

STANDARD OPERATING PROCEDURE

How to run the day from the Amazon file, day by day.

Seven steps from the night before to the first wave: drivers and backups lined up, one driver and one van per route, callouts covered from the bench, every driver texted and grounded vans kept off the sheet.

PORTALS	Dispatch, Fleet
ROLES	Dispatcher, Manager, Owner
HOW OFTEN	Every night, Every morning, As needed
PAGES USED	Load Out, Vehicles, Setup, Inbox
UPDATED	September 2026
READ ONLINE	ultimatedsp.com/knowledge/daily-dispatch

What this SOP fixes

- The day sheet is retyped from the Amazon file every morning.
- Vans are assigned from memory, including vans that should not go out.
- A no-show is handled by text, and the route sits.
- Drivers arrive without knowing their route, van or wave.

How to use it: read sections 1 to 6 once. Then run section 7 on the rhythm in section 6, and print the checklists in section 11 for the wall.

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1. Purpose and scope

This SOP runs the day from the Amazon file to the first wave. It builds tomorrow's sheet the night before, matches one driver and one van to every route in the morning, keeps the bench to the backups you mean to pay, covers callouts and no-shows from the bench, texts every driver their details and keeps vans that cannot go out off the sheet.

It is written for the dispatcher who runs Load Out and the manager who backs them up. Load Out does not write to Amazon's rostering tool, so every rostering change is also made in Amazon's system.

This SOP covers

- Building tomorrow's sheet and bench the night before.
- Matching routes and vans in the morning.
- Telling backups whether they are needed.
- Callouts and no-shows.
- Texting drivers their route, van and wave.
- Keeping grounded and in-shop vans off the sheet.

It does not cover

- Status texts and rescues on the road. That is the SOP Stop overtime early.
- Punches and lunches. That is the SOP Overtime and compliance.
- Building the weekly schedule. That is the SOP Scheduling.

2. Why this matters

Most dispatch mornings are rebuilt from scratch: the Amazon file retyped, vans assigned from memory and callouts handled by text while the wave waits. Four gaps cause it:

THE PROBLEM	WHAT IT COSTS YOU
The day sheet is retyped every morning	Dispatch spends the morning typing instead of fixing gaps, and the first wave waits.
Vans are assigned from memory	A grounded or unsuitable van goes out, or a route has no van at the wave.
A no-show is handled by text	The route sits until someone answers, and it can end as a dropped route.
Drivers arrive without their details	Every driver asks the same questions, and the wave leaves late.

3. What good looks like

- Tomorrow's drivers and backups are on the sheet the night before.
- Every route has one driver, one van and a wave before the first driver arrives.
- Every backup knows before report time whether they are needed.
- A callout comes off the sheet the moment it happens, and the seat is filled from the bench.
- Every driver gets their route, van and wave by text.
- No grounded or in-shop van is on the sheet.
- The first wave leaves on time, with every route covered.
- Backups are paid only when they are used.
- No van that cannot go out is ever on the sheet.

4. Roles and responsibilities

ROLE	WHAT THEY OWN IN THIS SOP
Dispatcher (Operations)	Owns Load Out: imports, matching, calls, callouts, swaps and info texts. Can mark a van in the shop or grounded, but cannot return it to service.

ROLE	WHAT THEY OWN IN THIS SOP
Manager	Backs up dispatch, edits the text templates and returns vans to service.
Owner	Sets the backup policy and checks the sheet is ready before the first wave.
Sub Admin	Has the same rights as the Owner on these pages.
Driver	Receives the info text and the calls, and has no access to the portal.

5. Before you start

Set these up once. Every step below assumes they are in place.

TASK
☐ Add at least one service type, so every row has a band.
☐ Keep every driver's roster record current: Transporter ID, phone number and Active status.
☐ Put every van on Vehicles with its status, and give each van its ranked driver list.
☐ Save import presets for the roster, routes and staging files.
☐ Check the Dispatch Info and Availability Check templates in Setup, and send a test to yourself.
☐ Connect the DSP phone line in Admin, Connections.
☐ Connect the punch feed from Paycom or ADP, so punches show on the sheet.

