



Dispatch Anywhere 2.0

Internet-Based Transportation Management System

GETTING STARTED GUIDE

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INTRODUCTION

Dispatch Anywhere must be properly configured before it can be used. Configuration requires three main steps to be followed:

1. Adding one or more new users;
2. Setting up your templates
3. Setting up all administrative aspects of the system.

The above main steps will be discussed shortly.

However, prior to using *Dispatch Anywhere*, it is helpful to be familiar with navigation buttons used within the program, as shown below:

Navigation

Move tabs left or right

As you configure *Dispatch Anywhere*, you will notice how the tabs in the center panel expand to the right to show the hierarchy of the menu structure you have just navigated through. If the list grows too wide, use the left or right arrows to cycle in either direction back through those tabs (most tabs will also allow you to right-click and close).



Push-pin and panel close

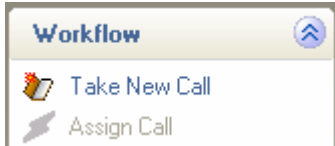
Click on the push-pin to alternately either pin the window in place or to let it fly back to its border. “Un-pining” a window keeps that window handy, while freeing up desktop space for the center screen (particularly helpful on smaller monitors). To recall an un-pinned panel, simply slide your mouse to the edge of the screen and the panel will fly out. When it flies back out, click on the push-pin to fix it in place.

Click on the circled X to close the panel. Closing a panel differs from using the push-pin because the panel will stay closed until it is reselected.



Up-down menu expand-contract

You will notice up-down buttons on all menus in the left panel. Use these buttons to expand and contract the menus up and down. This is helpful both to focus on the task at hand, and also to free up vertical space in the panel.

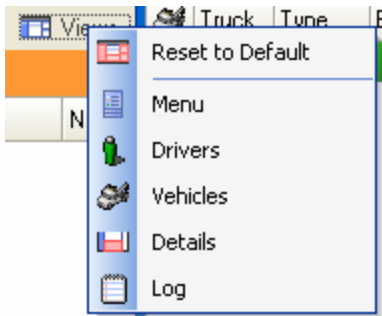


Views button

When the Dispatch screen is displayed, you will notice a small Views button on the upper-right portion of the screen:

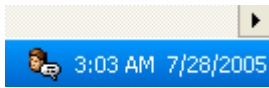


Use this button to turn the panels on and off that you wish to display on the screen. Notice that the first click on an item turns that panel on/off and a second click returns the panel to its previous state.

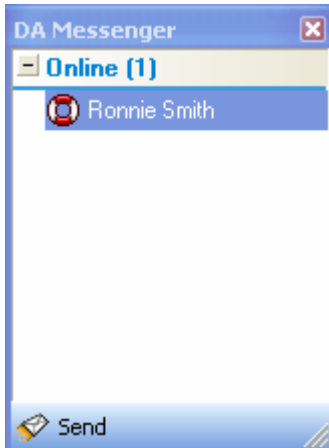


DA Messenger

To call for immediate assistance, click on the DA Messenger button at the lower right of the screen:



This will present you with a “lifeline” you can contact online for help. Double-click on a name on the list in order to initiate a chat session.



Introduction to Dispatch Anywhere

Dispatch Anywhere must be modified to fit your company before use. The first stage of this setup was done by Beacon Software Co. prior to the system being delivered to you. The second stage consists of setting up users. The third stage consists of setting up the system so that it works in a customized manner for your company.

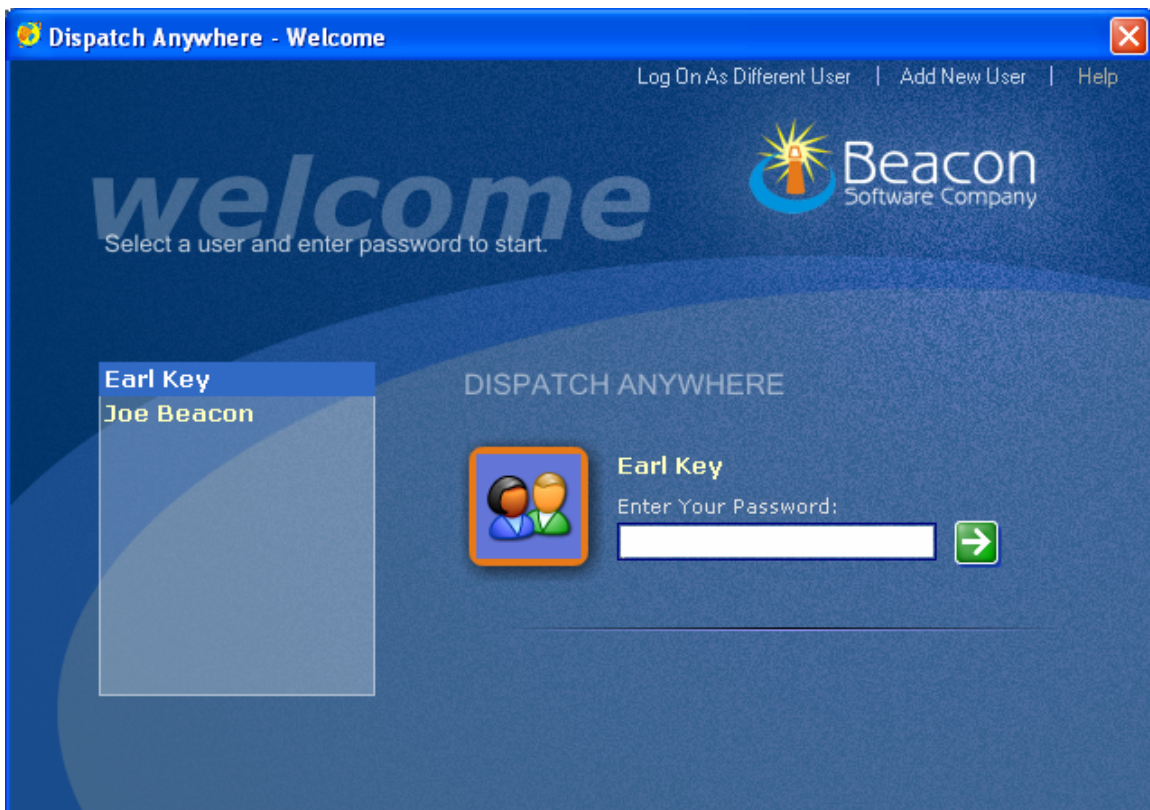
In the next few pages, we will briefly discuss the second stage of setup:

- **Starting Dispatch Anywhere**
- **Adding New Users**
- **Logging In**

Starting Dispatch Anywhere

Start *Dispatch Anywhere* by double-clicking on the *Dispatch Anywhere* icon on your desktop. You will be presented with the opening Welcome screen, where users may be added if necessary, and from there they may login to the system.

NOTE: Before anyone can use the Dispatch Anywhere system for the first time, an administrator must add at least one User, as described in the next section. Once a user has been created, they may log in by selecting their name and entering their password.

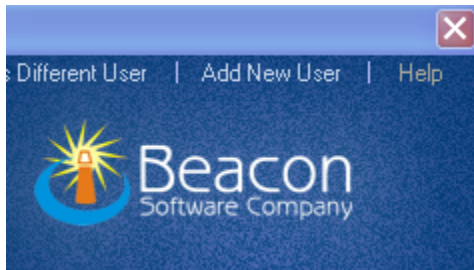


Adding New Users

Adding a new user is the step taken to add this person to the new database set up for your company installation (A “super admin” at Beacon Software Co. will prepare your company database). Initially, you **MUST** add the *first* new user from the Welcome screen, but once inside the *Dispatch Anywhere* system, you may add additional new users from the Admin link.

To add new users from the welcome screen

Click on the *Dispatch Anywhere* icon on your desktop. When the Welcome screen appears select the **Add New User** link at the top right of the screen.



To add new users from within Dispatch Anywhere

Click on the Admin link at the top of the *Dispatch Anywhere* application then click **Dispatch Anywhere Account Management (DA Admin Web Access)**

Either of the above two methods will access the **Company Settings Login** page. Enter your administrator PIN# and password, and then click the Verify button.

NOTE: You must have level 1 administrative rights in order to access this page or the verification will fail.

After accessing the Dispatch Anywhere Admin Web Access page select **Users** at the top left and then **Add New User**.

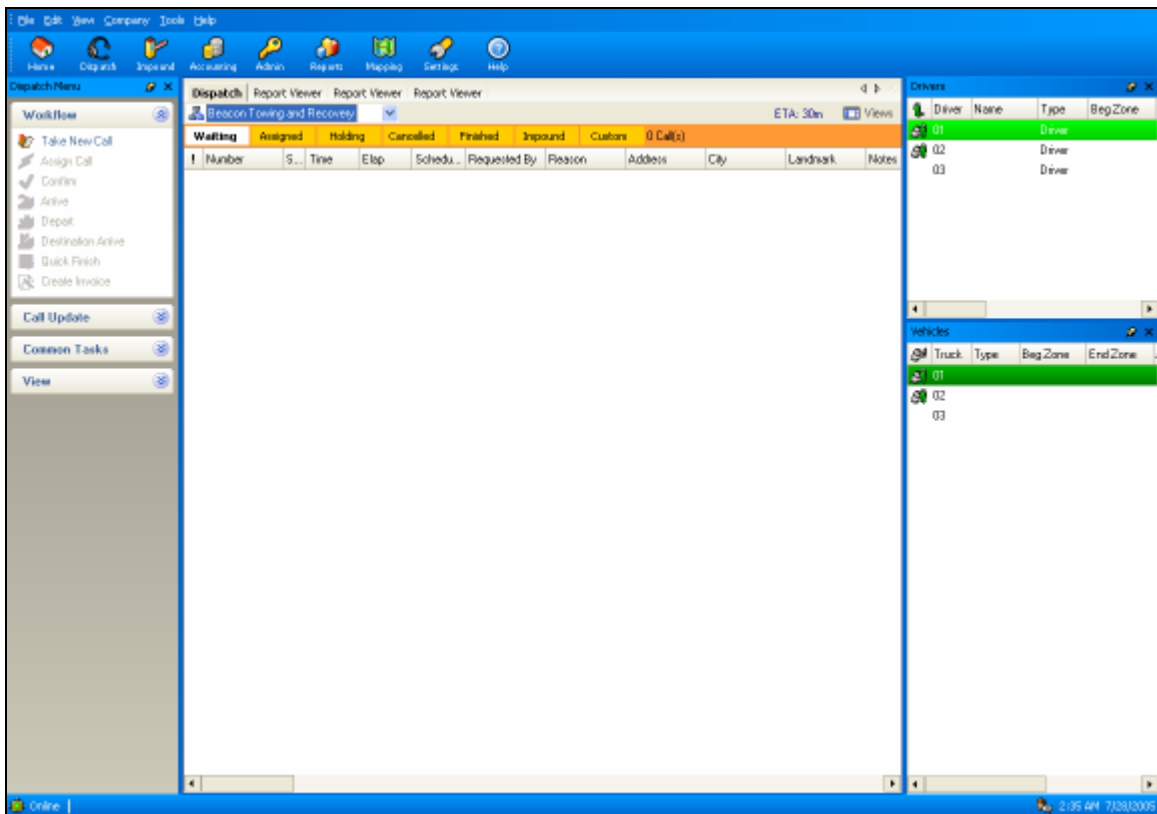
Fill in the user name, user password, then select the company name and division this user will be working in. Check the **User Roles** that this user will be allowed to access through security. Click **Save** and then note the user ID for this user. You will need this ID to log into *Dispatch Anywhere* for the first time on each work station. Click **Back to List** to add additional users.

Logging In

To log into *Dispatch Anywhere* for the first time the user must have his user PIN# and password. (See **Adding New Users** for PIN# and password information). Further logins will only require clicking on the user name and entering a password. To log in:

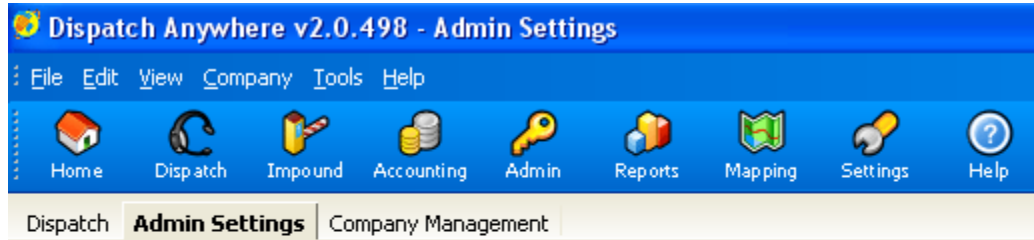
1. Double click on the *Dispatch Anywhere* icon on your desktop. If this is the first time a user logs into *Dispatch Anywhere* on this workstation it will bring up the **User Verification** screen.
2. Type in the user PIN# and password to access the Welcome Screen. If other users have accessed *Dispatch Anywhere* on this workstation you will see the **Welcome Screen**.
3. Click Log on as Different User and type in your PIN# and password. *Dispatch Anywhere* records each user's activity, so log in as yourself, do not give others your password, and exit the system when you are finished for the day.
4. When back to the Welcome screen, click your name in the left panel, type in your password, and then click the Enter button. After you have logged in, and the system finishes its download, your screen should look similar to the following screen.

NOTE: Once you click the Enter button, The Dispatch Anywhere system starts downloading all the setup and data necessary for this session. Thus, Dispatch Anywhere could take from 10 to 60 seconds to present you with the program screen and access to your company data.



Configuring Dispatch Anywhere

The Admin page is where you set up all of your company information. Click the **Admin** icon at the top of the *Dispatch Anywhere* application in the navigation toolbar to access the **Admin Settings** screen, as shown below.



Administrative Settings

Company Management

Manage Employee, Vehicles, Services, Pricing and Company wide settings

DispatchAnywhere Account Management (DA Admin Web Access)

Edit Companys, Divisions, and User accounts

Administrative Settings provides you with two options:

1. **Company Management.**
Where you setup employees, vehicles, services pricing and company wide settings.
2. **Dispatch Anywhere Account Management (DA Admin Web Access).**
Where you may edit company's divisions and user accounts.

