



DISPATCH TRAINING CENTER

DISPATCH TRAINING CENTER / FIELD GUIDE

START HERE

Freight Dispatching

Beginner Guide

A practical roadmap for building the skills, systems, and professional habits behind a dispatch operation.

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FOUNDER-LED FIELD GUIDE · 2026 EDITION

Your Starting Point

A founder-led field guide from Alexandra Sokolenko, built from real transportation experience.

Freight dispatching is a professional service built on judgment, communication, documentation, and consistency. A freight dispatcher supports motor carriers by finding suitable loads, communicating with brokers, organizing trip details, and helping drivers keep freight moving. The carrier remains responsible for operating the truck and making final business decisions.

- Search load boards and evaluate loads by rate, distance, equipment, timing, and the next market.
- Present options clearly and obtain carrier approval before booking.
- Confirm pickup and delivery details, appointments, and required documents.
- Track progress, communicate delays, and keep records organized.
- Support billing by collecting rate confirmations and proof of delivery.

PROFESSIONAL BOUNDARY

A dispatcher is not automatically a licensed freight broker. Use clear written agreements, avoid making promises outside your authority, and obtain qualified advice for your specific business model.

The Core Setup

BUSINESS

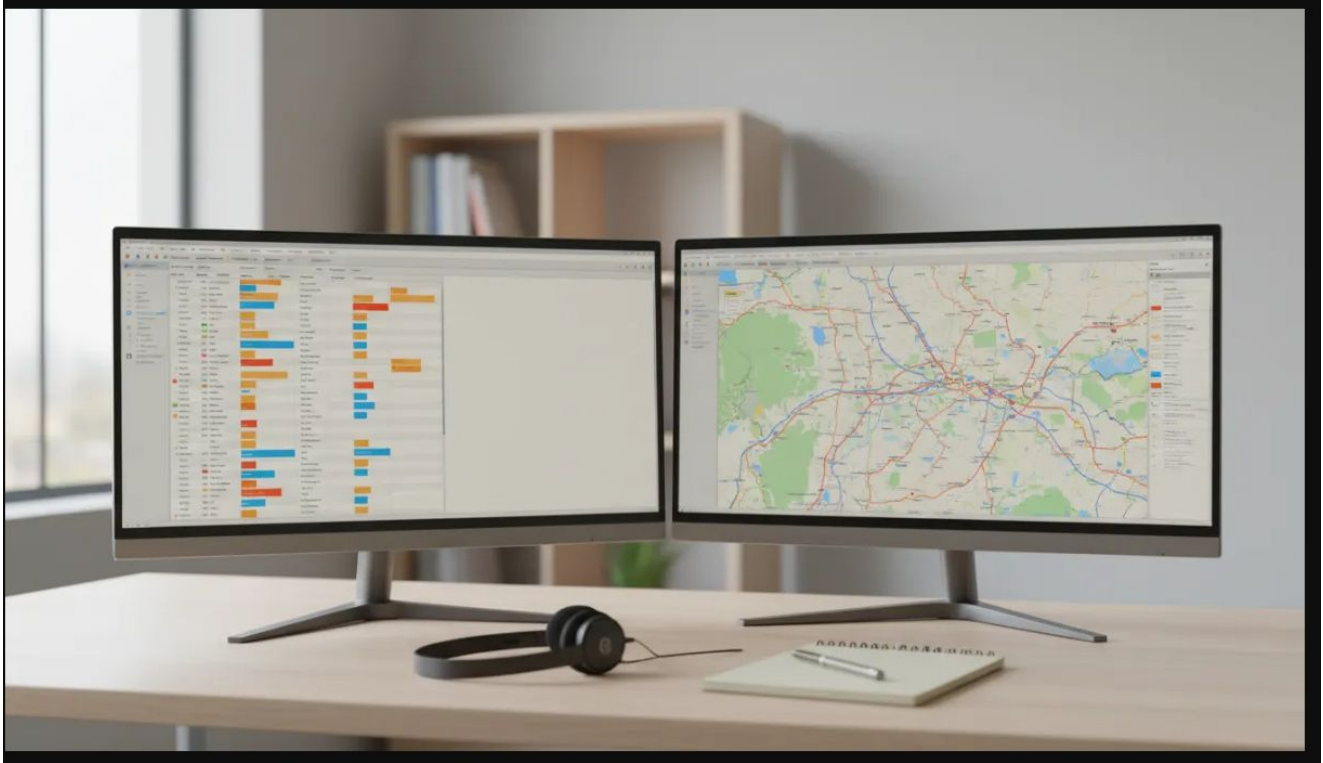
Business structure and EIN
Dedicated bank account
Professional email and phone
Dispatcher-carrier agreement
Bookkeeping and invoice process

WORKSPACE

Reliable computer and internet
Load board access
Spreadsheet or TMS
E-signature and cloud storage
Backup communication plan

Build a Workspace That Works

You do not need a large office. You need a dependable environment that supports fast decisions and uninterrupted communication.



