



Process Documentation

Department:

Customer Support

Last Updated:

6/18/2025 9:52 AM

NAME OF PROCESS

Navigating Truck Dispatch [RolePlay]

Use Case / Objectives

This guide will walk you through how to use the Truck Dispatch Display screen to review a list of truck dispatches for a location, a district, a region, an area, or all locations. Control record settings determine if the truck dispatch record will automatically be created at the time of a rental out, reservation, sales order, exchange, or pickup. From this screen you can access an individual dispatch and update information on the dispatch or update its status.

Configuration, Training, and Reporting

This document assumes you know how to perform basic Search functionality to find information in the system (i.e., F4 search). The steps for this are not included within this document.

Field definitions for applicable tasks are available in the Reference Glossary. To view these definitions, click on the screen name in the task or scroll to the Glossary at the end of the document.

Menu options to access:

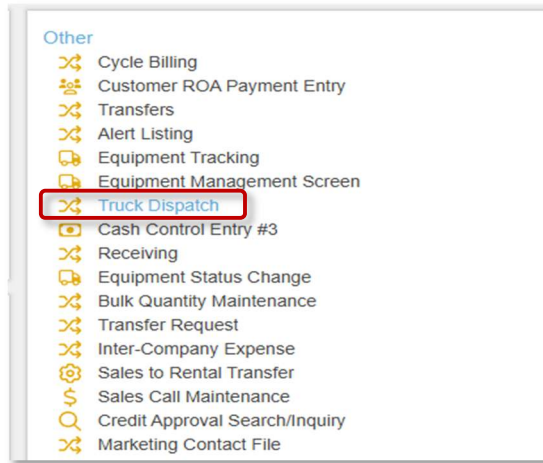
Main Operations => Other => Truck Dispatch

Navigating the Truck Dispatch Display Screen

View Truck Dispatch Display

Process Steps

1. Log into the [Roleplay Environment](#) using your credentials.
2. Click on the **Main Operations** menu option on the left side of the screen, in the **Other** section, click on the **Truck Dispatch** option.



- a. The **Truck Dispatch Display** screen opens, displaying a list of current truck dispatch records that need to be delivered or picked up.

6/10/25 09:53:18 Truck Dispatch Display Sys: DEMO V12
 Sorted by: Date, Time Mode: All Locs Invoice: [] Cmp: RM Loc: DMO
 Options: Options: 2=Change 3=Copy 4=Delete 5=Display 9=Lin Cmt or Status: A,C,D or *
 Open: Posted: From: 6/10/25 To: 6/10/25 Eqp #: [] Cat-class: [] - [] Exp timer: (Y/N/O) Tot wght: []