See the appropriate sections for a discussion of these options.

ADMINISTRATIVE SETTINGS

Click on the Admin menu button to gain access to all administrative settings. This is where you set up and customize *Dispatch Anywhere* specifically for your company.

Dispatch Anywhere Account Management (DA Admin Web Access)

Use this function to make changes to your companies, divisions, and users.

Company Settings Login

Confirm your administrative login information to log-on to the company settings.

Administrator PIN#

Password

Home | Companies | Divisions | Users

Beacon Software, LLC



Edit User Info

Actions in Users:

[User Listing](#)

[Add New User](#)

Edit User Information

 Save |  Delete User | [Back to List](#)

User ID:

First Name:

Middle Name:

Last Name:

Login Password:

Default Company: ▼

Default Division: ▼

User Roles:

- Administrator
- Call Taker
- Dispatcher
- Supervisor

Company Management

As shown in the screen below, there are many customizable settings, not all of which are required. Basic company setup including employees, vehicles, services, any impound lots or auctions, and your reports. Here you may also set up default templates to aid in quick entry of tow orders. Further, Global Software Settings allow you to set up Security by groups and Dictionary Maintenance allows you to make your own dropdown list entries such as template naming. Each Company Management setting is described in detail on the following pages.

The screenshot displays the 'Company Management' section of the Dispatch Anywhere v2.0.498 web application. The interface includes a blue header with the application title and a menu bar with options: File, Edit, View, Company, Tools, and Help. Below the menu is a navigation bar with icons for Home, Dispatch, Impound, Accounting, Admin, Reports, Mapping, Settings, and Help. The main content area is titled 'Company Management' and lists several management options:

- Employee Management**: Set employee information
- Vehicle Management**: Set vehicle information
- Services**: Define list of Services
- Auctions**: Set auction information
- Impound Lots**: Set Impound Lot information
- Report Settings**: Set reporting options

A green bar highlights the 'Template Configuration' section, which includes:

- Pricing Options**: Define what criteria will affect pricing, such as times and zones
- Pricing Templates**: Modify rates, discounts, taxes and commissions for all company services
- Time Templates**: Add, Edit and Delete the time ranges for services
- Zone Templates**: Add, Edit and Delete the zone ranges for services
- Pay Method Templates**: Add, Edit and Delete the zone ranges for services
- Employee Service Templates**: Define what criteria will affect commissions, such as times and zones

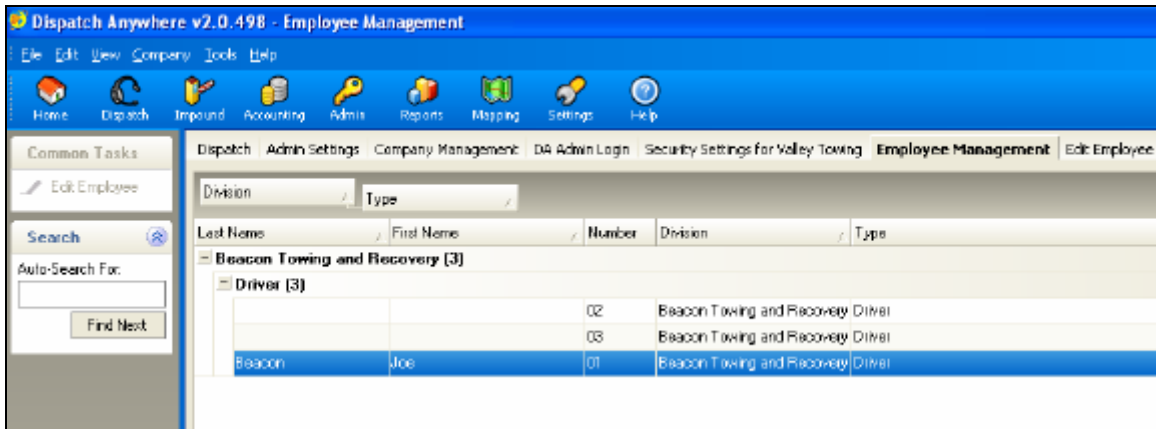
A purple bar highlights the 'Global Software Settings' section, which includes:

- Dictionary Maintenance**: Set combo list values and other misc labels
- Security Group Settings**: Set Security information
- Mobile Device Message Format**: Set outgoing message format for mobile devices (such as pagers or mobile phones)

Employee Management

Simply put, Employee Management is where you enter your employees' names and other pertinent information. This section refers to "drivers", since more of these employees may be needed, but this is also the area where you will add dispatch, administrative, and clerical personnel to the *Dispatch Anywhere* system.

1. Access **Employee Management** by selecting **Admin** from your navigation toolbar, then **Company Management**, then **Employee Management**. The following screen will appear. Notice that three drivers (01, 02, and 03) are pre-populated, but as many employees as necessary may be added.



2. Click on driver 01 then click **Edit Employee** at the top left of your screen. You may also access the **Edit Employee** screen by right clicking on an employee from the **Dispatch** screen and left clicking on **Edit Driver**, or by double-clicking on the row.

Now enter the driver information by filling in the text boxes below the General, Company, and Administrative tabs.

Employee Management -- General

Add a new employee by entering the information required below the **General** tab. Fill in the text boxes with this driver's basic information.

NOTE: The Display Name is what you will see on your dispatch screen (unless you change it, this box automatically defaults to the drivers first and last name). You may edit the Display Name field to a nickname that driver may use.

Dispatch Anywhere v2.0.498 - Edit Employee

File Edit View Company Tools Help

Home Dispatch Inbound Accounting Admin Reports Mapping Settings Help

Dispatch: Report Viewer Report Viewer Report Viewer Admin Settings: http://admin.dispatchanywhere.com... Company Management: Employee Management Edit Employee

General Company Administrative

Employee No: 01 Display Name: Joe, Beacon

First Name: Joe Address: 7865 Jennifer Drive

Middle Name: Joe City: Indianapolis

Last Name: Beacon State, Zip (pc): IN 46214

Remarks:

Contact Information

Home Phone: (317) 925-1212 Emerg Contact:

Mobile Phone: (317) _____ Emerg Phone: ()

Other Phone: () Emerg Contact 2:

Email Address: Emerg Phone 2: ()

Employee Management -- Company

The **Company** tab provides data entry for the company division the driver works in, his/her employee type, paging information, and commissions and services. This section ties together all of the company information that is relevant to the driver, including template and commission information.

To make changes to the driver under the **Company** tab:

1. Select the division this driver works in
2. Select the **Employee Type**
3. Under **Paging Information** select the paging method that you will be using to send information to your drivers. You must input Paging Method, Paging Co, Max Chars and Pager Email for your paging to work properly.

NOTE: To set up Commissions/Services, you must have FIRST set up at least one Employee Service Template.

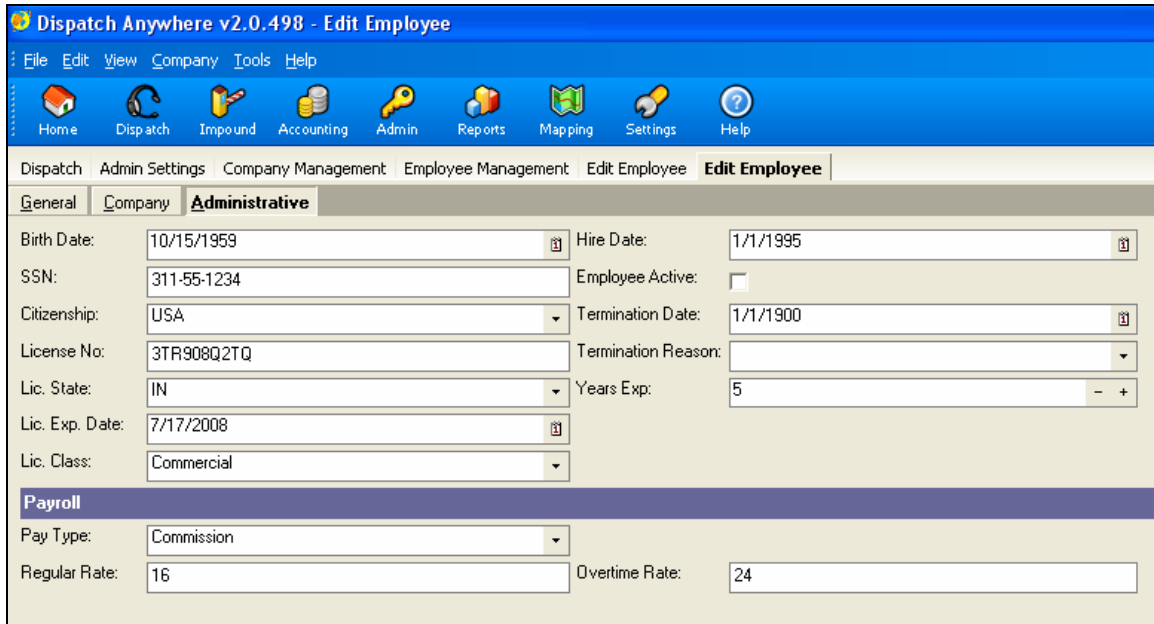
See the **Setting Commissionable Services** section for instructions on entering **Commissions/Services** information. See the appropriate templates sections for instructions on setting up the above-listed templates.

Service	Rate	Time Template	Zone Template	Pay Meth. Template	Calc Limit
---------	------	---------------	---------------	--------------------	------------

Employee Management -- Administrative

Use the **Administrative** tab to enter employee personal information such as social security numbers.

NOTE: This tab can be locked down by Dispatch Anywhere Security.



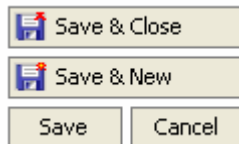
Birth Date:	10/15/1959	Hire Date:	1/1/1995
SSN:	311-55-1234	Employee Active:	<input type="checkbox"/>
Citizenship:	USA	Termination Date:	1/1/1900
License No.:	3TR908Q2TQ	Termination Reason:	
Lic. State:	IN	Years Exp.:	5
Lic. Exp. Date:	7/17/2008		
Lic. Class:	Commercial		

Payroll

Pay Type:	Commission		
Regular Rate:	16	Overtime Rate:	24

Save Employee Edits

After you have entered the first employee's information, click on the **Save Close** button at the bottom right, then repeat the above process for employees 02 and 03.

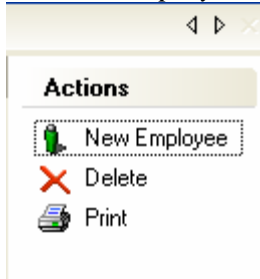


Save & Close
Save & New
Save Cancel

Adding More Employees

To add more employees after you have entered data for the three employees shown, select **New Employee** at the top right of any existing employees edit screen.

NOTE: In order to create new employees, you must open an existing employee to access the [New Employee link](#).



Actions

- New Employee
- Delete
- Print

Vehicle Management

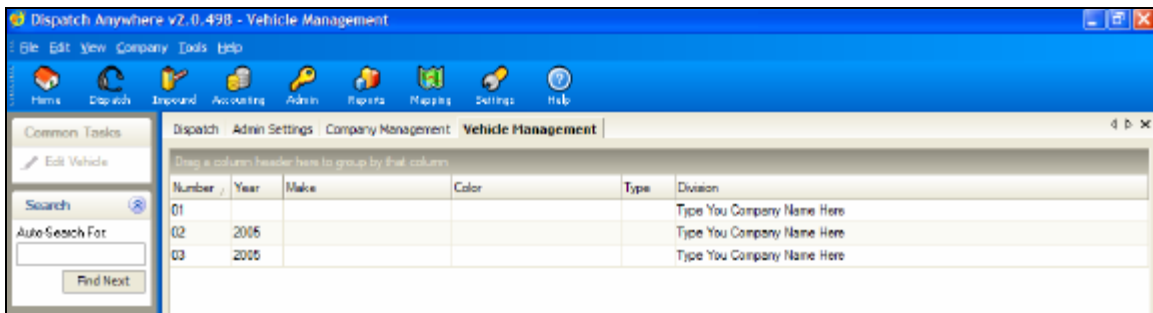
Vehicle Management is where you enter your company vehicles into the system. Adding vehicles to the system will allow you to later select and assign these vehicles to drivers and calls.

Enter the **Vehicle Management** function:

1. Select **Admin** from the navigation toolbar
2. Select **Company Management**
3. Select **Vehicle Management**

Let's add some vehicles. Beacon has created a short list to get you started. So click on any of the default vehicle numbers shown (for example, vehicle **01**) and you will notice that the **Edit Vehicle** button at the top left of your screen becomes enabled. This button will enable you to make changes and also, to add additional vehicles.

*NOTE: You may also access the **Edit Vehicle** screen by right clicking on a vehicle from the **Dispatch** screen and left clicking on **Edit Vehicle**.*



Now click on the **General**, **Company**, and **Administrative** tabs as desired to enter information about the vehicle (see the following page for each tab).

When finished entering information about this vehicle, click **Save Close** and repeat this process for vehicle 02 and 03. To add more vehicles select new vehicle at the top of any existing Vehicle Edit screen.

Vehicle Management – General

Under the General tab, enter all of the vehicle characteristics.

The screenshot shows the 'Edit Vehicle' form in Dispatch Anywhere v2.0.519. The 'General' tab is selected. The form contains the following fields:

Vehicle No:	02	Tag State/No:	IL
Vehicle Type:	Flatbed	Tag Exp. Date:	Jul/2005
Vehicle Year:	2005	ICC:	
Vehicle Make:	Chevrolet	Vehicle Bed:	
Vehicle Model:	3500HD	Bed Model:	
Vehicle Color:	Gold	Bed Serial:	
VIN:	3G325G34Q5034253100		
Other No:			
Remarks:			

Vehicle Management – Company

Under the Company tab, select what division this truck is assigned to.

The screenshot shows the 'Edit Vehicle' form in Dispatch Anywhere v2.0.519. The 'Company' tab is selected. The form contains the following field:

Division:	Beacon Towing and Recovery
-----------	----------------------------

Below the form, there is a red bar with the text 'Services'.

