

Why Choose TaiRox TCP Dispatch?

Summary: TaiRox TCP Dispatch is a cloud solution that supports the way TCP dispatchers actually work. The use of color in at-a-glance views helps dispatchers see what needs to get done. Changes to job and employee status get done quickly with one-click actions. Extensive use of text messaging reduces dispatcher stress at peak times of day.

About This Document: Examples and pictures are for Alpha Beta Traffic, a fictitious group of 2 companies (Alpha and Beta) that are dispatched by a single group of dispatchers. Key pages will show either an Alpha view, a Beta view or a combined view. Alpha and Beta may be governed by different union or employee agreements. An employee may do work for either Alpha or Beta or both companies and may have different seniority in each company. A TCP Dispatch web site can manage multiple companies and dashboard information can be consolidated from multiple sites.

Alerts Area: daily notes and incoming text messages at-a-glance

Ronald is a no show at work

Claire 20 minutes late

for 100 Employees. New Daily Note Less Show Texts: 2 Newly Received -- All -- Active

DON B confirmed Mark: Done RONALD A ok Mark; Done

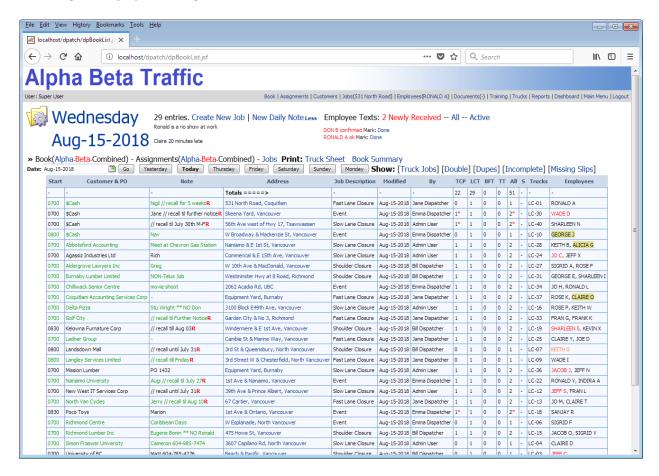
The Main Menu, Book and Assignment pages all show an alerts area containing a daily note and incoming text messages at the top of the page. A daily note replaces the use of physical sticky notes that get lost and are not easily shared. The first 9 unprocessed text messages from employees are displayed. These will typically confirm or decline a job request.

- Click on New Daily Note to edit the note for today or add notes for future days.
- Click on Less to see only the top lines of the daily note.
- Click on More (if less shown) to see all of the daily note.
- Click on 2 Newly Received to see all of the unprocessed incoming text messages (full text).
- Click on All to see all text messages (paginated, with full text).
- Click on **Active** to see all unprocessed incoming and outgoing text messages.
- Click on **Don B confirmed** to see employee DON B's most recent text messages.
- Click on **Done** to mark the current message as processed, staying on the current page.



Why Choose TaiRox TCP Dispatch?

Book Page: a day's jobs at-a-glance



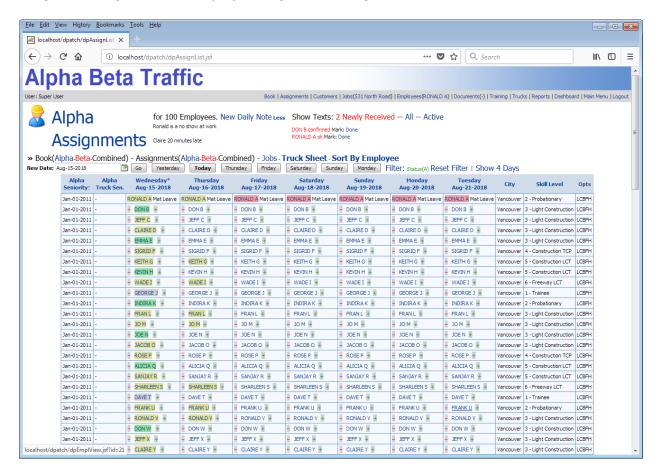
The Book page shows all jobs for that day. When the dispatchers see "all green", they know that all required TCPS and trucks have been dispatched for the day. A job in black means something is still to be done. Any red asterisk (*) indicates that a requirement is incomplete. Trucks and people assigned are shown in various colors and highlights to indicate status.

- Click on Create New Job to add a new job for the day.
- Click on Alpha, Beta or Combined to quickly filter jobs.
- Click on Truck Sheet or Book Summary to navigate quickly to key reports.
- Click on the calendar icon, then **Go** to set the book date.
- Click on Yesterday, Today or a day name to set the book date appropriately.
- Click on Truck Jobs to quickly see only those jobs involving trucks.
- Click on **Double** to see jobs that have any employees who are at more than one job that day.
- Click on **Dupes** to see jobs that are for the same address on that day.
- Click on Incomplete to quickly filter jobs that still require action.
- Click on Missing Slips to see jobs that do not have time slips from every employee.
- Click on an address to view or edit job details.
- Click on **employee codes** to see contact information without leaving the Book page.



