

# \$99 Freight Dispatch Toolkit Course

This add on helps dispatchers be prepared in the industry by teaching them abbreviations, giving them scripts, and giving them need to have checklist before having drivers hit the road.

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Created by **One Stop Solution Services**

## Course Objectives

This course is designed to give you **practical tools you can use immediately**, including:

- A complete **business setup checklist** for carriers
- A **truck equipment checklist** used by professional drivers
- A **carrier packet checklist** so brokers can approve you faster
- A **driver compliance guide** explaining hours-of-service rules
- A **load board compatibility strategy** to help you find more freight
- A **freight abbreviation guide** so you understand industry terminology

These resources remove guesswork and give you the **same preparation systems used by experienced dispatchers**.

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# 1. Overview

## 1.1. Introduction

Most dispatching courses only teach you theory. They explain what dispatching is, but they don't give you the **real tools you need to start immediately**.

This course is different.

Instead of just telling you what dispatchers do, this toolkit gives you the **exact operational checklist used by real dispatchers and trucking companies** so you can start working with drivers faster and with confidence.

Many beginners fail because they don't know what documents are required, what equipment drivers need, or how to properly communicate with brokers. This course eliminates that confusion by giving you **clear, step-by-step checklists used in real freight operations**.

You will learn exactly what carriers need to operate legally, what equipment drivers must have in their trucks, how to stay compliant with federal regulations, and how to prepare carrier packets so brokers will approve loads quickly.

Another major advantage of this course is the **load board strategy section**. Most dispatching courses only teach basic load searching, but this course shows you how to **expand your load options by understanding truck compatibility**, allowing you to find more loads and increase your chances of booking freight.

You will also gain access to a **freight industry abbreviation guide**, helping you understand the language used by brokers, dispatchers, and drivers so you can communicate professionally in the industry.

## 1.2. Business Setup Requirements

### Lesson 1: Business Setup Requirements

Before you begin dispatching trucks or working with brokers, you must make sure the carrier you are dispatching for is **fully set up as a legal business**. Brokers will not work with carriers who do not meet these requirements.

The first requirement is obtaining an **EIN (Employer Identification Number)**. An EIN is issued by the IRS and acts like a Social Security Number for a business. It allows the business to open bank accounts, file taxes, and operate legally.

Next, the carrier must obtain a **USDOT Number**. The DOT number is issued by the Federal Motor Carrier Safety Administration (FMCSA) and is used to track safety records, inspections, and compliance.

Along with the DOT number, carriers operating in interstate commerce must also have an **MC Number (Motor Carrier Authority)**. This gives the carrier legal permission to transport freight across state lines.

A **business bank account** is also required. This allows brokers and factoring companies to send payments directly to the business instead of a personal account. Keeping business finances separate also helps with taxes and professionalism.

Carriers should also have a **professional email address** that is checked regularly. Brokers send rate confirmations, carrier packets, and important updates through email, so it must always be accessible.

Lastly, carriers should have **reliable communication tools**, including a phone that is always available. Dispatchers and brokers must be able to reach drivers quickly to handle load updates, tracking, and emergencies.

#### Business Setup Checklist

- EIN (Employer Identification Number)
- DOT Number
- MC Authority
- Business Bank Account
- Professional Email Address
- Reliable Phone Access

### 1.3. Truck Equipment Checklist

## Lesson 2: Truck Equipment Checklist

To operate successfully and avoid load cancellations, drivers must have the proper equipment in their truck. Brokers frequently ask drivers if they have the required equipment before assigning a load.

One of the most important pieces of equipment is **ratchet straps**. Straps are used to secure freight during transport to prevent damage or shifting while the truck is moving.

Drivers should also have **load bars**. Load bars help stabilize freight inside the truck and keep pallets from sliding around.

Many loads also require a **liftgate**. A liftgate allows drivers to load and unload freight when a loading dock is not available.

Another extremely useful tool is a **pallet jack**. This allows drivers to move pallets inside the truck without needing warehouse assistance.

Having the right equipment makes drivers more attractive to brokers and allows them to accept a wider range of loads.