Vehicle Management – Administrative

Under the Administrative tab, enter information pertaining to the purchase and sale of this vehicle.

The screenshot shows the 'Edit Vehicle' form in Dispatch Anywhere v2.0.519. The 'Administrative' tab is selected. The form contains the following fields:

Start Mile:		Date Purchased:	6/19/2005
End Mile:		Purchase Amount:	
		Date Sold:	1/1/1995
		Sold Amount:	

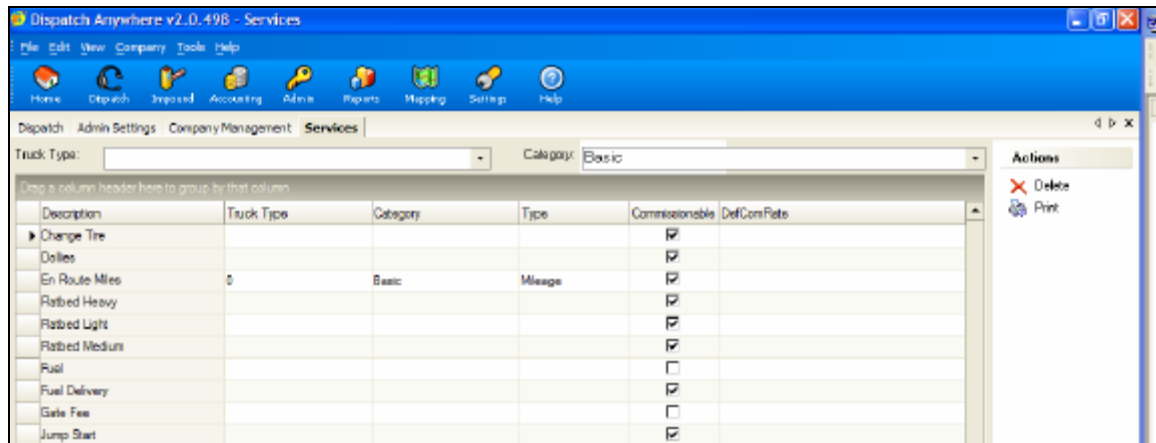
Services

For purposes of Dispatch Anywhere, a “service” is any action taken in response to a Call. In other words, a service is any action you will assign to a driver or truck. Services include fuel delivery, road service, and all varieties of towing actions.

You must enter all the services that your company supplies your industry and customers. A number of services have been setup as a default, making it easy for you to edit, delete or add to this list. To access **Services** click **Admin** from the navigation toolbar then **Company Management** then **Services**.

The Services setting is also the program feature where you set up what type of calculator each service will use, i.e., mileage, storage, or labor calculator (set this under Type).

To add a new service click in the box next to the star (*) and type in the desired service then click Save. When you have finished editing your service page shut down *Dispatch Anywhere* then log in again.



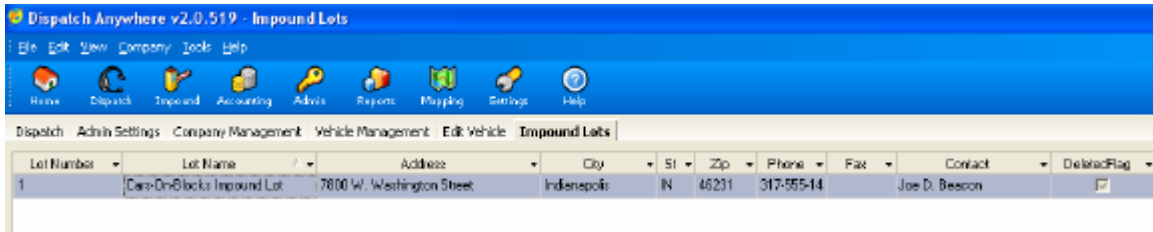
Setting Commissionable Services

As you set up your services you will want to check all commissionable services that you may pay your drivers commission on. For example, if a service such as Bridge Tolls is not commissionable, you must check the commission checkbox on that service then uncheck it. This will activate those services as not commissionable.

Impound Lots

You must enter information about all storage lots that you use to store vehicles in. *Dispatch Anywhere* will “impound” vehicles automatically when a call is finished if you select the storage lot on the call entry screen.

To enter storage lots into *Dispatch Anywhere* select **Admin** from the navigation toolbar then **Company Management** then **Impound Lots**.



For your first Impound Lot, under the **Lot Name** field, change the default entry “**Your Lot Name**” to the actual name of your lot. To add additional lots click **Add** on the top right. When you are finished adding information about the lot, click **Save** on the bottom right.

Auctions

In order to allow you to send cars to auctions while in the Calls list, you must set up each of the auction sites available to you.

To enter auctions into *Dispatch Anywhere* select **Admin** from the navigation toolbar then **Company Management** then **Auctions**. Enter all of the information about the auction and then click on the Save button.



Template Configuration

A “template” simply means presetting a bundle of pricing and services that are different for each particular grouping. You may have, for example, separate templates for Basic (included), Motor Clubs, law enforcement, and even employee groups or shifts. When you select those groups for services, your templates automatically apply pricing adjustments based upon your presets.

Dispatch Anywhere has a system of templates designed to give the user as much flexibility as needed to run the most complex pricing and driver commissions. The templates are such an integral part of the system, that before setting up your drivers and vehicles, it is wise to first set up your templates. For example, it is not possible to set up a driver’s commissions and services without first having set up *your* templates.

The following templates are in the *Dispatch Anywhere* system:

- **Pricing Options:** Not actually a template, but provides checkboxes to enable Time Pricing Adjustments, Zone Pricing Adjustments, and Payment Type Pricing Adjustments
- **Pricing Template:** Create groupings to bundle together rates, discounts, taxes and commissions for all company services so that *Dispatch Anywhere* can automatically apply the pricing for each service.
- **Time Template:** When set up, a time template will cause *Dispatch Anywhere* to automatically adjust service pricing by time of day and/or day of week.
- **Zone Template:** Use to cause *Dispatch Anywhere* to automatically adjust rates by areas of the city or state (“zones”), if your price for a service changes when you move from one zone to another.
- **Pay Method Template:** To automatically apply a discount when a particular pay method is selected.
- **Employee Service Template:** Set up by employee job function (“Light Duty Operator”, “Heavy Duty Operator”, etc.) to cause *Dispatch Anywhere* to adjust pricing by service for that function.

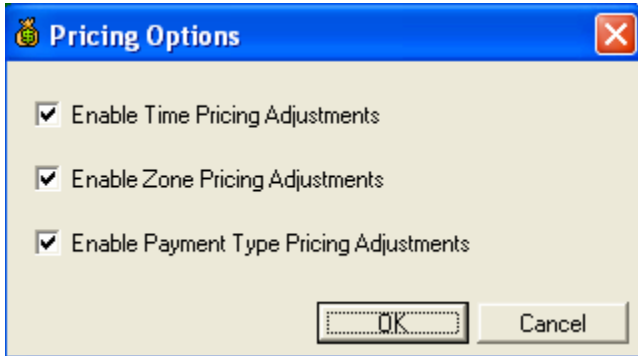
Template Configuration		
Pricing Options Define what criteria will affect pricing, such as times and zones	Pricing Templates Modify rates, discounts, taxes and commissions for all company services	Time Templates Add, Edit and Delete the time ranges for services
Zone Templates Add, Edit and Delete the zone ranges for services	Pay Method Templates Add, Edit and Delete the zone ranges for services	Employee Service Templates Define what criteria will affect commissions, such as times and zones

All the templates within the Template Configuration area can work in conjunction with each other to automate your pricing and commission functions. For example, you may start building a Pricing Template, but to get the results you would like for a particular service, you may need to stop in order to build a Time, Zone, or Pay Method Template.

Pricing Options

The Pricing Options feature allows you to tell the system to either prompt the user to update pricing or to use template pricing. If the Enable Adjustments checkboxes are unchecked, the program will ignore the templates.

To access the Pricing Options, select **Admin** from the navigation toolbar, click **Company Management**, then **Pricing Options**.



Pricing Template Configuration

A Pricing Template is where you set up your prices for each of the services you offer, with a template name to denote the criteria that separates your pricing. For example, you may have base pricing for a Lockout Service, Tow Service, etc. and may also offer those services to the motor club. Usually the pricing will differ between your base pricing and your motor club pricing. Thus you would set up an additional template for the Motor Club, including separate rates and services. You may create as many additional templates as needed to run your company.

*NOTE: Beacon Software Co. has supplied the **Base Price** template to help get you started. This may suffice for your needs, but if you wish to add or name new templates, do so in the **Dictionary Maintenance** portion of Company Management.*

Each Pricing Template may bring together many of the elements of the other templates you create. Thus you may be required to move back and forth between various templates in order to properly prepare a Pricing Template.

To access **Pricing Templates** select **Admin** from the navigation toolbar then click **Company Management** then **Pricing Templates**.

Now select one of the Pricing Templates from the dropdown. The templates shown will include the default Base Price and Motor Club templates, as well as any templates you have added in Dictionary Maintenance.

Service	Price Template	Rate	Discount	Taxable	Discountable	Tax Rate 1	Tax Rate 2	Tax Rate 3	Tax Rate 4
Road Service	Base Price	53.75	0.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
Salvage Vehicle []	Base Price	.	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	0	0	0	0
Sling Light	Base Price	75	0.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
Sling Medium	Base Price	95	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
Sling Heavy	Base Price	125	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
Standby Time	Base Price	53.75	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
Start Car	Base Price	53.75	0.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
State Regulated State Reg.	Base Price	.	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	0	0	0	0
State Regulated Storage F	Base Price	.	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	0	0	0	0
State Regulated Tow Fee	Base Price	.	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	0	0	0	0
State Reparing Fee	Base Price	36	0.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
Storage [S]	Base Price	14	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
Storage Indoor [S]	Base Price	17	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
Storage Outdoor [S]	Base Price	14	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
Tire Change Heavy	Base Price	110	0.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
Tire Change Light	Base Price	47.5	0.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
Tire Change Medium	Base Price	85	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
Tolls - OCC	Base Price	1.5	0.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
Tolls - Causeway	Base Price	8.5	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
Tow	Base Price	53.75	0.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
Tow Heavy (min 2 hour)	Base Price	110	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
Tow Light	Base Price	53.75	0.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
Tow Medium	Base Price	95	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
Unloaded Miles [M]	Base Price	3	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	0	0	0	0
Unlock Vehicle	Base Price	53.75	0.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
Waiting Time	Base Price	60	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	0	0	0	0
Wash Vehicle	Base Price	7	0.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
Winching []	Base Price	.	0.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>				

The following descriptions will show you how to customize a Pricing Template using each of the selections in the columns of a **Base Price** Pricing Template. To set up the template, modify each line item, for example, “Lockout Service”. Or, you could select all of your services, then enter all of your Rates and Zones, and make your Template selections. Regardless of how you make your entries, each line item will need to be modified by making the following choices:

- Select a Service
- Select a Price Template
- Enter a rate
- Enter a discount and check off whether it is discountable
- Check off whether it is taxable and enter the tax rates (if necessary)
- Select a Time Template
- Select a Zone Template
- Select a Pay Method Template
- Enter a commission adjustment
- Enter a commission price
- Enter a commission price time
- Enter an amount to be charged

Refer to the appropriate section for a detailed discussion of each of these selections.

Pricing Templates – Service Selection

Services shown in the service column dropdown are services that have been added in the Services section of Company Management. In other words, you may not enter a service by simply typing into the dropdown (in fact, this would cause a data error). If you would like to add a service to this template:

1. Go to **Services** in the **Company Management** area and add the service (see the **Company Management: Services** section).
2. Exit *Dispatch Anywhere* and then log back in to see newly added services in the template area.
3. After you restart *Dispatch Anywhere*, go back to the template you are working in, select **Add** and a new row will appear.
4. Click in the row under the **Service** column and select the new service from the dropdown.

*NOTE: If you see a number in the service field, this is an indication that you had deleted that service from the **Service** area in **Company Management**. To fix this issue, click on the numbered service in the **Rate** column and click **Delete**. If you click on the number in the **Service** column you will get an illegal data value error. Click **OK** on the error then click in the **Rate** column then click **Delete**.*

CAUTION: Beware of deleting services if you have entered calls into *Dispatch Anywhere*. Deleting services that have been entered into a call could cause data issues.

Pricing Templates – Rate Entries

For each service selected, go down the **Rate** column and input your rates. For any services where you would apply a calculation, such as **Mileage (M)** or **Storage (S)**, then enter your single mile or day rate. *Dispatch Anywhere* will use free miles, days or hours in the **Calculator** section.

NOTE: Ensure the Calculation **Type** is set under Company Management: Services.

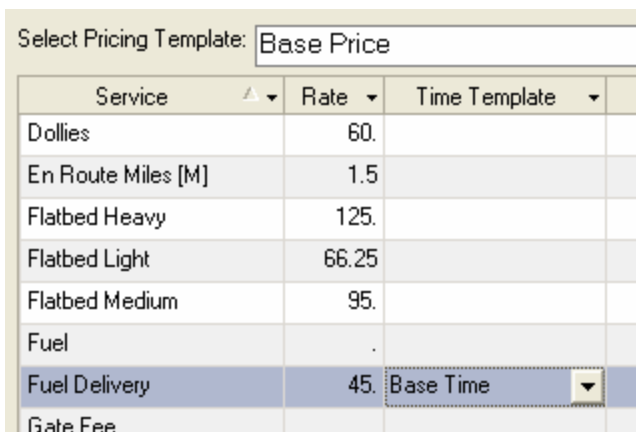
If you have a service with a price that could be any figure on any given call such as fuel, leave this rate blank. This will allow you to add the price on the fly.

Pricing Templates -- Time Template Selection

Service prices can automatically adjust by the time of day or day of week simply by pointing a time template to any service. For example, if the **Light Tow** price goes up \$10 at 5 PM and back to the normal rate at 6 AM, this pricing will automatically change if your Time Template selected is set up in this manner (The **Base Time** template is an example of this adjustment). Any adjustment may be set as plus/minus (+/-), may be set as a percent (%), and may be up to two decimal places.