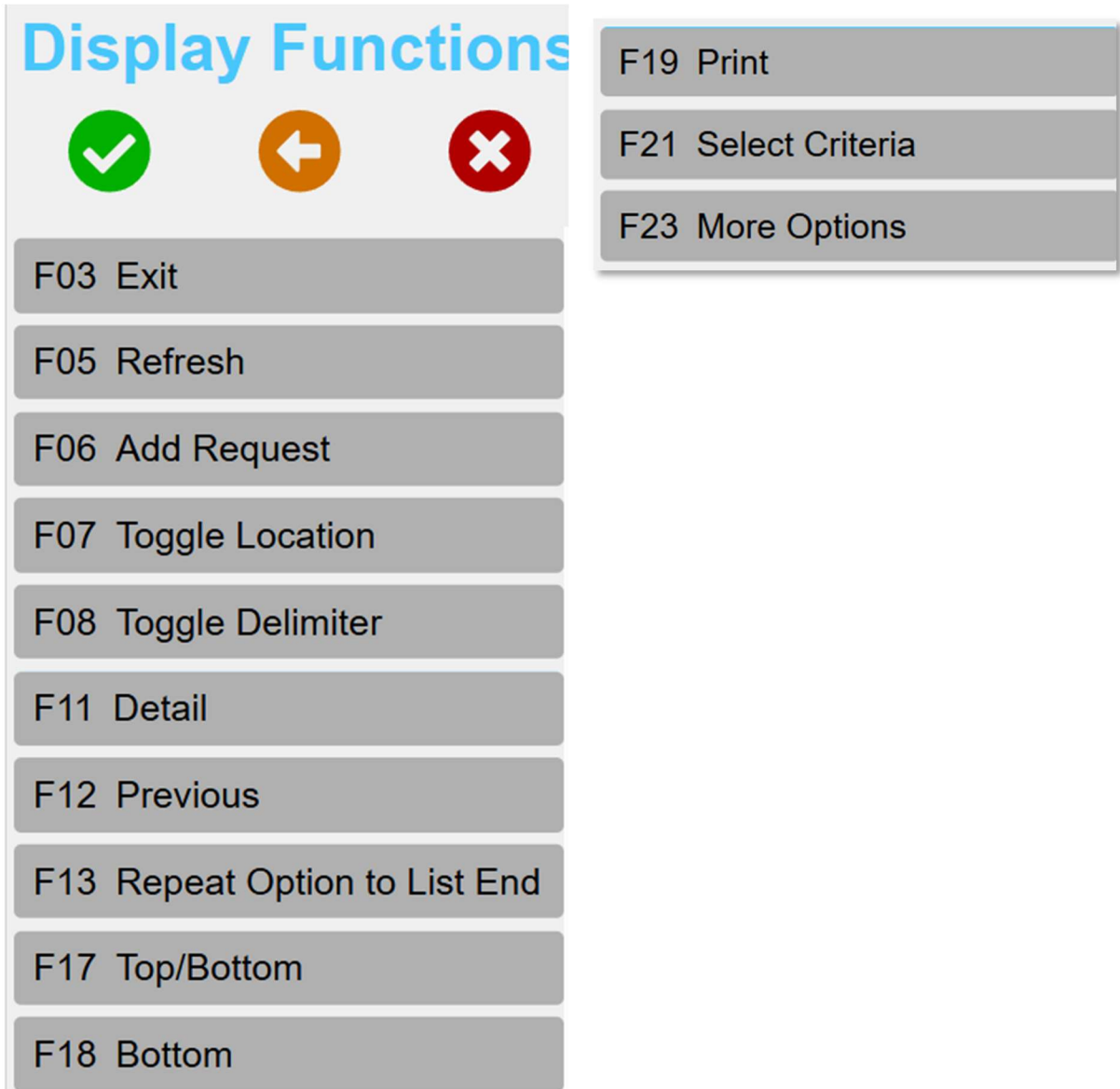
Q	S	C	Time	Date	Truck #	Load/Seq	Equipment	M	Job loc	Qty	Loc
<input type="checkbox"/>	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
<input type="checkbox"/>	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
<input type="checkbox"/>	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
<input type="checkbox"/>	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
<input type="checkbox"/>	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
<input type="checkbox"/>	P		8:58	6/10/25			BACKHOE TRACTOR	N	456 MAIN ST, GREENWOOD	1.00	DMO
<input type="checkbox"/>	P		10:12	6/10/25			OPERATOR	N	456 MAIN ST, GREENWOOD	1.00	DMO
<input type="checkbox"/>	P		11:28	6/10/25			PUMP, DIAPHRAM	N	TESTING, INDIANAPOLIS	1.00	DMO
<input type="checkbox"/>	P		11:28	6/10/25			HOSE, DISCHARGE 2" X 50'	N	TESTING, INDIANAPOLIS	1.00	DMO
<input type="checkbox"/>	S		15:00	6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO

3. Actions available for truck dispatch entries display across the top of the table.

6/10/25 09:53:18 Truck Dispatch Display Sys: DEMO V12
 Sorted by: Date, Time Mode: All Locs Invoice: [] Cmp: RM Loc: DMO
 Options: Options: 2=Change 3=Copy 4=Delete 5=Display 9=Lin Cmt or Status: A,C,D or *
 Open: Posted: From: 6/10/25 To: 6/10/25 Eqp #: [] Cat-class: [] - [] Exp timer: (Y/N/O) Tot wght: []

Q	S	C	Time	Date	Truck #	Load/Seq	Equipment	M	Job loc	Qty	Loc
<input type="checkbox"/>	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO

- Additional actions appear in the **Display Functions** menu.



- Press **F7** on your keyboard or click on [F07 Toggle Location](#) to toggle between Location, District, Region, or All Locations.

```
Truck Dispatch Display
Mode: Loc: DMO
Play 9=Lin Cmt or Status: A C D
```

```
Truck Dispatch Display
Mode: Dist: 100
```

```
Truck Dispatch Display
Mode: Region:100
Play 9=Lin Cmt or Status: A C D
```

```
Truck Dispatch Display
Mode: All Locs
```

- Press **F8** on your keyboard or [click on F08 Toggle Delimiter](#) to change how you view the list, which also provides a different set of delimiters (filters) for narrowing the list.

6/10/25 11:29:03 Truck Dispatch Display Sys: DEMO V12
 Sorted by: Date, Time Mode: ALL Locs Invoice: [] Cmp: RM Loc: DMO
 Options: Options: 2=Change 3=Copy 4=Delete 5=Display 9=Lin Cmt or Status: A,C,D or *
 Open: Posted: From: 6/10/25 To: 6/10/25 Eqp #: [] Cat-class: [] - [] Exp timer: (Y/N/D) Tot wght: []