6. The rhythm

When each part of the procedure happens, who does it and on which page.

WHEN	WHAT	WHO	WHERE
Every night	Build tomorrow's sheet and bench, roster in Amazon's tool, remind drivers	Dispatcher	Load Out
Early morning	Walk the vans, and mark any van in the shop or grounded	Dispatcher or Manager	Vehicles
Every morning	Import routes and staging, clear every issue chip, auto-assign vans	Dispatcher	Load Out
Every morning	Call or text every backup: needed or not	Dispatcher	Load Out

WHEN	WHAT	WHO	WHERE
Every morning	Send Info to every driver	Dispatcher	Load Out
As it happens	Callouts to Called Out, and swaps from the bench before the wave	Dispatcher	Load Out

7. The procedure, step by step

Seven steps: one the night before, three every morning and three as the day needs them. Each step names who does it, how often and where it happens.

1 Line up tomorrow's drivers and backups the night before

Every night

Where Dispatch · Load Out **Who** Dispatcher

WHY THIS STEP MATTERS

A morning that starts from nothing runs late. Drivers and backups lined up the night before turn the morning into checking instead of building, and a backup who hears tonight is far more likely to answer tomorrow.

HOW TO DO IT

1. Open Dispatch, then **Load Out**, and move the date forward to tomorrow.
2. Click **Import**, choose **People / Roster** or your saved preset, match on Transporter ID and click **Run Import**.
3. Resolve any leftovers: pick the roster row or **Skip**, and tick **Remember these pairings**.
4. Without a file, use **+ Row** to add a driver, route, van and wave by hand.
5. Add backups: on Standby or On Call, click **+ Add**, pick the associate, set the wave and arrival for standby, and click **Save**.
6. Roster the same drivers in Amazon's scheduling tool before the station's cut-off.
7. Remind tomorrow's drivers of their shift tonight.

WHAT TO CHECK

- The total and the band counts match the routes you accepted.
- Standby and On Call show the backups you planned.
- No driver shows as not found, and nobody appears twice.

Done when: Tomorrow's sheet shows every expected driver, and Standby and On call have names.

IF SOMETHING IS WRONG

- The import says some rows were not found: those drivers have no matching Transporter ID on the roster. Fix the roster records.
- A row warns the transporter ID was not found: the route will not match Amazon's file. Add the ID on the driver's record.
- The sheet says there are no service types yet: add a service type first.
- The picker says everyone active is already placed: that driver is already on the sheet somewhere.

KEEP A RECORD

The sheet saves as you go, and the import remembers the pairings you told it to keep.

2

Match drivers to routes, with no extra people on the clock

Every morning

Where Dispatch · Load Out **Who** Dispatcher

WHY THIS STEP MATTERS

A route without a driver or a van is a late wave, and a person punched in with no route is paid to wait. Matching one driver to one route, with a lean bench, protects both the wave and the payroll.

HOW TO DO IT

1. On today's date, click **Import**, choose **Routes** or your preset, match on Transporter ID and click **Run Import**. Wave and arrival times fill in.
2. Import **Staging / PAD** to fill in each route's staging.
3. Click an issue chip (**No Van**, **No Route**, **No Wave**, **No Driver**) to see those rows, and fix each cell.
4. To change a route's driver, click the pencil on the Employee cell and search the active roster.
5. Check Standby: it is the list you pay to wait. Keep only the backups you need.
6. If a strip says someone punched in and is not on a route, give them a seat or tell them they are not needed.
7. Make any pairing change in Amazon's tool before the driver logs in to the delivery app, because logging in locks the pairing.

WHAT TO CHECK

- Readiness shows every route ready to launch.
- No duplicate route or van is highlighted.
- Every punched-in driver has a seat, or a reason to be there.