Creating or modifying a time template is one of those instances where you will need to create or modify other templates to aid you in building the Pricing Template. If so, follow the instructions in the **Time Template Configuration** section.

To use a time template with a service, simply click in the time template column on the row of the service you would like the template to point to. Select your time template from the dropdown.



Service	Rate	Time Template
Dollies	60.	
En Route Miles [M]	1.5	
Flatbed Heavy	125.	
Flatbed Light	66.25	
Flatbed Medium	95.	
Fuel	.	
Fuel Delivery	45.	Base Time
Gate Fee	.	

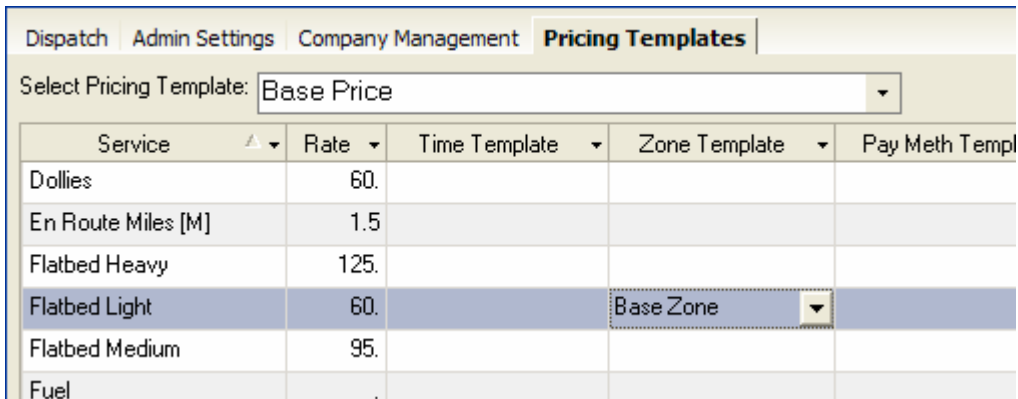
In this example, now whenever the **Fuel Delivery** service is selected on a call between 5:00 PM and 6:00 AM the price will adjust automatically from \$45 to \$55.

Pricing Templates -- Zone Template Selection

If your price for a service changes when you move from one zone to another, *Dispatch Anywhere* can automatically adjust rates by zones. Let's say you tow a vehicle from the Downtown zone to the West Side zone and there is a rate increase of \$15. The Base Zone template is an example of this adjustment.

Before we can build this template we must first enter all the zones that we service. Again, this is an instance where you will have to ensure your Zone Template is built or modified as you need it. To do so, proceed to **Zone Template Configuration**.

Once your Zone Template is complete, you can point it to any services that apply by clicking in the Zone Template column in the row of that service.



Service	Rate	Time Template	Zone Template	Pay Meth Templ
Dollies	60.			
En Route Miles [M]	1.5			
Flatbed Heavy	125.			
Flatbed Light	60.		Base Zone	
Flatbed Medium	95.			
Fuel	.			

In this example if a vehicle is moved on a light flatbed from Downtown to the West Side the price will change from \$60 to \$75 automatically.

Pricing Templates -- Pay Method Selection

Dispatch Anywhere allows you to discount customers by pay method. For example, if a customer pays cash rather than check or charge, the system will automatically apply a discount when that pay method is selected on the call taking screen.

Before we can build this template we must first enter all the zones that we service. Again, this is an instance where you will have to ensure your Pay Method Template is built or modified as you need it. To do so, proceed to **Pay Method Template Configuration**.

Once you have configured your Pay Method Template, you may point a discount to a service by clicking on that service in the Pay Method Template column and then selecting the appropriate template. In the example shown below, we have created a Cash Discount Adjust template. This template causes the rate on a light flatbed tow to change from \$60 to \$55 if Cash is selected as the pay method on the call entry screen.

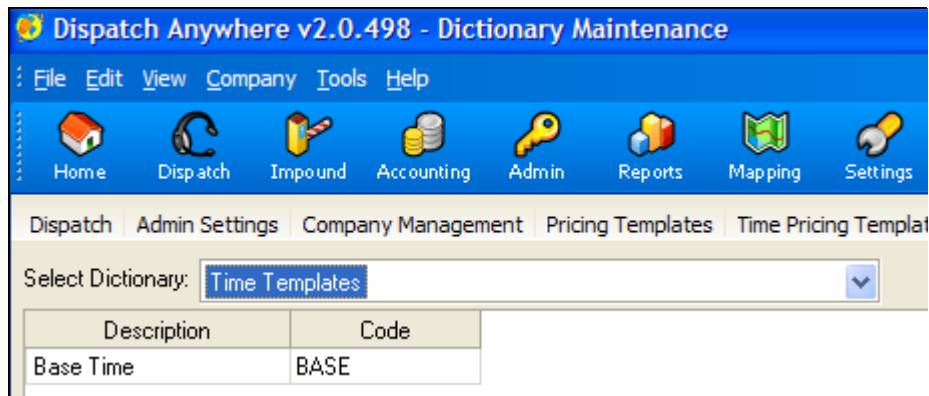
Service	Price Template	Rate	Time Template	Zone Template	Pay Meth Template	Ta
Dollies	Base Price	60.				0
En Route Miles [M]	Base Price	1.5				0
Flatbed Heavy	Base Price	125.				0
Flatbed Light	Base Price	60.			Cash Discount Adjust	0
Flatbed Medium	Base Price	95.				0

Time Template Configuration

A. Defining Your Time Templates

To build a new **Time Template** you must first give the template a name. We will call this example **Base Time**. To add the **Base Time** template:

1. Select **Admin**
2. Select the **Company Management** tab
3. Select **Dictionary Maintenance**
4. From the **Select Dictionary dropdown**, select **Time Templates**
5. **Click Add** at the top right and then type in the name of the template under the **Description** column then click **Save**.



B. Building Your Time Templates

Now go back to **Time Pricing Templates** in the **Company Management** section and look in the **Select Time Template** dropdown. There we will find our **Base Time** template.

Click **Add** then select the day cycle from the **Days** column. The day column allows you to adjust prices by day of the week as well as time of day. For our **Base Time** example we will use **Everyday**.

Our first time adjustment will begin at 6:00 AM and end at 5:00 PM. The **Rate Adj.** will be 0 and the price will remain the base price during this time. Our next time will begin at 5:00 PM and end at 11:59 PM with a rate adjustment of \$10 which will raise our base price \$10 within this time period. The next row will begin at 12:00 AM and end at 6:00 AM with a rate adjustment of \$10. This will complete the 7-day 24 hour cycle.

NOTE: Whenever crossing midnight you must end at 11:59 and start another row at 12:00 AM even if the price is the same before and after midnight.

Dispatch Anywhere v2.0.498 - Time Pricing Templates

File Edit View Company Tools Help

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Dispatch Admin Settings Company Management Pricing Templates **Time Pricing Templates**

Select Time Template: Base Time

Time Template ^	Cycle Week	Days	Begin Time	End Time	Rate Adj
Base Time	1	Everyday	6:00 AM	5:00 PM	0
Base Time	1	Everyday	5:00 PM	11:59:59 PM	10
Base Time	1	Everyday	12:00 AM	6:00 AM	10

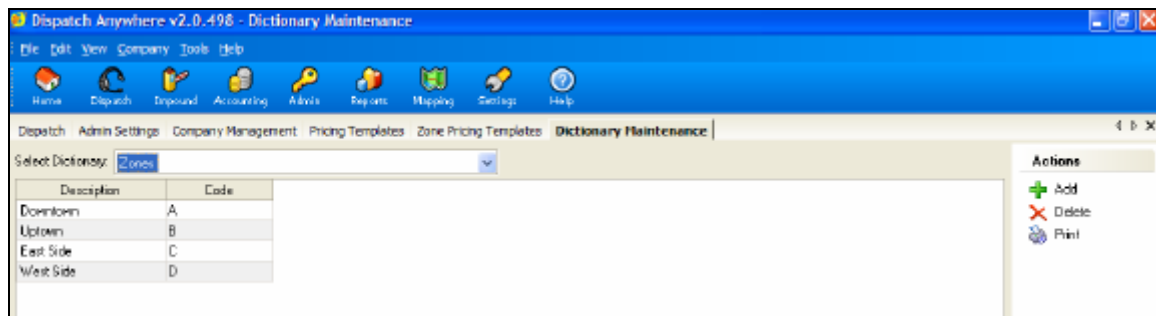
Zone Template Configuration

A. Defining Your Zones

To create or modify Zone Templates, you will first need to define what your zones will be called and also give them a code. To add your Zone descriptions and codes to the Dictionary:

1. Select **Admin**
2. Select the **Company Management** tab
3. Select **Dictionary Maintenance**.

Now click **Add** to enter another zone in the Description row. In the following example, we have entered 4 zones that can be edited. Click Save to exit the Zones screen when finished



B. Building Your Zone Templates

Once you have entered your list of zones it is time to build a new Zone Template. In general, we need to first give the template a name (we will call this example **Base Zone**). To build the zone template, again:

1. Select **Admin**
2. Select the **Company Management** tab
3. Select **Dictionary Maintenance**.

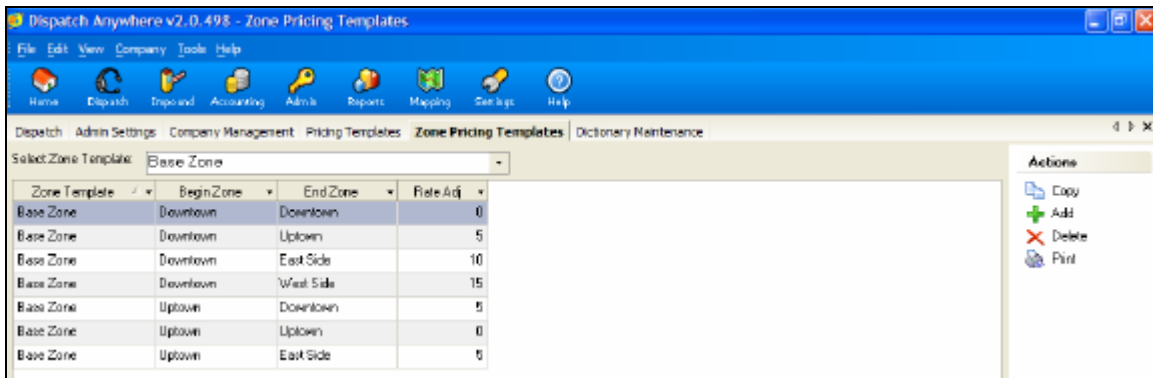
From the **Select Dictionary dropdown in Dictionary Maintenance** select **Zone Templates**. Click **Add** at the top right and then type in the name of the template under the **Description** column, then click **Save**.

C. Adding Zone Adjustments

Now that our template has a name, we will need to add the adjustments for each of the zones:

1. Select **Admin**
2. Select the **Company Management** tab
3. Select **Zone Pricing Templates**.
4. From the **Select Zone Template** dropdown, select the template name you had just entered (in this case it is Base Zone).

Click Add to enter the first zone adjustment, for example when towing a vehicle from the Downtown zone to the Downtown zone our rate adjustment is 0 and will remain the base rate of that service. When towing a vehicle from the Downtown zone to the West Side zone we have a \$15 up charge.



NOTE: You must enter every zone combination for the zone template to work correctly. For example, in the above illustration, we would also need to add all of the East Side and West Side as beginning zones matched to Uptown and Downtown and also to each other as End Zones.

Pay Method Template Configuration

A. Building Your Pay Method Templates

To build a Pay Method template we must first name the template:

1. Select **Admin**
2. Select the **Company Management** tab
3. Select **Dictionary Maintenance**.

From the Select Dictionary dropdown, select Pay Method Templates. Click Add and in the Description field type in the name of your template. For this example we will call it Cash Discount Adjust. You may also add a code. Click Save.

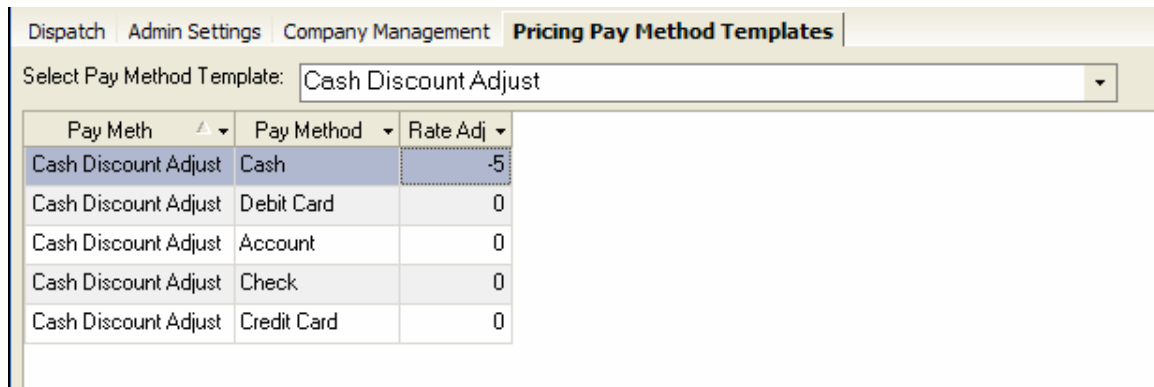
B. Adding Discounts

Now that our template has a name, we will need to add the discount for each of the payment methods:

5. Select **Admin**
6. Select the **Company Management** tab
7. Select **Pay Method Templates**.
8. From the Select Pay Method Template dropdown select the template name you had just entered (in this case it is Cash Discount Adjust).

Now add your discounts. For example, if you would like to give a \$5 discount on a service, under the Rate Adj. column in the Cash row type in -5 and click Save.

NOTE: You can also use rates in percentages by entering the % sign after the number.



