

Dispatching and Beyond



# ***Free Dispatcher Course***

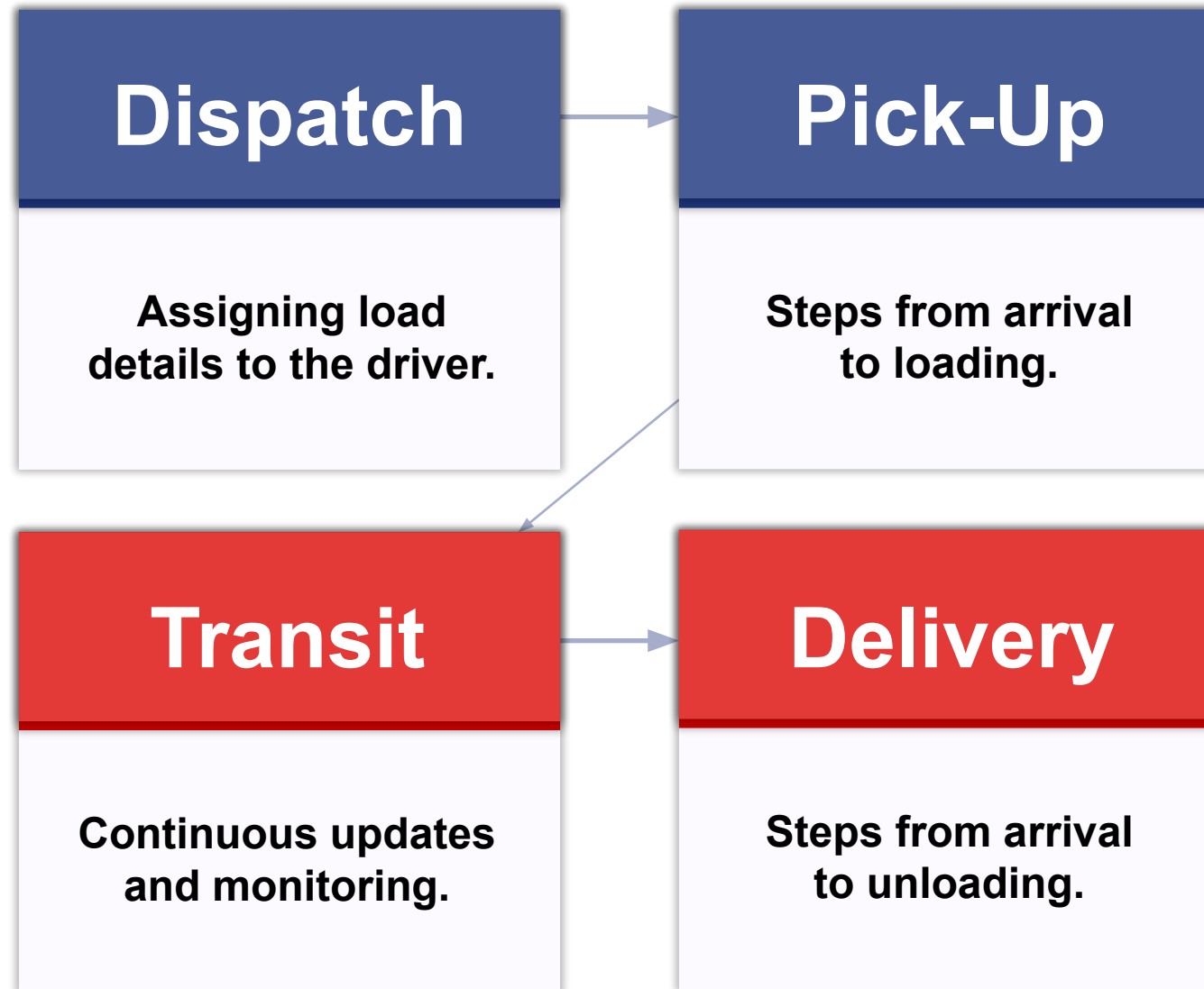
For Kyrgyz community entering  
the US Trucking Industry

Created by **Adele Aidin**

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## **9. Transit Process**

## TRANSIT STAGES



## TRANSIT STAGES

### 3. Transit

**Monitoring**  
the journey from  
point A to point B.

- starts after leaving the pick-up facility
- ends at the delivery facility

**Breaks and sleep**  
times for the driver.

**Daily checks:**  
truck, trailer, cargo,  
and temperature.

### Dispatcher's Role

Track driver via GPS,  
calls, and messages.

