




Truck Dispatcher Training Guide

(Beginner to Paid)

Truck Dispatcher Training Guide

From Beginner to Paid Dispatcher



Build a profitable dispatching business without owning a truck.

Bullets (with check icons):

- Step-by-step training
- Scripts & templates included
- Beginner friendly

Disclaimer

Truck Dispatcher Training Guide

This guide is for educational purposes only.
Income is not guaranteed and results vary based on individual effort,
consistency, and market conditions.



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Welcome to Dispatching

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This guide walks you through dispatching from start to finish — even if you have no prior experience in trucking or logistics. By the end, you'll understand how to dispatch professionally, legally, and confidently.



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Who This Guide Is For

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- Beginners (no experience needed)
- Stay-at-home parents
- Virtual assistants
- Side hustlers
- Aspiring entrepreneurs



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What You'll Learn

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- Dispatching fundamentals
- Legal setup basics
- Load boards & equipment types
- Broker negotiation scripts
- Client onboarding
- Pricing & scaling



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Module 1

Dispatching Basics

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A truck dispatcher works with carriers and owner-operators to find loads, negotiate rates, and manage logistics.



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Types of Dispatchers

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- Independent Dispatcher
- In-House Dispatcher
- Fleet Dispatcher
- Dispatch Agency Owner



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HOW DISPATCHERS GET PAID

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- Percentage per load (5–10%)
- Flat weekly fee
- Per-load fee



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Legal Setup & Compliance

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- Dispatcher vs broker (know the difference)
- Dispatcher–Carrier agreement
- Basic business setup
- FMCSA awareness and professionalism



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Tools & Equipment

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- Laptop or desktop
- Reliable internet
- Headset
- Load boards
- Email + spreadsheets



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Understanding Load Boards

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- Read load details correctly
- Filter by rate, miles, and location
- Spot red flags before booking



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Equipment Types

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- Dry Van
- Reefer
- Flatbed
- Power Only
- Box Truck



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Calling Brokers & Negotiation

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Hi, I'm calling about the load from ___ to ___. Can you confirm the rate, weight, pickup time, and delivery appointment?"

- Stay confident and professional
- Know the market rate
- Always request the rate confirmation



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Dispatching a Load Step-by-Step

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- Find a load
- Call broker
- Negotiate & confirm
- Send rate confirmation
- Track pickup & delivery
- Confirm delivery
- Invoice broker



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Managing Drivers

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- Clear communication
- Daily updates and ETAs
- Problem solving and support
- Professional boundaries



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Getting Your First Client

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- Facebook groups
- Social media outreach
- Referrals
- Cold messaging



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Pricing Your Services

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- Percentage model
- Flat weekly rate
- Tiered packages

Know your value. Don't underprice.



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Branding & Marketing

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- Business name + logo
- Professional email
- Social media presence
- Consistent communication



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Scaling Your Business

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- Add more drivers
- Create systems
- Hire help
- Build an agency model



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Common Mistakes to Avoid

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- Acting like a broker
- No contracts or agreements
- Poor communication
- Underpricing services
- Taking on too many drivers too soon



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Bonus Templates Included

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- Dispatcher–Carrier Agreement
- Broker Call Scripts
- Load Tracker
- Driver Intake Form
- Invoice Template
- Daily Dispatch Checklist



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Final Words

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Dispatching is a skill.
Systems create freedom.
Consistency builds income.
You now have the roadmap.



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