

User capabilities based on role:

	See All Dispatches for Company	Update Status dates	Add / Edit / Delete a Driver	Print / Download Documents	Archive Loads	Cancel Dispatched Loads	Manage eBOLs (view, download, email)
Owner	X	X	X	X	X	X	X
Admin	X	X	X	X	X	X	X
Member Manager	X	X	X	X	X	X	X
Standard User	X	X	X	X	X	X	X
Driver	ONLY ASSIGNED	ONLY ASSIGNED	DELETE SELF ONLY	ONLY ASSIGNED	ONLY ASSIGNED		ONLY ASSIGNED

Dispatches:

Dispatches is the area where a carrier can manage all dispatches, from those assigned awaiting a response through delivery. This also includes cancelled and archived loads.

To access the page

To access the dispatches a user can click on the **Find Shipments** tab and select the **Dispatches** option or from the **Dashboard** homepage they are able to click 'View All' within the **Total Dispatches** tile.



OR





Dispatch Search Results page

CentralDispatch
by Cox Automotive

FIND SHIPMENTS

RESOURCES

You need to accept the Terms of Use
You have until 02/10/2024 to review and accept the outstanding terms and conditions. [Click here.](#)

DISPATCH STATUS

☒ Dispatched

☒ Picked Up

☒ Delivered

☐ Canceled

☐ Archived

LOCATION

ORIGIN

City, State or Zip Code

DESTINATION

City, State or Zip Code

DISPLAY

DRIVER ASSIGNMENT STATUS

Driver Assignment

All (Default)

LOAD DETAILS

SHIPMENT

Order ID / Load ID

ID Number

VIN

Full or Partial VIN

DISPATCH DATE

☒ All

☐ Last 365 Days

☐ Date Range

Select Date Range

1-50 of 19,666 Dispatches

☐

Sort by

Dispatch Date

Per page

50

NEEDS ACTION

10013992719

Dispatched

Sched Pick Up 01/17/2024

Dispatch Info

Dispatch Date
01/16/2024
Shipper Info

Load Info

\$128.41
Vehicle Info (1 Total)
2017 ACURA TLX | HA756628
Driver
--

Origin

RETAIL CUSTOMER
FL: LAKE LAND, 33801
BINA PATEL
(134) 711-2734

Destination (55.101 MI)

MANHEIM ORLANDO
FL: OCOCHEE, 34761
MARK SMITH
(333) 333-4444

☐

CANCEL DISPATCH

SEE DOCUMENTS

UPDATE STATUS

The delivery date is past due.

10013627864

Picked-Up

Sched Delivery 01/15/2024

Dispatch Info

Dispatch Date
01/12/2024
Shipper Info

Load Info

\$88.90
Vehicle Info (1 Total)
2015 KIA FORTE | F5206932
Driver
--

Origin

FLORIDA RECOVERY
FL: LAKE LAND, 33801
BINA PATEL
(000) 000-0000

Destination (55.101 MI)

MANHEIM ORLANDO
FL: OCOCHEE, 34761
MARK SMITH
(333) 333-4444

☐

SEE EBOL

SEE DOCUMENTS

UPDATE STATUS

10013974015

Delivered

Actual Delivery 01/15/2024

Dispatch Info

Dispatch Date
01/15/2024
Shipper Info

Load Info

\$409.34
Vehicle Info (1 Total)
2004 PORSCHE 911 | 45653361
Driver
--

Origin

RETAIL CUSTOMER
NC: CHARLOTTE, 28227
BINA PATEL
(778) 766-1576

Destination (218.676 MI)

AUTONATION VOLKSWAGEN MALL OF
GEORGIA
GA: BUFORD, 30519
PRIMARY
(123) 456-7890

☐

SEE EBOL

SEE DOCUMENTS

ARCHIVE

1. Dispatch Results Filtering Options

- Users can filter by desired status, location information, driver information, individual order IDs or VINs (Vehicle Identification Number), and dates.

2. Dispatch Results Sort Options

- Sorting options include ascending or descending order by dispatch date, pickup date, delivery date and loads that need action.

3. Loads Per Page View Option

- Users can display 25, 50, 100, or 200 loads at a time on one page.

4. Load Information Card

- Each load will have an individual card displaying pertinent details to the user.