Conduct checks every 5 hours.

If early arrival is possible,  
negotiate a new  
appointment time.

### 3. TRANSIT

## After-Hours

Ensure continuous monitoring and support after regular business hours



**Inform the driver about after-hours support and provide contact details.**



**Prepare and verify critical information (appt time, PU#, DEL#).**



**Prepare notes on the current load status (e.g., night loading/unloading, in transit).**

### Dispatcher Handover:

Transfer all necessary details to the after-hours dispatcher.



# Critical Updates for Brokers:

- Driver's location
- Miles remaining to the destination
- Driver's current status
- ETA to delivery
- Cargo condition and integrity
- Temperature control status

## Potential Issues and Actions

### Truck, Road, or Driver Issues

- Notify the broker with detailed information, photos, and videos.
- Specify the severity and follow-up time.
- Inform the safety team and company owner.

### Cargo Shift or Damage

- Contact the broker immediately with evidence.
- Get approval to remove the seal if necessary.
- Find a restack facility if needed.

### Accidents or Theft

- Notify the broker, safety team, and owner with full details.
- Contact the police.

## Addressing Delivery Delays

- ✓ Identify Reason and Delay Time.
- ✓ Inform the Broker and Receiver of New ETA.
- ✓ Request New Appointment or Confirm Unloading Upon Arrival.

**Reminder: Many facilities operate  
ONLY BY APPOINTMENT.**





## TRANSIT STAGES

### 4. Delivery

- starts when the driver arrives at the delivery facility
- ends after unloading is completed

#### Arrive and Check-In

Confirm driver's arrival.

#### Got a Door

Driver is assigned a door for unloading.

#### Unloaded

Cargo is unloaded.

#### Checked-Out

Confirm all documents, and driver departs.

## 4. DELIVERY

# Common Issues During Delivery and Solutions

### Cargo Not Accepted

Investigate and get written confirmation on POD.  
Inform the broker with evidence.

### Partial Load Acceptance

Arrange new delivery points or returns. Secure email confirmation and revised rate confirmation.

### Temperature Issues

Alert the broker, obtain temperature logs, and address any issues.

### Other Situations

Lumper fees, missing equipment, incorrect load number, new delivery point requests, wrong product delivered.

## 4. DELIVERY

# Documenting the Delivery

- **Proof of Delivery (POD):**  
Ensure all pages are signed and dated.
- **Bills of Lading (BOL) and POD:**  
Confirm that they indicate clean delivery.

### Confirm Load Delivery When:

- Check-in and check-out times are logged.
- Clean bills and signed POD are received.

### Capstone Logistics

30 TECHNOLOGY PKWY SOUTH SUITE 200  
PEACHTREE CORNERS, GA 30092  
770-414-1929  
FED ID# 45-3087555

09:19:15 July 29, 2022

Receipt #: 0ef12d73-f900-49b9-a8b1-bb7d91e1db1a  
Location: ALBERTSONS LANCASTER PA  
Work Date: 2022-07-29  
Bill Code: RCOD40225  
Carrier: CARRIER INC  
Dock: PRODUCE  
Door: 423  
Purchase Orders Vendor  
405850 CORNESTONE

Total Initial Pallets: 20.00  
Total Finished Pallets: 23  
Total Case Count: 1036  
Total Weight: 41401.00  
Trailer Number: 4803  
Tractor Number:  
BOL:  
Comments:  
Canned Comments:  
Unloaders: 2  
Convenience Fee: 5.00  
Base Charge: 170.00  
Total Cost: 175.00  
Payments: Amount  
CapstonePay-1669433 \$175.00  
Total Payments \$175.00

### Warehouse Labor Solutions

Admin@whls.us

816-886-6954

Warehouse: Center Valley  
Tax ID: 45-5395848  
Receipt#: 224900  
Timestamp: 05/21/22 5:40 AM  
Arrival Time: 05/21/22 5:40 AM  
Check-in Time: 05/21/22 5:40 AM  
Notification Time: 05/21/22 5:40 AM  
Payment: efs  
PO#: 218601  
Carrier: CARRIER. INC 84  
Activity: 13-24 Pallets \$70.00  
\$70 x1  
Convenience Fee \$5.00  
Total: \$75.00

# *Stay Connected*

**Thank you for learning!** 

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