Traffic Control Dispatch

User Guide

About This Document

This document describes the Traffic Control Dispatch site for a fictitious company, Alpha Traffic. A central dispatch operation dispatches people and trucks to Alpha jobs.

Traffic Control Dispatch Program Options

Traffic Control Dispatch is a highly versatile dispatch system that provides a large range of program options. Please keep in mind that the program features in this site represent a “typical” deployment, and do not include all program options.

You can see information about optional features in the appendixes of this guide.

Also, keep in mind that users with different job roles might see different program features. For example, dispatchers may see truck details needed for dispatch, but be unable to see lease information or to edit historical jobs or set up new users.

Alpha Traffic

The Alpha Traffic logo that appears on the Traffic Control Dispatch site will be replaced by your own company’s logo when your site goes live.

Contents

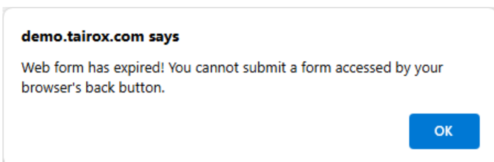
Introduction & Guidelines

The Traffic Control Dispatch program is a web-based application that stores data. Like other web applications that store data (paying bills at your bank, checking out a shopping cart), there are several limitations put in place for security or performance reasons. Here are a few points worth noting.

Guideline: Avoid the Back Button

You may be familiar with a message “page has expired” when paying bills or when using other applications where what is shown on the web page must match the state of the web site.

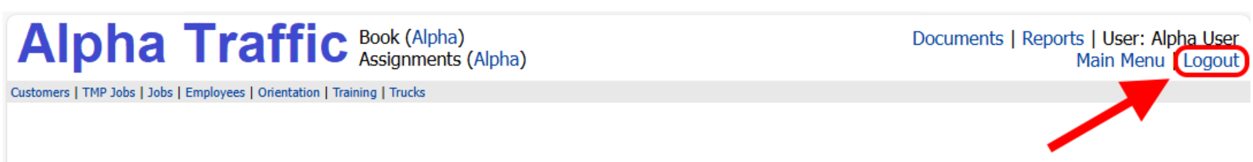
The Dispatch program will usually display a “page expired” message if you press the Back-button in your browser at an inappropriate time.



Guideline: Always click on the Logout link to close down Traffic Control Dispatch

Browsers can always be closed by pressing the X in the upper right-hand corner of the window, but the web site doesn’t know you have done this and keeps your session active.

If this is done dozens (or hundreds) of times in a matter of minutes, performance will be affected and/or the web site may use up its available memory.



Timeouts, Multiple Tabs & Windows

Web-based applications like the Dispatch program have a “timeout” so that if a particular login has not interacted with the web site for a specified number of minutes, the web site will assume that the login’s browser window has been closed, and the web site will close that login and release the memory that is tied up.

Guideline: Do not stay on a data-entry form for 25 minutes without clicking on the Submit button

Traffic Control Dispatch’s timeout is set to 30 minutes. However, if a browser window is still open, most pages on the site will “automatically refresh” after 25 minutes. By this means the login is kept alive (i.e. it doesn’t time out too quickly) and, at the same time, if the browser is closed, the web site will be able to release the login’s memory. Importantly, some pages are data-entry forms with a submit button, and the refresh will clear any edits.

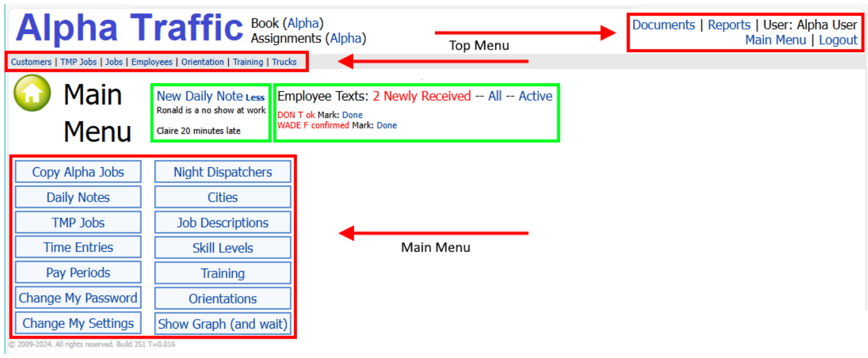
Guideline: If you want to have 2 browser windows open, open one window in one browser (e.g. Chrome) and the other window in a different browser (e.g. Firefox or Edge)

Modern browsers try to make life easier for surfers by sharing logins across the tabs in a browser window, or even across multiple browser windows.

This can interfere with timeout and refresh mechanisms, depending on various settings and answers to questions like “keep me logged in.”

Menus and Page Navigation

The Main Menu and the Top Menu provide access to dispatch tasks



To access the Main Menu, select "Main Menu" from the links in the top right corner.

- The Top Menu on the left side provides links to Customers, Jobs, Employees, Training, and Trucks. The right side provides links to Documents, Reports, the Main Menu, and logging out.
- The Main Menu page also shows the daily notes and recent employee texts (in the green boxes).
- Depending on your permissions, you may not see the Time Entries and Pay Periods buttons shown above.

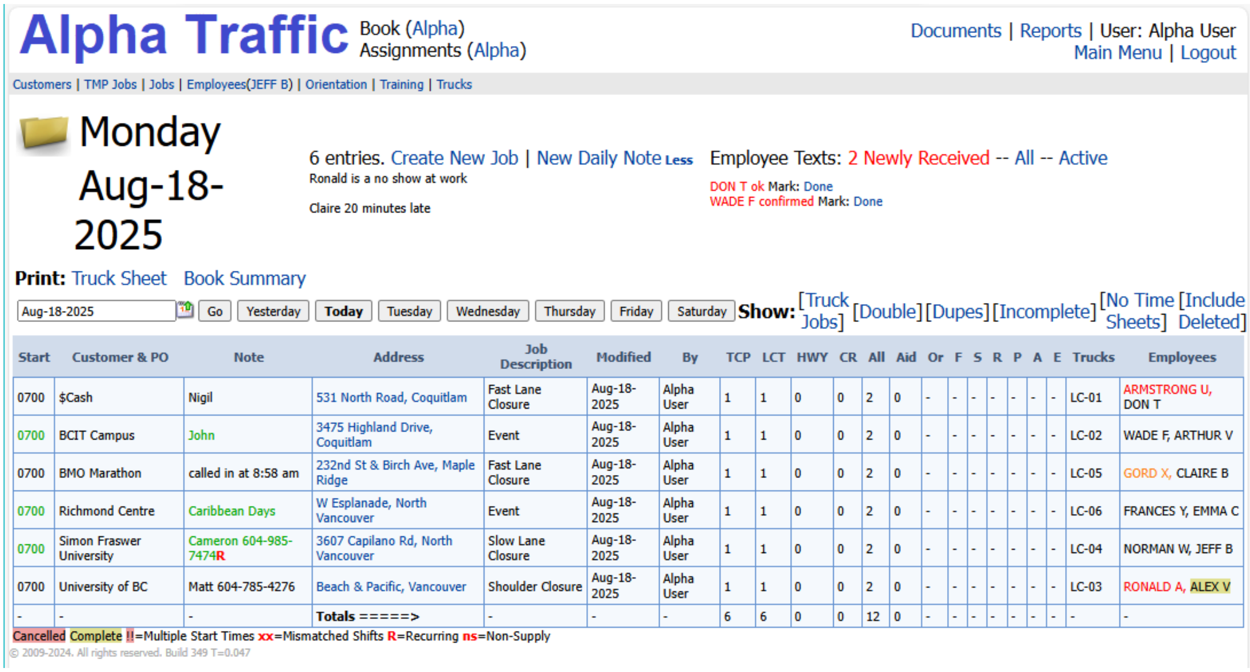
Blue links on each page provide one-click navigation

For example, on the Employee Details page:

- Click Employees to see the list of employees.
- Click Notes to see the recent notes for this employee.
- Click New Employee Message to display an onscreen reminder note for this employee.
- Click Edit Details to change employee record information.
- Click Google Maps to see the employee's address on Google maps.
- Click Texts Report to print / view a report of up ton1000 employee texts.
- Click Notes Today / Tomorrow to add notes about or for the employee.
- Click the Send Text link to send a text to the employee.

Daily Book

Each day’s jobs are shown in a “Daily Book” (like a page from a book).

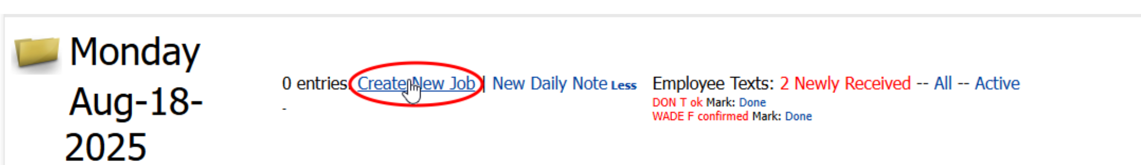


Start	Customer & PO	Note	Address	Job Description	Modified	By	TCP	LCT	HWY	CR	All	Aid	Or	F	S	R	P	A	E	Trucks	Employees
0700	$Cash	Nigil	531 North Road, Coquitlam	Fast Lane Closure	Aug-18-2025	Alpha User	1	1	0	0	2	0	-	-	-	-	-	-	-	LC-01	ARMSTRONG U, DON T
0700	BCIT Campus	John	3475 Highland Drive, Coquitlam	Event	Aug-18-2025	Alpha User	1	1	0	0	2	0	-	-	-	-	-	-	-	LC-02	WADE F, ARTHUR V
0700	BMO Marathon	called in at 8:58 am	232nd St & Birch Ave, Maple Ridge	Fast Lane Closure	Aug-18-2025	Alpha User	1	1	0	0	2	0	-	-	-	-	-	-	-	LC-05	GORD X, CLAIRE B
0700	Richmond Centre	Caribbean Days	W Esplanade, North Vancouver	Event	Aug-18-2025	Alpha User	1	1	0	0	2	0	-	-	-	-	-	-	-	LC-06	FRANCES Y, EMMA C
0700	Simon Fraswer University	Cameron 604-985-7474R	3607 Capilano Rd, North Vancouver	Slow Lane Closure	Aug-18-2025	Alpha User	1	1	0	0	2	0	-	-	-	-	-	-	-	LC-04	NORMAN W, JEFF B
0700	University of BC	Matt 604-785-4276	Beach & Pacific, Vancouver	Shoulder Closure	Aug-18-2025	Alpha User	1	1	0	0	2	0	-	-	-	-	-	-	-	LC-03	RONALD A, ALEX V
-	-	-	Totals =====>	-	-	-	6	6	0	0	12	0	-	-	-	-	-	-	-	-	-

A day without jobs will appear as shown below.

Start	Customer & PO	Note	Address	Job Description	Modified	By	TCP	LCT	HWY	CR	All	Aid	Or	F	S	R	P	A	E	Trucks	Employees
-	-	-	Totals =====>	-	-	-	0	0	0	0	0	0	-	-	-	-	-	-	-	-	-

- Click the “Create New Job” link to add a new job.



What's on the Book page?

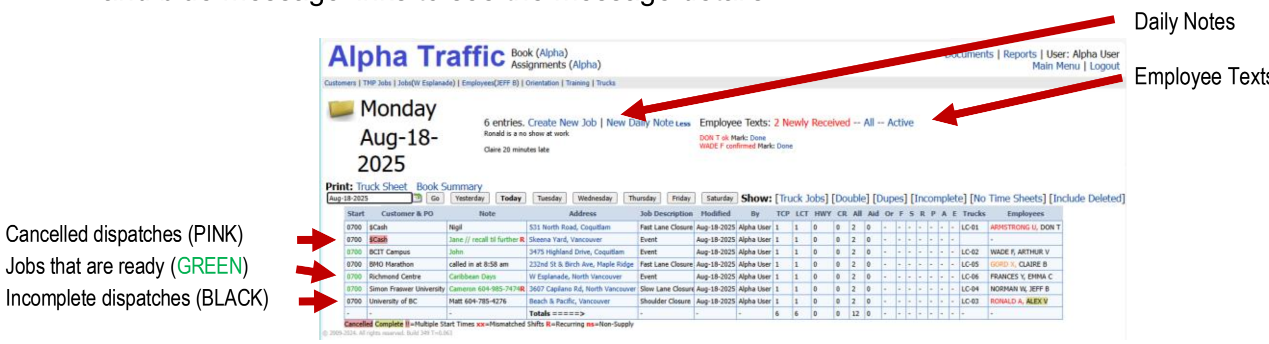
The Book is dense with information and is designed so common actions take only one click.