Done when: The readiness bar shows every route ready to launch, and no issue chips are left.

IF SOMETHING IS WRONG

- A punch cell is red and reads not yet, late: the driver has not punched in. Call them, as in step 5.

- Every punch cell reads no punch source: the punch feed is not connected. Check arrivals by hand today.
- Two rows share a route code: one of them is wrong. Fix the route on one row.
- A strip says an on-call driver punched in with no route: seat them, or tell them they are not needed.

KEEP A RECORD

The Undo toast lets you reverse an import, and the sheet keeps the day's changes.

3

Tell each backup before report time if they are needed

Every morning

Where Dispatch · Load Out **Who** Dispatcher

WHY THIS STEP MATTERS

Backups protect the wave, but a backup told to report and then not used is paid to wait. Telling each one before report time keeps the cover you need and nothing more.

HOW TO DO IT

1. On On Call, click the phone icon on a row. After the call the prompt opens: pick **Coming** with the time, **No Answer** or **Not Coming**, and save.
2. On Standby, call from the row and record **Reached** or **No Answer**.
3. To text a group, tick the rows, or none for the whole list, and click **Send Info**. The message opens on the **Availability Check** template; click **Send To N**.
4. Check which backups are coming, and at what time, against the waves that still need cover.

WHAT TO CHECK

- Every on-call row shows a contacted time and an outcome.
- Every coming time is before the wave the backup is covering.
- Backups who are not needed were told.

Done when: Every backup has a recorded outcome, coming or not coming, before their report time.

IF SOMETHING IS WRONG

- A coming time is later than the last wave: the backup will arrive too late to cover. Call another one.
- The message warns some backups have no phone number: call them instead.
- The call outcome is No Answer: try again, then move on to the next backup.
- A group text cannot be taken back: check the recipients first.

KEEP A RECORD

Every call outcome and text is logged on the person's Inbox timeline, with the time.

4

Take a callout off the day sheet right away

As needed

Where Dispatch · Load Out **Who** Dispatcher

WHY THIS STEP MATTERS

A callout left on the sheet hides an empty route until the wave. Moving it straight away turns it into a visible open seat, keeps the route and van ready for a swap, and keeps Amazon's roster right.

HOW TO DO IT

1. If the driver calls, call back from the row's phone icon, pick **Calling Out** in the prompt and save.
2. If they texted or left a voicemail, tick their row, open **Move To** and choose **Called Out**, then type the reason on the Called Out row.
3. For someone not on the sheet yet, click **+ Add** on Called Out, pick the associate, give the reason and the time, and save.
4. Take the driver off the block in Amazon's scheduling tool straight away.
5. Fill the seat, as in step 5.

WHAT TO CHECK

- The driver shows on Called Out, with a reason and the time they called.
- The seat reads no driver, with its route and van still in place.
- The No Driver chip counts the open seat.

Done when: The driver is on Called Out with a reason and a time, and their seat shows as open.

IF SOMETHING IS WRONG

- A strip says the driver called out but also punched in: check with them which is true.
- You clicked **Bring Back**: the driver returns to Standby, not to their seat.
- No absence event is recorded on its own: log one on Events if you track absences.

KEEP A RECORD

Called Out is the day's absence record, with the reason and the time.

5

Swap a no-show from standby or on call before the wave

As needed

Where Dispatch · Load Out **Who** Dispatcher

WHY THIS STEP MATTERS

A no-show found at the wave is a late route, or a dropped one. The bench exists for this moment, and a swap before the wave keeps the route on time and the van on its route.

HOW TO DO IT

1. Click the red wave box to show that wave's rows. Hover the Missing figure to see who has not punched in.
2. Call the late driver from their row, and record **Reached** or **No Answer**.
3. If they are not coming, move them to Called Out, as in step 4. The seat stays open.
4. On the seat, click **Swap In**. Pick who comes in, choose whether they keep their own van or take the seat's van, and click **Swap In**.
5. Or start from the bench: **Swap In** on a Standby row, or on an On Call row once the driver is recorded as coming.
6. Make the change in Amazon's rostering before the replacement driver logs in.

