



FLEET & CARRIER OPERATIONS DIVISION

DISPATCHER ONBOARDING PACKAGE



WELCOME TO ON POINT

Welcome to On Point Logistics & Transportation. This Dispatcher Onboarding Package introduces your role, responsibilities, and the standards that power our operation. Inside, you'll find guidance on dispatcher responsibilities, operational standards, communication expectations, approved workflow, and onboarding acknowledgment.



DISPATCHER ROLE

- ✓ Coordinate load opportunities and carrier communication
- ✓ Maintain accurate status updates and documentation
- ✓ Follow approved safety, service, and compliance procedures
- ✓ Communicate promptly with carriers, customers, and operations leadership

1. DISPATCHER RESPONSIBILITIES & DAILY WORKFLOW



LOAD & DISPATCH COORDINATION

- ✓ Review available load opportunities
- ✓ Confirm carrier availability, equipment, lane, and scheduling details
- ✓ Share accurate load information through approved communication channels
- ✓ Track pickup, transit, delivery, and issue updates



DAILY WORKFLOW

1. Review assigned carrier and load activity
2. Confirm the day's priorities and open items
3. Communicate dispatch details and required updates
4. Monitor progress and document status changes
5. Escalate service, safety, or compliance concerns promptly
6. Complete end-of-day follow-up and handoff notes



Accuracy, responsiveness, and documented follow-through are core dispatcher standards.

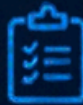


2. COMMUNICATION, SYSTEMS & SERVICE STANDARDS



COMMUNICATION STANDARDS

- ✓ Use clear, professional, and timely communication
- ✓ Confirm important details in writing
- ✓ Keep carrier and operations records current
- ✓ Protect confidential business and customer information
- ✓ Escalate unresolved issues through the approved chain of communication



OPERATIONAL CHECKLIST

Dispatcher Name: _____

Primary Team / Account: _____

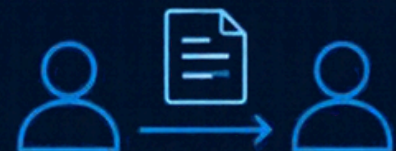
Approved Communication Channel(s): _____

Supervisor / Operations Lead: _____

Onboarding Start Date: _____



Every handoff should be clear enough for the next team member to act without guessing.



3. Dispatcher Acknowledgment & Onboarding Completion

I acknowledge that I have reviewed the dispatcher onboarding materials and understand the responsibilities, communication standards, workflow expectations, and operational procedures presented in this package. I agree to perform my dispatcher duties accurately, professionally, and in accordance with approved company procedures.

- ☐ Dispatcher responsibilities reviewed
- ☐ Daily workflow reviewed
- ☐ Communication and documentation standards reviewed
- ☐ Escalation and handoff expectations reviewed
- ☐ Questions addressed during onboarding

 **Dispatcher Signature:** _____

 **Printed Name:** _____

 **Supervisor / Trainer:** _____

 **Date:** _____



Retain this completed acknowledgment with the dispatcher onboarding records.



OPL DISPATCH BUSINESS MODEL & VALUE PROPOSITION



By removing the money-handling chain and letting carriers keep 100% of their gross revenue through their own factoring, we instantly eliminate the #1 reason carriers distrust dispatchers. You aren't taking a cut of their sweat; you are acting as their elite enterprise back office and routing engine for a clean, predictable flat rate.

When you stack all the pieces together:



FOR THE CARRIER

For the **Carrier**: They save **\$1,100+** a month compared to percentage models, keep every penny of their load revenue, leverage their own trusted factoring for instant QuickPay, and pay a predictable **\$1,500/mo** service fee.



FOR THE PARTNER DISPATCHER

For the **Partner Dispatcher**: They get an upfront cash bonus from the down payment plus an **unbeatable 40%** recurring residual (\$600/month per truck), giving them true, compounding **passive income that beats any** traditional dispatch desk job.



FOR OPL

For **OPL**: We run a high-margin, scalable ecosystem with zero liability for load collections, predictable recurring revenue, and an airtight legal and operational structure.



We've turned dispatching from a low-trust, high-friction headache into a streamlined, high-ticket SaaS and service hybrid. It's an absolute game-changer.