

Truck Dispatch - Course Curriculum

BASIC LEVEL

Industry orientation, roles and equipment — designed for complete beginners.

Module 1: Introduction to Truck Dispatch (4 hours)

What a dispatcher actually does every day.

- Role of the dispatcher
- Daily workflow
- Working hours and time zones
- Tools overview

Practical task: Write out a dispatcher's daily schedule.

Module 2: US Trucking Industry Basics (5 hours)

How freight moves and who is involved.

- Shippers, brokers, carriers
- Authority and compliance terms
- Freight lanes and seasons
- Industry vocabulary

Practical task: Glossary assignment on 40 industry terms.

Module 3: Equipment Types (4 hours)

Matching freight to the right trailer.

- Dry van
- Reefer
- Flatbed and step deck
- Weight and dimension limits

Practical task: Match sample loads to correct equipment.

INTERMEDIATE LEVEL

Sourcing loads, negotiating rates and setting up with brokers.

Module 1: Load Boards & Finding Loads (7 hours)

Searching efficiently and spotting good freight.

- Load board navigation
- Search filters and alerts
- Rate per mile analysis
- Deadhead and backhaul planning

Practical task: Find and justify five profitable loads.

Module 2: Rate Negotiation & Broker Communication (6 hours)

Professional negotiation scripts and email etiquette.

- Opening a negotiation
- Justifying your rate
- Handling objections
- Email and call etiquette

Practical task: Recorded negotiation role-play.

Module 3: Carrier Setup & Rate Confirmation (5 hours)

Getting paperwork right the first time.

- Carrier packets
- Insurance and W-9 documents
- Reading a rate confirmation
- Common paperwork errors

Practical task: Complete a full carrier setup packet.

ADVANCED LEVEL

Trip planning, documentation, invoicing and a full dispatch simulation.

Module 1: Trip Planning & Driver Communication (7 hours)

Keeping the truck moving legally and profitably.

- Route and stop planning
- Hours-of-service awareness
- Check calls and tracking
- Handling delays and detention

Practical task: Plan a complete three-load week.

Module 2: Documentation & Invoicing Basics (5 hours)

The records that make sure everyone gets paid.

- Bill of lading and PODs
- Dispatch sheets
- Invoicing workflow
- Factoring basics

Practical task: Prepare an invoice package for a completed load.

Module 3: Dispatch Simulation Project (10 hours)

A supervised simulated week running a small fleet.

- Load sourcing round
- Negotiation round
- Trip execution
- Weekly performance review

Practical task: Final project: full dispatch simulation with profitability report.

Have questions about our Training Programs or need more details before getting started?

Our Academy support team is available to provide the right information and guidance for your needs.

Whether you need Fee details, installment plan and other information, or assistance with your requirements, we are here to help.

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