WHAT TO CHECK

- The No Driver chip is clear.
- The wave box turns green once everyone has punched in.
- The seat's **Swap In** shows when the swap happened.

Done when: The wave box is green, the seat has a driver and a van, and the swap is marked on the seat.

IF SOMETHING IS WRONG

- The On Call **Swap In** is faint: record the driver as coming first.
- The incomer's service type does not match the seat: the swap still goes through, but check that the van suits the route.
- The wave box stays red after the swap: the new driver has not punched in yet. Only a real punch clears it.

KEEP A RECORD

The standby row stays on the sheet, marked activated, and the Undo toast records the van choice.

6

Text every driver their route, van and wave

Every morning

Where Dispatch · Load Out **Who** Dispatcher

WHY THIS STEP MATTERS

A driver who arrives knowing their route, van and wave goes straight to work. A driver who arrives not knowing slows the whole wave down. One text from the sheet removes the morning questions.

HOW TO DO IT

1. Click **Send Info** in the actions bar.
2. The message opens on the **Dispatch Info** template. Use **Preview** to check a driver's text.

3. Tick **Skip The N Already Sent** if some drivers already have it.
4. Click **Send To N**.
5. For one driver, use the send icon on their row.
6. If a wave or a van changes after sending, resend to that driver.

WHAT TO CHECK

- Every row's send icon is green.
- The table foot counts every driver as info sent.
- The preview shows the right van, route and wave.

Done when: Every row's send icon is green, and the table foot counts every driver as info sent.

IF SOMETHING IS WRONG

- The message warns a driver has no phone number: call them with their details.
- Send Info is faint on a future day: it only works on the day itself.
- A wave changed after sending: the icon stays green, so resend with the new details.
- A text cannot be taken back: check the preview before you send.

KEEP A RECORD

Every text is logged on the driver's Inbox timeline, and each row shows when it was sent.

7

Keep grounded and in-shop vans off the day sheet

Every morning

Where Fleet · Vehicles, then Load Out **Who** Dispatcher or Manager

WHY THIS STEP MATTERS

A grounded van on the sheet is a driver standing in the yard at the wave. Amazon grounds vans that fail inspection, and a van missing its required supplies can be grounded too. Keeping van status right is what lets auto-assign hand out only vans that can go.

HOW TO DO IT

1. Walk the parked vans before drivers arrive: tires, body, interior and supplies.
2. For a van that cannot go out, open Fleet, then **Vehicles**, open the van and click **Change status**. Choose **In shop** or **Grounded**, give the reason and the date, and save.
3. On Load Out, click **Issues: N** to show only the rows with warnings.
4. On a flagged row, click the van cell and pick another van, or clear it.
5. Click **Auto-Assign Vans**, read the result and click **Keep Assignments**.

WHAT TO CHECK

- The auto-assign result lists no in-shop or grounded warnings.

- The No Van chip is clear.
- Each van's status on Vehicles matches what is in the yard.

Done when: No van cell carries an in-shop or grounded warning, and the No Van chip is clear.

IF SOMETHING IS WRONG

- A van cell warns the van is in the shop: pick another van before the driver arrives.
- Auto-assign left some rows blank: no free van suits those routes. Assign one by hand, or find a van.
- Assign Vans is faint and says there are no vans on the fleet: add the vans on Vehicles first.
- Returning a van to service shows a readiness list: check the overdue items before it goes out.

KEEP A RECORD

Every status change keeps its reason, its date and who made it, on the van's history.

8. The three numbers to watch

Read these numbers on the cadence in the rhythm table. Each one tells you whether the procedure is working.