O	S	C	Driver#	Customer	Pag/Grd	Distn	Dr	Equipment#	Area	Ter
	S		6/10/25		100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN		1.00	DMO
			Driver:	Cus: RENTAL CUSTOMER	Pag/Grd	Ds/Dr	***** ** Dsp eqp#:	9145	Area:	Ter:
	S		6/10/25		100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN		1.00	DMO
			Driver:	Cus: RENTAL CUSTOMER	Pag/Grd	Ds/Dr	***** ** Dsp eqp#:	9145	Area:	Ter:
	S		6/10/25		100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN		1.00	DMO
			Driver:	Cus: RENTAL CUSTOMER	Pag/Grd	Ds/Dr	***** ** Dsp eqp#:	9143	Area:	Ter:
	S		6/10/25		100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN		1.00	DMO
			Driver:	Cus: RENTAL CUSTOMER	Pag/Grd	Ds/Dr	***** ** Dsp eqp#:	9144	Area:	Ter:
	S		6/10/25		100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN		1.00	DMO
			Driver:	Cus: RENTAL CUSTOMER	Pag/Grd	Ds/Dr	***** ** Dsp eqp#:	9144	Area:	Ter:
	* P		8:58 6/10/25		BACKHOE TRACTOR	N	456 MAIN ST, GREENWOOD		1.00	DMO
			Driver:	Cus: Turnkey Customer 2	Pag/Grd	Ds/Dr	***** ** Dsp eqp#:	1375	Area: MIKE	Ter: 1
	P		10:12 6/10/25		OPERATOR	N	456 MAIN ST, GREENWOOD		1.00	DMO
			Driver:	Cus: Turnkey Customer 2	Pag/Grd	Ds/Dr	***** ** Dsp eqp#:	1463	Area: MIKE	Ter: 1
	A P		11:28 6/10/25		PUMP, DIAPHRAM	N	TESTING, INDIANAPOLIS		1.00	DMO
			Driver:	Cus: Jefferson Contracting	Pag/Grd	Ds/Dr	***** ** Dsp eqp#:	1158	Area:	Ter:

More...

- Press **F11** on your keyboard or [click on F11 Detail](#) to display more details about each dispatch. **NOTE:** This is similar to **F8**, but the delimiters do not change.

6/10/25 11:31:37 Truck Dispatch Display Sys: DEMO V12
 Sorted by: Date, Time Mode: ALL Locs Invoice: [] Cmp: RM Loc: DMO
 Options: Options: 2=Change 3=Copy 4=Delete 5=Display 9=Lin Cmt or Status: A,C,D or *
 Open: Posted: From: 6/10/25 To: 6/10/25 Eqp #: [] Cat-class: [] - [] Exp timer: (Y/N/D) Tot wght: []

O	S	C	Time	Date	Truck #	Load/Seq	Equipment	M	Job loc	Qty	Loc
	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
			Driver:	Cus: RENTAL CUSTOMER	Pag/Grd	Ds/Dr	***** ** Dsp eqp#:	9145	Area:	Ter:	
	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
			Driver:	Cus: RENTAL CUSTOMER	Pag/Grd	Ds/Dr	***** ** Dsp eqp#:	9145	Area:	Ter:	
	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
			Driver:	Cus: RENTAL CUSTOMER	Pag/Grd	Ds/Dr	***** ** Dsp eqp#:	9143	Area:	Ter:	
	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
			Driver:	Cus: RENTAL CUSTOMER	Pag/Grd	Ds/Dr	***** ** Dsp eqp#:	9143	Area:	Ter:	
	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
			Driver:	Cus: RENTAL CUSTOMER	Pag/Grd	Ds/Dr	***** ** Dsp eqp#:	9144	Area:	Ter:	

Update Truck Dispatch

Process Steps

NOTE: The following steps are continued from above.

1. To update an entry, on the **Truck Dispatch Display** screen, type 2 in the **0** field next to the desired entry. Press Enter.
 - a. The **Truck Dispatch Entry** screen opens for the selected entry.

6/10/25 10:15:49 Truck Dispatch Entry Sys: DEMO V12
 Cmp: RM Loc: DMO
 Mode **CHANGE**

Status: (*,C,A,P,) Map page/grid: Note: Driver:

Code: PICK-UP Reason cd: Dst: ***** Dir: **

Truck #: Load: Load Seq: Time: Date:

Eqp desc: Eqp#: 1375 Qty:

Job desc:

Cust #: 799 or D/L st & #:

Invoice #: 69365-0000 Ord by: DZA Rnt/Out: R (R/O)
 P.O.#: Terr#/Area: 1 / MIKE

Prm time: Date: Actual time: Date:

Comments: Signature on file: (Y/N)

Record added by: RM0001DA on 5/28/25 at 9:03:40 Transporting
 Last maint by: COMP FRWD on 6/09/25 at 20:00:30 Loc:

Complete the required information to change the record.

2. Type in or update any necessary information. **NOTE:** For this example, the *Status*, *Driver*, and *Comments* fields were updated.

