

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

for 100 Employees. [New Daily Note](#) [Less](#) Show Texts: **2 Newly Received** -- All -- Active

Ronald is a no show at work

Claire 20 minutes late

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.

One-Click Actions:

- 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

Alpha Beta Traffic
User: Super User | Book | Assignments | Customers | Jobs(531 North Road) | Employees(RONALD A) | Documents() | Training | Trucks | Reports | Dashboard | Main Menu | Logout

Wednesday Aug-15-2018
29 entries. Create New Job | New Daily Note Less Employee Texts: 2 Newly Received -- All -- Active
Ronald is a no show at work
DON B confirmed Mark: Done
RONALD A ok Mark: Done
Claire 20 minutes late

» Book(Alpha-Beta-Combined) - Assignments(Alpha-Beta-Combined) - Jobs **Print:** Truck Sheet Book Summary
Date: Aug-15-2018 **Today** **Show:** [Truck Jobs] [Double] [Dupes] [Incomplete] [Missing Slips]

Start	Customer & PO	Note	Address	Job Description	Modified	By	TCP	LCT	BFT	TT	All	S	Trucks	Employees
-	-	-	-	-	-	-	22	29	0	0	51	-	-	-
0700	\$Cash	Nil // recall for 5 weeksR	531 North Road, Coquitlam	Fast Lane Closure	Aug-15-2018	Jane Dispatcher	0	1	0	0	1	-	LC-01	RONALD A
0700	\$Cash	Jane // recall til further noticeR	Skeena Yard, Vancouver	Event	Aug-15-2018	Emma Dispatcher	1*	1	0	0	2*	-	LC-30	WADE D
0700	\$Cash	// recall til July 30th M-FR	56th Ave west of Hwy 17, Tsawwassen	Slow Lane Closure	Aug-15-2018	Admin User	1*	1	0	0	2*	-	LC-40	SHARLEEN N
0800	\$Cash	Nav	W Broadway & Mackenzie St, Vancouver	Event	Aug-15-2018	Emma Dispatcher	0	1	0	0	1	-	LC-10	GEORGE J
0700	Abbotsford Accounting	Meet at Chevron Gas Station	Naniamo & E 1st St, Vancouver	Slow Lane Closure	Aug-15-2018	Admin User	1	1	0	0	2	-	LC-28	KEITH B, ALICIA G
0700	Agassiz Industries Ltd	Rich	Commerical & E 15th Ave, Vancouver	Slow Lane Closure	Aug-15-2018	Admin User	1	1	0	0	2	-	LC-24	JO C, JEFF X
0700	Aldergrove Lawyers Inc	Greg	W 10th Ave & MacDonald, Vancouver	Shoulder Closure	Aug-15-2018	Bill Dispatcher	1	1	0	0	2	-	LC-27	SIGRID A, ROSE F
0700	Burnaby Lumber Limited	NON-Telus Job	Westminster Hwy at 8 Road, Richmond	Shoulder Closure	Aug-15-2018	Bill Dispatcher	1	1	0	0	2	-	LC-31	GEORGE E, SHARLEEN I
0700	Chilliwack Senior Centre	movie shoot	2062 Acadia Rd, UBC	Event	Aug-15-2018	Emma Dispatcher	1	1	0	0	2	-	LC-34	JO H, RONALD L
0700	Coquitlam Accounting Services Corp	-	Equipment Yard, Burnaby	Fast Lane Closure	Aug-15-2018	Jane Dispatcher	1	1	0	0	2	-	LC-37	ROSE K, CLAIRE O
0700	Delta Pizza	Stu Wright ** NO Don	3100 Block E49th Ave, Vancouver	Slow Lane Closure	Aug-15-2018	Admin User	1	1	0	0	2	-	LC-16	ROSE P, KEITH W