5. Bulk Actioning

- Loads can be selected to bulk action certain tasks such as printing documents, archiving, or assigning drivers.

6. Load Information Card Action Buttons

- Each load card will have action options depending on the status of the order.
 - “Accept” is an option for units Assigned awaiting response.
 - “Archive” is used to move the load to the Archive status.
 - “Cancel Dispatch” will only display prior to pick-up.








- “Decline” is an option for units Assigned awaiting response.
- “See EBOL” will only display post pick-up.
- “Track Shipment” will display the last location of a vehicle after the unit has been picked up through delivery.
- “View History” will display the history of a vehicle from dispatch through the end of the lifecycle for that carrier. Shippers can see from the Listing Creation through the end of the load lifecycle.
- “Update Status” will only display prior to delivery.

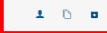
Bulk Actioning Orders







Users can bulk action orders by selecting them (clicking the box to check the loads to bulk action), and then choosing the bulk action icon to perform.

- Assign Drivers 
 - Can only be done by certain user roles.
 - Will override any already assigned driver to selected loads.
- Download Documents 
 - Dispatch sheets will be downloaded as PDFs.
 - Order Details will be downloaded as CSV.
- Archive Loads 
 - Only loads with Delivered and Canceled statuses can be archived.
 - Archiving loads will archive them for all users of the company and not just the account used to archive.

51-100 of 14,157 Dispatches

(3 selected) Select all 14,157



10013966013 Dispatched Sched Pick Up 01/17/2024		
Dispatch Info Dispatch Date 01/15/2024 Shipper Info	Load Info \$88.90 Vehicle Info (1 Total) 2013 INFINITI G37 DM266708 Driver --	Origin FLORIDA RECOVERY FL: LAKE LAND, 33801 BINA PATEL (000) 000-0000
Destination (35.101 MI) MANHEIM ORLANDO FL: OCOEE, 34761 MARK SMITH (333) 333-4444		
NEEDS ACTION CANCEL DISPATCH SEE DOCUMENTS UPDATE STATUS		
10013965908 Dispatched Sched Pick Up 01/17/2024		
Dispatch Info Dispatch Date 01/15/2024 Shipper Info	Load Info \$88.90 Vehicle Info (1 Total) 2013 TOYOTA RAV4 DW266710 Driver --	Origin FLORIDA RECOVERY FL: LAKE LAND, 33801 BINA PATEL (000) 000-0000
Destination (35.101 MI) MANHEIM ORLANDO FL: OCOEE, 34761 MARK SMITH (333) 333-4444		
NEEDS ACTION CANCEL DISPATCH SEE DOCUMENTS UPDATE STATUS		
10013965957 Dispatched Sched Pick Up 01/17/2024		
Dispatch Info Dispatch Date 01/15/2024 Shipper Info	Load Info \$88.90 Vehicle Info (1 Total) 2017 NISSAN ALTIMA HC266721 Driver --	Origin FLORIDA RECOVERY FL: LAKE LAND, 33801 BINA PATEL (000) 000-0000
Destination (35.101 MI) MANHEIM ORLANDO FL: OCOEE, 34761 MARK SMITH (333) 333-4444		
NEEDS ACTION CANCEL DISPATCH SEE DOCUMENTS UPDATE STATUS		





Load Information Card

The screenshot shows a 'Load Information Card' interface. At the top, a red banner (1) displays a warning: 'The pick-up date and delivery date are past due.' Below this, a blue 'RECENTLY ADDED' flag (2) is next to the load ID '10003235733'. The card is divided into sections: 'Dispatch Info' (4) showing 'Dispatch Date 08/18/2023' and 'Shipper Info'; 'Load Info' (5) showing '\$2,751.99 | Vehicle Info (1 Total) 2016 ACURA ILX | Driver --'; 'Origin' (6) showing 'INTERNET AUTO AUCTIONS IN NJ: DELRAN TWP, 08075 TEST 9000000001'; and 'Destination (2352.039 MI)' showing 'SPEEDY RECOVERY AZ: MESA, 85201 TEST CN 01 098765432102'. At the bottom right, there are three buttons: 'CANCEL DISPATCH' (7), 'SEE DOCUMENTS', and 'UPDATE STATUS'.

1. Information Banners

- Will display when a pick-up and/or delivery date is past due.

