

TRUCK DISPATCHER COURSE

“Professional Truck Dispatcher Certification Program”

Target Audience

- Beginners (no trucking background)
- Virtual dispatchers
- Dispatching companies
- Trucking business owners
- VA agencies offering dispatch services

Course Duration

- **6–8 weeks**
- **40–60 total training hours**

Certification

- *Certified Professional Truck Dispatcher (CPTD)*

COURSE STRUCTURE (HIGH-LEVEL)

Level	Modules	Outcome
Foundation	1–3	Industry understanding
Operations	4–8	Real dispatch workflow
Financial	9–11	Profit & payment mastery
Professiona I	12–14	Business-level dispatcher

MODULE-BY-MODULE DETAILED CURRICULUM

◆ **MODULE 1: Introduction to Truck Dispatching**

(Foundation Module)

What Students Learn

- What dispatching actually is
- Dispatcher vs broker vs carrier
- Legal role of a dispatcher
- How dispatchers make money

Lessons

1. Trucking industry overview (USA-focused)
2. Role of dispatching companies
3. Ethical & legal boundaries
4. Dispatcher daily responsibilities

Assignment

- Identify dispatcher responsibilities vs broker responsibilities
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◆ **MODULE 2: Trucking Equipment & Load Types**

Lessons

1. Dry Van, Reefer, Flatbed, Stepdeck

2. Power-only operations
3. Weight limits & load restrictions
4. Hazardous & restricted freight (overview)

Practical Exercise

- Match loads to correct equipment
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◆ MODULE 3: Hours of Service (HOS) & Compliance

Lessons

1. 11-hour driving rule
2. 14-hour on-duty window
3. 70-hour weekly rule
4. Sleeper berth basics
5. Dispatcher legal liability

Real-World Scenario

- Assign a legal load based on driver hours
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◆ MODULE 4: Load Boards & Load Searching

Lessons

1. DAT & Truckstop deep dive
2. Lane strategy (hot lanes vs dead lanes)
3. Deadhead calculation

4. Rate-per-mile calculation
5. Load filtering techniques

Practical Task

- Build a profitable load plan
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◆ MODULE 5: Broker Screening & Credit Checks

Lessons

1. Why broker credit matters
2. Factoring approval process
3. Broker red flags
4. Avoiding non-payment scams

Exercise

- Analyze good vs bad broker profiles
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◆ MODULE 6: Rate Negotiation Mastery

Lessons

1. All-in vs linehaul rates
2. Fuel surcharge negotiation
3. Deadhead leverage
4. Professional negotiation language
5. Closing the deal

Role Play

- Dispatcher–broker negotiation simulation
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◆ **MODULE 7: Rate Confirmation (Rate-Con) Mastery**

Lessons

1. Rate-con anatomy (line by line)
2. Mandatory clauses
3. Hidden broker traps
4. Correcting rate-cons
5. Legal protection tactics

Exercise

- Fix a bad rate confirmation
-

◆ **MODULE 8: Driver Communication & Management**

Lessons

1. Load assignment scripts
2. Handling delays & stress
3. Professional communication etiquette
4. Driver retention psychology

Scenario

- Handle an angry driver situation

◆ **MODULE 9: Pickup, Transit & Delivery Operations**

Lessons

1. Dispatch instructions
2. Pickup workflow
3. In-transit monitoring
4. Delivery process
5. POD collection

Exercise

- Create a full trip workflow

◆ **MODULE 10: Detention, Layover & TONU Claims**

Lessons

1. Detention rules & documentation
2. Layover eligibility
3. TONU protection
4. Written claim submission

Case Study

- File a detention claim correctly

◆ **MODULE 11: Invoicing, Factoring & Payments**

Lessons

1. Factoring process step-by-step
2. Recourse vs non-recourse
3. Required documents
4. Payment follow-up systems

Exercise

- Submit a complete invoice package
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◆ **MODULE 12: Dispatcher KPIs & Performance Metrics**

Lessons

1. Rate-per-mile tracking
 2. Empty mile reduction
 3. Broker scorecards
 4. Driver productivity tracking
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◆ **MODULE 13: Dispatching Business Setup (VERY IMPORTANT)**

