher agreement to protect yourself in unusual circumstances.

9. Can a carrier have multiple brokers? In Broker/Carrier Agreement, what is re-brokering? What is double-brokering and back solicitation? - **Yes, a carrier can have multiple brokers, but not on the same load, this is double brokering, which is illegal. Back solicitation is where a carrier would talk to either the shipper or receiver under a brokered load in which they are picking up and delivering for that particular broker. This is unethical.**

10. What is a T-Code? - **T-code is used to pay for a lumper fee. A lumper fee is where a shipping or receiving facility charges the carrier to either load or unload their trailer.**

11. When brokers ask to be added to COI, is that the responsibility of the carrier or dispatcher? If dispatcher, how do I go about doing that? - **When a broker asks to be listed as a "Certificate Holder" on the carrier's Certificate of Insurance (COI), if you are the dispatcher, you would simply call the carrier's insurance company from the COI, speak to an insurance agent and asked to be made a certificate holder on the carrier's COI**

12. On Trucker's Path, what does Dh-O and Dh-D stand for? I believe it is deadhead miles but was not sure. - **You are correct. DH-O stands for Dead Head miles to the origin (O) and DH-D is deadhead miles to the Destination (D).**

13. I have looked at tons of dispatcher flyers on social media platforms, but one thing I noticed across ALL of them is there is no listing of their fees/rate. Why might that be? Why wouldn't someone advertise their rates? - **It may be a marketing strategy to get a prospect to call and inquire. It is the choice of the Dispatcher whether or not to advertise their rates or not.**

14. For documents, do you recommend google docs or Microsoft office, specifically, for having docs configured as pdf for signatures? - **I used Microsoft Word and then save the file type as a PDF. For e-signatures, JOTFORM, DocuSign, or PDF Filler.**