NUMBER	WHAT IT TELLS YOU	ACT WHEN
Ready to launch	Routes with a driver, a van, a route and a wave, against all routes.	It is below all routes as the first wave nears: clear the issue chips.
Wave missing	Drivers due for a wave who have not punched in.	It is above zero as the wave nears: call and swap.
Info sent	Drivers texted their route, van and wave today.	It is below the total: send to the drivers still missing it.

9. Common mistakes

MISTAKE	WHY IT HURTS	DO THIS INSTEAD
Building the sheet in the morning.	The first wave waits for dispatch.	Line up drivers and backups the night before.
Changing the sheet but not Amazon's roster.	Load Out sends nothing to Amazon, so the driver's route does not match.	Make every change in Amazon's tool too, before the driver logs in.

MISTAKE	WHY IT HURTS	DO THIS INSTEAD
Letting backups report when they are not needed.	They are paid to wait.	Tell each backup before report time.
Leaving a callout on the sheet.	The empty route stays hidden until the wave.	Move it to Called Out straight away.
Assigning vans from memory.	Grounded and in-shop vans end up on the sheet.	Keep van status right and use Auto-Assign Vans.
Not resending after a change.	The driver goes to the old van or the old wave.	Resend the info to anyone whose details changed.

10. When to escalate

- The bench cannot cover the callouts: the dispatcher tells the manager at once, and Amazon operations are told before any block is cancelled.
- A route has no van before the wave: the manager decides between a replacement van and a change in Amazon's tool.
- The same driver no-shows again: the manager logs it and coaches, then cuts their days if it continues.
- Imports keep failing to match drivers: the manager fixes the roster records the same day.

11. Printable checklists

Print this page and pin it where the work happens. Tick each line and initial it. Keep the sheet with the day's records.

Every night

Date or week of: _____ Checked by: _____

TASK	DONE BY
☐ Tomorrow's roster imported or rows added	
☐ Standby and On call filled	
☐ Drivers rostered in Amazon's tool	
☐ Drivers reminded of tomorrow's shift	

Every morning

Date or week of: _____ Checked by: _____

TASK	DONE BY
☐ Vans walked and statuses updated	
☐ Routes and staging imported	
☐ Issue chips cleared, every route ready	
☐ Vans auto-assigned with no warnings	
☐ Backups told needed or not	
☐ Send Info sent to every driver	

As it happens

Date or week of: _____ Checked by: _____

TASK	DONE BY
☐ Callouts moved to Called Out with a reason	
☐ Seats swapped from the bench before the wave	
☐ Changes made in Amazon's tool before login	
☐ Info resent after any change	

12. Terms used in this SOP

TERM	MEANING
Day sheet	The Load Out page for one day: every route with its driver, van, staging and wave.
Wave	The launch time for a group of routes.
Scheduled arrival	The driver's arrival time, worked out from the wave.
Staging	Where a route's carts wait for loading.
Ready	A route with a driver, a van, a route and a wave.
Standby	Backups at the station, paid to wait.

TERM	MEANING
On call	Backups who can be reached by phone, but are not at the station.
Called out	The day's record of drivers who called out.
Swap in	Putting a backup into an open seat and choosing the van.
Auto-assign	Giving each route a free, suitable van, using that van's ranked driver list.
In shop, Grounded	A van at maintenance, or damaged and not driveable, so it cannot go out.
Transporter ID	The driver's Amazon ID, used to match files to drivers.

13. Related SOPs

- Manage lost packages: ultimatedsp.com/knowledge/manage-lost-packages
- Overtime and compliance: ultimatedsp.com/knowledge/overtime-and-compliance
- Scheduling: ultimatedsp.com/knowledge/scheduling

About this SOP

Written by an Amazon DSP that runs these procedures every day, using the pages of Ultimate DSP. Amazon's program policies, your DSP agreement and the law come first: where they differ from this SOP, follow them. Page names and on-screen labels match Ultimate DSP as of September 2026. The latest version is online at ultimatedsp.com/knowledge/daily-dispatch.