- **Daily Notes** (if any) **appear at the top of the page.** Links are provided to show More or Less of the notes with one click.

  The notes are reminders that will also appear on the Main Menu and the Assignments page. An example might be "Ian's Truck will be fixed by noon".

- **Recent employee text messages also appear at the top of the page.** You can view All or just the "Active" (not yet processed) ones.

  These texts are also shown on the Main Menu and the Assignments page. Click the red and blue message links to see the message details.



- The displayed book shows jobs for a particular date for Alpha Company.
- Jobs that have not been "completely dispatched" are shown in BLACK, and jobs that are ready are shown in GREEN.
- PINK highlighting on the Customer & PO name (the second entry shown above) indicates a cancelled job.
- Click the BLUE Address field to view job details.
- PINK highlighted double-exclamation marks (**!!**) indicate jobs with multiple shifts (multiple start times for employees).
- Click the "Truck Jobs" link (at the top, beside "**Show**") to only see jobs with trucks assigned.
- Click the "Double" link to see jobs that have the same person assigned to more than one job.
- Click the "Dupes" link to see duplicate jobs (two assignments at the same address).
- Click the "Incomplete" link to see jobs that aren't Ready.
- A xx mark, in RED, indicates that the assignment of employees start times does not match the start times set up for the job.

Truck names are configurable: these column names may be different for your company.

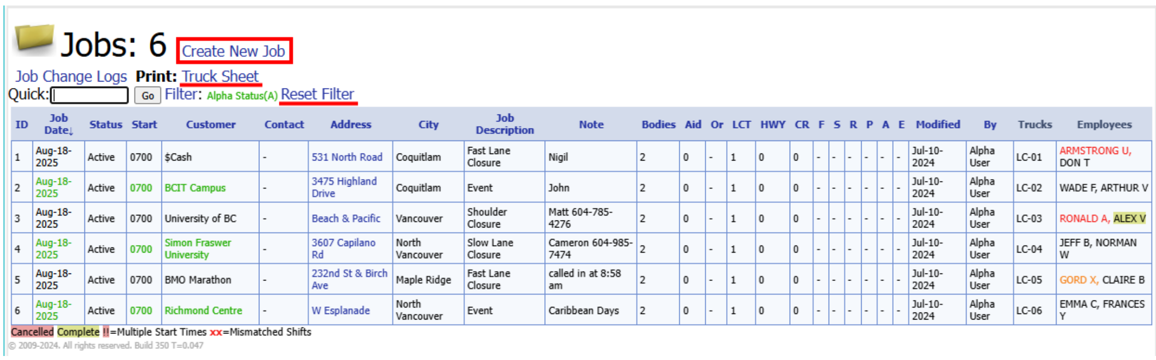
- TCP – Traffic Control Person
- LCT – Lane Closure Truck
- HWY – Highway Truck
- CR – Crash Truck
- OT – Other Trucks

Jobs

The Jobs screen lets you filter and view all current and past jobs.

For example, you can filter for all scheduled jobs that have not yet been completed, or all jobs for a particular city or customer, or all jobs within a particular date range.

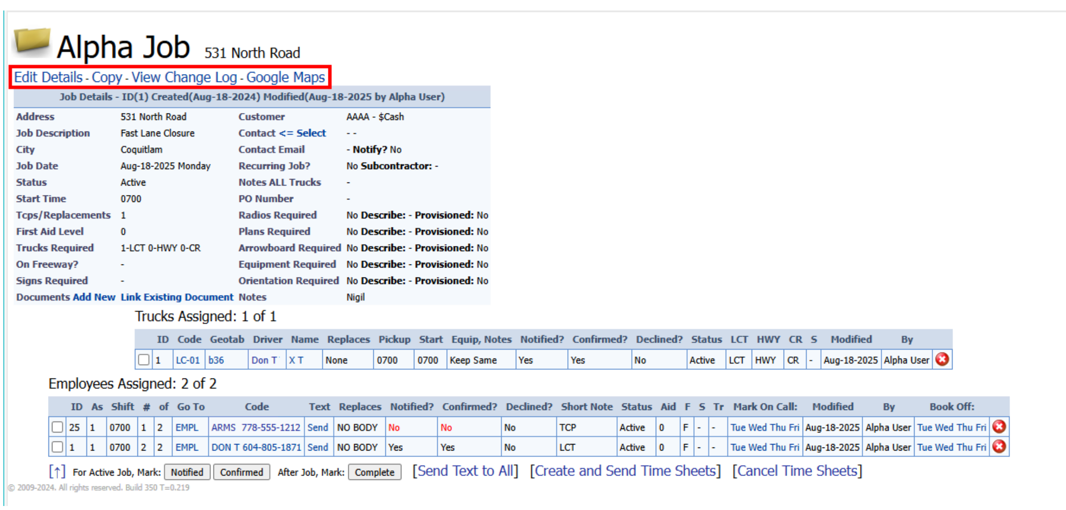
Click the Reset Filter link if the list is blank or displays fewer customers than you expected. (The link appears after the ***Filter*** link if a filter is set for the page.)



- Click column headings to sort jobs by any column. For example, click the “Customer” heading to quickly sort all upcoming jobs by customer.

Click the Filter link to view jobs by job requirements, number of trucks, contact, customer, city, notes, or date range.

- Click the Create New Job link to add a new job to the schedule.
- Click the Truck Sheet link to report on truck assignments and status.
- Click the Address for any job (in the “Address” column) to view the job details.



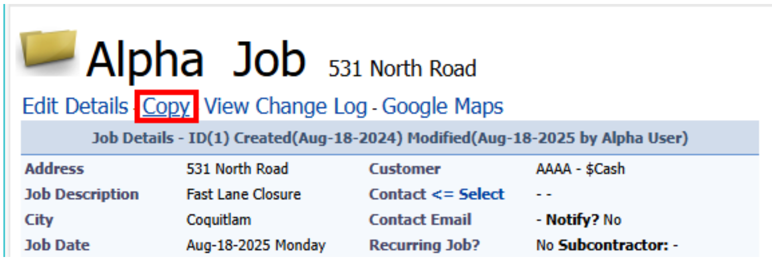
- ○ Click the Edit Details link to edit the job details. (This link will not appear if you do not have editing permissions.)
- ○ Click the Google Maps link to confirm the job location.
- ○ Click the Send links in the Employees grid to notify employees by text.
- ○ Select a resource and update statuses by clicking the Notified, Confirmed, and Complete buttons.

Job status displays are the similar to the Book screen

- Jobs that are ready have a GREEN date and start time.
- Click the BLUE Address field to view job details.
- PINK highlighting on the Customer & PO name (the first entry shown above) indicates a cancelled job.
- The PINK highlighted double-exclamation marks (!!) indicate jobs with multiple shifts (multiple start times for employees).
- A xx mark, in RED, indicates that the assignment of employees start times does not match the start times set up for the job.

To copy a job:

- Open the job from the Jobs page or from the daily Book.
- Click the Copy link on the job details page.



To copy all jobs – or just recurring jobs – on the Book page, see Copy Jobs.

Create a Job

Creating a job is a 5-step process:

- Step 1 – Select the customer
- Step 2 – Select the customer/job contact
- Step 3 – Enter job information
- Step 4 – Assign resources
- Step 5 – Confirm job ready (completely dispatched)

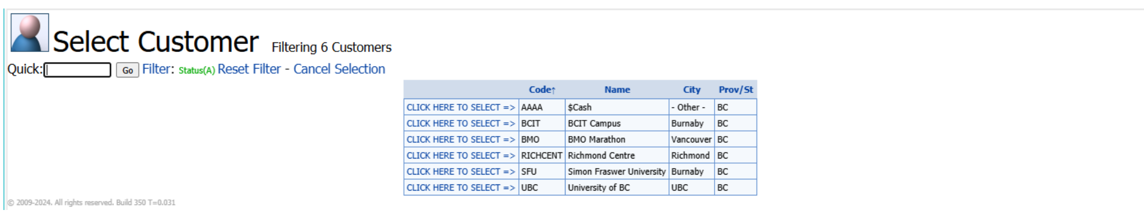
For information on copying jobs from one date to another – see Copy Jobs.

Step 1 – Select the Customer for a New Job

- **Click the Create New Job link from the Daily Book or from the Jobs page**.

- **Select the customer for the new job** when the following screen appears.

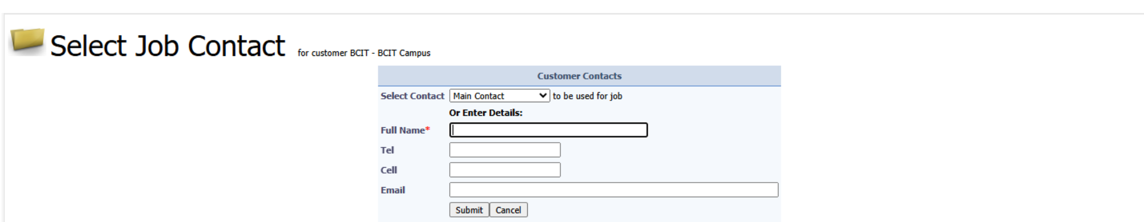
  Click the Reset Filter link if the list displays fewer customers than you expected.



  - A job must have a customer.
  - You can use generic customers – such as “$Cash” shown above.

Step 2 – Select the Customer/Job Contact

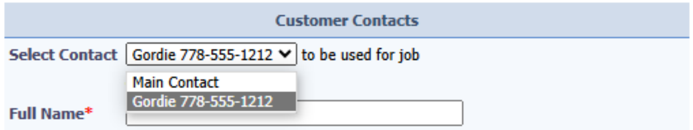
As soon as you select the customer, the job contact screen will appear.



- **Select the job contact, and click the Submit button.**

  A “Main Contact” choice appears – plus any additional contacts that have been added for the customer – will appear in a drop-down list, with the “Main Contact” being the default.

For example, the dropdown shown here has two entries – “Main Contact” and “Gordie”.



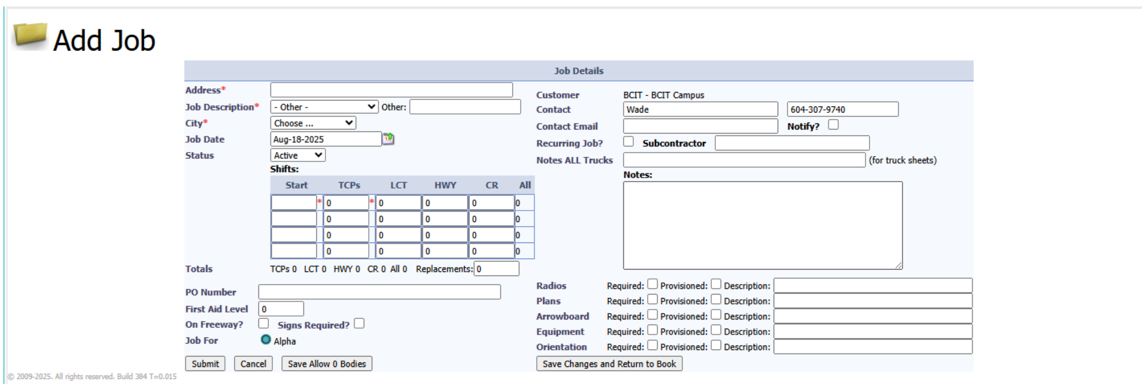
When I choose “Main Contact”, and click the Submit button, the Contact appears as “Wade” on the Add Job screen because the Main Contact for this customer is “Wade”. The Main Contact comes from the Contact list for this customer.

