**COURSE OUTLINE**

|  |  |  |  |
| --- | --- | --- | --- |
| **S/n** | **courses** | **facilitators** | |
|  |  | **Morning-10:am** | **Evening-9:pm** |
| **1** | * **Dispatching Nomenclature** | **UGO** | **KINGSLEY** |
| **2** | * **Understanding Rate Confirmation** | **JOSEPH** | **KINGSLEY** |
| **3** | * **Documentation (BOL Appending)** | **HENRY** | **EBUKA** |
| **4** | * **Mapping** | **KINGSLEY** | **HENRY** |
| **5** | * **Tracking** | **EBUKA** | **KINGSLEY** |
| **5** | * **Dispatching(Mail Creation)** | **KINGSLEY** | **UGO** |
| **6** | * **Dispatching with Software** | **JOSEPH** | **GABRIEL** |
| **7** | * **Load Finding** | **UGO** | **MARTINS** |
| **8** | * **Tips for Dealing with Brokers** | **EBUKA** | **UGO** |
| **9** | * **Characteristic of an effective dispatcher** | **KINGSLEY** | **HENRY** |
| **10** |  |  |  |

* **Dispatching Nomenclature**
* **Understanding Rate Confirmation**
* **Documentation (Appending)**
* **Mapping**
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* **Dispatching(Mail Creation)**
* **Dispatching with Software**
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* **Tips for Dealing with Brokers**
* **Characteristic of an effective dispatcher**

**After the ABS crashed and was restored the following observations were made:**

**End of the Month Summary is usually blank**

**Debtors account cant be cleared even though they have made payment**

**Some products appears double in inventory and also quantity of some products also increased**

**The system hangs periodically**

**From darl distributors karu**

* Source and book loads for drivers
* Receive and dispatch loads to drivers in timely manners
* Prioritize calls according to urgency and importance
* Monitor and track drivers movement using samasara or google map and update team on drivers’s location and ETA
* Studies rate confirmation and intimates driver with all salient details about the load at the pint of dispatching
* Use phone or computer to send drivers, vehicles or other field units to appropriate locations
* Monitor and responding to emails in timely manners
* Monitor the route and status of drivers to coordinate and prioritize their schedule
* Provide drivers with information about loads, location, and other requirements
* Address problems and requests by transmitting information to appropriate channels or providing solutions to same
* Enter data in computer system and maintain logs and records of calls, activities and other information

**Email monitoring**

**Samsara tracking**

**Temperature 🌡️ monitoring**

**Dispatching**