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Assignments Page: a week's employee assignments at-a-glance



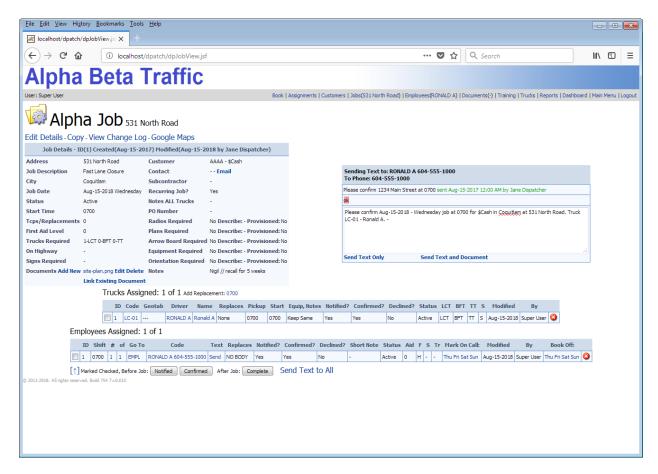
The Assignments page shows employee activity for the week. Colors and highlights show the employees' status and activity for the week. The first 200 employees will be shown with pagination support.

- Click on Alpha, Beta or Combined to quickly filter jobs.
- Click on Truck Sheet to navigate quickly to a key report.
- Click on Sort By Employee to see employees sorted by name instead of seniority.
- Click on to mark an employee booked-off for that day, without leaving the Assignments page.
- Click on + to mark an employee on-call for that day, without leaving the Assignments page.
- Click on an employee's code (e.g. RONALD A) to see all employee details, notes and texts.



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Job Page: Notifications for a Job



The job page is where dispatchers assign employees and trucks and manage the status and all of the communication for the job. **Important:** A change log is kept for every change to every single field related to a job. The change log records who made the change and when.

One-Click Actions:

Click on View Change Log to see all changes made to the job.

Click on Google Maps to see the location of the job on a map.

Click on Add New to link a site plan or other document to the job.

Click on **Send** to see a text history for an employee with job details defaulted.

Click on \uparrow to select all employee and truck assignments as a prelude to updating status.

Click on **Notified**, **Confirmed** or **Complete** to update all assignment statuses.

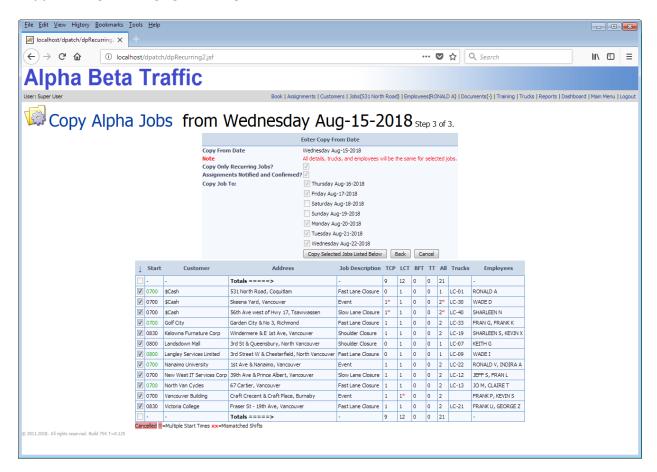
Click on Send Text to All to send text messages with job details to multiple employees.

Click on **Email** to send job details to a customer. (Text is an available option.)



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Copy Jobs Page: Managing On-Going Jobs



Managing recurring jobs correctly and quickly saves time and reduces stress. At any time there will be dozens of jobs that are on-going and <u>in theory</u> have the same employees and trucks assigned.

Important: TCP Dispatch manages, for each job, a distinct record of what was scheduled and what was done for every single day - because <u>in practice</u> people don't show up or are needed elsewhere, trucks break down, and so on.

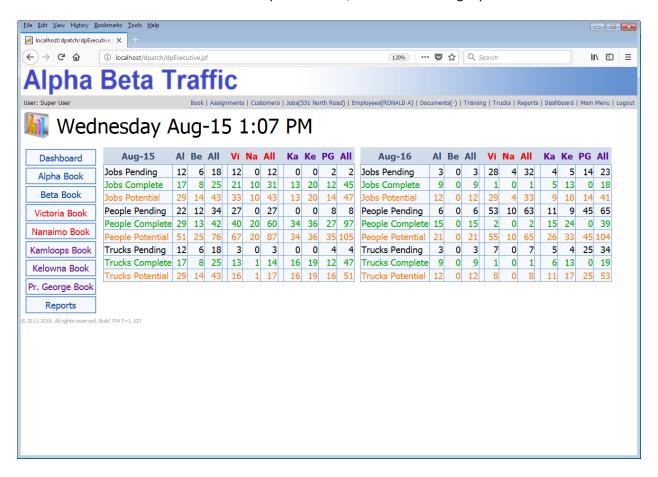
- (Page 1) Click on Copy Only Recurring Jobs to quickly filter a day's jobs to be copied.
- (Page 1) Click on Assignments Notified and Confirmed if this is understood by the crew and dispatcher.
- (Page 2) Click on the appropriate days of the week as listed.
- (Page 3) Click on ↑to select or de-select all listed jobs.
- (Page 3) Click on Copy Selected Jobs Listed Below to create multiple job records on multiple days.



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Dashboard Page: an operations view of today's and tomorrow's activity

The dashboard refreshes every minute and is appropriate for a "big board" operations display. The dashboard collects information from multiple web sites, as well as showing Alpha and Beta totals.



One-Click Actions:

• Click on a book name (e.g. **Kelowna Book**) to see book details from that web site. Central operations can see what dispatchers at other web sites are seeing.