Lessons

1. Starting a dispatching company legally
2. Contracts & agreements
3. Pricing models (flat fee vs %)
4. Client onboarding systems

◆ **MODULE 14: Advanced Dispatching & Scaling**

Lessons

1. Multi-truck dispatching
2. Team dispatch structure
3. Automation tools
4. Building long-term broker relationships



ASSESSMENTS & CERTIFICATION

Exams

- Module quizzes
- Scenario-based tests
- Final certification exam

Certification Issued

Certified Professional Truck Dispatcher (CPTD)



COURSE PRICING STRATEGY (RECOMMENDED)

Package	Price
Self-Paced	\$299 – \$499
Instructor-Led	\$799 – \$1,200

Business
License

\$2,500+



COURSE ASSETS

Dispatcher SOP PDF (already created)

- Daily checklists
 - Negotiation scripts
 - Rate-con templates
 - Certification certificate
 - Lifetime access option
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DISPATCHER TRAINING PORTAL

With Online Exams + Certificates



WHAT THIS PORTAL DOES (IN SIMPLE WORDS)

A dispatcher training portal is a **website where students** can:

- ✓ Register & pay
- ✓ Learn dispatcher modules
- ✓ Watch lessons / read materials
- ✓ Take online exams
- ✓ Get automatic certificates
- ✓ Be verified as “Certified Dispatcher”

This is **how paid online courses make money.**



SYSTEM ARCHITECTURE (HIGH LEVEL)

Website (Frontend)



User Login System



Course Modules



Quizzes & Exams



Automatic Scoring



Certificate Generator (PDF)



Admin Dashboard



TECHNOLOGY STACK (RECOMMENDED)

OPTION 1: WordPress (FAST & BUSINESS-READY)

Best for **selling courses quickly**

- WordPress
- LMS Plugin (TutorLMS / LearnDash)
- WooCommerce (payments)
- Certificate add-on
- Custom PHP (for advanced logic)

OPTION 2: Custom PHP/MySQL (FULL CONTROL)

Best for **long-term scaling & ownership**

- PHP 8+

- MySQL
- Bootstrap 5
- jQuery / AJAX
- TCPDF / ReportLab (certificates)
- Stripe / PayPal API

👉 Because you already build PHP CRUD apps, **Option 2 fits you perfectly.**

USER ROLES

1 Student

- Register / login
- Access paid course
- Take exams
- Download certificate

2 Admin / Instructor

- Create modules
- Add lessons
- Create exams
- View results
- Issue certificates

COURSE STRUCTURE IN THE PORTAL

Course

```
|— Module 1: Dispatch Basics
|   |— Lesson 1 (Video/Text)
|   |— Lesson 2
|   └─ Quiz
|— Module 2: HOS
|   └─ Quiz
|— ...
└─ Final Exam
```

- ✓ Progress tracking
 - ✓ Locked modules until previous is complete
 - ✓ Time-based exams
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ONLINE EXAMS SYSTEM (HOW IT WORKS)

Exam Features

- Multiple choice questions
- Timer (e.g., 30–60 minutes)
- Auto-grading
- Pass/fail logic (e.g., 75%)

Database Tables (Example)

```
users
courses
modules
lessons
questions
answers
exam_attempts
certificates
```

Exam Flow

1. Student clicks **Start Exam**

2. Timer begins
3. Answers saved via AJAX
4. Exam auto-submitted
5. Score calculated
6. Result stored in database



CERTIFICATE GENERATION (AUTOMATED)

When Certificate Is Issued

- ✓ Final exam passed
- ✓ All modules completed

Certificate Includes

- Student Name
- Course Name
- Certificate ID
- Issue Date
- QR code / verification URL
- Instructor signature

Certificate Tech

- Generate **PDF automatically**
- Unique certificate number
- Stored in database
- Downloadable anytime

 Example filename:

CERTIFICATE VERIFICATION SYSTEM (PRO LEVEL)

Create a public page:

</verify-certificate>

User enters:

- Certificate ID

System shows:

- ✓ Valid / Invalid
- ✓ Student name
- ✓ Completion date

This builds **trust and legitimacy**.