- ***If a contact doesn’t exist*, you can enter the contact’s name.** It may be worthwhile to add phone numbers at this stage, although only the name is required.

  Note: If you enter a contact here, it will appear *only* for this job. It will not be added to the Contacts list for this customer.

Step 3 – Add Job Requirements

The Add Job screen appears when you click the Submit button for the contact.



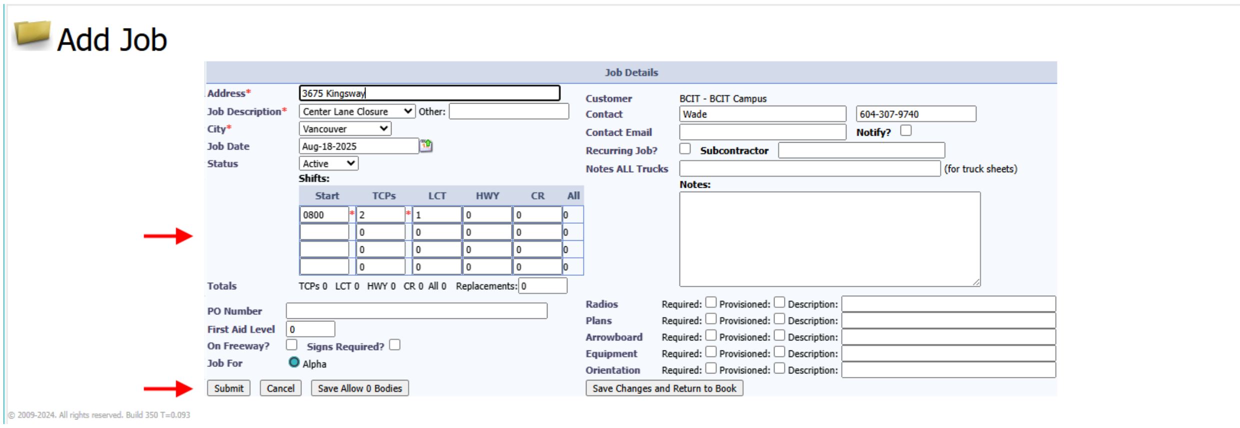
Notes:

- Fields with a red asterisk (*) cannot be left blank.
- Select the Job Description from the dropdown list. (You can add new descriptions to the list from the Main Menu.) If you select “Other,” you must enter a description in the “Other” field.
- Select the City from the dropdown list. For consistency of reporting, cities must be selected from the list that is maintained from the Main Menu.
- You can enter up to 4 Start times (“Shifts”), along with the number of people in each shift. You must enter at least one start time.
- Enter the number of trucks (LCT= lane control truck; HWY = Highway; CR = Crash Truck).

  Note that truck names are configurable, so may be different in your system.
- Other properties for a job (e.g. Radios, Plans, Arrowboards, Tires, Chains, etc.) may also be selected. This information may be useful when reviewing jobs on the Book page.

  If one of these items is Required, then the job will not turn green until that item is marked as Provisioned.

Job with requirements for 2 people and 1 LC truck scheduled for 8:00am (0800)

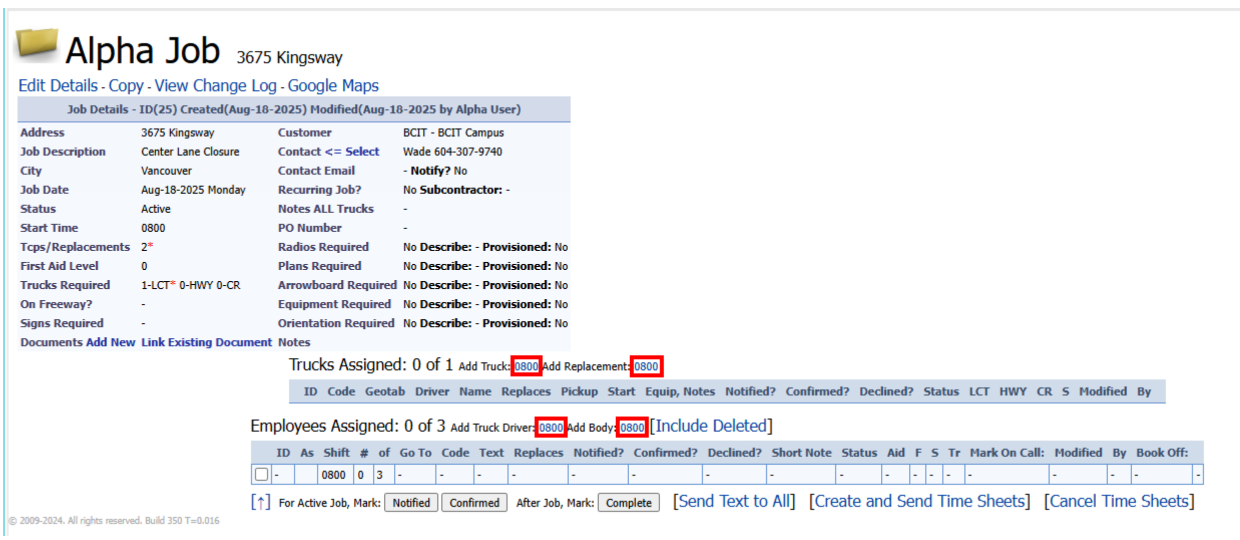


- Click the Submit button after filling in the new job screen. The Job Details screen will appear next, where you can assign resources.

Note: This assignment includes 3 people – the two TCPs and 1 truck driver.

Step 4 – Assign, Notify, and Confirm Resources

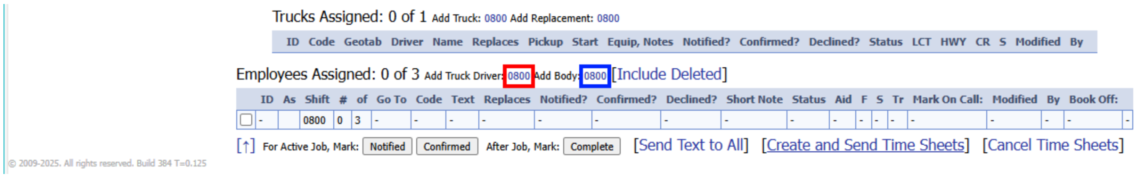
You can assign resources to the job by clicking the links on the Job Details screen – shown below. Click the shift time [e.g. "0800"] to add resources for the 8:00 shift.



Note:

- The above screen shows a single shift, where one truck (and driver) and two TCP employees are scheduled for 8:00 AM.
- *If your trucks do not have regular drivers*, use the Add Truck link above the Trucks Assigned grid to add the truck, and then click the Add Truck Driver link to add a driver.
- *If your trucks have regular drivers*, just click the Add Truck Driver link above the Employees Assigned grid to add the truck and the driver.

Employee Assignment



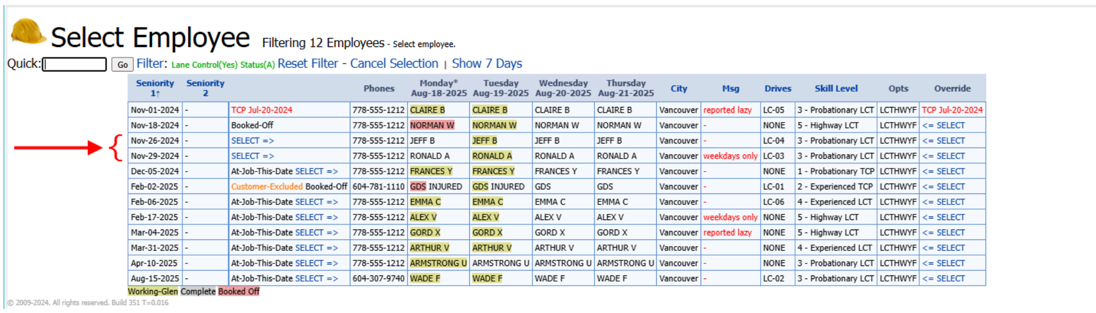
- Click the shift time for which you want to add a truck driver or employee.

  In the screen above, click the link in the red box to add a truck driver for the “0800” shift.

  Click the link in the blue box to add a TCP.

- When you click the Add Truck Driver link, the Select Employee screen appears to let you add an employee and truck.

  The program displays all company employees and shows whether they have trucks.

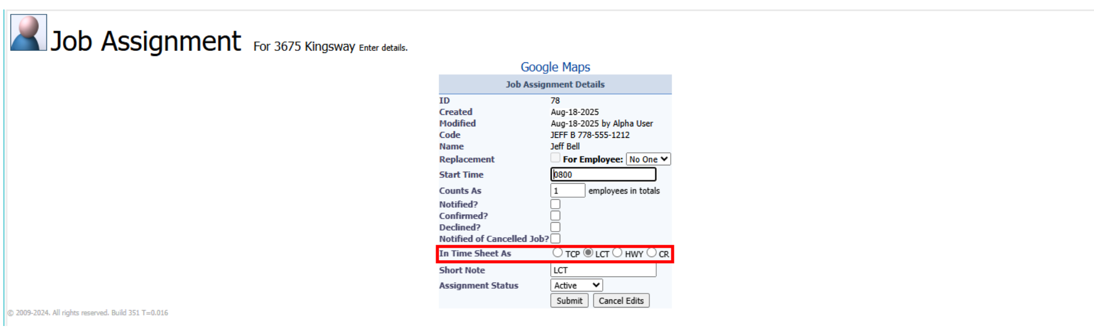


  You can see that Jeff B and Ronald A are drivers and are available today.

  Click the Reset Filter link if the list displays fewer employees than you expected.

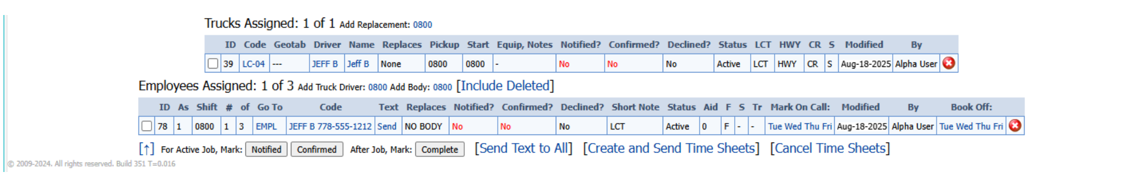
- Click “SELECT =>” to add an employee to this job shift.

  The program will display the Employee screen to add more details. You can see in this case that the employee has been added as a driver – LCT.



- Click Submit to add the employee to the job.

- Because we added a truck and driver, you will see that the truck and the employee have both been added to the job – as below.



See Truck Assignment, on the next page, for details on assigning an unassigned truck and employee to drive it.

Employee Notification – send text

Once you have added employees, the next step is to notify them of the job.

- Click the Send link in the Text column to text the employee with the job details.

Employees Assigned: 3 of 3 [Include Deleted]

	ID	As	Shift	#	of	Go To	Code	Text	Replaces	Notified?	Confirmed?	Declined?	Short Note	Status	Aid	F	S	Tr	Mark On Call:	Modified	By	Book Off:	
☐	51	1	0800	1	3	EMPL	JEFF B 778-555-1212	Send	NO BODY	No	No	No	LCT	Active	0	F	-	-	Wed Thu Fri Sat	Aug-18-2025	Alpha User	Wed Thu Fri Sat	
☐	52	1	0800	2	3	EMPL	WADE F 604-307-9740	Send	NO BODY	No	No	No	TCP	Active	0	F	-	-	Wed Thu Fri Sat	Aug-18-2025	Alpha User	Wed Thu Fri Sat	
☐	53	1	0800	3	3	EMPL	DON T 604-805-1871	Send	NO BODY	No	No	No	TCP	Active	0	F	-	-	Wed Thu Fri Sat	Aug-18-2025	Alpha User	Wed Thu Fri Sat	

[↑] For Active Job, Mark: Notified Confirmed After Job, Mark: Complete [Send Text to All] [Create and Send Time Sheets] [Cancel Time Sheets]

- Select the checkbox at the beginning of the row, and then click the Notified button to change the Notified column to Yes.
- Employee responses appear in the Confirmed column or the Declined column – or you can select the row and click the Confirmed button.