Drivers should have:

- Ratchet Straps
- Load Bars
- Liftgate
- Pallet Jack
- Basic Safety Equipment

Drivers who are fully equipped will have more opportunities and fewer load rejections.

## 1.4. Compliance

### Lesson 3: Compliance and Driver Logging

Drivers must operate under **FMCSA regulations** to stay compliant and avoid violations or fines.

Most drivers are required to use an **ELD (Electronic Logging Device)**. The ELD records driving time automatically and ensures drivers follow federal hours-of-service rules.

Some drivers who qualify for exemptions may use a **logbook**, which is a manual method of recording hours worked.

Drivers must understand how to properly log their time and remain compliant with federal regulations.

A key rule drivers must remember is the **Hours of Service rule**.

Drivers are only allowed to drive **up to 10 hours in a single day** before taking the required rest period. These regulations are designed to prevent fatigue and improve road safety.

Failure to follow logging rules can lead to:

- DOT violations
- Fines
- Insurance issues
- Loss of broker relationships

Dispatchers must also be aware of these rules when assigning loads.

#### Compliance Checklist

Drivers must have:

- ELD device or compliant logbook
- Understanding of hours-of-service rules
- Ability to properly log driving hours
- Awareness of driving limits per day

## 1.5. LOAD BOARD FILTERING

### Lesson 4: Load Board Search Strategy (Truck Compatibility)

One powerful strategy dispatchers must know is **how to find more loads using load board filters**.

Many dispatchers limit themselves by only searching under their exact truck type. However, understanding compatibility can dramatically increase available loads.

For example, if you are dispatching a **26-foot box truck**, you can often search under **Dry Van loads** if the freight meets certain conditions.

If the load is:

- Under **10,000 pounds**
- Under **26 feet of space**
- Non-dock restrictive

A box truck can often haul it.

This strategy allows dispatchers to find more opportunities and increases the chances of booking higher-paying loads.

#### Load Board Strategy Checklist

When searching for loads:

- Search under Dry Van
- Check weight (under 10,000 lbs)
- Confirm freight length fits truck
- Confirm loading/unloading requirements

Using this strategy gives dispatchers access to a much larger freight pool.

## 1.6. Carrier Packet Requirements

### Lesson 5: Carrier Packet Requirements

Before a broker assigns a load to a carrier, they require the carrier to complete a **carrier packet**.

A carrier packet is a set of documents that verifies the carrier is legitimate, insured, and authorized to transport freight.

Dispatchers should always have these documents ready to send immediately when requested.

One of the most important documents is the **W-9 Form**. This allows the broker to report payments made to the carrier for tax purposes.

Another key document is the **MC Authority Certificate**, which proves the carrier is legally authorized to transport freight.

Brokers will also require proof of insurance through a **COI (Certificate of Insurance)**. This shows that the carrier has active liability and cargo coverage.

Having these documents prepared in advance speeds up the booking process and makes the carrier appear more professional.

#### Carrier Packet Checklist

Carrier packets typically require:

- W-9 Form
- MC Authority
- DOT Number Verification
- Certificate of Insurance (COI)
- Carrier Contact Information

Dispatchers should keep these documents saved and ready to send quickly.



## 1.7. Freight Industry Abbreviations

### Lesson 6: Freight Industry Abbreviations

The trucking and freight industry uses many abbreviations. Dispatchers must understand these terms to communicate effectively with brokers and drivers.

Below are some of the most commonly used abbreviations.

#### Common Freight Abbreviations

**RPM – Rate Per Mile**

The amount a carrier earns for each mile driven.

**DH – Deadhead**

Miles driven with no freight in the truck.

**BOL – Bill of Lading**

The official document showing details of the freight shipment.

**POD – Proof of Delivery**

A document signed after the freight is delivered to confirm completion.

**MC – Motor Carrier Authority**

Authorization allowing carriers to transport freight across state lines.

**DOT – Department of Transportation Number**

A number assigned to track safety compliance.

**ELD – Electronic Logging Device**

A device used to track driver hours automatically.

Understanding these abbreviations will help dispatchers read load boards, communicate with brokers, and operate more efficiently.

## 1.8. Activity

## 2. SCRIPTS

### 2.1. Calling a Driver to Offer a Load

#### Script 1:

Hello, this is [Your Name], dispatching for [Company Name].