6/10/25 10:36:29 Truck Dispatch Entry Sys: DEMO V12
 Cmp: RM Loc: DMO
 Mode **CHANGE**

Map page/grid:
 Status: * (*,C,A,P,) IN PROGRESS Note: 1.00 Driver: ADAN
 Code: P PICK-UP Reason cd: Dst: ***** Dir: **
 Truck #: Load: Load Seq: Time: 8:58 Date: 6/10/25
 Eqp desc: BACKHOE TRACTOR Eqp#: 1375 Qty: 1.00

Job desc: 456 MAIN ST, GREENWOOD
 Cust #: 799 or D/L st & #:
 Invoice #: 69365-0000 Ord by: DZA Rnt/Out: R (R/O)
 P.O.#: Terr#/Area: 1 / MIKE

Prm time: 8:58 Date: 6/10/25 Actual time: Date:
 Comments: Drop on west side of building. Signature on file: (Y/N)
 TESTING THE UPDATE FUNCTIONALITY ONLY.

Record added by: RM0001DA on 5/28/25 at 9:03:40 Transporting
 Last maint by: COMP FRWD on 6/09/25 at 20:00:30 Loc: DMO

3. Press Enter twice to Save.

- a. The **Truck Dispatch Timer** pop-up window opens. This is where you will review and enter timing information for the selected truck dispatch record. **NOTE:** This window opened because the *Status* is * - In Progress. ALL other statuses will return you to the **Truck Dispatch Display** screen.

Truck Dispatch Timer

Truck: Drv: ADAN
 Equipment #: 1375 BACKHOE TRACTOR
 Allocated time: 45 Used time: 0 (Mnt)
 Start time: 10:40 Date: 6/10/25
 E-mail: Y (Y/N)
 Current time: 10:40 Date: 6/10/25
 Time remaining: 45 minutes

Enter required information to continue.

4. Type in any required information. Press Enter twice to continue. **NOTE:** Since *E-mail* is set to Y, the **Truck Dispatch E-mail** pop-up window displays. If set to N, the **Truck Dispatch Display** screen will display.

Truck Dispatch E-mail

To e-mail address

Subject: DMO ;P; 8:58

Message text

Turnkey Customer 2;456 MAIN ST, GREENWOOD;Drop on west side of building.;TESTING THE UPDATE FUNCTIONALITY ONLY.;Eq#:1375-BACKHOE TRACTOR

Enter information and press Enter to continue.

5. Type in the required information and press Enter.
 - a. The **Truck Dispatch E-mail** pop-up window closes, the **Truck Dispatch Display** screen opens, and the record selected above displays as updated in the table.

Q	S	C	Time	Date	Truck #	Load/Seq	Equipment	M	Job loc	Qty	Loc
<input type="checkbox"/>	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
<input type="checkbox"/>	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
<input type="checkbox"/>	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
<input type="checkbox"/>	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
<input type="checkbox"/>	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
<input type="checkbox"/>	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
<input type="checkbox"/>	* P		8:58	6/10/25			BACKHOE TRACTOR	N	456 MAIN ST, GREENWOOD	1.00	DMO
<input type="checkbox"/>	P		10:12	6/10/25			OPERATOR	N	456 MAIN ST, GREENWOOD	1.00	DMO
<input type="checkbox"/>	P		11:28	6/10/25			PUMP, DIAPHRAM	N	TESTING, INDIANAPOLIS	1.00	DMO
<input type="checkbox"/>	P		11:28	6/10/25			HOSE, DISCHARGE 2" X 50'	N	TESTING, INDIANAPOLIS	1.00	DMO
<input type="checkbox"/>	S		15:00	6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO

6. To update the status of a record, type in A, C, D, or * in the *O* column next to the desired record and press Enter.
 - a. The **Truck Dispatch Display** screen refreshes to display the *Status* for the selected record.

6/10/25 10:57:37 Truck Dispatch Display Sys: DEMO V12
 Sorted by: Date, Time Mode: ALL Locs Invoice: Cmp: RM Loc: DMO
 Options: Options: 2=Change 3=Copy 4=Delete 5=Display 9=Lin Cmt or Status: A,C,D or *
 Open: Posted: From: 6/10/25 To: 6/10/25 Eqp #: Cat-class: Exp timer: (Y/N/O) Tot wght:

O	S	C	Time	Date	Truck #	Load/Seq	Equipment	M	Job loc	Qty	Loc
<input type="checkbox"/>	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
<input type="checkbox"/>	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
<input type="checkbox"/>	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
<input type="checkbox"/>	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
<input type="checkbox"/>	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
<input type="checkbox"/>	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
<input checked="" type="checkbox"/>	* P		8:58	6/10/25			BACKHOE TRACTOR	N	456 MAIN ST, GREENWOOD	1.00	DMO
<input type="checkbox"/>	P		10:12	6/10/25			OPERATOR	N	456 MAIN ST, GREENWOOD	1.00	DMO
<input type="checkbox"/>	A		11:28	6/10/25			PUMP, DIAPHRAM	N	TESTING, INDIANAPOLIS	1.00	DMO
<input type="checkbox"/>	P		11:28	6/10/25			HOSE, DISCHARGE 2" X 50'	N	TESTING, INDIANAPOLIS	1.00	DMO
<input type="checkbox"/>	S		15:00	6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO

7. To copy a record, type 3 in the O field next to the desired entry. Press Enter.
 - a. The **Truck Dispatch Entry** screen opens for the selected entry.