2. Recently Added Flag

- Will display in the first 48 hours from dispatch.

3. Load Information Header

- Includes the Load ID (link to dispatch sheet), load status, scheduled or actual dates depending on load status.

4. Dispatch Info

- Includes date dispatched and shipper name.

5. Load Info

- Includes the carrier rate, payment method, number of vehicles in the load, vehicle year, make, model, last 8 of VIN (Vehicle Identification Number), critical info tags, driver name assigned.

- Critical tags include:

- INOP
- TWIC
- ENCLOSED
- OVERSIZE LOAD, WIDE LOAD

NOTE: carrier rate and payment method are not available to all user roles.

6. Origin and Destination

- Includes Name, State, City, Zip, Contact and Contact number for both origin and destination.

7. Load Information Card Action Buttons

- Each load card will have action options depending on the status of the order.
 - “Accept” is an option for units Assigned awaiting response.
 - “Archive” is used to move the load to the Archive status.
 - “Cancel Dispatch” will only display prior to pick-up.
 - “Decline” is an option for units Assigned awaiting response.
 - “See EBOL” will only display post pick-up.





- “Track Shipment” will display the last location of a vehicle after the unit has been picked up through delivery.
- “View History” will display the history of a vehicle from dispatch through the end of the lifecycle for that carrier. Shippers can see from the Listing Creation through the end of the load lifecycle.
- “Update Status” will only display prior to delivery.

Load Information Card Action Buttons

Cancel Dispatch

The carrier can cancel the dispatch prior to pick-up using the ‘Cancel Dispatch’ option from the Dispatches results page or from the Dispatch Sheet page. The reason for the cancellation and a description are required fields. Once the cancellation is complete, the load will only be visible under the Canceled dispatch status filter.

The screenshot shows a modal window titled "Cancel Dispatch" with a close button (X) in the top right corner. Inside the modal, there is a table with the following data:

Load ID	10003336110	# of Vehicles	1
Origin	HOMESTEAD, FL	Scheduled Pick-Up Date	08/20/2023
Destination	OGDEN, UT	Scheduled Delivery Date	08/20/2023

Below the table, there is a section titled "Reason for Cancellation" with a dropdown menu labeled "Select reason". Underneath that is a text area labeled "Cancellation Description" with a placeholder "300 characters max" and a character count "300 characters remaining". At the bottom right of the modal is a button labeled "CANCEL DISPATCH".

Update Status

Carriers can use the ‘Update Status’ option within the Dispatches results page or from the Dispatch Sheet page. Status updates include assigning or editing an assigned driver and manually updating the actual pickup or delivery dates.

Any change in dates will require a reason dropdown selection and notes that could flow back to the client and broker.





Update Status

Load ID

CSGTEST828

of Vehicles

1

Origin

Phoenix, AZ

Destination

Newburgh, NY

Scheduled Pick-Up Date

08/29/2024

Scheduled Delivery Date

08/30/2024

Assign or Change a Driver

Actual Pick Up or Delivery

Actual Pick-Up Date

09/18/2024

Actual Delivery Date

MM/DD/YYYY

Notes

300 characters max

300 characters remaining

Update Status

See EBOL

The ‘See EBOL’ button will only be displayed after an order has been marked picked up. The picked up but not yet delivered eBOLs will display the pickup images but will show that the delivery is not yet completed. If the order was manually marked picked up and/or delivered the eBOL will display that the inspection was not submitted when picked up and/or delivered. The inspection requirements include 7 required images and signature details. The eBOL can be downloaded and emailed.

BACK TO DISPATCHES

CentralDispatch

Electronic Bill of Lading

EmailDownload

CSGTEST828

of vehicles: 1

SHIPPER INFO

Shipper

Special Number

MC 1111111

Contact Name

cd test

Shipper Name

Street AddressCity, State, Zip

Contact Phone

1234567890

CARRIER INFO

Carrier

Special Number

Contact Name

Thunder team

Carrier Name

Street AddressCity, State, Zip

Contact Phone

234567890

Driver

2007 Pontiac G6

ORIGIN

Pick-Up Date

9/18/24

5240 S Central AvePhoenix, AZ 85040

Vehicle Year/Make/Model

2007 Pontiac G6

DESTINATION

Delivery Date

--/--

2000 Dealer DrNewburgh, NY 12550

VIN

INSPECTION PHOTOS

Condition at Pick Up

The carrier did not submit an inspection when the vehicle was picked up. You will need to contact the carrier for more information about the vehicle(s) condition at pick up.