I have a load available that I want to run by you.

The pickup location is in **[City, State]**, and it delivers to **[City, State]**.

The total miles are **[Miles]**, and the rate for the load is **[\$Amount]**.

Pickup is scheduled for **[Date/Time]**, and delivery is **[Date/Time]**.

The freight weight is **[Weight] pounds**.

Do you have availability to take this load?

If the driver agrees:

Great. I'm going to send the **rate confirmation** to your email. Once you receive it, please review it and confirm so we can lock it in with the broker.

Also make sure **tracking is turned on** through either **MacroPoint** or **Trucker Tools**.

## 2.2. CHECK IN SCRIPT

### Script 2: Dispatch Check-In Script

Hello, this is dispatch checking in.

Just confirming everything is still on schedule for the delivery to **[City]** today.

Are there any delays or issues on the route?

Please make sure to send a **photo of the Bill of Lading (BOL)** once the freight is delivered and signed.

Also keep tracking active so the broker can monitor the shipment.

## 2.3. END OF THE DAY CHECK IN

Hello, just checking in before the day ends.

Are you still on track for tomorrow's pickup or delivery?

Please make sure:

- Your logs are updated
- Tracking is active
- You have the **BOL and delivery paperwork ready**

Let me know if anything changes overnight.

## 2.4. Calling Brokers

### Load Booking Scripts (Calling Brokers)

#### Script 1: Initial Broker Call

Hello, this is **[Your Name]** calling from **[Company Name]**.

I'm calling about the load you have posted going from **[Pickup City]** to **[Delivery City]**.

I have a **[truck type – box truck, dry van, etc.]** in the area ready for pickup.

Can you tell me:

- The **total miles**
- The **weight of the freight**
- Whether it requires a **dock or liftgate**
- And what the **rate is for the load**

## 2.5. LOAD CONFIRMATION

Great, that works for my driver.

Before we lock it in, can you confirm:

- Pickup time
- Delivery appointment
- Weight
- Any special instructions

Once confirmed:

Perfect. Please send the **rate confirmation and carrier packet** to my email at **[email]**.

I will review it and send it back signed shortly.

## 2.6. NEGOTIATING LOADS

### Negotiation Script 1 (Standard Negotiation)

Broker: The load pays \$900.

Dispatcher:

I appreciate that. However, based on the miles and current market rates, we would need **\$1,100** to move this load today.

If you can get closer to that rate, I can have my driver pick it up immediately.

If the broker hesitates:

I understand.

My driver is already near the pickup location and ready to move. If we can make the rate **\$1,050**, I can confirm the truck right now and get it covered quickly for you.

The current rate is a little low for the miles involved.

If you can meet us at **[\$Your Price]**, we can lock this in immediately and make sure it delivers on time.



### 3. Top 10 Mistakes New Dispatchers Make (And How to Avoid Them)

#### 3.1. Mistake 1: Accepting the First Rate Offered

Many beginners accept whatever rate the broker offers because they are afraid to negotiate.

This often results in drivers running loads that barely cover fuel and expenses.

Professional dispatchers understand that **rates are negotiable**. Brokers expect dispatchers to negotiate, and even asking for a higher rate can often increase the pay for the load.

Always evaluate the miles, fuel costs, and time before accepting a rate.

### **3.2. Not Verifying Load Details**

One of the fastest ways to create problems for drivers is booking a load without confirming the full details.

Dispatchers must confirm:

- Pickup and delivery appointments
- Freight weight
- Equipment requirements
- Dock or liftgate requirements
- Special instructions

If these details are not verified, the driver may arrive at a location unable to complete the load.

### 3.3. Not Reviewing the Rate Confirmation

The **Rate Confirmation** is the official agreement between the carrier and the broker.

New dispatchers sometimes rush and send the rate confirmation to the driver without reviewing it carefully.

Always check:

- Rate amount
- Pickup and delivery times
- Additional fees
- Special instructions

Reviewing the rate confirmation protects the driver and prevents misunderstandings.

### 3.4. Mistake 4: Not Activating Tracking

Many brokers require shipment tracking through apps such as **MacroPoint** or **Trucker Tools**.