0700	Golf City	// recall til Further NoticeR	Garden City & No 3, Richmond	Fast Lane Closure	Aug-15-2018	Jane Dispatcher	1	1	0	0	2	-	LC-33	FRAN G, FRANK K
0830	Kelowna Furniture Corp	// recall til Aug 03R	Windermere & E 1st Ave, Vancouver	Shoulder Closure	Aug-15-2018	Bill Dispatcher	1	1	0	0	2	-	LC-19	SHARLEEN S, KEVIN X
0700	Ladner Group	-	Cambie St & Marine Way, Vancouver	Fast Lane Closure	Aug-15-2018	Jane Dispatcher	1	1	0	0	2	-	LC-25	CLAIRE Y, JOE D
0800	Landsdown Mall	// recall until July 31R	3rd St & Queensbury, North Vancouver	Shoulder Closure	Aug-15-2018	Bill Dispatcher	0	1	0	0	1	-	LC-07	KEITH G
0800	Langley Services Limited	// recall til FridayR	3rd Street W & Chesterfield, North Vancouver	Fast Lane Closure	Aug-15-2018	Jane Dispatcher	0	1	0	0	1	-	LC-09	WADE I
0700	Mission Lumber	PO 1432	Equipment Yard, Burnaby	Slow Lane Closure	Aug-15-2018	Admin User	1	1	0	0	2	-	LC-36	JACOB J, JEFF N
0700	Nanaimo University	Aug // recall til July 27R	1st Ave & Nanaimo, Vancouver	Event	Aug-15-2018	Emma Dispatcher	1	1	0	0	2	-	LC-22	RONALD V, INDIRA A
0700	New West IT Services Corp	// recall until July 31R	39th Ave & Prince Albert, Vancouver	Slow Lane Closure	Aug-15-2018	Admin User	1	1	0	0	2	-	LC-12	JEFF S, FRAN L
0700	North Van Cycles	Jerry // recall til Aug 10R	67 Carber, Vancouver	Fast Lane Closure	Aug-15-2018	Jane Dispatcher	1	1	0	0	2	-	LC-13	JO M, CLAIRE T
0830	Poco Toys	Marion	1st Ave & Ontario, Vancouver	Event	Aug-15-2018	Emma Dispatcher	1*	1	0	0	2*	-	LC-18	SANJAY R
0700	Richmond Centre	Caribbean Days	W Esplanade, North Vancouver	Event	Aug-15-2018	Emma Dispatcher	0	1	0	0	1	-	LC-06	SIGRID F
0700	Richmond Lumber Inc	Eugene Bonin ** NO Ronald	475 Howe St, Vancouver	Shoulder Closure	Aug-15-2018	Bill Dispatcher	1	1	0	0	2	-	LC-15	JACOB O, SIGRID V
0700	Simon Fraser University	Cameron 604-985-7474	3607 Capilano Rd, North Vancouver	Slow Lane Closure	Aug-15-2018	Admin User	0	1	0	0	1	-	LC-04	CLAIRE D
0700	University of BC	Matt 604-785-4276	Beach & Pacific, Vancouver	Shoulder Closure	Aug-15-2018	Bill Dispatcher	0	1	0	0	1	-	LC-03	JEFF C

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.

One-Click Actions:

- 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

Alpha Beta Traffic

User: Super User | Book | Assignments | Customers | Jobs(531 North Road) | Employees(RONALD A) | Documents() | Training | Trucks | Reports | Dashboard | Main Menu | Logout

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

Ronald is a no show at work
 Claire 20 minutes late
 DON B confirmed Mark: Done
 RONALD A ok Mark: Done

» Book(Alpha-Beta-Combined) - Assignments(Alpha-Beta-Combined) - Jobs - Truck Sheet - Sort By Employee