PAYMENTS & ACCESS CONTROL

Payment Flow

1. Student buys course
2. Payment confirmed
3. Course access unlocked
4. Progress saved permanently

Pricing Models

- One-time payment
- Subscription

- Corporate licenses
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ADMIN DASHBOARD FEATURES

- ✓ Student management
 - ✓ Exam results
 - ✓ Pass/fail analytics
 - ✓ Certificate downloads
 - ✓ Revenue reports
 - ✓ Course content editor
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AUTOMATION (VERY IMPORTANT)

- ✓ Auto-grade exams
 - ✓ Auto-issue certificates
 - ✓ Auto-lock/unlock modules
 - ✓ Email notifications:
 - Enrollment confirmation
 - Exam result
 - Certificate issued
-



MONETIZATION STRATEGY

Recommended Pricing

Package	Price
Self-paced	\$299 – \$499
Instructor-led	\$799 – \$1,200
Company license	\$2,500+

Upsells

- 1-on-1 mentoring
 - Dispatch CRM access
 - Broker scripts bundle
 - Lifetime updates
-



SECURITY & QUALITY CONTROLS

- ✓ Login protection
 - ✓ Exam time limits
 - ✓ Randomized questions
 - ✓ Anti-copy controls
 - ✓ Unique certificates
-

(STEP PLAN)

PHASE 1 – Foundation

- User login system
- Course/module structure
- Admin panel

PHASE 2 – Learning System

- Lessons
- Progress tracking
- Quizzes

PHASE 3 – Exams & Certificates

- Final exam engine
- Auto certificate PDF
- Verification system

PHASE 4 – Payments & Launch

- Payment gateway
 - Sales page
 - Student onboarding
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WHY THIS IS A STRONG BUSINESS

- High demand skill
- Low refund rate
- Repeat buyers
- Certification = perceived value
- Scales globally



Common Dispatcher Phrases (Explained Simply)

1. All-In Rate

Meaning:

The **total pay** for the load, including **fuel, deadhead, tolls, and fees**.
Nothing extra will be added.

Example:

“The all-in rate is \$2,400.”

2. Factored In

Meaning:

A cost or condition is **already included** in the rate or plan.

Example:

“Fuel surcharge is factored in.”

3. Deadhead Miles

Meaning:

Miles the truck drives **without a load** (to pickup or after delivery).

Example:

“There’s 120 miles of deadhead to pickup.”

4. FSC (Fuel Surcharge)

Meaning:

Extra pay to cover **fuel price fluctuations**.

May be **included** or **separate**.

Example:

“\$2,000 linehaul + \$300 FSC.”

5. Linehaul

Meaning:

The **base freight rate**, excluding fuel surcharge or extras.

Example:

“Linehaul is \$2,100.”

6. HOS (Hours of Service)

Meaning:

Legal driving limits for drivers (FMCSA rules).

Example:

“Driver doesn’t have enough HOS for same-day delivery.”

7. Layover

Meaning:

Payment when a driver **waits overnight** due to shipper/receiver delay.

Example:

“Layover is \$150 after 24 hours.”

8. Detention

Meaning:

Payment for **waiting too long** at pickup or delivery (usually after 2 hours).

Example:

“Detention pays \$75/hour after 2 hours.”

9. TONU (Truck Ordered Not Used)

Meaning:

Fee paid when a load is **cancelled after the truck is dispatched**.

Example:

“TONU is \$250.”

10. Lumper Fee

Meaning:

Fee paid to unload freight (common in grocery/warehouses).

Example:

“Lumper fee reimbursed with receipt.”

11. Appointment Required

Meaning:

Pickup or delivery must be at a **scheduled time**.

Example:

“Delivery is by appointment only.”

12. FCFS (First Come, First Serve)**Meaning:**

No appointment; trucks loaded/unloaded in arrival order.

13. Drop & Hook**Meaning:**

Driver **drops an empty trailer and picks up a loaded one** (faster).

14. Live Load / Live Unload**Meaning:**

Driver **waits while freight is loaded/unloaded**.