The screenshot shows a software interface with a breadcrumb trail: Dispatch > Admin Settings > Company Management > Pricing Pay Method Templates. Below the breadcrumb is a dropdown menu labeled 'Select Pay Method Template:' with 'Cash Discount Adjust' selected. Below the dropdown is a table with three columns: 'Pay Meth', 'Pay Method', and 'Rate Adj'. The table contains five rows, each representing a different payment method for the 'Cash Discount Adjust' template. The 'Rate Adj' column shows a discount of -5 for 'Cash' and 0 for 'Debit Card', 'Account', 'Check', and 'Credit Card'.

Pay Meth	Pay Method	Rate Adj
Cash Discount Adjust	Cash	-5
Cash Discount Adjust	Debit Card	0
Cash Discount Adjust	Account	0
Cash Discount Adjust	Check	0
Cash Discount Adjust	Credit Card	0

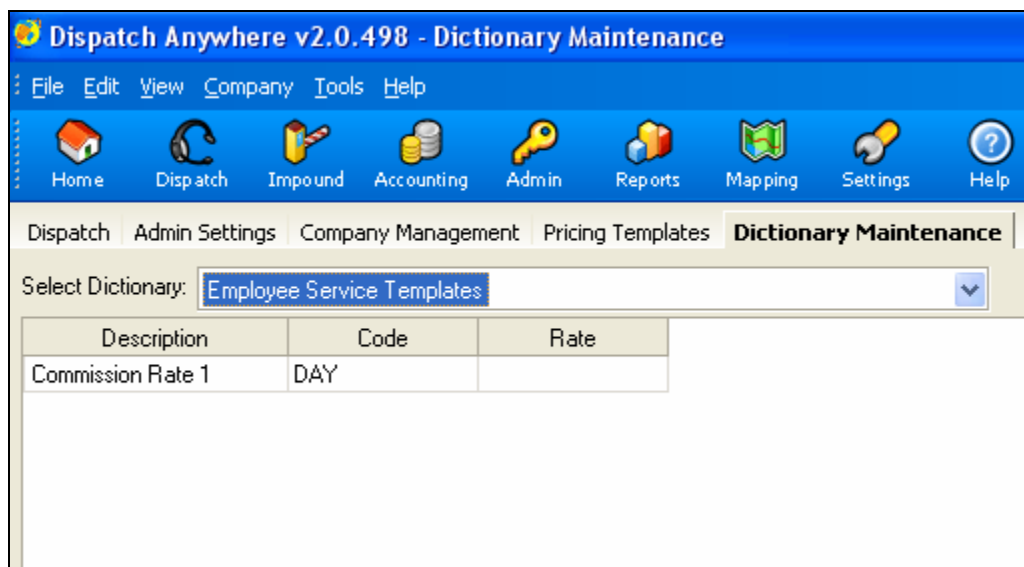
Employee Service Template Configuration

A. Defining Your Employee Service Template

To build an Employee Service template we must first name the template:

1. Select **Admin**
2. Select the **Company Management** tab
3. Select **Dictionary Maintenance**.

From the Select Dictionary dropdown, select Employee Service Templates. Click Add and in the Description field type in the name of your template. The default provided by Beacon Software is called "Commission Rate 1". You may also add a code and a rate. If you make changes, then click Save.



B. Building Your Employee Service Template

For each service selected, go down the **Rate** column and input your COMMISSION rates. For any services where you would apply a calculation, such as **Mileage (M)** or **Storage (S)**, then enter your single mile or day rate.

Use the **Calc Limit** column to set what item charges accumulate forward the calculation for the amount of commission. For example, dollies would not accumulate toward a commission level (or bonus level), so make sure those Calc Limits are unchecked.

If you have a service with a price that could be any figure on any given call such as fuel, leave this rate blank. This will allow you to add the price on the fly.

Now select your Time, Zone, and Pay Method templates for each entry.

Dispatch Anywhere v2.0.498 - Employee Service Templates

File Edit View Company Tools Help

Home Dispatch Inpound Accounting Admin Reports Mapping Settings Help

Dispatch Admin Settings Company Management Dictionary Maintenance **Employee Service Templates**

Template: **Commission Rate**

Drag a column header here to group by that column

Service	Template	Rate	Time Template	Zone Template	Pay Meth. Template	Calc. Link
Change Tire	Commission Rate 1	40	Base Time	Base Zone	Cash Discount Adjust	<input checked="" type="checkbox"/>
Dollies	Commission Rate 1	30	Base Time	Base Zone	Cash Discount Adjust	<input checked="" type="checkbox"/>
En Route Miles	Commission Rate 1	4	Base Time	Base Zone	Cash Discount Adjust	<input checked="" type="checkbox"/>
Flatbed Heavy	Commission Rate 1	400	Base Time	Base Zone	Cash Discount Adjust	<input checked="" type="checkbox"/>
Flatbed Light	Commission Rate 1	300	Base Time	Base Zone	Cash Discount Adjust	<input checked="" type="checkbox"/>
Flatbed Medium	Commission Rate 1	350	Base Time	Base Zone	Cash Discount Adjust	<input checked="" type="checkbox"/>
Fuel Delivery	Commission Rate 1	60	Base Time	Base Zone	Cash Discount Adjust	<input checked="" type="checkbox"/>
Gate Fee	Commission Rate 1	25	Base Time	Base Zone	Cash Discount Adjust	<input checked="" type="checkbox"/>
Jump Start	Commission Rate 1	25	Base Time	Base Zone	Cash Discount Adjust	<input checked="" type="checkbox"/>
Lockout Service	Commission Rate 1	40	Base Time	Base Zone	Cash Discount Adjust	<input checked="" type="checkbox"/>
Mileage	Commission Rate 1	4	Base Time	Base Zone	Cash Discount Adjust	<input checked="" type="checkbox"/>
Miscellaneous	Commission Rate 1	20	Base Time	Base Zone	Cash Discount Adjust	<input checked="" type="checkbox"/>
Recovery Heavy	Commission Rate 1	1000	Base Time	Base Zone	Cash Discount Adjust	<input checked="" type="checkbox"/>
Recovery Light	Commission Rate 1	500	Base Time	Base Zone	Cash Discount Adjust	<input checked="" type="checkbox"/>
Recovery Medium	Commission Rate 1	700	Base Time	Base Zone	Cash Discount Adjust	<input checked="" type="checkbox"/>
Road Service	Commission Rate 1	50	Base Time	Base Zone	Cash Discount Adjust	<input checked="" type="checkbox"/>
Standby Time	Commission Rate 1	100	Base Time	Base Zone	Cash Discount Adjust	<input checked="" type="checkbox"/>
Storage	Commission Rate 1	50	Base Time	Base Zone	Cash Discount Adjust	<input checked="" type="checkbox"/>
Tire Change	Commission Rate 1	40	Base Time	Base Zone	Cash Discount Adjust	<input checked="" type="checkbox"/>
Tolls	Commission Rate 1	40	Base Time	Base Zone	Cash Discount Adjust	<input checked="" type="checkbox"/>
Tow Heavy	Commission Rate 1	3000	Base Time	Base Zone	Cash Discount Adjust	<input checked="" type="checkbox"/>
Tow Light	Commission Rate 1	200	Base Time	Base Zone	Cash Discount Adjust	<input checked="" type="checkbox"/>
Tow Medium	Commission Rate 1	400	Base Time	Base Zone	Cash Discount Adjust	<input checked="" type="checkbox"/>
*						<input type="checkbox"/>

Global Software Settings

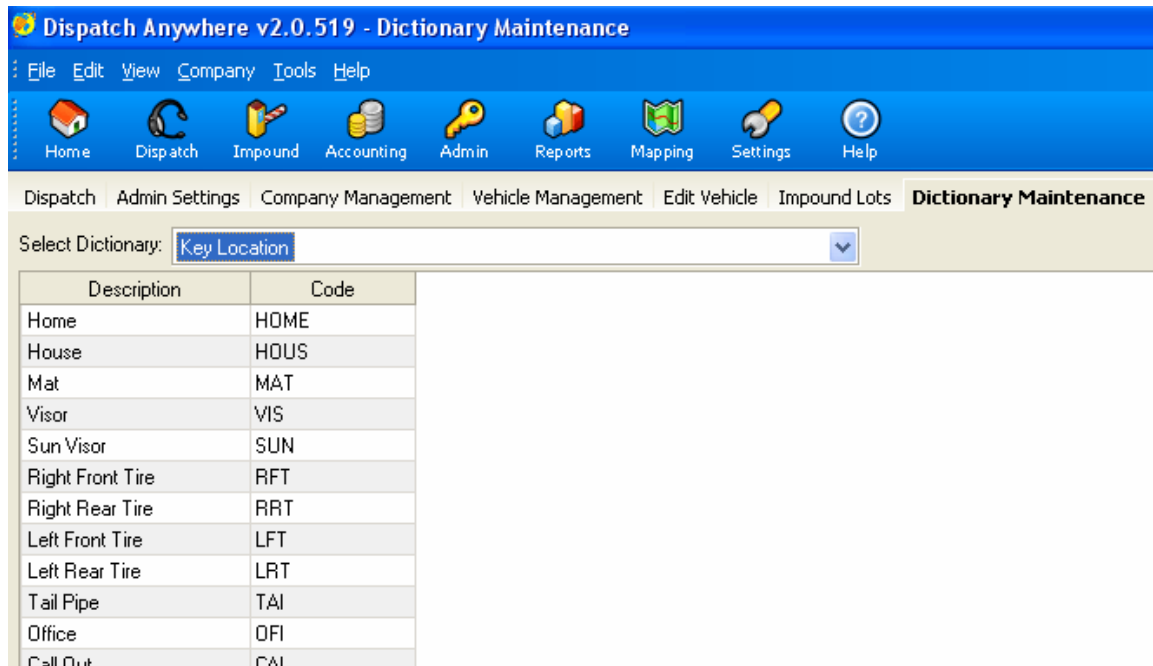
Global software settings are those settings that affect the Dispatch Anywhere system on a company-wide basis. Changes you make to these settings will affect the choices available in other parts of the system.

Dictionary Maintenance

This feature allows you to make and to modify your own dropdown list entries, to create descriptions and codes for templates, and to define security roles. In sum, your Dictionary defines all descriptive information in the company database. To enter the Dictionary:

1. Select **Admin**
2. Select the **Company Management** tab
3. Select **Dictionary Maintenance**.

Dictionary Maintenance is used most often during preparations for your template designs. For example, we might build a new template. The first step in creating this new template is to give it a name. In the **Select Dictionary** dropdown of Dictionary Maintenance we would select the type of template, enter a template name under the Description column and then save it. This entry would later be used as a selection when the template is being customized. Another example, shown below, we could simply enter Descriptions and Codes for where the owner of a vehicle left a key.



Description	Code
Home	HOME
House	HOUS
Mat	MAT
Visor	VIS
Sun Visor	SUN
Right Front Tire	RFT
Right Rear Tire	RRT
Left Front Tire	LFT
Left Rear Tire	LRT
Tail Pipe	TAI
Office	OFI
Call Out	CAI

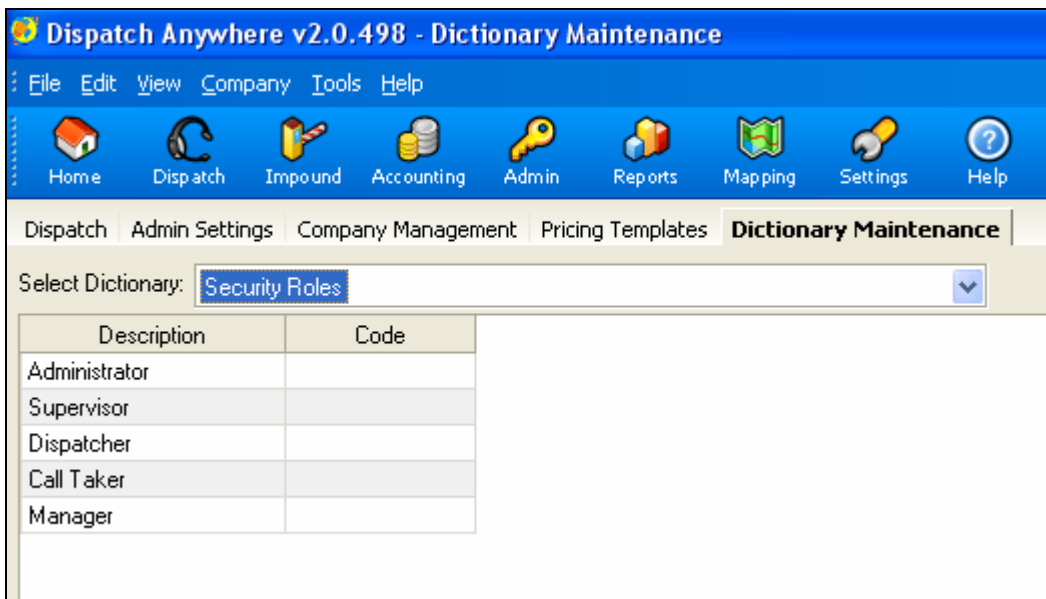
Security Group Settings

This feature allows you to set up Security by groups. Before setting up security groups, you must use Dictionary Maintenance to add all of your company Security Roles:

1. Select **Admin**
2. Select the **Company Management** tab
3. Select **Dictionary Maintenance**.

A. Adding the Security Role:

1. From the **Select Dictionary** dropdown, select **Security Roles**.
2. Click **Add** at the top right and then type in the name of the security role under the **Description** column, add a code if desired, then click **Save**.



B. Setting up the Security Groups

To set up the security groups:

1. Select **Admin**
2. Select the **Company Management** tab
3. Select **Security Group Settings**.

Setting up security groups is the process of assigning job functions and categories to each of the Roles. *Dispatch Anywhere* allows you to move these job functions by selecting a role and then changing the Group that the Function is currently listed in to one that you would like it listed in.

For example, let's say the Administrator was assigned the function of Access Impound Lots. This is more properly assigned to the Call Taker. So you would select the Administrator Role, click on the Group dropdown next to Access Impound Lots, click on Call Taker, then click Save. When you re-open Security Settings, you will see that the Call Taker now has the function of Access Impound Lots assigned to that role.

