

Delivery Board and Dispatch Guide

Delivery | Dispatchers, managers, and office staff

Run daily dispatch from the Delivery Board by reviewing the schedule, clearing the unassigned queue, assigning trucks, checking capacity, pairing stops, printing route paperwork, messaging drivers, and tracking every stop through completion.

What This Guide Helps You Do

- Read the board quickly and spot what still needs action.
- Build workable truck routes instead of just moving cards around.
- Keep the office, drivers, and order records aligned on delivery status.

START EACH DAY WITH THE RIGHT DATE AND THE UNASSIGNED QUEUE

The board only helps if you are looking at the right dispatch day. Confirm the date first, then clear the jobs that still have no truck.

ASSIGN TRUCKS BASED ON ROUTE FIT

Check address fit, material type, volume, weight, stop count, and route notes before you drop a delivery onto a truck column.

- 1 Open the target date**
Use the board date controls first so you do not dispatch tomorrow's order onto today's truck.
- 2 Review the delivery card before you assign it**
Look at notes, quantities, route direction, and any load detail that could make the stop awkward or impossible.
- 3 Place it on the truck and confirm the unassigned count drops**
If the board does not immediately reflect the move, do not assume it saved.

USE CAPACITY AND PAIRINGS AS GUARDRAILS

Build a route the driver can finish. Pair nearby stops when it saves time or prevents loader confusion, but split the route before the truck exceeds its limits or the stop order becomes impractical.

- Watch truck time, stop count, and capacity indicators before piling extra work onto the same truck.

- Pair stops only when the route and load still make sense together.
- Reorder stops after pairing so the driver sees the route in a usable sequence.

PRINT AND MESSAGE FROM THE SAME BOARD YOU DISPATCH FROM

Once a route is stable enough to leave the yard, print the driver sheet and send any route-specific note through the board chat instead of relying on memory or side texts.

- Print route paperwork after the stop order is stable.
- Use board chat for address clarifications, gate codes, customer timing changes, or load notes you may need to reference later.
- If the office changes a route mid-day, update the board and message the driver from the same workflow.

KEEP STATUSES CURRENT SO THE OFFICE AND DRIVER APP AGREE

Set the delivery status to the current stage of the work. Scheduled, dispatched, delivered, failed, and related states tell the yard and office what happens next.

- Move a route to dispatched when the truck leaves.
- Mark delivered or failed promptly so customer service, orders, and driver follow-up are working from the same facts.
- If a stop changes status in the driver app, verify the board reflects it before you move on.

BOARD QUALITY DEPENDS ON ORDER QUALITY

Bad addresses, vague notes, missing quantities, and wrong truck assumptions always show up on the board later. Fix the order record instead of normalizing dispatch chaos.

Keep Going

Use the FlintPOS Docs hub to search for related guides by role, category, or job to be done. Open the interactive walkthrough at </quickstart/deliveries.html> when you want a screen-by-screen visual refresher.