

RoadReady Fleet OS - Dispatcher User Guide

The Dispatcher manages routes, Drivers, fleet activity, documents, maintenance and operational reporting. Billing, company branding, invitations and team removal remain Owner-only.

Quick start

1. Join the correct company with a Dispatcher invitation code.
2. Check Dashboard, Activity and Operations chat at the start of the shift.
3. Use Load Calculator before accepting or assigning a load.
4. Create the route and assign the correct Driver, truck and trailer.
5. Monitor route statuses, percentage, notes and shared locations.
6. Confirm the BOL/POD is uploaded with the correct Related route.
7. Update maintenance requests and review Driver Forms before ending the shift.

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1. Joining and signing in

1. Use Join company, register with your own email, confirm the email and enter the Dispatcher invitation code supplied by the Owner.
2. After sign-in, verify the company name is correct and the sidebar shows Dashboard, Load Calculator, Dispatch, Fleet, Team, Maintenance, Documents, Chat, Reports, How to Use and Settings.
3. If the code is invalid or expired, request a new code from the Owner. Do not register a second account unless the first account is intentionally abandoned.

2. Start-of-shift workflow

1. Open Dashboard and review active routes, online Drivers, open maintenance and planned profit.
2. Open the bell and process unread route, document, maintenance and form activity.
3. Open Operations chat for company-wide updates, then check private unread Driver conversations.
4. Review Dispatch for routes that are Unassigned, waiting for location, delayed, at delivery or missing POD.

3. Load Calculator

1. Enter rate type, rate, loaded miles, deadhead, accessorial revenue, fuel assumptions, tolls, reserve and other costs.
2. Choose the Driver pay method and enter the correct rate. Compare profit and profit per mile with company policy.
3. Use calculation in a route so the financial estimate is carried into Dispatch. Drivers never see this financial section.
4. Treat the calculator as a planning tool; verify final invoices, payroll and actual expenses outside RoadReady.

4. Creating and assigning routes

1. Enter route/load number, Driver, origin/destination, exact pickup/delivery addresses, appointment times, equipment and instructions.
2. Select the correct Driver before saving. If the Driver changes, edit the route and confirm the new Driver received the assignment.
3. Use Assigned for a new route. Route percentage depends on the status sequence, so keep statuses accurate.
4. Do not place private financial details in Driver instructions or Operations chat.

5. Monitoring route execution

1. Open a route to see status-based progress, POD status, latest shared location and Driver activity.
2. Waiting for location means the Driver has not manually shared a current position. Send a private message asking the Driver to use Share current location.
3. Use Add update or route notes for operational events that should remain in the timeline.
4. Use Open Driver chat for route-specific questions. Use Operations only when the whole company needs the update.
5. When the Driver marks Delivered, confirm the signed POD is linked before considering the route administratively complete.

6. Fleet and Team

1. Use Fleet to add or edit trucks and trailers if the Owner permits this operational workflow. Keep unit status accurate before assigning equipment.
2. Team shows Owner, Dispatchers and Drivers with online presence. Use Message for private chat and Assign route from a Driver card.
3. Dispatcher accounts cannot invite or remove team members. Send those requests to the Owner.

7. Documents

1. Use the Driver filter to open a Driver document folder, then filter by BOL, POD or another type.
2. Document-to-Driver assignment is based primarily on Related route. Correct route selection prevents files from appearing under Unassigned/company files.
3. Photos selected through Documents become a PDF; a ready PDF remains unchanged. Confirm page order and readability after upload.
4. Use clear titles such as POD - Load 1048 or BOL - Winnipeg to Chicago. Avoid generic names such as image or document.

8. Maintenance

1. Review Driver repair requests and attached photos. Confirm vehicle, location, safe-to-drive answer and priority.
2. Move requests through New, Approved, Scheduled, In Repair, Complete or Cancelled.
3. Urgent and Out of Service issues require direct communication; changing a status in the app is not a substitute for safety procedures.