Employee Notification – set manually using the “Notified” or “Confirmed” button

To show that an employee has been notified and confirmed – for example, by phone or in person – use the Notified and Confirmed buttons on the Job Details screen.

- Select the employee row and click the Notified or Confirmed buttons to mark the status.

Employees Assigned: 3 of 3 [Include Deleted]

	ID	As	Shift	#	of	Go To	Code	Text	Replaces	Notified?	Confirmed?	Declined?	Short Note	Status	Aid	F	S	Tr	Mark On Call:	Modified	By	Book Off:	
☑	51	1	0800	1	3	EMPL	JEFF B 778-555-1212	Send	NO BODY	Yes	No	No	LCT	Active	0	F	-	-	Wed Thu Fri Sat	Aug-18-2025	Alpha User	Wed Thu Fri Sat	
☐	52	1	0800	2	3	EMPL	WADE F 604-307-9740	Send	NO BODY	No	No	No	TCP	Active	0	F	-	-	Wed Thu Fri Sat	Aug-18-2025	Alpha User	Wed Thu Fri Sat	
☐	53	1	0800	3	3	EMPL	DON T 604-805-1871	Send	NO BODY	No	No	No	TCP	Active	0	F	-	-	Wed Thu Fri Sat	Aug-18-2025	Alpha User	Wed Thu Fri Sat	

[↑] For Active Job, Mark: Notified Confirmed After Job, Mark: Complete [Send Text to All] [Create and Send Time Sheets] [Cancel Time Sheets]

- To remove an employee from the grid (for example, if they declined), click the button at the end of the line . You can then choose a new employee using the Add Truck Driver and Add Body links.

The following grid shows two confirmed employees.

Employees Assigned: 2 of 2

	ID	Shift	#	of		Code	Text	Replaces	Notified?	Confirmed?	Declined?	Short Note	Status	Aid	F	S	Tr	Mark On Call:	Modified	By	Book Off:	
☐	43	0700	1	2	EMPL	KEITH B 604-555-1027	Send	NO BODY	Yes	Yes	No	LCT	Active	0	H	-	-	Thu Fri Sat Sun	Aug-18-2025	Bill Dispatcher	Thu Fri Sat Sun	
☐	44	0700	2	2	EMPL	ALICIA G 604-555-1058	Send	NO BODY	Yes	Yes	No	TCP	Complete	0	H	-	-	Thu Fri Sat Sun	Aug-18-2025	Admin User	Thu Fri Sat Sun	

[↑] For Active Job, Mark: Notified Confirmed After Job, Mark: Complete [Send Text to All] [Create and Send Time Sheets] [Cancel Time Sheets]

Truck Assignment if assigning trucks and drivers separately

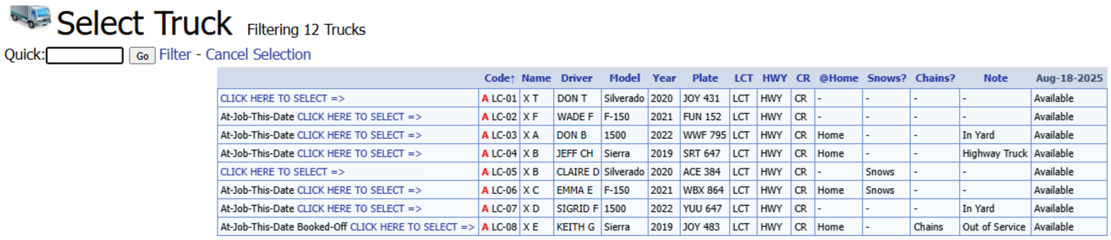
Trucks Assigned: 0 of 1 Add Truck: 0800 Add Replacement: 0800

ID	Code	Geotab	Driver	Name	Replaces	Pickup	Start	Equip, Notes	Notified?	Confirmed?	Declined?	Status	LCT	BFT	TT	S	Modified	By

- Click the shift time for which you want to add a truck – “0800” in the screen above.

  The following screen will appear.

  Click the Reset Filter link if the list displays fewer trucks than you expected.

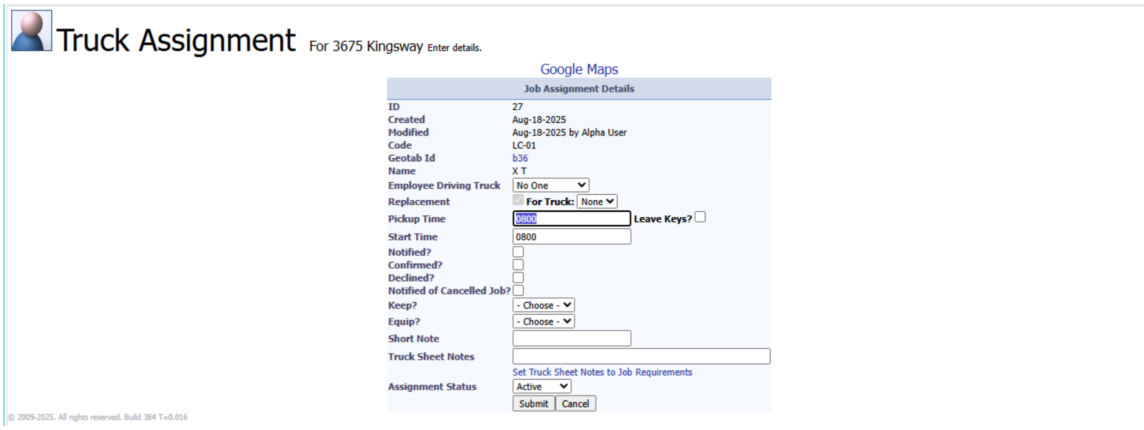


Select Truck Filtering 12 Trucks

Quick: Go Filter - Cancel Selection

	Code↑	Name	Driver	Model	Year	Plate	LCT	HWY	CR	@Home	Snows?	Chains?	Note	Aug-18-2025
CLICK HERE TO SELECT =>	A LC-01	X T	DON T	Silverado	2020	JOY 431	LCT	HWY	CR	-	-	-	-	Available
At-Job-This-Date CLICK HERE TO SELECT =>	A LC-02	X F	WADE F	F-150	2021	FUN 152	LCT	HWY	CR	-	-	-	-	Available
At-Job-This-Date CLICK HERE TO SELECT =>	A LC-03	X A	DON B	1500	2022	WWF 795	LCT	HWY	CR	Home	-	-	In Yard	Available
At-Job-This-Date CLICK HERE TO SELECT =>	A LC-04	X B	JEFF CH	Sierra	2019	SRT 647	LCT	HWY	CR	Home	-	-	Highway Truck	Available
CLICK HERE TO SELECT =>	A LC-05	X B	CLAIRE D	Silverado	2020	ACE 384	LCT	HWY	CR	-	Snows	-	-	Available
At-Job-This-Date CLICK HERE TO SELECT =>	A LC-06	X C	EMMA E	F-150	2021	WBX 864	LCT	HWY	CR	Home	Snows	-	-	Available
At-Job-This-Date CLICK HERE TO SELECT =>	A LC-07	X D	SIGRID F	1500	2022	YUU 647	LCT	HWY	CR	-	-	-	In Yard	Available
At-Job-This-Date Booked-Off CLICK HERE TO SELECT =>	A LC-08	X E	KEITH G	Sierra	2019	JOY 483	LCT	HWY	CR	Home	-	Chains	Out of Service	Available

- Select the truck you want by clicking “CLICK HERE TO SELECT =>”. The next screen will appear.



Truck Assignment For 3675 Kingsway Enter details.

Google Maps

Job Assignment Details	
ID	27
Created	Aug-18-2025
Modified	Aug-18-2025 by Alpha User
Code	LC-01
Geotab Id	b36
Name	X T
Employee Driving Truck	No One
Replacement	For Truck: None
Pickup Time	0800 Leave Keys?
Start Time	0800
Notified?	
Confirmed?	
Declined?	
Notified of Cancelled Job?	
Keep?	- Choose -
Equip?	- Choose -
Short Note	
Truck Sheet Notes	
	Set Truck Sheet Notes to Job Requirements
Assignment Status	Active
	Submit Cancel

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- Click Submit to add the truck.
- You can add the employee listed as the truck driver when you add employees to this job.

Examples of Alpha job with Truck and People assigned

The job details screen shows the status of job assignments as they progress from Notified (e.g. a voice message or text has been left) to Confirmed or Declined (e.g. the employee was contacted or replied).

- The job following job shows that a truck and employees have been scheduled.

Alpha Job 3675 Kingsway

Edit Details - Copy - View Change Log - Google Maps

Job Details - ID(25) Created(Aug-19-2025) Modified(Aug-19-2025 by Alpha User)			
Address	3675 Kingsway	Customer	BCIT - BCIT Campus
Job Description	Center Lane Closure	Contact <= Select	Wade 604-307-9740
City	Vancouver	Contact Email	- Notify? No
Job Date	Aug-18-2025 Monday	Recurring Job?	No Subcontractor: -
Status	Active	Notes ALL Trucks	-
Start Time	0800	PO Number	-
Tcps/Replacements	2	Radios Required	No Describe: - Provisioned: No
First Aid Level	0	Plans Required	No Describe: - Provisioned: No
Trucks Required	1-LCT 0-HWY 0-CR	Arrowboard Required	No Describe: - Provisioned: No
On Freeway?	-	Equipment Required	No Describe: - Provisioned: No
Signs Required	-	Orientation Required	No Describe: - Provisioned: No
Documents Add New	Link Existing Document	Notes	

Trucks Assigned: 1 of 1 Add Replacement: 0800

	ID	Code	Geotab	Driver	Name	Replaces	Pickup	Start	Equip, Notes	Notified?	Confirmed?	Declined?	Status	LCT	HWY	CR	S	Modified	By	
	27	LC-01	b36	JEFF B	X T*	None	0800	0800	-	No	No	No	Active	LCT	HWY	CR	-	Aug-19-2025	Alpha User	

Employees Assigned: 3 of 3 [Include Deleted]

	ID	As	Shift	#	of	Go To	Code	Text	Replaces	Notified?	Confirmed?	Declined?	Short Note	Status	Aid	F	S	Tr	Mark On Call:	Modified	By	Book Off:	
	51	1	0800	1	3	EMPL	JEFF B 778-555-1212	Send	NO BODY	No	No	No	LCT	Active	0	F	-	-	Wed Thu Fri Sat	Aug-19-2025	Alpha User	Wed Thu Fri Sat	
	52	1	0800	2	3	EMPL	WADE F 604-307-9740	Send	NO BODY	No	No	No	TCP	Active	0	F	-	-	Wed Thu Fri Sat	Aug-19-2025	Alpha User	Wed Thu Fri Sat	
	53	1	0800	3	3	EMPL	DON T 604-805-1871	Send	NO BODY	No	No	No	TCP	Active	0	F	-	-	Wed Thu Fri Sat	Aug-19-2025	Alpha User	Wed Thu Fri Sat	

[↑] For Active Job, Mark: Notified Confirmed After Job, Mark: Complete [Send Text to All] [Create and Send Time Sheets] [Cancel Time Sheets]

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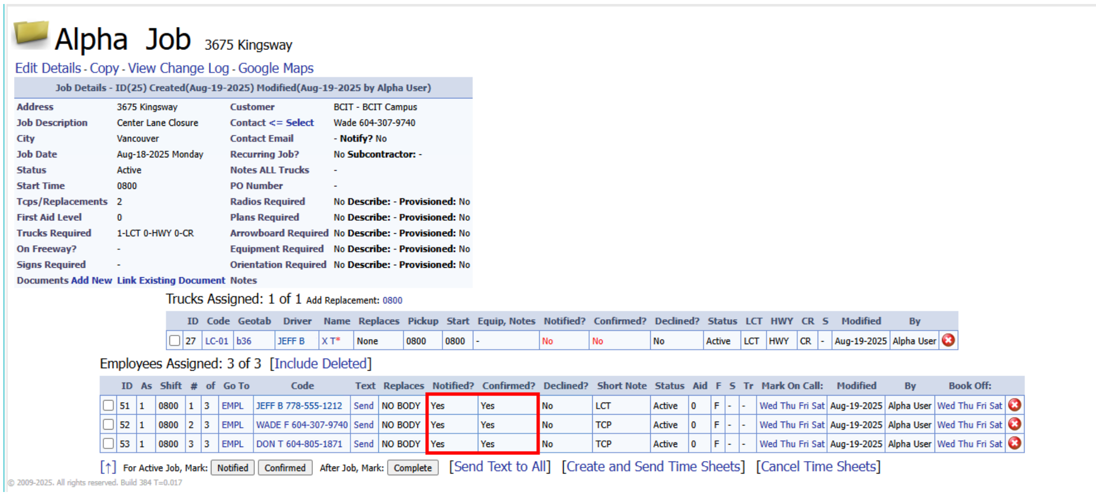
- The next image shows that employees have been notified and have accepted the job.