15. No Touch / Driver Assist / Touch Freight**Meaning:**

- **No Touch:** Driver does nothing
 - **Driver Assist:** Helps unload
 - **Touch Freight:** Driver unloads (paid more)
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**Rate Confirmation (Rate-Con) Terms****1. Rate Confirmation (Rate-Con)****Meaning:**

Legal document confirming:

- Rate
 - Pickup & delivery info
 - Payment terms
 - Special conditions
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2. Commodity

Meaning:

Type of freight being hauled.

Example:

“Commodity: Dry groceries”

3. Weight

Meaning:

Total cargo weight (important for legal limits).

4. Equipment

Meaning:

Trailer type required.

Examples:

- Dry Van
 - Reefer
 - Flatbed
 - Stepdeck
 - Power Only
-

5. Accessorial Charges

Meaning:

Extra charges beyond base rate.

Examples:

- Detention
 - Layover
 - Tarping
 - Stop-off fee
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6. Stop-Off**Meaning:**

Additional pickup or delivery location.

7. Payment Terms**Meaning:**

How fast broker pays.

Examples:

- Net 30
 - Net 15
 - Quick Pay (with fee)
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8. POD (Proof of Delivery)**Meaning:**

Signed delivery document needed for payment.

9. In-Transit**Meaning:**

Load is currently moving.

10. Check-Calls

Meaning:

Required status updates during the trip.

Dispatcher Tip (Real-World Use)

When talking to brokers, **clear terminology = trust**.

Always confirm:

- All-in rate
 - Detention policy
 - Layover policy
 - TONU amount
 - FSC inclusion
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BROKER NEGOTIATION PHRASES (PROVEN & PROFESSIONAL)

Asking for a Better Rate

- “Can you do **better on the rate** considering deadhead?”
- “That’s a little light — can we get closer to \$____ **all-in?**”
- “Driver is ready now, **what’s your best number?**”
- “Any flexibility if we guarantee **on-time pickup and delivery?**”

Clarifying the Rate

- “Just to confirm, that’s **all-in**, correct?”
- “Does that rate **include FSC and detention?**”
- “What’s your **detention and layover policy?**”

Protecting the Driver

- “We’ll need **detention after 2 hours** confirmed.”
- “Can you add **layover and TONU** on the rate-con?”
- “Is **lumper reimbursed with receipt?**”

Closing the Load

- “Send the rate-con and we’ll roll.”
- “Truck is empty and ready — **book it.**”
- “Once rate-con is in, we’re locked in.”

DRIVER-DISPATCHER COMMUNICATION SCRIPTS

Load Assignment

“I have a load from **Dallas to Atlanta**, picks up tomorrow at **9 AM**, pays **\$2,400 all-in**.
Live load, no touch. Does that work with your hours?”

Delay / Detention

“If they keep you more than **2 hours**, message me right away so I can request detention.”

Pickup Confirmation

“Please send pickup confirmation once you’re loaded and rolling.”

Delivery Instructions

“Delivery is appointment at **8 AM**. Call me if there’s any delay or issue.”

After Delivery

“Send **signed POD and BOL** immediately so we can invoice.”

Problem Handling

“Safety first. If anything looks off, **don’t move the truck** — call me.”

RATE-CONFIRMATION

RATE-CONFIRMATION REVIEW CHECKLIST

(READ THIS BEFORE ACCEPTING ANY LOAD)

Load Details

- Pickup & delivery addresses
- Appointment vs FCFS
- Commodity & weight
- Equipment type

Money

- All-in rate clearly stated**
- FSC included or separate
- Stop-off pay listed (if any)

Delay Protection

- Detention rate & start time
- Layover amount
- TONU amount



Extra Costs

- Lumper reimbursement policy
- Tarping / driver assist pay



Payment

- Payment terms (Net 15 / 30)
- Quick pay option (if needed)
- POD required for payment



Red Flags

- "Detention at broker's discretion"
- No TONU listed
- Rate not marked **all-in**



Pro Dispatcher Tip

If it's not written on the rate-con,
it does NOT exist.