9. Driver Forms

1. Reports contains submitted Accident/Incident, Cargo Damage, Reefer Temperature and Border Checklist forms.
2. Open supporting files, read all fields and contact the Driver for missing information.
3. Escalate safety, cargo, insurance, customs or legal issues according to company procedures. RoadReady records the report but does not replace required external reporting.

10. Chat and notifications

1. Use Operations for shared instructions and private chat for one Driver.
2. Read receipts show whether a message was opened. Do not send repeated messages solely because a Driver is temporarily offline.
3. Install RoadReady to the Home Screen and enable push notifications from Settings for new messages and operational updates.
4. If chat or unread counts look wrong, open How to Use and run the system check before reporting the issue.

11. Reports and end-of-shift handoff

1. Review route financials, completed routes, missing PODs, open maintenance and Driver Forms.
2. Post a concise handoff in Operations or private Dispatcher chat: active load, current status, next appointment, issue, required follow-up and document status.
3. Do not mark a route Delivered simply to clear it from the active list. The status must reflect the actual trip.

12. Dispatcher limitations

1. You cannot manage Stripe billing, change company branding, create invitation codes or remove users.
2. You can manage operational routes, financial estimates, fleet, Drivers, maintenance, documents, reports and chat.
3. Contact the Owner for subscription, access or company identity changes.

15. Live Fleet Map

1. Use Fleet Map to see the latest Driver-shared position for active routes and identify stale or missing updates.
2. The map is not continuous GPS and does not calculate actual movement or ETA. Request a new location when operationally necessary.
3. Open the route or private chat to follow up without broadcasting Driver-specific instructions in Operations.

16. Fuel Log

1. Record or review fuel purchases with the correct Driver, truck, route, odometer and receipt.
2. Check for implausible odometer or quantity values before relying on totals.
3. Gallons and litres remain separate and must be converted outside RoadReady when a combined unit report is required.

17. Service schedules and reminders

1. Create preventive maintenance schedules with a due date or odometer target.
2. Mark work completed only after confirming the vehicle service is complete. Repeating schedules advance to the next interval automatically.
3. Treat overdue items as an operational escalation and coordinate with the Owner and Driver.

18. Scorecards and document controls

1. Use Driver Scorecards as a workflow consistency tool, not a safety or employment rating.
2. Use document search and date filters during billing, audit or customer follow-up.
3. Export a filtered document index when a broker, customer or internal reviewer needs a register of stored files.

Common system rules

Live synchronization

- RoadReady uses Supabase Realtime. New routes, messages, documents, maintenance updates and activity notifications should appear without manually refreshing. The sidebar indicator should show Live.

Route-document linking

- Always select the correct Related route when uploading a BOL, POD or trip document. RoadReady uses that route to connect the file to the assigned driver and to show POD received on the route.

Document photos

- In Documents or Uploads, one or more selected photos are converted into one PDF. A ready-made PDF uploads unchanged. Chat photos remain normal images.

Permissions

- Owner, Dispatcher and Driver accounts do not have the same access. Never share one login between people; invite each person with the correct role.

Support

- For account, billing or technical help, email roadreadyfleets@gmail.com and include the company name, account email, device and a screenshot of the issue.

FAQ

Why is a document under Unassigned / company files?

The file was not connected to a route and RoadReady could not determine a Driver. Edit the workflow by uploading again with the correct Related route.

Why does POD pending remain on a delivered route?

A document of type POD must be uploaded and linked to that exact route.

Does RoadReady continuously track Drivers?

No. A Driver shares a single current position only after tapping Share current location.

Why does a route percentage look wrong?

Progress is status-based. Check that the route follows the normal status sequence and correct any inaccurate status.

Should BOL/POD be sent in chat?

Use Uploads/Documents for retained route documents. Chat images are for quick communication and are not the primary document record.

Who can manage billing and users?

Only the Owner can manage Stripe billing, create invitation codes and remove Drivers or Dispatchers.