6/10/25 11:03:39 Truck Dispatch Entry Sys: DEMO V12
 Cmp: RM Loc: DMO
 Mode: **ADD**

Map page/grid:
 Status: (*,C,A,P,) Note: 1.00 Driver:
 Code: Reason cd: Dst: Dir:
 Truck #: Load: Load Seq: Time: 11:03 Date: 6/10/25
 Eqp desc: OPERATOR Eqp#: 1463 Qty: 1.00

Job # : 1 - Turnkey Customer Replacement value: 1000.00 Weight:

Job desc: 456 MAIN ST, GREENWOOD
 Cust #: 799 or D/L st & #:
 Invoice #: 69204-0000 Ord by: DANA Rnt/Out: (R/O)
 P.O.#: Terr#/Area: 1 / MIKE

Prm time: Date: Actual time: Date:
 Comments: Drop off between 10 AM - 5 PM on the north side of the building

Transporting
 Loc: DMO

Complete the required information to add the record.

8. Update any necessary information for the record and press Enter twice to continue.
 - a. The **Truck Dispatch Entry** screen closes and the **Truck Dispatch Display** screen opens. The original record remains in the table in its original format and the copied record displays as entered.

6/10/25 11:06:43 Truck Dispatch Display Sys: DEMO V12
 Sorted by: Date, Time Mode: All Locs Invoice: Cmp: RM Loc: DMO
 Options: Options: 2=Change 3=Copy 4=Delete 5=Display 9=Lin Cmt or Status: A,C,D or *
 Open: Y Posted: N From: 6/10/25 To: 6/10/25 Eqp #: Cat-class: Exp timer: Y (Y/N/O) Tot wght:

Q	S	C	Time	Date	Truck #	Load/Seq	Equipment	M	Job loc	Qty	Loc
	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
	* P		8:58	6/10/25			BACKHOE TRACTOR	N	456 MAIN ST, GREENWOOD	1.00	DMO
	P		10:12	6/10/25			OPERATOR	N	456 MAIN ST, GREENWOOD	1.00	DMO
	E		11:03	6/10/25			OPERATOR	N	456 MAIN ST, GREENWOOD - COPY ONLY	1.00	DMO
	A P		11:28	6/10/25			PUMP, DIAPHRAM	N	TESTING, INDIANAPOLIS	1.00	DMO
	P		11:28	6/10/25			HOSE, DISCHARGE 2" X 50'	N	TESTING, INDIANAPOLIS	1.00	DMO
	S		15:00	6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO

9. To delete an entry, type 4 in the O field. Press Enter.
 - a. The Truck Dispatch Entry screen opens with deletion pending.

6/10/25 11:12:26 Truck Dispatch Entry Sys: DEMO V12
 Cmp: RM Loc: DMO
 Mode: DELETE

Map page/grid:
 Status: (*,C,A,P,) Note: 1.00 Driver:
 Code: E EXCHANGE Reason cd: 6 EQUIP BREAKDOWN AFT Dst: ***** Dir: **
 Truck #: Load: Load Seq: Time: 11:03 Date: 6/10/25
 Eqp desc: OPERATOR Eqp#: 1463 Qty: 1.00

Job #: 1 - Turnkey Customer Replacement value: 1000.00 Weight:
 Job desc: 456 MAIN ST, GREENWOOD - COPY ONLY
 Cust #: 799 or D/L st & #:
 Invoice #: 69204-0000 Ord by: DANA Rnt/Out: R (R/O)
 P.O.#: Terr#/Area: 1 / MIKE

Prm time: 11:03 Date: 6/10/25 Actual time: Date:
 Comments: Drop off between 10 AM - 5 PM on the north side of the building
 Signature on file: (Y/N)

Record added by: RM0001DA on 6/10/25 at 11:06:43
 Last maint by: RM0001DA on 6/10/25 at 11:06:43 Loc: DMO

Deletion pending. Press <F23> to delete the record or F12 to cancel.

10. If you do not want to delete the record, press F12 on your keyboard to close the record and return to the Truck Dispatch Display screen.
11. To continue with the deletion, press F23 (shift+F11) on your keyboard or click on F23 Delete in the Display Functions menu.
 - a. The Truck Dispatch Entry screen closes and the deleted entry no longer displays in the table.