New Date: Aug-15-2018

Alpha Seniority	Alpha Truck Sen.	Wednesday* Aug-15-2018	Thursday Aug-16-2018	Friday Aug-17-2018	Saturday Aug-18-2018	Sunday Aug-19-2018	Monday Aug-20-2018	Tuesday Aug-21-2018	City	Skill Level	Opts
Jan-01-2011	-	RONALD A Mat Leave	RONALD A Mat Leave	RONALD A Mat Leave	RONALD A Mat Leave	RONALD A Mat Leave	RONALD A Mat Leave	RONALD A Mat Leave	Vancouver	2 - Probationary	LCBPH
Jan-01-2011	-	DON B	DON B	DON B	DON B	DON B	DON B	DON B	Vancouver	3 - Light Construction	LCBPH
Jan-01-2011	-	JEFF C	JEFF C	JEFF C	JEFF C	JEFF C	JEFF C	JEFF C	Vancouver	3 - Light Construction	LCBPH
Jan-01-2011	-	CLAIRE D	CLAIRE D	CLAIRE D	CLAIRE D	CLAIRE D	CLAIRE D	CLAIRE D	Vancouver	3 - Light Construction	LCBPH
Jan-01-2011	-	EMMA E	EMMA E	EMMA E	EMMA E	EMMA E	EMMA E	EMMA E	Vancouver	3 - Light Construction	LCBPH
Jan-01-2011	-	SIGRID F	SIGRID F	SIGRID F	SIGRID F	SIGRID F	SIGRID F	SIGRID F	Vancouver	4 - Construction TCP	LCBPH
Jan-01-2011	-	KEITH G	KEITH G	KEITH G	KEITH G	KEITH G	KEITH G	KEITH G	Vancouver	5 - Construction LCT	LCBPH
Jan-01-2011	-	KEVIN H	KEVIN H	KEVIN H	KEVIN H	KEVIN H	KEVIN H	KEVIN H	Vancouver	5 - Construction LCT	LCBPH
Jan-01-2011	-	WADE I	WADE I	WADE I	WADE I	WADE I	WADE I	WADE I	Vancouver	6 - Freeway LCT	LCBPH
Jan-01-2011	-	GEORGE J	GEORGE J	GEORGE J	GEORGE J	GEORGE J	GEORGE J	GEORGE J	Vancouver	1 - Trainee	LCBPH
Jan-01-2011	-	INDIRA K	INDIRA K	INDIRA K	INDIRA K	INDIRA K	INDIRA K	INDIRA K	Vancouver	2 - Probationary	LCBPH
Jan-01-2011	-	FRAN L	FRAN L	FRAN L	FRAN L	FRAN L	FRAN L	FRAN L	Vancouver	3 - Light Construction	LCBPH
Jan-01-2011	-	JO M	JO M	JO M	JO M	JO M	JO M	JO M	Vancouver	3 - Light Construction	LCBPH
Jan-01-2011	-	JOE N	JOE N	JOE N	JOE N	JOE N	JOE N	JOE N	Vancouver	3 - Light Construction	LCBPH
Jan-01-2011	-	JACOB O	JACOB O	JACOB O	JACOB O	JACOB O	JACOB O	JACOB O	Vancouver	3 - Light Construction	LCBPH
Jan-01-2011	-	ROSE P	ROSE P	ROSE P	ROSE P	ROSE P	ROSE P	ROSE P	Vancouver	4 - Construction TCP	LCBPH
Jan-01-2011	-	ALICIA Q	ALICIA Q	ALICIA Q	ALICIA Q	ALICIA Q	ALICIA Q	ALICIA Q	Vancouver	5 - Construction LCT	LCBPH
Jan-01-2011	-	SANJAY R	SANJAY R	SANJAY R	SANJAY R	SANJAY R	SANJAY R	SANJAY R	Vancouver	5 - Construction LCT	LCBPH
Jan-01-2011	-	SHARLEEN S	SHARLEEN S	SHARLEEN S	SHARLEEN S	SHARLEEN S	SHARLEEN S	SHARLEEN S	Vancouver	6 - Freeway LCT	LCBPH
Jan-01-2011	-	DAVE T	DAVE T	DAVE T	DAVE T	DAVE T	DAVE T	DAVE T	Vancouver	1 - Trainee	LCBPH
Jan-01-2011	-	FRANK U	FRANK U	FRANK U	FRANK U	FRANK U	FRANK U	FRANK U	Vancouver	2 - Probationary	LCBPH
Jan-01-2011	-	RONALD V	RONALD V	RONALD V	RONALD V	RONALD V	RONALD V	RONALD V	Vancouver	3 - Light Construction	LCBPH
Jan-01-2011	-	DON W	DON W	DON W	DON W	DON W	DON W	DON W	Vancouver	3 - Light Construction	LCBPH
Jan-01-2011	-	JEFF X	JEFF X	JEFF X	JEFF X	JEFF X	JEFF X	JEFF X	Vancouver	3 - Light Construction	LCBPH
Jan-01-2011	-	CLAIRE Y	CLAIRE Y	CLAIRE Y	CLAIRE Y	CLAIRE Y	CLAIRE Y	CLAIRE Y	Vancouver	3 - Light Construction	LCBPH