Group	Function	Category
Administrator	Access Accounting	Accounting
Administrator	Add/Modify Accounts	Accounting
Administrator	Add/Modify Credit Memos	Accounting
Administrator	Enter Payments	Accounting
Administrator	Modify Account Pricing	Accounting
Administrator	Modify Account Templates	Accounting
Administrator	Post Finished Calls	Accounting
Administrator	Access DispatchAnywhere Account Management	Admin
Administrator	Access Personal Settings	Admin
Administrator	Access Security Group Settings	Admin
Administrator	Close Deposits	Admin
Administrator	Access to Administration Reports	Dispatch
Administrator	Access to Custom Report Builder (Quick Report)	Dispatch
Administrator	Access to Custom Reports	Dispatch
Administrator	Change to a Different Company	Dispatch
Administrator	Change to Different Division	Dispatch
Administrator	Modify call Commission rates	Dispatch
Administrator	Take a call for a Different Division	Dispatch
Administrator	Transfer a Call to a different Division	Dispatch

Mobile Device Message Format

This feature allows you to set up the pager messages:

- What fields go out on the page
- The header to display (if any)
- Order in which the fields go out

In other words, you can configure the system to give the driver the most important information with as few characters as possible within the message.

In the screen below, you may also move the fields up and down to put the most important item first in the page.

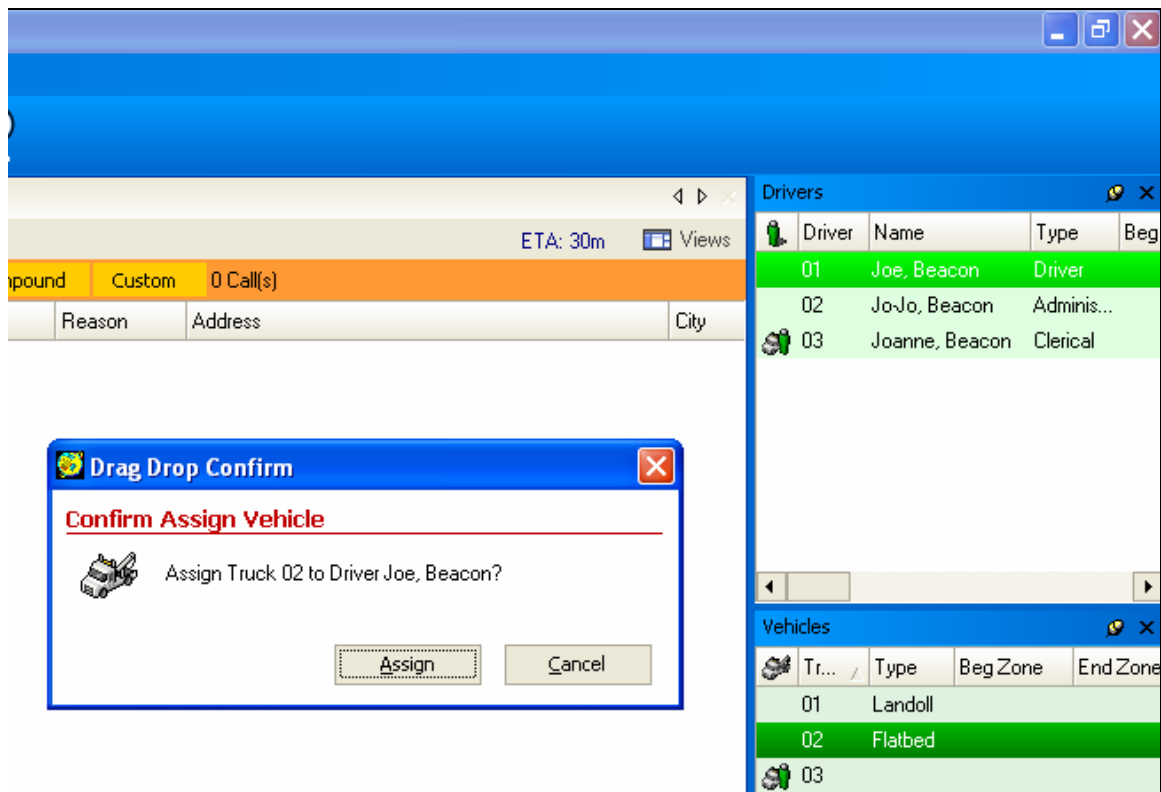
NOTE: The field label is not really needed, but some users may want this.

Display	Description	Field Label
<input checked="" type="checkbox"/>	Work No.	C
<input checked="" type="checkbox"/>	Requested By	Req
<input checked="" type="checkbox"/>	Contact	Con
<input checked="" type="checkbox"/>	Location	Loc
<input checked="" type="checkbox"/>	Address	Loc
<input checked="" type="checkbox"/>	Disabled Zone	
<input checked="" type="checkbox"/>	Year	
<input checked="" type="checkbox"/>	Vehicle Make	
<input checked="" type="checkbox"/>	Vehicle Model	
<input checked="" type="checkbox"/>	Vehicle Color	
<input checked="" type="checkbox"/>	Owner	Ow
<input checked="" type="checkbox"/>	Phone	
<input checked="" type="checkbox"/>	VIN	VIN
<input checked="" type="checkbox"/>	Tag	Tag
<input checked="" type="checkbox"/>	Key Location	Key
<input checked="" type="checkbox"/>	Reason	Rea
<input checked="" type="checkbox"/>	Req Truck Type	
<input checked="" type="checkbox"/>	ReqService	
<input checked="" type="checkbox"/>	Destination	Des
<input checked="" type="checkbox"/>	Address	Des
<input checked="" type="checkbox"/>	Destination Zone	
<input checked="" type="checkbox"/>	Bill To	Bil

USING DISPATCH ANYWHERE

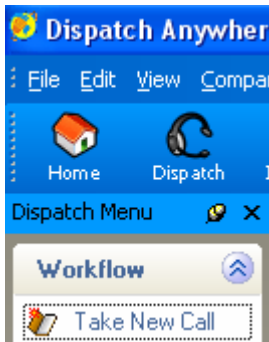
Assigning Drivers to Trucks

As the drivers report in for on duty you can drag the truck number to the driver's code to link the two together. You will see a truck and driver icon that advises you of the truck and driver availability. When assigning a call you simply drag the driver (combined with the truck) to the call or the call to the driver.

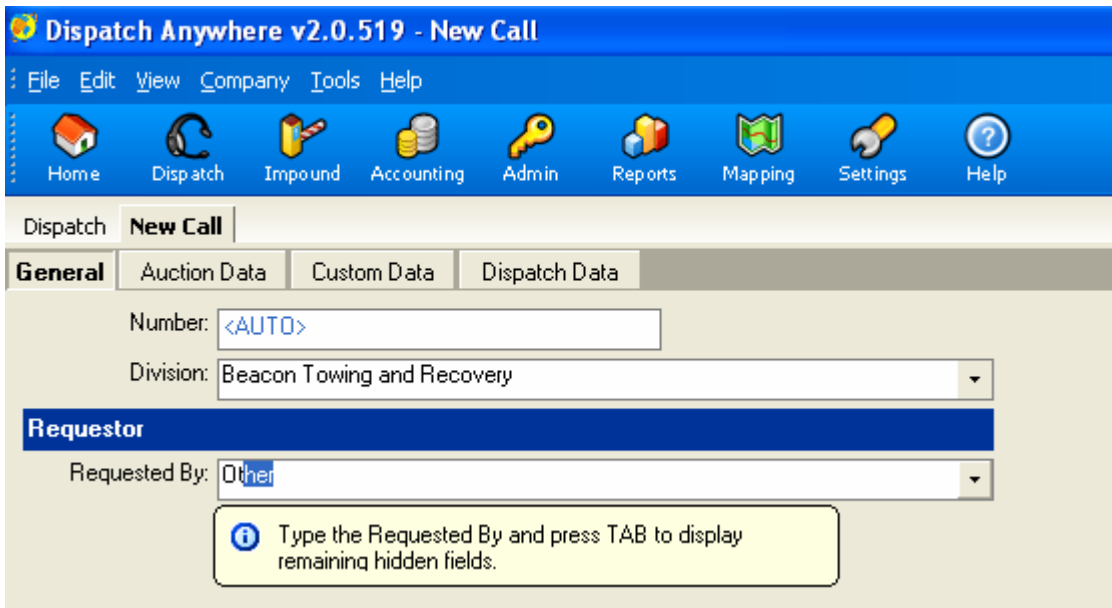


Taking Calls

To take (or enter) a new call, click on the Dispatch tab. Under the Dispatch Menu, click on Take New Call under Workflow.



A new call screen will appear as shown below:

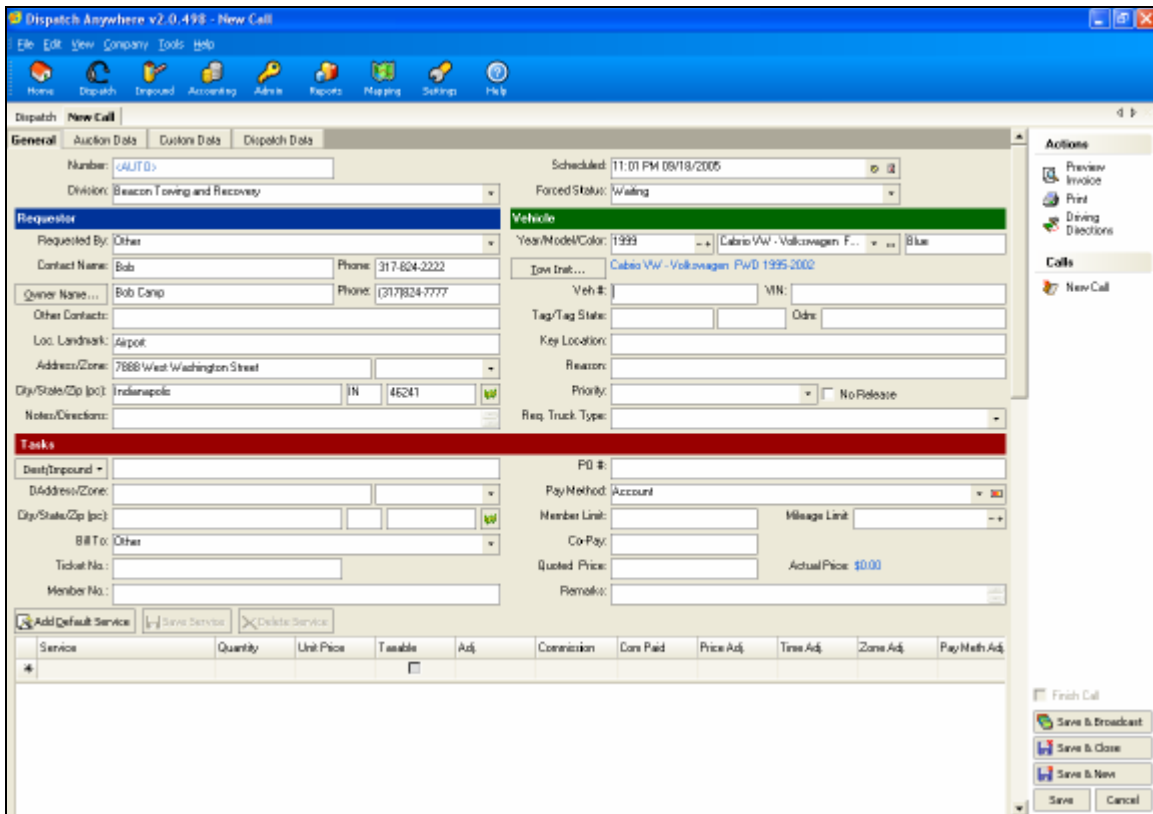


Division: Select the division of your company that will respond to the call.

Number: *Dispatch Anywhere* will automatically assign a call number. This is a method of controlling all dispatch calls.

Requested By: Enter the name of the account/customer or law enforcement agency that is requesting your service. The “Requested by” is what governs the pricing on the call, unless otherwise changed. Once the Requested by is correctly filled in and tab is pressed, the remaining hidden fields will appear, as shown on the next page.

NOTE: The “Requested By” MUST be typed in and will automatically pull up a match to Requestors available in the system.




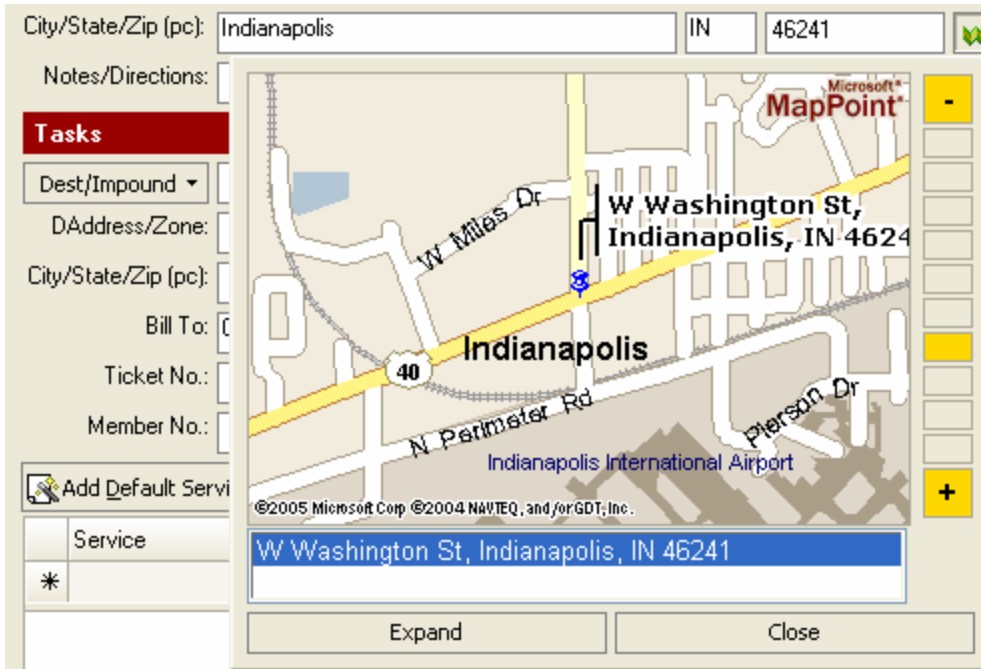
Fill in the remaining fields under the **General** tab, as necessary and as complete as possible.