Condition at Delivery

Delivery Inspection Not Completed

*Central Dispatch makes no representations or guarantees about the date, time or location information on the image(s) above. The inspection time uses the time zone of the inspection location.

eBOL generated on 9/30/2024 10:24:56am





Dispatch Sheet

After clicking into the Load Information Card, the user can see the Dispatch Sheet. The dispatch sheet will mirror the information from the Load Information Card but also include additional origin and destination contact details, vehicle specs (weight and dimensions), pre-dispatch and transport release notes, and shipper Terms.

[< BACK TO DISPATCHES](#)

NEEDS ACTION

10013964631 Dispatched

CANCEL DISPATCH SEE DOCUMENTS UPDATE STATUS

Shipper Info

Shipper

Shipper Name

Street Address

City, State, Zip

Special Number

MC1111111

Contact Info

Carrier Info

Carrier

Carrier Name

Street Address

City, State, Zip

Special Number

--

Contact Info

Driver

--

Origin Info

Origin

FLORIDA RECOVERY

2600 SALUDA RD

LAKELAND, FL 33801

Contact Info

BINA PATEL

(098) 773-4656 x7

Destination Info

Destination (55.101 MI)

RETAIL CUSTOMER

11801 W COLONIAL DR

OCOE, FL 34761

Contact Info

MARK SMITH

(098) 765-4321

TESTEMAIL@GMAIL.COM

Dates

Dispatch Date

01/15/2024

Scheduled Pick-Up

01/17/2024

Actual Pick-Up

--/--/--

Scheduled Delivery

01/17/2024

Actual Delivery

--/--/--

Load Info

Load ID

10013964631

Price

\$148.41

Payment Terms

--

Payment Method

--

Vehicle Info (1 Total)

Vehicle Year/Make/Model

2013 CHRYSLER 300

VIN

Max Weight

4,029 lbs

Max Dimensions

199" L x 75" W x 59" H

Critical Notes

Inoperable

Additional Info

Pre-Dispatch Notes

VEHICLE MUST HAVE KEYS. IF VEHICLE IS DELIVERED WITHOUT KEYS, YOU WILL BE CHARGED FOR REPLACEMENT. MUST CALL PRIOR TO PICK & DROP OFF. DRIVER MUST CALL 24 HOURS IN ADVANCE TO CONFIRM PICK & DROP HRS. BMW/MINI VEHICLES MUST BE SHIPPED VIA FLATBED OR ON A CAR CARRIER—DO NOT TOW UNIT~MUST CALL PRIOR TO PICK AND DROP OFF. DRIVER MUST CALL 24 HOURS IN ADVANCE TO CONFIRM PICK AND DROP HRS.~VEHICLE INOPERABLE DUE TO DAMAGED ISSUE

Transport Release Notes


VEHICLE MUST HAVE KEYS. IF VEHICLE IS DELIVERED WITHOUT KEYS, YOU WILL BE CHARGED FOR REPLACEMENT. MUST CALL PRIOR TO PICK & DROP OFF. DRIVER MUST CALL 24 HOURS IN ADVANCE TO CONFIRM PICK & DROP HRS. BMW/MINI VEHICLES MUST BE SHIPPED VIA FLATBED OR ON A CAR CARRIER—DO NOT TOW UNIT~CHECK IN UNDER BMW FINANCIAL SERVICES NA LLC OPEN (4905123)---BCPBC-AUTOMATION TEST






Carrier Inspection Tool driven by Central Dispatch


The Carrier Inspection Tool app allows carriers to manage assigned/accepted loads and inspect and complete deliveries. On iOS the carriers can set up face ID login and on Android the carriers are able to use their thumbprint to access the tool easier.



 **CentralDispatch**
by Cox Automotive

SIGN IN

LOG IN WITH FACE ID

 **CentralDispatch**
by Cox Automotive

Sign In

Username

Password

☐ Remember my Username

Sign In

Forgot? [USERNAME](#) [PASSWORD](#)

Not A Member?

Create An Account