- Cancelling a job will cancel the assignments.

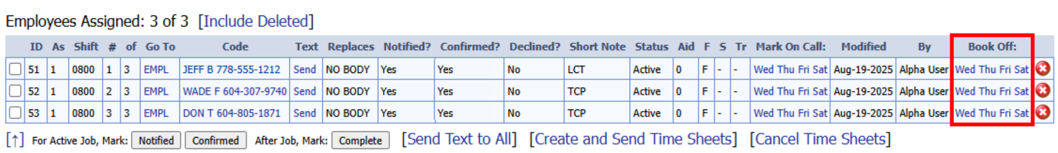
  If a job is cancelled, an additional column will appear that indicates whether or not an employee has been notified of the cancellation.

- When a job is complete (later in the day), the employee may be “on call” (available for more jobs that day) or “booked off” (N/A for the rest of the day).

Notes:

- The start time links will appear until all people have been assigned.
- There are separate links for each start time.

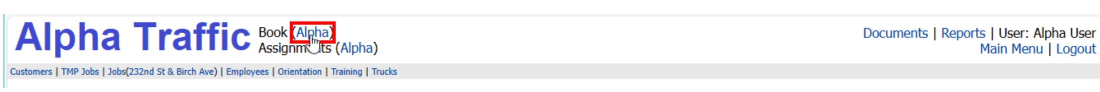
- Booking off for the next day and subsequent days can be done with one click.



- When selecting an employee for a job, warnings will be displayed for employees that are already assigned to a job or that cannot be selected because their TCP certificate has expired.

Return to the Book page

- Click the Book link at the top of the screen at any time to return to the Book page.



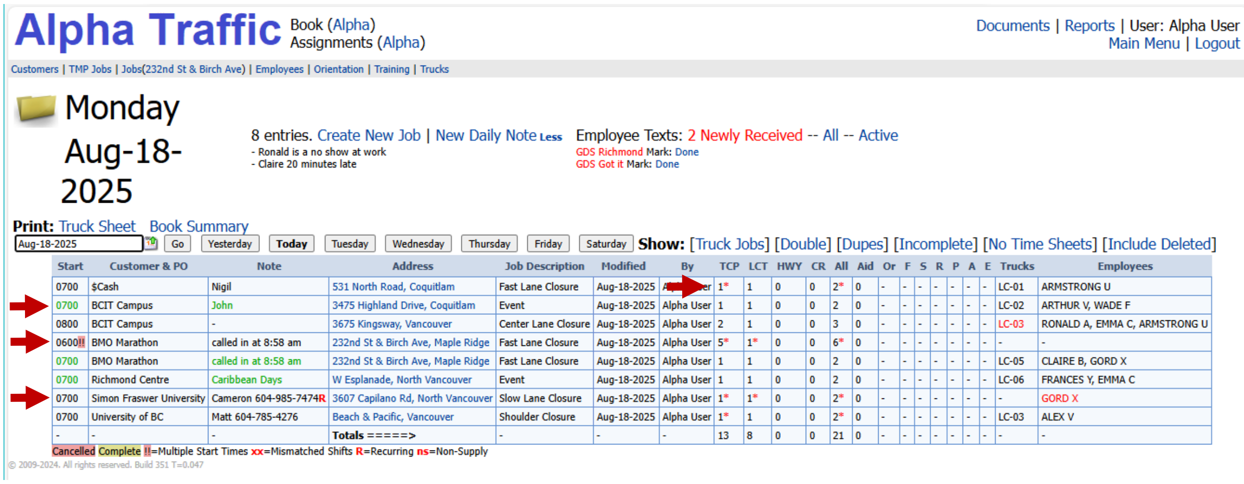
Step 5 – Check Status to Ensure Job is Ready (Green)

The Book screen uses colour to show the status of each job and resource assignment.

The start time for each job will turn Green once all resource assignments for the job are confirmed.

When all jobs are Green – you’re done!

Let’s review the status colours on the book screen:



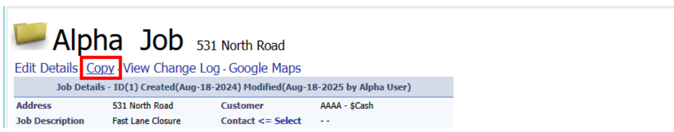
- Daily notes and recent text messages appear at the top of the screen.
- GREEN start times show that jobs are “Ready.” BLACK start times show jobs that have not been completely dispatched.
- RED asterisks “*” in the TCP, LCT, HWY, CR and All columns show that resources need to be assigned.
- Click the BLUE Address field to view job details.
- PINK highlighting on the Customer & PO name (the first entry shown above) indicates a cancelled job.
- The PINK highlighted double-exclamation marks (**!!**) indicate jobs with multiple shifts (multiple start times for employees).
- The “Trucks” column lists all trucks assigned to a job.
  - RED names show the truck is not confirmed – or not assigned a driver.
- The “Employees” column lists all employees assigned to a job.
  - RED names show that employees have not been notified.
  - ORANGE names show that employees have not confirmed.
  - BLACK names are confirmed.
  - YELLOW highlighted names show that the employee’s assignment is completed.
- Click the “Truck Jobs” link (at the top, beside “**Show**”) to only see jobs with trucks assigned.
- Click the “Double” link to see jobs that have the same person assigned to more than one job.
- Click the “Dupes” link to see duplicate jobs (two assignments at the same address).
- Click the “Incomplete” link to see jobs that aren’t Ready.
- A xx mark, in RED, indicates that the assignment of employees start times does not match the start times set up for the job.

Copy Jobs

Traffic Control Dispatch lets you copy all jobs or a sub-set of jobs from one particular day to up to seven future days. The program also copies all existing truck and employee assignments for each job.

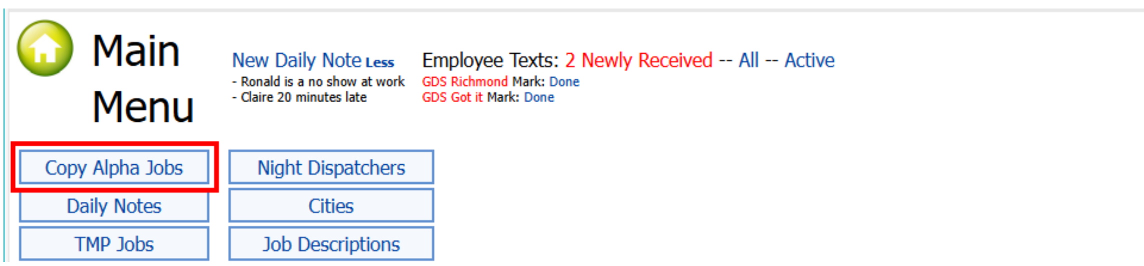
This lets you easily handle recurring jobs and similar jobs from the same company.

Note: To copy 1 job, open the job from the daily Book, then click the Copy link on the job details page.

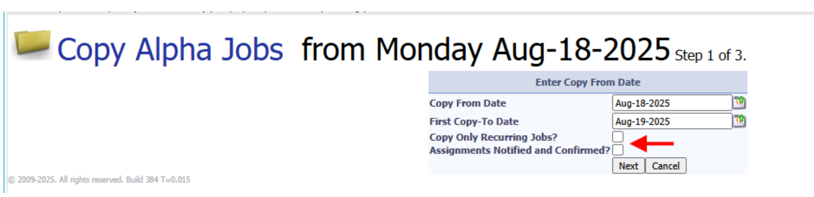


To copy all jobs or all recurring jobs to one or more new days

- Go to the Main Menu.
- Click the Copy <*company*> Jobs button.

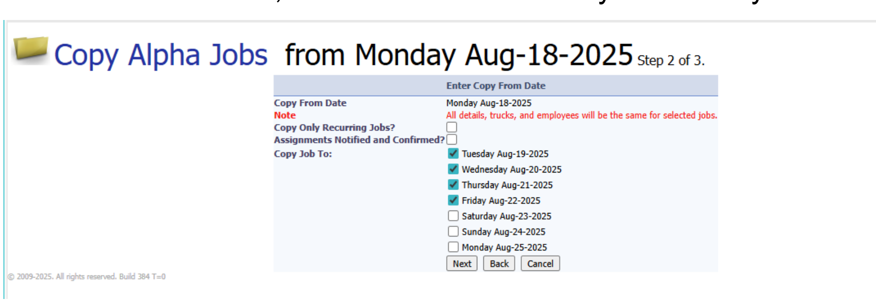


- Specify the date that you want to copy jobs from.



  - You can choose to copy only the jobs marked as recurring.
  - You can also choose to mark trucks and employees for all copied jobs as “Notified” and “Confirmed.”

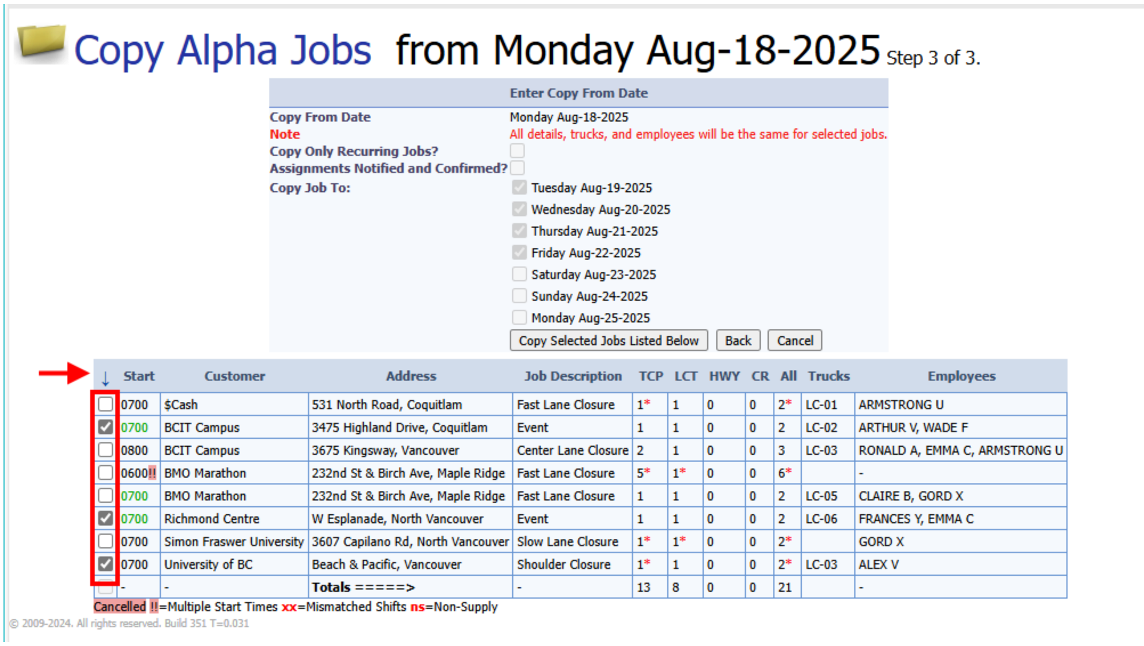
- Click the Next button, and then choose the days to which you want to copy jobs.