Several items require special attention:

- You must have a Default Service set up in Accounting > Edit Account or you will have to enter a service manually.
- You **MUST** fill in any fields that are marked as “Req’d” in the Call Template (see Accounting > Edit Account). All Call Templates are specific to that account
- To remove the “pencil” (edit) symbol in the Services grid, press ESC.

Dynamic Map Service

When entering the location of service or place where the vehicle is to be picked up, enter a proper address (Address, City and State) in the appropriate fields. This will allow access to the mapping service. To find a location click on the map symbol  next to City/State/Zip.



The screenshot displays a software interface for a mapping service. At the top, there are input fields for "City/State/Zip (pc):" with "Indianapolis" entered, "IN" for the state, and "46241" for the zip code. A small map icon is visible to the right of these fields. Below this is a "Notes/Directions:" field. A red "Tasks" button is present. Further down, there are fields for "Dest/Impound", "DAddress/Zone:", "City/State/Zip (pc):", "Bill To:", "Ticket No.:", and "Member No.:". A section titled "Add Default Servi" contains a table with a "Service" column and an asterisk "*" in the first row. The main part of the interface is a map of Indianapolis, showing major roads like W Washington St, W Miles Dr, N Perimeter Rd, and Pierson Dr. A yellow route is highlighted on the map, starting from the airport and heading towards the city center. A blue location pin is placed on W Washington St. The text "W Washington St, Indianapolis, IN 46241" is displayed on the map. At the bottom of the map area, there is a copyright notice: "©2005 Microsoft Corp ©2004 NAVTEQ, and/or GDT, Inc.". Below the map is a search bar containing the text "W Washington St, Indianapolis, IN 46241". At the very bottom, there are "Expand" and "Close" buttons.

- Enter as much **vehicle information** as possible: make, model, color, tag (license number) and VIN. If you add model first it will automatically enter the make.
- The **Priority** dropdown is merely a method of differentiating the type of call and not necessarily the order, which they will be completed.
- When entering the **Reason** for the call, if you start typing, the system may auto-complete your entry. For example, if the vehicle has transmission trouble and requires a tow the reason is “transmission.” This helps the driver in his proper method of service. There is a default list of reasons already in the **Dictionary**. This list can be added to or customized
- Enter the correct truck type to send for **Req. Truck Type**.
- You may add additional information later by clicking on “Modify”

Quick Search Towing Instructions

You may also retrieve towing instructions from our Towspec site by clicking on the

button.

The screenshot shows the TowSpec.com website interface. At the top, there is a navigation bar with the TowSpec.com logo and a yellow button that says "Click Here to start RECEIVING CALLS!". Below this is a search bar with filters for Year (2001 - 2002), Make (Volvo), and Model (Cross Country Wagon (AWD)). There are buttons for Print, Save, Email, and Page. The main content area is divided into sections: "Recommended" (showing a truck icon), "Alternate" (showing two car icons), "Instructions", and "Remarks". On the right side, there is a "VEHICLE TOW DIAGRAM" section with a diagram of a vehicle chassis and a table of specifications.

VEHICLE TOW DIAGRAM		
Spec. Weight	3700	
The Down Points	AWD	
	Wheel/Tyres Strap	
	Front T.L.	Rear T.L.
	MPH/Miles	MPH/Miles
Automatic	No/No	No/No
Manual	No/No	No/No
Jacking Locations	Jacking Point	

Complete the information by clicking on “Save and Close” or “Save and New”.

The “Save and Close” will put you back to the Dispatch screen and the “Save and New” will put you into another New Call screen.

Assigning a Call

Assigning a call is as simple as Dragging and Dropping the driver onto the call or the call onto the driver. To accomplish this point the mouse arrow on the driver's number, left click and hold down, drag driver icon to the call to be assigned and release mouse. If you did not designate truck then drag truck number to the call to be assigned. The Computer Assisted Dispatch Mode is now enabled.

To assign or send by page, click on 'Clear/Assign/Send', 'Assign' or 'Assign/Send'.

Assign: Will assign the call but does not send it to the driver.

Assign/Send: Allows the dispatcher to assign a driver to more than one call. This function will send all calls to the driver by pager. When the call is assigned it will be automatically time stamped and moved to the Assigned tab.

Clear/Assign/Send: May also be thought of as "Finish/Assign/Send". That is, if the driver is on a call, Clear/Assign/Send clears (finishes) the call the driver is on, then assigns the driver to the new call and sends it to the driver on the pager (but no confirmation). Do not use this technique is you stack your calls, as it would clear the driver off of any previously assigned calls.

Dispatch Anywhere v2.0.519 - Dispatch

File Edit View Company Tools Help

Home Dispatch Impound Accounting Alerts Reports Mapping Settings Help

Dispatch Menu

Workflow

- Take New Call
- Assign Call
- Confirm
- Active
- Depart
- Destination Active
- Quick Finish
- Create Invoice

Call Update

- Move to Waiting/Unassign
- Hold
- Cancel
- Undo Finish
- Transfer to
- Modify

Common Tasks

View

Dispatch

Beacon Towing and Recovery ETA: 30m Views

Number	S.	Time	Elap	Schedu.	Requested By	Reason	Address	City	Landmark	Notes
2	D.	01:31:0.	00:03	00:01:0.	Other	Wrecked	40 E Washin.	Indianapolis	Circle center	

Preview

Driver ID: 01 Name: Joe, Beacon
Status: On Duty Nurs. Calls: 0 Assigned To: 02
Pager: (317) 800-9995 Mobile: ()-317 Home: (317) 555-1212
Remarks:

Call Details: **Driver Details** Vehicle Details Location/Status AutoSwitch

Drivers

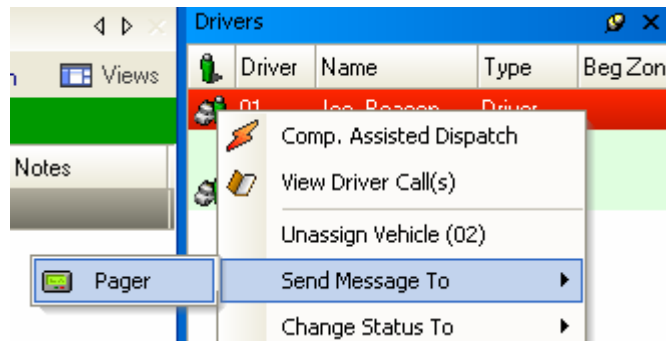
Driver	Name	Type	Bag Zone
01	Joe, Beacon	Driver	
02	JoJo, Beacon	Adminis...	
03	Joanne, Beacon	Driver	

Vehicles

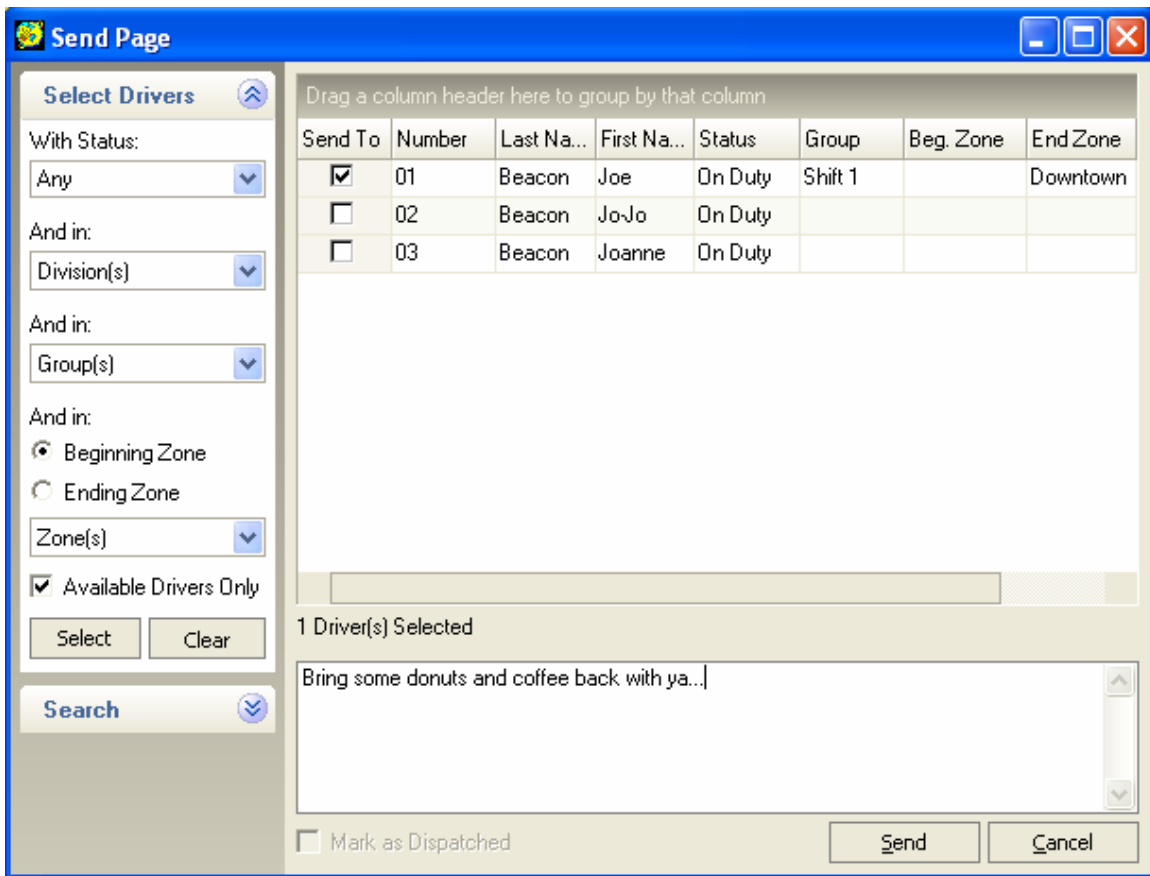
Truck	Type	Bag Zone	End Zone
01	Landol		
02	Fluted		
03			

Paging a Call

To page a driver, left-click on that driver and click “Send message to” then select the “Pager” sub-menu.



*NOTE: Ensure the driver’s paging information has been added in the **Company Management > Edit Employee** screen.*



Now type in what you wish to send and click the Send button. The page will be sent to the driver. You may add more information to the page or simply send the call information. This links the page to the call. Right-click on the driver in order to link the page to the dispatcher. This will allow the dispatcher and driver to have a 2-way conversation. The paging is then sent over the Internet to your paging company.

Updating Assigned Calls

All assigned calls are on the “Assigned” tab at the top of the Dispatch screen. To update a call you can right click (clicking the right button on your mouse) on the call, a drop down menu will give you choices, simply click on the appropriate item; *confirm, arrive, depart, destination arrive or quick finish*.

NOTE: Each time you update a call it will time stamp it.

Hold and Waiting Calls

Calls that are scheduled for a future date are placed under the “Holding” tab. You are able to keep track of scheduled calls or reservations. Prior to time of dispatch the call will appear under the “Waiting” tab. Calls waiting for further information that are not scheduled for the future can be force held by clicking on ‘Force Hold’ in the New Call screen.

Cancelled Calls

All calls that are cancelled are placed under the “Cancelled” tab. Calls will stay on screen and are not deleted. Management may print a Cancelled Call Report for any selected period.

Completed Calls

When calls are finished they are stacked under the “Finished” tab. To complete a call, right-click on the call line and then select Quick Finish.

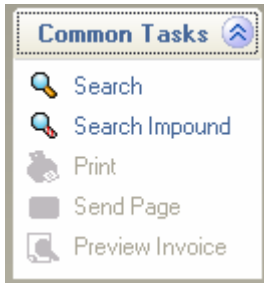
Reports

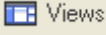
There are a variety of reports available in Dispatch Anywhere. Dispatchers may run required Dispatch reports by clicking the 'Reports' icon at top of screen, then choosing a specific report. After you click 'Reports' click the report you desire then fill in the date and requested information.

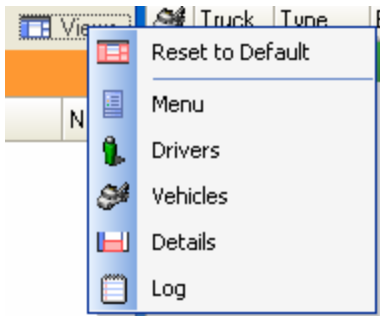
Search Function

In *Dispatch Anywhere* you can search for information on any invoice or vehicle in your system whether it is in your current file, impound accounts receivable or in the paid file. *Dispatch Anywhere* does not remove your files when paid so you can search your complete system.

To 'SEARCH' left click on the Search button in the Common Tasks menu on the left side of your screen.



If you have hidden the left pane, click on the small Views button  on the upper-right portion of the screen to turn the Menu panel back on.



When you click on 'Search' the Search window will appear. Fill in as much information as possible. The more information you have, the fewer the calls that will be displayed on the results tab.

To search by VIN or Tag (Plate) you may enter partial numbers. Click on 'Find' and your results will appear. If there are multiple entries click on your choice and the call detail screen will show all information on that call.

You may also search for cars in Impound lots using the top menu Impound button.

Dispatch Anywhere v2.0.519 - Search Dispatch

File Edit View Company Tools Help

Home Dispatch Impound Accounting Admin Reports Mapping Settings Help

Dispatch Admin Settings Company Management **Search Dispatch**

Quick Search Advanced Results

Division: Beacon Towing and Recovery Driver:

Status: Finished

Call Date: 9/22/2005 To:

Finish Date: 9/22/2005 To:

Vehicle Data

Make: VIN (partial):

Model: Tag # (partial):

Year: - + Owner Name:

Color: Owner Phone #:

- Filling in the information under the **Quick Search** tab will result in a search for everything in the system (for the selected company).
- Use the Status dropdown to filter for a particular type of call (e.g. Impounds or Completed Calls).
- Creating a query under the **Advanced** tab will allow you to do a more sophisticated search on a field or combination of fields.