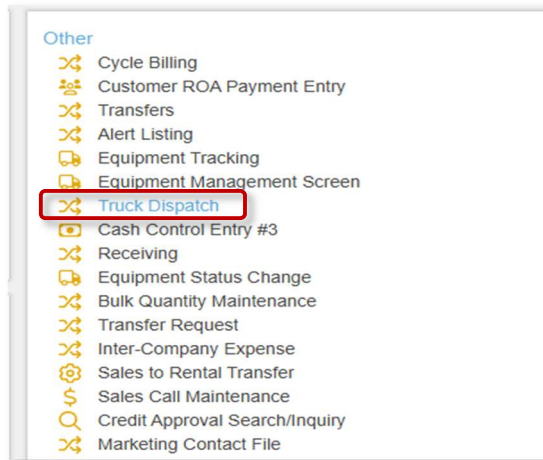
6/10/25 11:19:24 Truck Dispatch Display Sys: DEMO V12
 Sorted by: Date, Time Mode: All Locs Invoice: Cmp: RM Loc: DMO
 Options: Options: 2=Change 3=Copy 4=Delete 5=Display 9=Lin Cmt or Status: A,C,D or *
 Open: Posted: From: 6/10/25 To: 6/10/25 Eqp #: Cat-class: Exp timer: (Y/N/O) Tot wght:

Q	S	C	Time	Date	Truck #	Load/Seq	Equipment	M	Job Loc	Qty	Loc
<input type="checkbox"/>	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
<input type="checkbox"/>	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
<input type="checkbox"/>	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
<input type="checkbox"/>	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
<input type="checkbox"/>	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
<input type="checkbox"/>	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
<input type="checkbox"/>	* P		8:58	6/10/25	5		BACKHOE TRACTOR	N	456 MAIN ST, GREENWOOD	1.00	DMO
<input type="checkbox"/>	P		10:12	6/10/25			OPERATOR	N	456 MAIN ST, GREENWOOD	1.00	DMO
<input type="checkbox"/>	D E		11:03	6/10/25			OPERATOR	N	***RECORD DELETED***OD - COPY ONLY	1.00	DMO
<input type="checkbox"/>	A P		11:28	6/10/25			PUMP, DIAPHRAM	N	TESTING, INDIANAPOLIS	1.00	DMO
<input type="checkbox"/>	P		11:28	6/10/25			HOSE, DISCHARGE 2" X 50'	N	TESTING, INDIANAPOLIS	1.00	DMO
<input type="checkbox"/>	S		15:00	6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO

Add Truck Dispatch

Process Steps

1. Log into the [Roleplay Environment](#) using your credentials.
2. Click on the **Main Operations** menu option on the left side of the screen. In the **Other** section, click on the **Truck Dispatch** option.



- a. The Truck Dispatch Display screen opens.

6/10/25 09:53:18 Truck Dispatch Display Sys: DEMO V12
 Sorted by: Date, Time Mode: ALL Locs Invoice: [] Cmp: RM Loc: DMO
 Options: 2=Change 3=Copy 4=Delete 5=Display 9=Lin Cmt or Status: A,C,D or *
 Open: Posted: From: 6/10/25 To: 6/10/25 Eqp #: [] Cat-class: [] - [] Exp timer: (Y/N/O) Tot wght: []

Q	S	C	Time	Date	Truck #	Load/Seq	Equipment	M	Job loc	Qty	Loc
<input type="checkbox"/>	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
<input type="checkbox"/>	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
<input type="checkbox"/>	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
<input type="checkbox"/>	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
<input type="checkbox"/>	S			6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
<input type="checkbox"/>	P		8:58	6/10/25			BACKHOE TRACTOR	N	456 MAIN ST, GREENWOOD	1.00	DMO
<input type="checkbox"/>	P		10:12	6/10/25			OPERATOR	N	456 MAIN ST, GREENWOOD	1.00	DMO
<input type="checkbox"/>	P		11:28	6/10/25			PUMP, DIAPHRAM	N	TESTING, INDIANAPOLIS	1.00	DMO
<input type="checkbox"/>	P		11:28	6/10/25			HOSE, DISCHARGE 2" X 50'	N	TESTING, INDIANAPOLIS	1.00	DMO
<input type="checkbox"/>	S		15:00	6/10/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO

3. In the **Display Functions** menu, click on **F06 Add Request**.
 - a. The **Truck Dispatch Entry** screen displays blank fields for the new entry.

6/11/25 08:39:41 Truck Dispatch Entry Sys: DEMO V12
 Cmp: RM Loc: DMO
 Mode: ADD

Map page/grid:
 Status: (*,C,A,P,) Note: Driver:
 Code: Reason cd: Dst: Dir:
 Truck #: Load: Load Seq: Time: 8:39 Date: 6/11/25
 Eqp desc: Eqp#: Qty:

Job desc:
 Cust #: or D/L st & #:
 Invoice #: Ord by: Rnt/Out: (R/O)
 P.O.#: Terr#/Area: /

Prm time: Date: Actual time: Date:
 Comments: Signature on file: (Y/N)

Transporting
 Loc: DMO

Complete the required information to add the record.

4. To add the record, the following fields are required:
 - a. *Code*
 - i. If you do not know a valid code, with the cursor in the field, press F1 to view a list of valid codes.
 - b. *Equipment description or Equipment #*
 - i. If you do not know either of these items, with the cursor in either of the fields, press F4 to open the **Equipment Search** screen.
 - c. *Job description*
 - i. Type in a brief description for the job.
 - d. *Customer number or Driver's License State & #*
 - i. Type in the customer's driver's license information.
5. If desired, type in any additional information. Press Enter to save the record.
 - a. The **Truck Display Entry** screen closes, the **Truck Dispatch Display** screen opens, and the record above displays in the table.