The program lets you copy all jobs to the next 7 days, and, also, providing these options:

- Copy only the jobs marked as recurring.
- Mark trucks and employees for all copied jobs as “Notified” and “Confirmed.”

- Click the Next button, cherry-pick the jobs you want to copy, and then click “Copy Selected Jobs listed below.
  - Click the arrow above the first column to select all jobs in the grid.

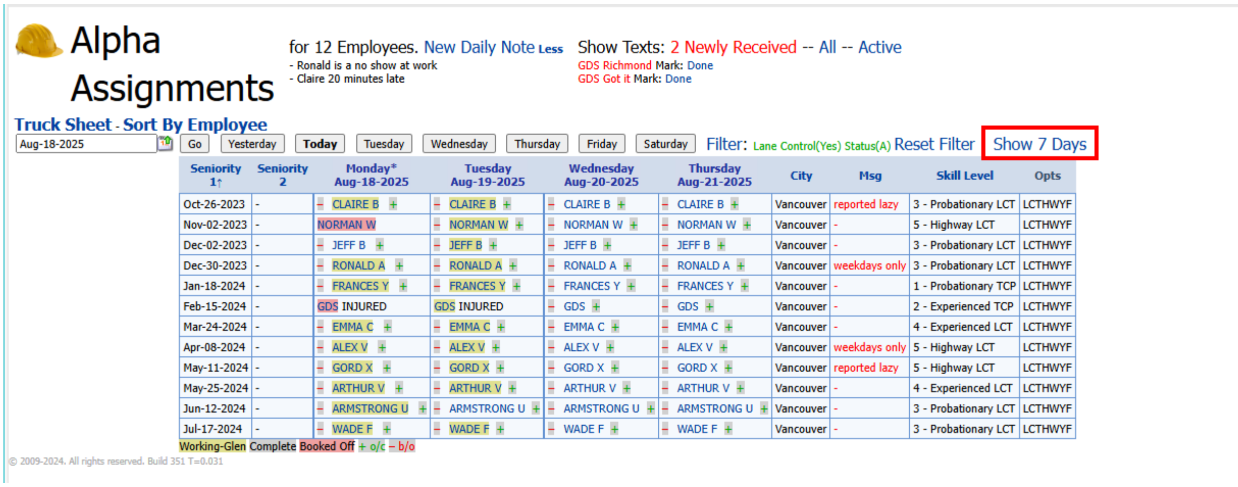


The program will copy all selected jobs to the days that you selected.

- Click the back button on this screen to change the list of destination days.

Assignments

The Assignments page is a 7-day or 4-day view of all employees and their assignments. This example shows the 4-day view. Click “Show 7 Days” to see the 7-day view of assignments.



Seniority 1↑	Seniority 2	Monday* Aug-18-2025	Tuesday Aug-19-2025	Wednesday Aug-20-2025	Thursday Aug-21-2025	City	Msg	Skill Level	Opts
Oct-26-2023	-	– CLAIRE B +	– CLAIRE B +	– CLAIRE B +	– CLAIRE B +	Vancouver	reported lazy	3 - Probationary LCT	LCTHWYF
Nov-02-2023	-	NORMAN W	– NORMAN W +	– NORMAN W +	– NORMAN W +	Vancouver	-	5 - Highway LCT	LCTHWYF
Dec-02-2023	-	– JEFF B +	– JEFF B +	– JEFF B +	– JEFF B +	Vancouver	-	3 - Probationary LCT	LCTHWYF
Dec-30-2023	-	– RONALD A +	– RONALD A +	– RONALD A +	– RONALD A +	Vancouver	weekdays only	3 - Probationary LCT	LCTHWYF
Jan-18-2024	-	– FRANCES Y +	– FRANCES Y +	– FRANCES Y +	– FRANCES Y +	Vancouver	-	1 - Probationary TCP	LCTHWYF
Feb-15-2024	-	GDS INJURED	GDS INJURED	– GDS +	– GDS +	Vancouver	-	2 - Experienced TCP	LCTHWYF
Mar-24-2024	-	– EMMA C +	– EMMA C +	– EMMA C +	– EMMA C +	Vancouver	-	4 - Experienced LCT	LCTHWYF
Apr-08-2024	-	– ALEX V +	– ALEX V +	– ALEX V +	– ALEX V +	Vancouver	weekdays only	5 - Highway LCT	LCTHWYF
May-11-2024	-	– GORD X +	– GORD X +	– GORD X +	– GORD X +	Vancouver	reported lazy	5 - Highway LCT	LCTHWYF
May-25-2024	-	– ARTHUR V +	– ARTHUR V +	– ARTHUR V +	– ARTHUR V +	Vancouver	-	4 - Experienced LCT	LCTHWYF
Jun-12-2024	-	– ARMSTRONG U +	– ARMSTRONG U +	– ARMSTRONG U +	– ARMSTRONG U +	Vancouver	-	3 - Probationary LCT	LCTHWYF
Jul-17-2024	-	– WADE F +	– WADE F +	– WADE F +	– WADE F +	Vancouver	-	3 - Probationary LCT	LCTHWYF

Notes:

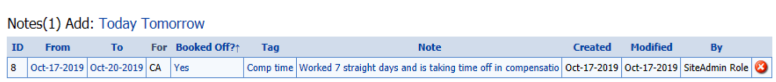
- Employees in YELLOW are working that day for Alpha.
- Employees highlighted in PINK are booked off. Employees on call are identified by “o/c” beside the name.

  To book off an employee or put them on call:

  - Click the minus and plus links on either side of an employee’s name to quickly set the employee as booked off (-) or on call (+) for that day.

  - If booked off, the name will be highlighted in PINK on the assignments screen; if on-call, an o/c label will be displayed.
  - When you book off an employee or place them on-call, a new note appears on the Employee Details page.



ID	From	To	For	Booked Off?↑	Tag	Note	Created	Modified	By
8	Oct-17-2019	Oct-20-2019	CA	Yes	Comp time	Worked 7 straight days and is taking time off in compensatio	Oct-17-2019	Oct-17-2019	SiteAdmin Role

Notes regarding the “On Call” status

Dispatched employees are really always on call. However, there are two situations when dispatchers will mark them “o/c.”

- The employee is on call for a weekend. On Friday, an employee who wants more shifts might tell the dispatcher that they are available for the weekend.
- When they work an 8:00 AM job, are done by 10:00 AM, and are looking for more work that same day.

  So, when looking for an employee who is available for a job, the o/c “overrides” the “At Job Today.”

To remove a booked-off or on-call status for an employee:

- Click the employee's name to display the Employee details page, then click the button at the end of the "booked-off" or "on-call" note to remove the booked-off or on-call status from the Assignments page

You can also book off employees from the Employee Details page and add a tag to explain the reason. (You can see the tag "Mat Leave" in the screen at the top of the page.)

- Daily Notes (if any) appear at the top of the Assignments page.

  The notes are reminders that will also appear on the Assignments page. An example might be "Ian's Truck will be fixed by noon". Links are provided to show More or Less of the notes with one click.

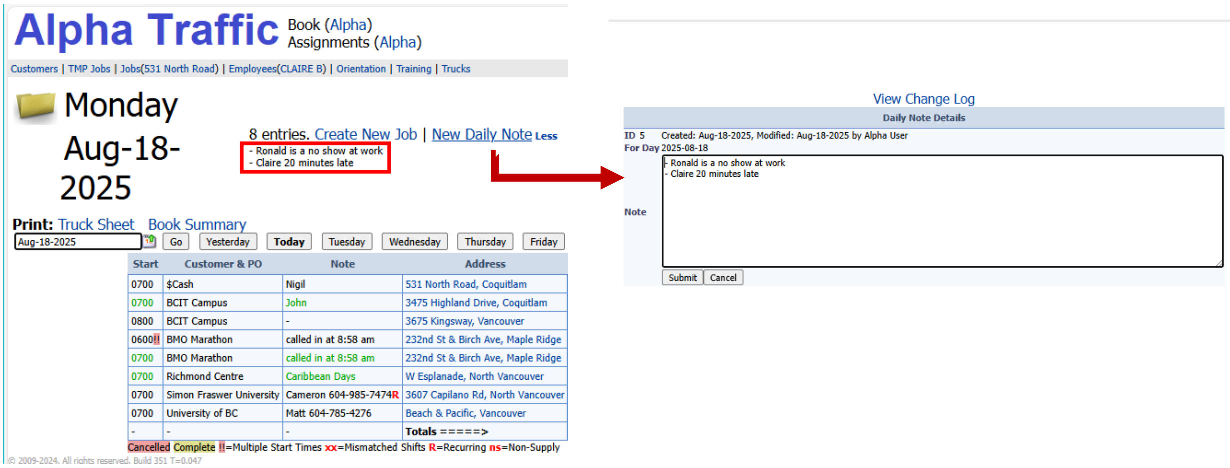
- The most recent text messages from employees (and not yet processed, therefore "Active") are shown at the top of the page.

  Texts also appear on the Assignments page, along with links to all messages or active messages.

Daily Notes

Daily notes appear at the top of the Book and Assignment pages.

- Click the New Daily Note link to add or edit notes.
- Click the Submit button in the Daily Note screen to return to the prior screen.



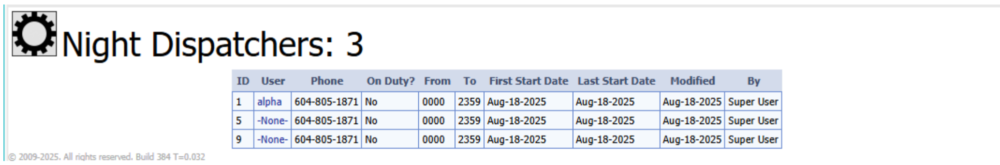
Night Dispatchers

You can specify dispatchers that are on-call night dispatchers, and have all text messages forwarded to their phones during night shifts.

This allows on-call night dispatchers to address emergency issues – such as police requiring a flagger or 2 to handle an accident scene, or to handle problems on night dispatch jobs.

To specify night dispatchers and have texts forwarded to them during shifts:

- Choose Night Dispatchers from the Main Menu. The following form appears:



Night Dispatchers: 3

ID	User	Phone	On Duty?	From	To	First Start Date	Last Start Date	Modified	By
1	alpha	604-805-1871	No	0000	2359	Aug-18-2025	Aug-18-2025	Aug-18-2025	Super User
5	-None-	604-805-1871	No	0000	2359	Aug-18-2025	Aug-18-2025	Aug-18-2025	Super User
9	-None-	604-805-1871	No	0000	2359	Aug-18-2025	Aug-18-2025	Aug-18-2025	Super User

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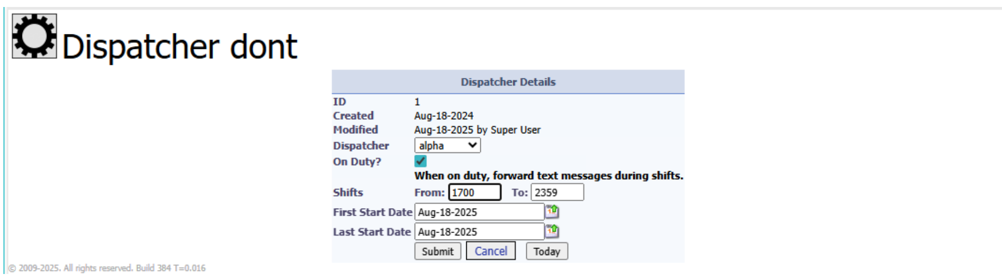
Note: This form lets you set up three night dispatchers – or set up night dispatchers for three durations – for example, from Monday to Friday for Week 1, Week 2, and Week 3.