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.

One-Click Actions:

- 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 screenshot shows the 'Alpha Job' page in the TCP Dispatch software. The page title is 'Alpha Beta Traffic'. The user is 'Super User'. The job is located at '531 North Road'. The job details include: Address (531 North Road), Customer (AAAA - \$Cash), Job Description (Fast Lane Closure), City (Coquitlam), Job Date (Aug-15-2018 Wednesday), Status (Active), Start Time (0700), and various requirements for equipment and signs. A table shows one truck assigned to the job, and another table shows one employee assigned. The interface includes a 'Send Text to All' button and a 'Send Text to Document' button.

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 [↑](#) 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.)

Why Choose TaiRox TCP Dispatch?

Copy Jobs Page: Managing On-Going Jobs

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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 in theory 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 in practice people don't show up or are needed elsewhere, trucks break down, and so on.

One-Click Actions:

(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.

The screenshot shows a web browser window displaying the 'Alpha Beta Traffic' dashboard. The page title is 'Alpha Beta Traffic' and the user is 'Super User'. The dashboard shows data for Wednesday, Aug-15 1:07 PM. It features a navigation menu on the left with links to 'Dashboard', 'Alpha Book', 'Beta Book', 'Victoria Book', 'Nanaimo Book', 'Kamloops Book', 'Kelowna Book', 'Pr. George Book', and 'Reports'. The main content area displays two tables of traffic data for August 15 and August 16. Each table has columns for 'Jobs Pending', 'Jobs Complete', 'Jobs Potential', 'People Pending', 'People Complete', 'People Potential', 'Trucks Pending', 'Trucks Complete', and 'Trucks Potential'. The data is broken down by region: Al, Be, All, Vi, Na, All, Ka, Ke, PG, All. The dashboard also includes a footer with copyright information: '© 2011-2018. All rights reserved. Build 754T=1.107'.

	Aug-15										Aug-16									
	Al	Be	All	Vi	Na	All	Ka	Ke	PG	All	Al	Be	All	Vi	Na	All	Ka	Ke	PG	All
Jobs Pending	12	6	18	12	0	12	0	0	2	2	3	0	3	28	4	32	4	5	14	23
Jobs Complete	17	8	25	21	10	31	13	20	12	45	9	0	9	1	0	1	5	13	0	18
Jobs Potential	29	14	43	33	10	43	13	20	14	47	12	0	12	29	4	33	9	18	14	41
People Pending	22	12	34	27	0	27	0	0	8	8	6	0	6	53	10	63	11	9	45	65
People Complete	29	13	42	40	20	60	34	36	27	97	15	0	15	2	0	2	15	24	0	39
People Potential	51	25	76	67	20	87	34	36	35	105	21	0	21	55	10	65	26	33	45	104
Trucks Pending	12	6	18	3	0	3	0	0	4	4	3	0	3	7	0	7	5	4	25	34
Trucks Complete	17	8	25	13	1	14	16	19	12	47	9	0	9	1	0	1	6	13	0	19
Trucks Potential	29	14	43	16	1	17	16	19	16	51	12	0	12	8	0	8	11	17	25	53

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.