6/11/25 08:54:03 Truck Dispatch Display Sys: DEMO V12
 Sorted by: Date, Time Mode: All Locs Invoice: Cmp: RM Loc: DMO
 Options: Options: 2=Change 3=Copy 4=Delete 5=Display 9=Lin Cmt or Status: A,C,D or *
 Open: Posted: From: 6/11/25 To: 6/11/25 Eqp #: Cat-class: - Exp timer: (Y/N/O) Tot wght:

Q	S	C	Time	Date	Truck #	Load/Seq	Equipment	M	Job loc	Qty	Loc
<input type="checkbox"/>	S			6/11/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
<input type="checkbox"/>	S			6/11/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
<input type="checkbox"/>	S			6/11/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
<input type="checkbox"/>	S			6/11/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
<input type="checkbox"/>	S			6/11/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
<input type="checkbox"/>	S			6/11/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO
<input type="checkbox"/>	P		8:39	6/11/25			AIR COMPRESSOR	N	DOCUMENT TEST ONLY	1.00	DMO
<input type="checkbox"/>	* P		8:58	6/11/25	S		BACKHOE TRACTOR	N	456 MAIN ST, GREENWOOD	1.00	DMO
<input type="checkbox"/>	P		10:12	6/11/25			OPERATOR	N	456 MAIN ST, GREENWOOD	1.00	DMO
<input type="checkbox"/>	A P		11:28	6/11/25			PUMP, DIAPHRAM	N	TESTING, INDIANAPOLIS	1.00	DMO
<input type="checkbox"/>	P		11:28	6/11/25			HOSE, DISCHARGE 2" X 50'	N	TESTING, INDIANAPOLIS	1.00	DMO
<input type="checkbox"/>	S		15:00	6/11/25			100 KW GENERATOR W/TRAILER	N	9010 MICHIGAN ROAD, INDIANAPOLIS, IN	1.00	DMO

Reference Glossary

Field Definitions for Tasks

Truck Dispatch Display

- **Invoice number** - Enter an invoice number to focus the truck dispatch display only on records related to that invoice. This is typically the contract number followed by a 4-digit sequence number that increments from 0000 each time a transaction is processed against the contract. If the Inv# clears other selects field in control record **RATRKA** is set to **N**, the entered invoice number works in conjunction with all other entered filters to limit records for that invoice. If that control record field is set to **Y**, using the invoice field clears all other filters and shows truck dispatches related to the invoice entered, irrespective of the other filters.
- **Open** - Indicate whether you want to see open truck dispatches in the list. The default setting is **Y** for Yes.
- **Posted** - Indicate whether you want to see posted truck dispatches in the list. The default setting is **N** for No.
- **From** - Enter the start date for a range of dates for which you want to view truck dispatches.
- **To** - Enter the end date for a range of dates for which you want to view truck dispatches.
- **Equipment Number** - Enter an equipment number for which you want to view truck dispatches.
- **Category** - Enter the code of a category for which you want to view truck dispatches.
- **Class** - Enter the code of a class for which you want to view truck dispatches.
- **Expired Timer** - Indicate whether you want to see truck dispatches with expired timer records (**Y**); with timer records that have not expired (**N**); or only dispatches with expired timer records (**O**).
- **Total Weight** - Displays the total weight of all listed dispatches.
- **Dispatch List** - Status - Indicates the status of the dispatch. Valid codes include:
 - * - In Progress
 - C - Completed
 - D - Deleted
 - A - Anytime
 - H - High Priority
 - M - Normal Priority
 - P - Priority
 - W - Waiting
 - X - Posted
- **Code** - Indicates the type of dispatch. Valid types include:
 - P - Pickup
 - D - Delivery

- E - Exchange
- I - Inter-company
- S - Service call
- M - Move customer equipment
- T - Transfer equipment from job to job
- L - Lunch
- *Time* - Displays the time of the delivery.
- *Date* - Displays the date of the delivery.
- *Truck number* - Enter the number of the truck used for delivery.
- *Load* - Enter the designation of the load going out for delivery.
- *Load sequence* - Enter the sequence in which this equipment was loaded. This is helpful when one truck is making multiple deliveries, and the equipment must be loaded and offloaded in a particular sequence.
- *Equipment/Item description* - Displays the description of the equipment or sales item.
- *Multiple Pieces of Equipment* - Indicates if there is more than one piece of equipment on the truck dispatch.
- *Job Location* - Displays a description of the job where the equipment is to be delivered.
- *Note* - This is a user-defined field. The codes for this field are created in the Default Codes program (code DN) in Cross Application Maintenance.
- *Location* - Displays the location that created the truck dispatch.