- Click the User column to edit IDs. The following form appears:



Dispatcher dont

Dispatcher Details

ID	1
Created	Aug-18-2024
Modified	Aug-18-2025 by Super User
Dispatcher	alpha
On Duty?	When on duty, forward text messages during shifts.
Shifts	From: 1700 To: 2359
First Start Date	Aug-18-2025
Last Start Date	Aug-18-2025
	Submit Cancel Today

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- Fill in the form as follows:
  - Select the user who is working this shift.
  - Select the On Duty checkbox to activate text forwarding.

    If On Duty is checked, all texts that arrive within the specified shift times will be forwarded to the dispatcher's phone.

    If On Duty is not checked, that dispatcher will not receive forwarded texts.
  - Specify the shift hours – such as 0000 to 0800 or 1700 to 2359.
  - Specify the first and last days of the shift.

    Note that the first and last dates are both labelled "Start" date. This is because these dates are the ***start dates*** of the first and last shifts.

    For a night dispatcher, their shift will often start on one day (e.g. at 2200) and end the **next day** (e.g. at 0500).

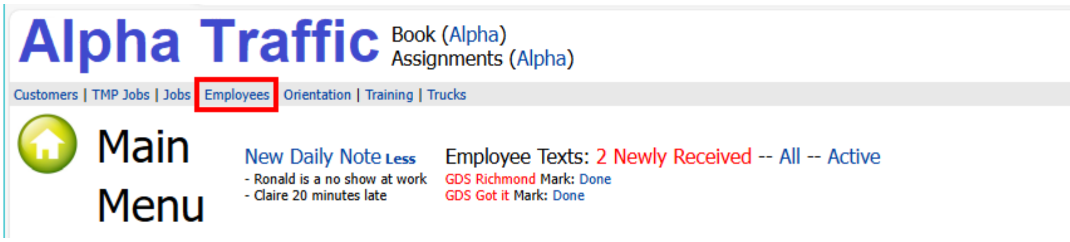
    A night dispatcher could also start at 0200 and end their shift at 0800 - same day – or start at 1800 and end at 2359.

Notes:

- You must fill in the shift times and dates to forward text messages during shifts.
- Many TCP Dispatch users have the same people on the same night shifts for weeks or months at a time. The On Duty checkbox lets these people be turned on and off easily (for example, when they are on holidays) without changing other settings.

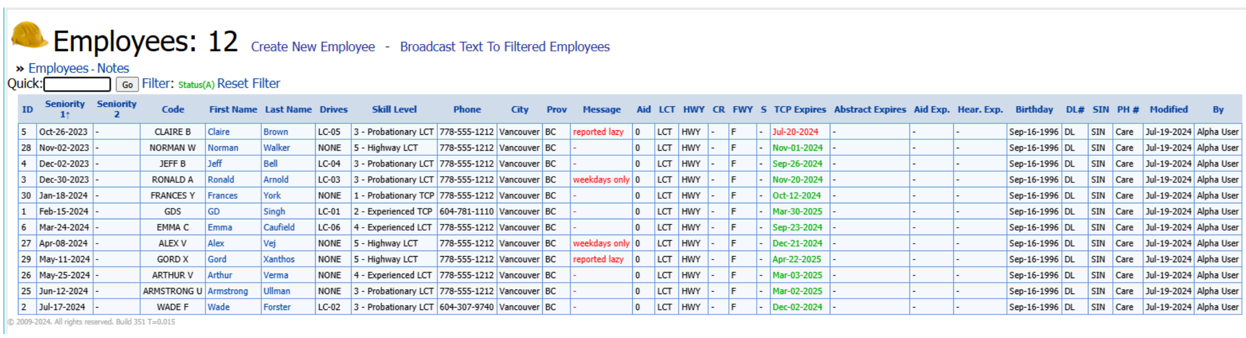
Employees

Choose “Employees” from the “top menu” to see a list of employees and to add new ones. For information on assigning employees to jobs, see Assign, Notify, and Confirm Resources.



Click the Reset Filter link if the list is blank or displays fewer employees than you expected.

The Employees list appears as follows:

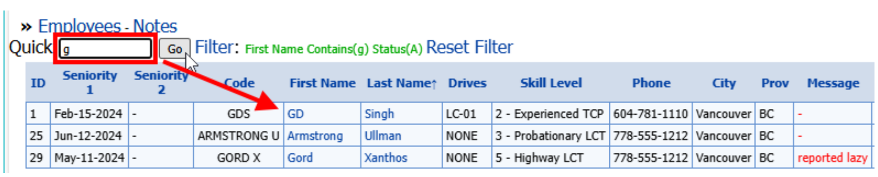


ID	Seniority 1↑	Seniority 2	Code	First Name	Last Name	Drives	Skill Level	Phone	City	Prov	Message	Aid	LCT	HWY	CR	FWY	S	TCP Expires	Abstract Expires	Aid Exp.	Hear. Exp.	Birthday	DL#	SIN	PH #	Modified	By
5	Oct-26-2023	-	CLAIRE B	Claire	Brown	LC-05	3 - Probationary LCT	778-555-1212	Vancouver	BC	reported lazy	0	LCT	HWY	-	F	-	Jul-20-2024	-	-	-	Sep-16-1996	DL	SIN	Care	Jul-19-2024	Alpha User
28	Nov-02-2023	-	NORMAN W	Norman	Walker	NONE	5 - Highway LCT	778-555-1212	Vancouver	BC	-	0	LCT	HWY	-	F	-	Nov-01-2024	-	-	-	Sep-16-1996	DL	SIN	Care	Jul-19-2024	Alpha User
4	Dec-02-2023	-	JEFF B	Jeff	Bell	LC-04	3 - Probationary LCT	778-555-1212	Vancouver	BC	-	0	LCT	HWY	-	F	-	Sep-26-2024	-	-	-	Sep-16-1996	DL	SIN	Care	Jul-19-2024	Alpha User
3	Dec-30-2023	-	RONALD A	Ronald	Arnold	LC-03	3 - Probationary LCT	778-555-1212	Vancouver	BC	weekdays only	0	LCT	HWY	-	F	-	Nov-20-2024	-	-	-	Sep-16-1996	DL	SIN	Care	Jul-19-2024	Alpha User
30	Jan-18-2024	-	FRANCES Y	Frances	York	NONE	1 - Probationary TCP	778-555-1212	Vancouver	BC	-	0	LCT	HWY	-	F	-	Oct-12-2024	-	-	-	Sep-16-1996	DL	SIN	Care	Jul-19-2024	Alpha User
1	Feb-15-2024	-	GDS	GD	Singh	LC-01	2 - Experienced TCP	604-781-1110	Vancouver	BC	-	0	LCT	HWY	-	F	-	Mar-30-2025	-	-	-	Sep-16-1996	DL	SIN	Care	Jul-19-2024	Alpha User
6	Mar-24-2024	-	EMMA C	Emma	Caufield	LC-06	4 - Experienced LCT	778-555-1212	Vancouver	BC	-	0	LCT	HWY	-	F	-	Sep-23-2024	-	-	-	Sep-16-1996	DL	SIN	Care	Jul-19-2024	Alpha User
27	Apr-08-2024	-	ALEX V	Alex	Vej	NONE	5 - Highway LCT	778-555-1212	Vancouver	BC	weekdays only	0	LCT	HWY	-	F	-	Dec-21-2024	-	-	-	Sep-16-1996	DL	SIN	Care	Jul-19-2024	Alpha User
29	May-11-2024	-	GORD X	Gord	Xanthos	NONE	5 - Highway LCT	778-555-1212	Vancouver	BC	reported lazy	0	LCT	HWY	-	F	-	Apr-22-2025	-	-	-	Sep-16-1996	DL	SIN	Care	Jul-19-2024	Alpha User
26	May-25-2024	-	ARTHUR V	Arthur	Verma	NONE	4 - Experienced LCT	778-555-1212	Vancouver	BC	-	0	LCT	HWY	-	F	-	Mar-03-2025	-	-	-	Sep-16-1996	DL	SIN	Care	Jul-19-2024	Alpha User
25	Jun-12-2024	-	ARMSTRONG U	Armstrong	Ullman	NONE	3 - Probationary LCT	778-555-1212	Vancouver	BC	-	0	LCT	HWY	-	F	-	Mar-02-2025	-	-	-	Sep-16-1996	DL	SIN	Care	Jul-19-2024	Alpha User
2	Jul-17-2024	-	WADE F	Wade	Forster	LC-02	3 - Probationary LCT	604-307-9740	Vancouver	BC	-	0	LCT	HWY	-	F	-	Dec-02-2024	-	-	-	Sep-16-1996	DL	SIN	Care	Jul-19-2024	Alpha User

- Click a column heading to sort the employee list by that column.

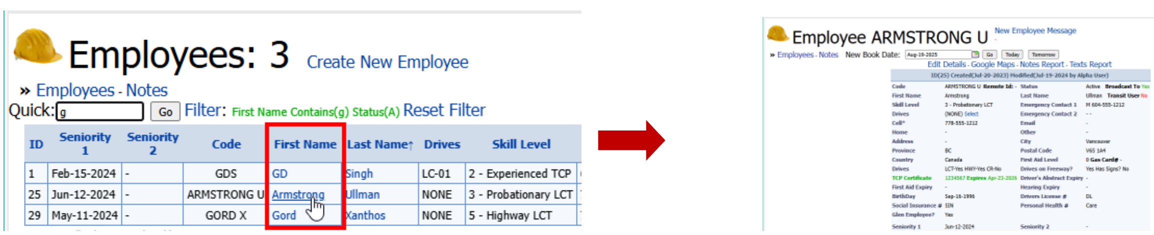
ID	Seniority 1	Seniority 2	Code	First Name	Last Name↑	Drives	Skill Level	Phone	City	Prov
3	Dec-30-2023	-	RONALD A	Ronald	Arnold	LC-03	3 - Probationary LCT	778-555-1212	Vancouver	BC
4	Dec-02-2023	-	JEFF B	Jeff	Bell	LC-04	3 - Probationary LCT	778-555-1212	Vancouver	BC
5	Oct-26-2023	-	CLAIRE B	Claire	Brown	LC-05	3 - Probationary LCT	778-555-1212	Vancouver	BC
6	Mar-24-2024	-	EMMA C	Emma	Caufield	LC-06	4 - Experienced LCT	778-555-1212	Vancouver	BC
2	Jul-17-2024	-	WADE F	Wade	Forster	LC-02	3 - Probationary LCT	604-307-9740	Vancouver	BC

- ***To find an employee fast,*** type the full or partial first name into the Quick field and click the Go button (or press Enter). (In this case, first names containing “g”.)