Dispatch Anywhere v2.0.519 - Search Dispatch

File Edit View Company Tools Help

Home Dispatch Impound Accounting Admin Reports Mapping Settings Help

Dispatch Admin Settings Company Management **Search Dispatch**

Quick Search Advanced **Results**

1 call(s) found

Drag a column header here to group by that column

Number	Status	Division	Make	Model	Year	Color	MN	Tag	Dest.Na...	Dest.A...	Tick...	PD #	Requ...	Bill...	Reason	Member...	Owner Na...	Owner Phone	Driver
2	Finished	Beacon...	Volvo	V40	2001			J22FKZ					Other	Other	Wrecked		Eva Gabor	(317)302-2777	Joe, Beacon

ACCOUNTING

Management Menu

New Account (setup)

To set up a new account, click on the 'Accounting' button in the top menu, then click the New Account button under the Management menu. The 'Account Maintenance Screen' will appear. Enter all pertinent information.

Dispatch Anywhere v2.0.498 - Account Maintenance

File Edit View Company Tools Help

Home Dispatch Inbound Accounting Admin Reports Mapping Settings Help

Dispatch Accounting Account Maintenance

General Account Data Web Access/User Defined Billing Call Template

Account Number: Division: Beacon Towing and Recovery

Account Name: Account Type: Other

Location

Address: Street 1: 7885 Jonhior Drive Street 2:

City / State: Indianapolis IN Zip (pc): 46214

Web Site:

Contact Information

Contact Name: Eail 2nd Cont. Name:

Telephone: (317)995-5956x 2nd Telephone:

Fax #: 2nd Fax #:

E-Mail: jeacon@beaconsohio.com 2nd E-Mail:

General Remarks:

This screen gives you the fields necessary to enter all billing data: statement style, statement cycle, statement method (mail, fax or E-mail) and Default template. *Dispatch Anywhere* allows a user to set up different templates that are governed by the caller to make it faster for the dispatcher.

Post Finished Calls

Calls may be posted upon finishing or left to be checked by the accounting department.

To post a finished call, click on the 'Accounting' button in the top menu, then click the **Post Finished Calls** button under the Management menu. The '**Post Finished Calls**' screen will appear.

In the '**Post Finished Calls**' screen you may preview invoice, or output invoice to *E-Mail, Fax, Printer, or Save to File*.

Dispatch Anywhere v2.0.519 - Post Finished Calls

File Edit View Company Tools Help

Home Dispatch Impound Accounting Admin Reports Mapping Settings Help

Dispatch Admin Settings Company Management Accounting **Post Finished Calls**

From Date: 9/22/2005 To: 9/22/2005 1 Calls

From Call No.: To:

Division: Beacon Towing and Recovery Account:

Driver:

Invoice Date: Use Finish/Release Date Custom 9/22/2005 View

Post	Invoice	Invoice Date	Division	Ticket No.	Status	Bill To	Purchase Order	Quantity	Service	Amount	Owner
<input type="checkbox"/>	2-1	9/22/2005	Beacon Towi...		FIN	Other		1	Tow Light	\$85.00	Eva Ge

Tax: \$0.00 Total: \$85.00

Commissions

The commissions screen allows you to review and pay commissions.

To review or enter a commission, click on the 'Accounting' button in the top menu, then click the **Commissions** button under the Management menu. The '**Post & Pay Commissions**' screen will appear.

Dispatch Anywhere v2.0.519 - Post/Pay Commissions

File Edit View Company Tools Help

Home Dispatch Impound Accounting Admin Reports Mapping Settings Help

Dispatch Admin Settings Company Management Accounting **Post/Pay Commissions**

From Date: 9/22/2005 To: 9/22/2005

From Call No.: 1 To: 1

Division: Beacon Towing and Recovery Account:

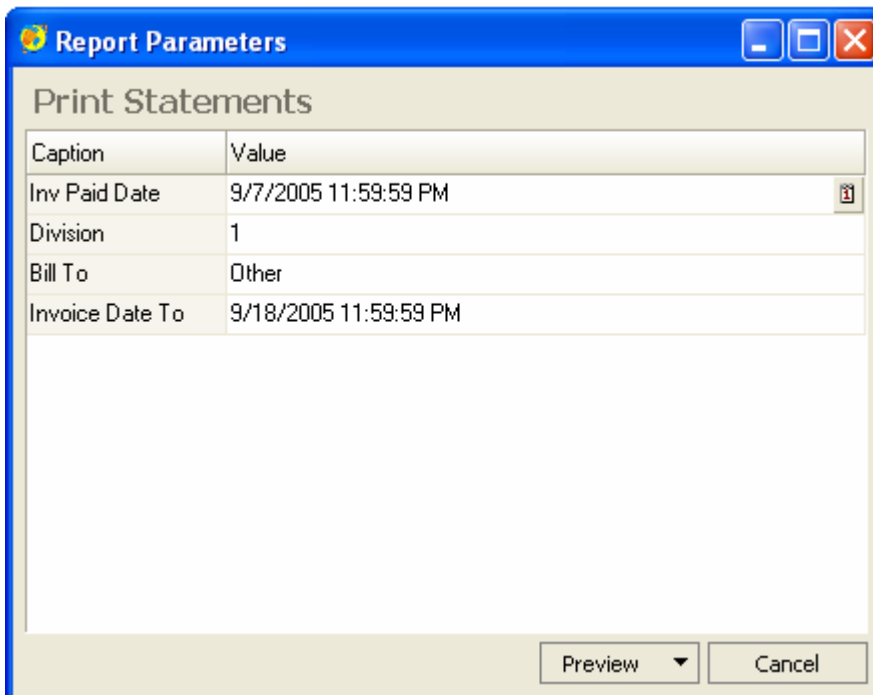
Driver: Joe, Beacon(01) Show Only Paid Invoices View

Print Statements

The Print Statements screen allows you to print a statement for an individual account.

To print a statement, click on the 'Accounting' button in the top menu, then click the **Print Statements** button under the Management menu. The '**Report Parameters**' screen will appear. Enter the Inv Paid Date and select the Bill To company, then click Preview. The statement will appear in the report viewer.

NOTE: You may also right-click on an account to print a statement.



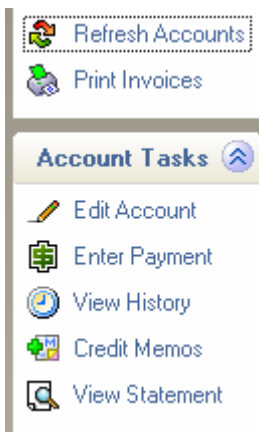
The screenshot shows a window titled "Report Parameters" with a blue header bar. Below the header is a section titled "Print Statements" containing a table with two columns: "Caption" and "Value".

Caption	Value
Inv Paid Date	9/7/2005 11:59:59 PM
Division	1
Bill To	Other
Invoice Date To	9/18/2005 11:59:59 PM

At the bottom of the dialog, there are two buttons: "Preview" with a dropdown arrow and "Cancel".

Refresh Accounts

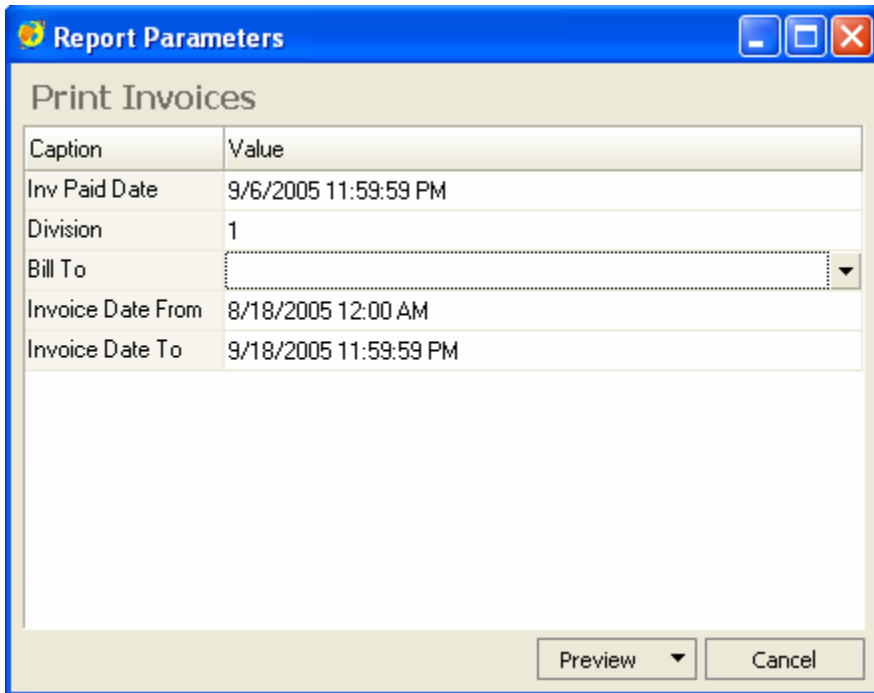
Clicking on the Refresh Accounts button will force an update of all the account data.



Print Invoices

The Print Invoices function allows you to print an invoice for an individual account. You may also right-click on a call to preview the invoice (if a “P” appears, this is not a final invoice). Right-clicking overrides the billing (see Accounting > Edit Accounts for billing method and billing options).

To print an invoice, click on the ‘Accounting’ button in the top menu, then click the **Print Invoice** button under the Management menu. The **Report Parameters** screen will appear. Enter the Inv Paid Date and select the Bill To company, then click Preview. The invoice will appear in the report viewer.



The screenshot shows a window titled "Report Parameters" with a blue header bar. Below the header, the title "Print Invoices" is displayed. The main area contains a table with two columns: "Caption" and "Value".

Caption	Value
Inv Paid Date	9/6/2005 11:59:59 PM
Division	1
Bill To	[Dropdown menu]
Invoice Date From	8/18/2005 12:00 AM
Invoice Date To	9/18/2005 11:59:59 PM

At the bottom of the dialog, there are two buttons: "Preview" with a dropdown arrow and "Cancel".

Account Tasks Menu

Edit Account

This screen allows you to make changes to an account. This is also the area where you set up your Call Template(s).

To edit the account, click on the 'Accounting' button in the top menu. In the accounts grid, click on the plus sign to the left of the division, then highlight the account by clicking on that row. Now click on the Edit Accounts button: The Account Maintenance screen will appear. Make whatever changes are desired, then click Save.

Dispatch Anywhere v2.0.498 - Account Maintenance

File Edit View Company Tools Help

Home Dispatch Inbound Accounting Admin Reports Mapping Settings Help

Dispatch Accounting Post Finished Calls Post/Print Commissions **Account Maintenance**

General Account Data Web Access/User Defined Pricing Call Template

Account Number: DEFAULT Division: Season Towing and Recovery

Account Name: Other Account Type: Other

Location

Address Street 1: 7885 Jennifer Drive Street 2:

City / State: Indianapolis IN Zip (pc): 46214

Web Site:

Contact Information

Contact Name: Earl 2nd Cont. Name:

Telephone: (317) 655-5656 2nd Telephone: ((x)

Fax #: ((x) 2nd Fax #: ((x)

E-Mail: jbeacon@beaconsoftco.com 2nd E-Mail:

General Remarks:

Call Templates

A few items to be aware of in the Call Template section:

1. Call Templates are specific to an account.
2. Typically, you will only modify the master Call Template, and perhaps one other, Cash Template.

Enter Payments

To receive payments from your accounts click on the 'Accounting' icon at the top of the screen. In the accounts grid, click on the plus sign to the left of the division, then highlight the account by clicking on that row. Now click on the Enter Payments button.

The 'Enter Payment' screen shows all information regarding your customers account; account balance and all outstanding invoices. Enter check amount, payment type and reference (check number). When finished click "Save and Close" (if finished) or 'Save and New' (to select a different account).

Dispatch Anywhere v2.0.498 - Enter Payment

File Edit View Company Tools Help

Home Dispatch Inbound Accounting Admin Reports Mapping Settings Help

Dispatch Accounting Post Finished Calls Enter Payment

Enter Account Payment

Account: [Dropdown] Check Date: [Date Picker] Total Invoices: \$0.00

Payment Type: [Dropdown] Amount: \$0.00

Pmt/Check No.: [Text Field] Receipt Date: 9/18/2005 [Date Picker]

Total Credits: \$0.00 Credits Applied: \$0.00

Amt. Remaining: \$0.00

Drag a column header here to group by that column

Actions

- View/Print Invoice
- Modify Invoice
- View/Print Deposit
- Auto Apply Payment

Filter

From: 3/22/2005 [Date Picker]

To: [Date Picker]

Apply

Search

Auto Search For: Invoice # [Dropdown]

[Text Field]

Find Next

View History

This function shows a history of payments versus invoices (in other words, paid receipts versus invoices).

Credit Memos

To create a Credit Memo, click on the 'Accounting' icon at the top of the screen. In the accounts grid, click on the plus sign to the left of the division, then highlight the account by clicking on that row. Now click on the Credit Memo button.

Dispatch Anywhere v2.0.498 - Credit Memo

File Edit View Company Tools Help

Home Dispatch Impound Accounting Admin Reports Mapping Settings Help

Dispatch Accounting Post Finished Calls Post/Print Commissions Account Maintenance Enter Payment **Credit Memo**

New Credit Memo Outstanding Credits

Credit Memo

Account: Date: 9/18/2005

Amount:

Reference No.:

Reason/Comments :

Choose the account by clicking on arrow for drop down menu, then enter date and credit memo number. Enter all relevant information then click on 'Save and close'.

View Statement

The View Statements screen allows you to review a statement for an individual account.

To preview a statement, click on the 'Accounting' button in the top menu. In the accounts grid, click on the plus sign to the left of the division, then highlight the account by clicking on that row. Now click on the **View Statements** button under the Management menu. The '**Report Parameters**' screen will appear. Enter the Inv Paid Date and select the Bill To company, then click Preview. The statement will appear in the report viewer.

Caption	Value
Inv Paid Date	9/6/2005 11:59:59 PM
Bill To	Other
Invoice Date To	9/18/2005 11:13:13 PM