VELOX · FREE GUIDE

The Dispatch Cheat Sheet

One page to keep next to the dispatch desk. Want the full 6-page Dispatcher Playbook (hiring questions, the first 30 days, trackers)? Reply "playbook" and it is yours.

WHEN TWO JOBS COLLIDE, THE HIGHER RUNG WINS

1	**Safety and true emergencies**	Gas smell, active leak, unsafe vehicle, driver at hours limit.
2	**Promises already made**	A committed arrival or delivery window.
3	**Agreement and repeat customers**	Your recurring revenue. Protect it.
4	**Work that is ready to run**	Parts, crew and access confirmed. Moving it wastes a day.
5	**New same-day requests**	Only with real capacity. Otherwise the next real slot.
6	**Flexible work**	Moves first. Never move the same job twice.

TIE-BREAKERS

Narrower time window first. Then the shorter drive. Then whoever already has the skills and parts.

THE BUMP RULE

Move the most flexible job, call that customer yourself and rebook them on the same call. Never "we will call you back."

CAPACITY RULE OF THUMB

Book to about 80 percent of available hours. A board planned to 100 percent is already late.

WARNING SIGNS TO ACT ON BY MID-MORNING	DO THIS
Someone is 30+ minutes behind on their first job	Re-plan now. Move flexible work, warn the next customers.
Tomorrow is not confirmed by 3 pm	Confirm or replace those jobs before end of day.
A job with no parts or material confirmed	Hold or swap it until the parts are confirmed.
"It is handled," with nothing on the board	Put it on the board with an owner and a time.
The same customer calls twice in one day	Call them first, with a real answer.
A vehicle with service, inspection or registration due within 30 days	Book it now, during a slow block.
A return visit on the same job within 30 days	Review weekly. It is a pattern, not bad luck.

THE DAILY RHYTHM

- **Start of day** — Vehicles ready, first jobs confirmed.
- **Mid-morning** — Who is behind or ahead. Move flexible work.
- **Early afternoon** — Lock the afternoon. Warn at-risk windows.
- **Late afternoon** — Build and confirm tomorrow.
- **End of day** — Closeouts in, handoff written.

WHAT BREAKS A DISPATCHER

- x Runs the day from memory and texts.
- x Says yes to every "fit me in today."
- x Lets jobs end without a closeout.
- x Is the only one who knows where things stand.
- x Treats every call as urgent.

QUICK SELF-CHECK: TWO OR MORE "NO" ANSWERS MEANS YOUR DISPATCH IS AT RISK

- ☐ Yes ☐ No — Could someone else run tomorrow if your dispatcher called in sick?
- ☐ Yes ☐ No — Do customers hear about a delay from you before they have to call?
- ☐ Yes ☐ No — Is every open job on one board, with a name next to it?
- ☐ Yes ☐ No — Do you know which vehicles have service or inspection due this month?
- ☐ Yes ☐ No — Can you see where today stands without making a phone call?