A focused dispatch setup: two screens, reliable communication, and room to keep details visible.

EXPLORE THE DTC DISPATCH OFFICE SHOP →

shop.dispatchtrainingcenter.com

Before You Spend

Start with the essentials. Upgrade only when a tool saves time, reduces errors, or improves client communication. A polished workspace supports the work; it does not replace skill.

Carrier Onboarding

The strongest dispatch relationships begin with clear expectations before the first load is booked.

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|----|-----------------------------|--|
| 01 | Verify the operation | Confirm active authority, insurance, equipment type, preferred lanes, availability, and home-time needs. |
| 02 | Agree on the service | Review responsibilities, fees, payment timing, approval rules, and cancellation terms. |
| 03 | Collect the records | Organize the documents and contacts needed for booking, communication, and billing. |
| 04 | Set the rhythm | Decide how mornings, pickups, delays, deliveries, and after-hours issues will be handled. |
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Carrier Profile / Working Notes

Equipment	Preferred lanes	Minimum rate per mile
Availability	Home-time needs	Maximum deadhead
Primary contact	Backup contact	Payment terms

The Daily Dispatch Rhythm

Consistency turns many small tasks into a professional operating system.

01	PLAN	Check driver location, available hours, equipment, delivery commitments, and preferred direction.
02	SEARCH	Compare total miles, deadhead, rate, timing, broker quality, and the next market.
03	APPROVE	Present the strongest options and receive the carrier's decision.
04	BOOK	Confirm the load, review the rate confirmation, and organize every detail.
05	TRACK	Monitor pickup and delivery; document delays and communication.
06	CLOSE	Collect proof of delivery, update records, invoice fees, and plan the next move.

Pricing With Discipline

Common models include a percentage of gross load revenue or a flat weekly amount per truck. Your agreement should state the exact fee, what is included, when payment is due, and what happens when an invoice is late.

REVENUE	—	EXPENSES	=	OPERATING PROFIT
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Track active trucks, booked loads, revenue managed, dispatch fees, software costs, unpaid invoices, and profit every week.

Finding Your First Carrier Clients

Professional outreach begins with relevance—not volume.

- Choose a clear niche: an equipment type, region, or carrier profile you understand well.
- Explain your service, process, boundaries, and pricing in plain language.
- Network in trucking communities without spamming or making exaggerated claims.
- Ask prospects about their current dispatch challenges before pitching a solution.
- Use a short discovery call to confirm fit, expectations, and working style.
- Earn referrals through accurate communication, documentation, and consistency.

CREDIBILITY RULE

Do not guarantee income, rates, or freight availability. Markets change. A professional dispatcher sells process, responsiveness, and judgment—not promises outside their control.

Your First 30 Days

WEEK	FOCUS	ACTION
01	Learn	Study terminology, equipment, rate calculations, documents, and compliance boundaries.
02	Build	Set up business basics, agreements, communication, records, and software.
03	Practice	Create carrier profiles, compare sample loads, and rehearse calls.
04	Reach out	Contact qualified prospects, hold discovery calls, onboard carefully, and track results.

Tools I Recommend

The right tools support strong decisions. They do not replace training, judgment, or a professional operating process.

These are resources I regularly discuss with dispatchers and carriers because they address three essential needs: finding freight, comparing opportunities, and keeping cash flow moving.



Find freight, review market data, evaluate brokers, and explore same-day invoice factoring through DTC's DAT partnership.

[EXPLORE DAT TOOLS →](#)



LOAD BOARD

123LOADBOARD

A straightforward load-search platform with tools for finding freight, planning routes, and reviewing opportunities.

[VIEW 123LOADBOARD
OPTIONS →](#)



FACTORING + CASH FLOW

RTS FINANCIAL

Explore factoring support designed to help eligible carriers receive payment on approved invoices faster.

[EXPLORE RTS
FACTORING →](#)



TRUCKING INSURANCE

LEGACY SHIFT

Request coverage guidance for owner-operators, fleets, commercial auto, cargo, physical damage, and transportation businesses.

[REQUEST A TRUCKING
QUOTE →](#)

PARTNER + INSURANCE DISCLOSURE

Dispatch Training Center may receive compensation when you purchase or apply through certain partner links. Insurance products are offered through Legacy Shift Insurance Agency and are subject to licensing, state availability, eligibility, carrier guidelines, underwriting, terms, and exclusions. This guide does not provide insurance advice or guarantee coverage or pricing.

Offers, pricing, and availability can change. Review current terms before purchasing, enrolling, or applying.

Build the skills. *Operate like a professional.*

Use this guide as your starting checklist. Continue with live, practical training and real-world systems from Dispatch Training Center.



EXPLORE DTC TRAINING →

SET UP YOUR DISPATCH OFFICE →

Alexandra Sokolenko

Founder & CEO, Dispatch Training Center

Practical freight dispatching education, business guidance, and industry resources built from real transportation experience.

Educational information only. This guide is not legal, tax, financial, or regulatory advice. Requirements vary by jurisdiction and may change.