If tracking is not activated, brokers may cancel the load or refuse to work with the carrier in the future.

Dispatchers should always confirm tracking is turned on before pickup.

### **3.5. Mistake 5: Poor Communication With Drivers**

Drivers rely on dispatchers to keep them informed about load updates, delays, and broker instructions.

If a dispatcher fails to communicate important details, the driver may miss appointments or arrive unprepared.

Professional dispatchers maintain regular communication with drivers throughout the trip.

### **3.6. Mistake 6: Not Checking Driver Hours**

Dispatchers must always confirm that the driver has enough legal driving hours available before booking a load.

Booking a load without checking hours can lead to late deliveries and DOT violations.

Dispatchers should always ask drivers about their available hours before confirming a load.

### 3.7. Mistake 7: Booking Loads Without Considering Deadhead

Deadhead refers to miles driven without freight.

New dispatchers often focus only on the rate offered without calculating how far the driver must travel to reach the pickup location.

A load may look profitable, but if the driver must travel hundreds of miles empty, it may not be worth it.

Always consider **deadhead miles when evaluating a load**.

### 3.8. Mistake 8: Not Preparing Carrier Documents in Advance

When a broker is ready to assign a load, they will often request a **carrier packet**.

If the dispatcher does not already have these documents ready, the broker may give the load to another carrier.

Professional dispatchers always keep documents ready to send immediately.

These documents include:

- W-9
- MC Authority
- Insurance COI
- Company contact information



### **3.9. Mistake 9: Not Building Relationships With Brokers**

Successful dispatchers understand that brokers are long-term business partners.

Being professional, responsive, and reliable increases the chances that brokers will offer loads directly in the future.

A strong relationship with brokers can lead to better-paying loads and consistent freight opportunities.

### **3.10. Mistake 10: Focusing Only on One Load Board**

Many beginners only search one load board.

Professional dispatchers often check multiple load sources to find the best opportunities.

The more load sources you check, the more freight options you will have.

### 3.11. Final Advice

Freight dispatching is not just about booking loads. It is about **protecting the driver, communicating professionally with brokers, and making smart decisions that keep trucks moving profitably.**

By avoiding these common mistakes, you will operate more professionally and build stronger relationships in the freight industry.

### 3.12. QUIZ

#### QUESTION 1

**Which of the following is a common abbreviation used in the freight industry?**

- ☐ SEO
- ☐ B2B
- ☐ FMCG
- ☐ LTL

#### QUESTION 2

**What is the primary purpose of a load confirmation in freight dispatching?**

- ☐ To track the location of the freight
- ☐ To negotiate rates with brokers
- ☐ To confirm the delivery address
- ☐ To serve as a formal agreement between the dispatcher and the broker

#### QUESTION 3

**What is the term 'deadhead' referring to in freight dispatching?**

- ☐ The distance a truck travels without a load
- ☐ The cost of fuel for a trip
- ☐ The time taken to load a truck
- ☐ The weight of the freight

#### QUESTION 4

**What is a benefit of avoiding the mistake of booking loads without considering deadhead?**

- ☐ Improved fuel efficiency
- ☐ Increased load availability
- ☐ Better broker relationships
- ☐ Higher freight rates

QUESTION 5

**In negotiating loads, what is a key factor to consider for successful outcomes?**

- ☐ The type of freight
- ☐ The broker's reputation
- ☐ The distance to the delivery point
- ☐ The current market rates

QUESTION 6

**Why is it important for dispatchers to prepare carrier documents in advance?**

- ☐ To avoid delays in load pickup
- ☐ To ensure faster payment processing
- ☐ To reduce fuel costs
- ☐ To improve communication with drivers

QUESTION 7

**Which strategy can help avoid the mistake of not building relationships with brokers?**

- ☐ Regularly communicating and providing feedback
- ☐ Focusing on high-paying loads only
- ☐ Reducing deadhead miles
- ☐ Using multiple load boards

QUESTION 8

**What is a potential consequence of focusing only on one load board?**

- ☐ Increased negotiation power
- ☐ Higher freight rates
- ☐ Limited access to available loads
- ☐ Improved relationship with brokers