Truck Dispatch Entry

- *Map page/grid* - Displays the page number and grid identification found on your map for the shipping address.
- *Status* - Indicate the status of the dispatch. This field is mandatory in order to complete and post the dispatch. If you do not enter the status here, you can enter it via the options on the Truck Dispatch Display screen. Valid codes include:
 - * - In Progress
 - C - Completed
 - D - Deleted
 - A - Anytime
 - H - High Priority
 - M - Normal Priority
 - P - Priority
 - X - Posted
- *Note* - This is a user-defined field. Create the codes for this field in the Default Codes program in Cross Application Maintenance using code DN.
- *Driver* - Enter the driver's name if it is known.
- *Code* - Indicate the type of dispatch. Valid types include:
 - P - Pickup
 - D - Delivery

- E - Exchange
- I - Inter-company
- S - Service call
- M - Move customer equipment
- T - Transfer equipment from job to job
- L - Lunch
- **Reason code** - If applicable, enter a reason code that describes why the dispatch was created for an exchange. You can set this field as required in control record RATTRK2.
- **Distance** - Displays the distance to the job site based on longitude and latitude information entered in the job record.
- **Direction** - Displays the direction to the job site based on longitude and latitude information entered in the job record.
- **Truck number** - Enter the number of the truck used for delivery. This field is mandatory in order to complete and post the dispatch. You can set this field as mandatory in control record RATTRK4.
- **Load** - Enter the designation of the load going out for delivery.
- **Load sequence** - Enter the sequence in which this equipment must be loaded. This is helpful when one truck is making multiple deliveries, and the equipment must be loaded and offloaded in a particular sequence.
- **Time** - Enter or accept the time of the delivery from the rental contract or the system time.
- **Date** - Enter or accept the date of the delivery from the rental contract or the system date.
- **Equipment/Item description** - Enter or accept the descriptions of the equipment or sales items from the rental contract.
- **Equipment/Item number** - Displays the unique numbers assigned to the equipment being rented or the sales items being purchased.
- **Quantity** - Enter or accept the quantities of the pieces of equipment and sales items going on the truck.
- **Job Number** - Enter or accept the numbers for the customers jobs included on the truck.
- **Replacement Value** - Enter the value to replace all items on the truck.
- **Weight** - Enter the total weight of the loaded truck.
- **Job description** - Enter or accept the description of the job from the rental contract.
- **Customer number** - Enter or accept the customer number from the rental contract.
- **Driver's license state and number** - If the delivery is for a cash customer, enter or accept the driver's license state and number.
- **Invoice number** - The invoice number assigned to the rental contract. This is typically the contract number followed by a 4-digit sequence number that increments from 0000 each time a transaction is processed against the contract.
- **Ordered by** - Enter or accept the name of the person who ordered the equipment.

- **Rental/Out** - Indicate what type of job is associated with the contract. Valid types include:
 - R - Rental
 - O - Outside work
- **Hours** - Enter the number of hours needed for this delivery.
- **Purchase order number** - Enter or accept the purchase order number from the rental contract.
- **Territory number/Area** - Enter or accept the territory associated with the customer on the rental contract. If you do not know the territory code, press F4 to search for it. Once you have chosen the territory code, the Area for that territory is populated and cannot be changed.
- **Rate** - The rate that is charged for this delivery. This field is mandatory if the Bid field is set to N.
- **Bid** - Indicate how the customer will be billed for the delivery. If you enter Y, then you must enter a quantity in the Amount field. That value can be zero. If you enter N, then you must enter an amount in the Rate field.
- **Amount** - If the Bid field is set to Y, you must enter an amount here to indicate how much the customer will be billed.
- **No charge** - If the Amount field is set to zero (0), this field must contain a Y.
- **Promise time** - Enter or accept the time that you have promised delivery to the customer.
- **Promise date** - Enter or accept the date that you have promised delivery to the customer.
- **Actual time** - Enter the time that the delivery was actually made to the customer. This is entered by someone in the dispatch department after the delivery is made.
- **Actual date** - Enter the date that the delivery was actually made to the customer. This is entered by someone in the dispatch department after the delivery is made.
- **Comments** - Enter or accept the delivery instructions for the driver.

Truck Dispatch Timer

- **Truck** - Enter the identification of the truck making the delivery.
- **Driver** - Enter the driver's name.
- **Equipment number** - Displays the number and description of the equipment being delivered.
- **Allocated time** - Enter the time allotted for the delivery.
- **Used time** - Displays the time that has been used so far for the delivery.
- **Start time** - Enter the time that the delivery will start.
- **Date** - Enter the date that the delivery will start.
- **E-mail** - Indicate if an e-mail regarding the delivery should be sent to the customer. If you enter a Y, when you press Enter to accept the entries in this popup window, the Truck Dispatch - E-mail popup window appears.

- *Current time* - Displays the current system time.
- *Date* - Displays the current system date.
- *Time remaining* - Displays the Allocated time minus the Used time.
- *Time past due* - Displays the Used time minus the Allocated time.