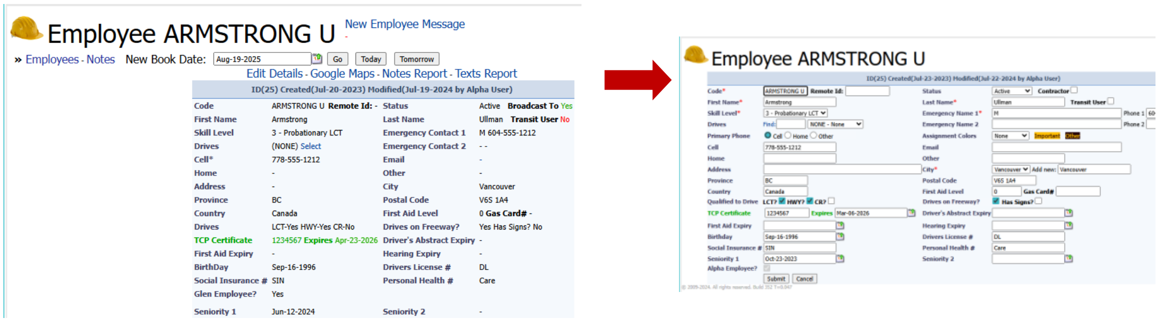
ID	Seniority 1	Seniority 2	Code	First Name	Last Name↑	Drives	Skill Level	Phone	City	Prov	Message
1	Feb-15-2024	-	GDS	GD	Singh	LC-01	2 - Experienced TCP	604-781-1110	Vancouver	BC	-
25	Jun-12-2024	-	ARMSTRONG U	Armstrong	Ullman	NONE	3 - Probationary LCT	778-555-1212	Vancouver	BC	-
29	May-11-2024	-	GORD X	Gord	Xanthos	NONE	5 - Highway LCT	778-555-1212	Vancouver	BC	reported lazy

- ***To view an existing employee’s data,*** click on their first or last name in the table.



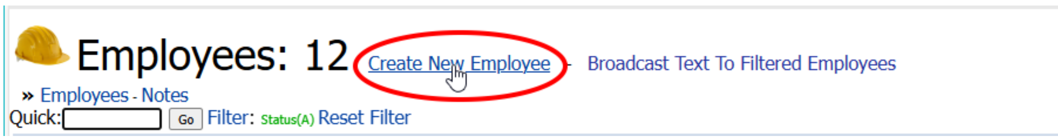
ID	Seniority 1	Seniority 2	Code	First Name	Last Name↑	Drives	Skill Level
1	Feb-15-2024	-	GDS	GD	Singh	LC-01	2 - Experienced TCP
25	Jun-12-2024	-	ARMSTRONG U	Armstrong	Ullman	NONE	3 - Probationary LCT
29	May-11-2024	-	GORD X	Gord	Xanthos	NONE	5 - Highway LCT

- Click the “Edit Details” link to change any of the details.



To add a new employee record:

- Select Employees from the top menu.
- Click the “Create New Employee” link near the top of a page.



- Fill in the information on the form that appears.

Notes regarding specific Employee fields:

- **Code:** Enter a code for the employee – like SMITHB, CHUCK.
- **Status:** Change the status of employees to inactive or terminated, if necessary. (See Settings Records "Inactive" and Reactivating Records for more information.)
- **Skill Level:** Select the skill level of the employee.
- **Drives:** Select a truck from the dropdown if the employee is assigned a particular truck. Use the “Find” field if the dropdown has too many trucks.
- **Primary Phone:** Choose the phone number that will be sent texts.
- **Assignment Colors:** The choices are None, Important, or Other (Important Other). This choice changes how the city field appears for the employee on the Employee’s page and Assignments page – for example:

Canada Seniority↑	Canada Truck Sen.	Wednesday* Jul-30-2025	Thursday Jul-31-2025	Friday Jul-01-2025	Saturday Jul-02-2025	City	Skill Level	Opts
Nov-29-2024	Nov-29-2024	- MITCHB +	- MITCHB +	- MITCHB +	- MITCHB +	Nanaimo	1 - Trainee	LCT
Dec-05-2024	Dec-05-2024	- SMITHN +	- SMITHN +	- SMITHN +	- SMITHN +	Campbell River	1 - Trainee	LCTF
Feb-02-2025	Feb-02-2025	- CAMPBELR +	- CAMPBELR +	- CAMPBELR +	- CAMPBELR +	Fanny Bay	1 - Trainee	LCTF

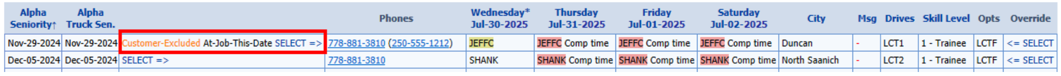
- **Qualified to Drive:** Select what and where the employee is qualified to drive.
- **Drives on Freeway:** Select if the employee can drive on the freeway and has signs.
- **Seniority:** Employee records can appear in order of seniority on the Assignments page.

You can also choose to add or edit the following items on the Employee Details page:

① Add or delete notes attached to the employee, both ad-hoc notes and notes related to jobs – such as booked-off or on-call periods.

② Text messages sent to and received from the employee. Click the Send Text link to send a text to the employee now.

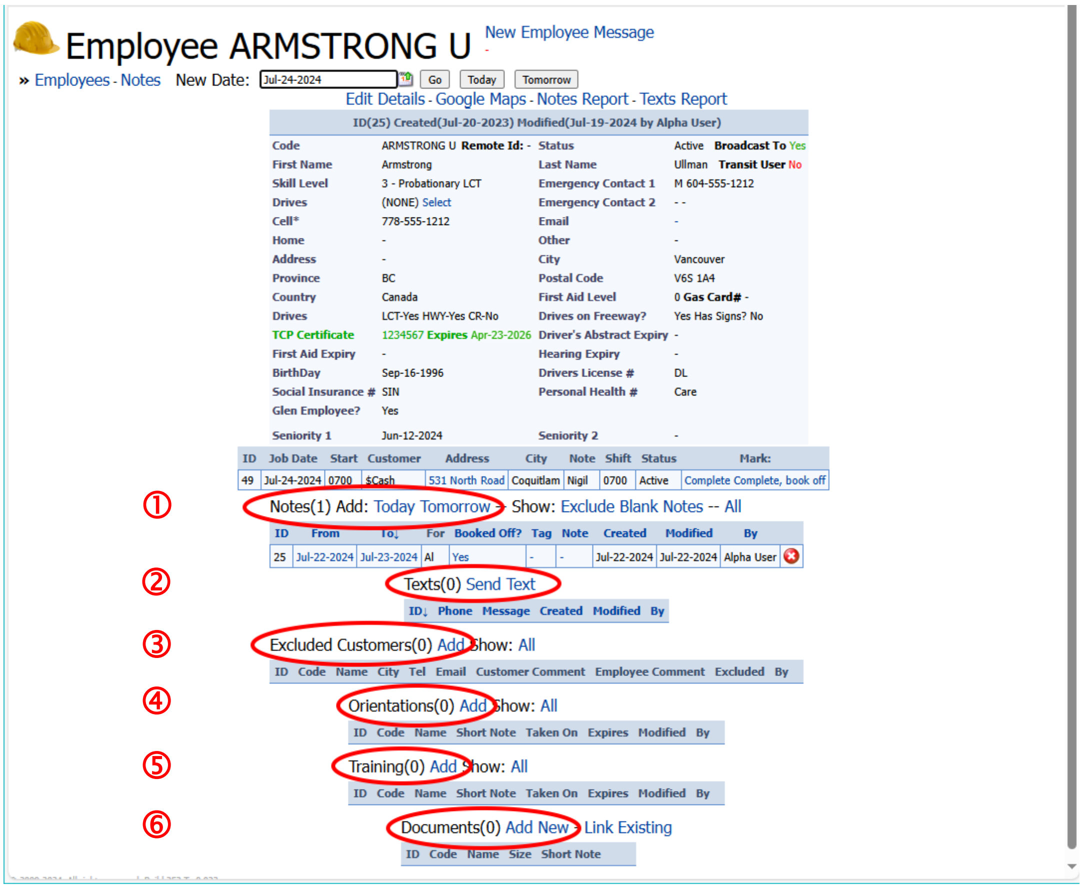
③ Customers that this employee will not work for. This information appears when you assign employees to jobs. You can override the exclusion.



④ Orientations that this employee has taken.

⑤ Training that this employee has taken. For more information, see Training.

⑥ Documents attached to this employee. (Click Add New to upload a new document or click Link Existing to add an existing document to the employee record.)



Booking Off Employees and Adding Notes

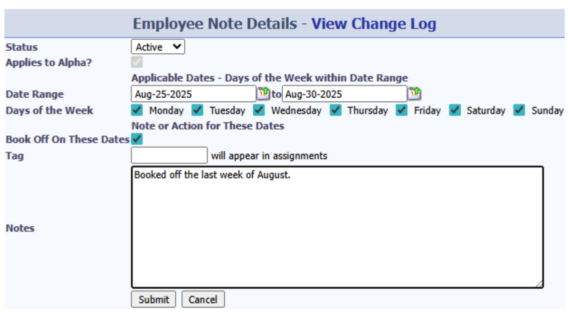
You can book off employees using the Notes section of the employee record. To put employees on call, go to the Assignments page.

Booked off employees are highlighted in PINK on the Assignments page shown below. You can also add a “tag” – like “Comp Time” or “Mat Leave” to describe the leave. (The screen also shows on-call employees, marked with “o/c”. See Assignments for more information.)

To book off an employee or to add notes:

- Select the Employee by clicking the first or last name on the Employees page.
- Click the link to add a note.

- Select the Date Range for the “booked-off” time, select which days of the week are affected, and select the “Book Off On These Dates” checkbox.



- Enter a tag that you want to display on the Assignments page for booked-off employees.
- Enter any notes that you want, and then click the Submit button.
- The new booked-off note now appears on the employee detail screen.

ID	From	To↓	For	Booked Off?	Tag	Note	Created	Modified	By	
49	Aug-25-2025	Aug-30-2025	Al	Yes	-	Booked off the last week of August.	Aug-19-2025	Aug-19-2025	Alpha User	
2	Aug-18-2025	Aug-19-2025	Al	Yes	SICK	-	Aug-18-2025	Aug-18-2025	Alpha User	

- Click the button at the end of the line to delete the note – and remove the booked off status from the Assignments page (You can also remove on-call status notes on the Assignments page – see below.)

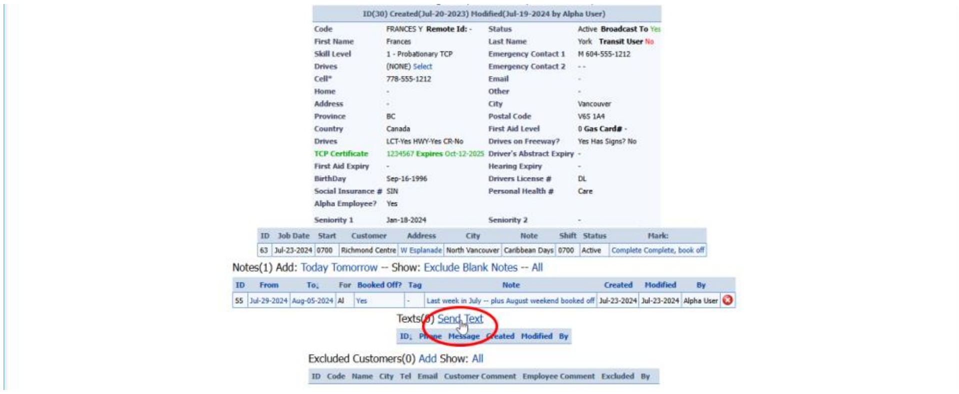
You can quickly book off an employee or put them on-call from the Assignments page:

- Go to the Assignments page (see Assignments).
- Click the minus and plus links on either side of the employee’s name to quickly set the employee as booked off (-) or on call (+) for that day.
- If booked off, the name is highlighted in PINK on the assignments page.

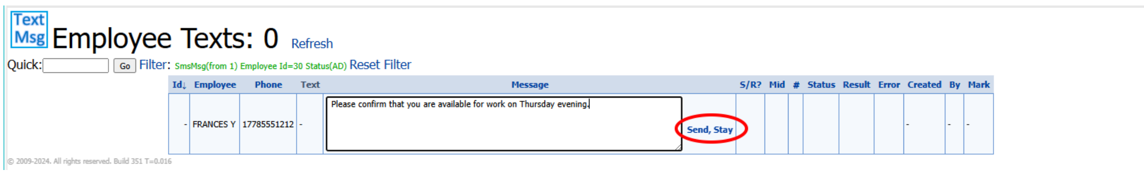
Sending Texts from the Employee Details Page

You can send a text at any time to employees from the Employee Details page.

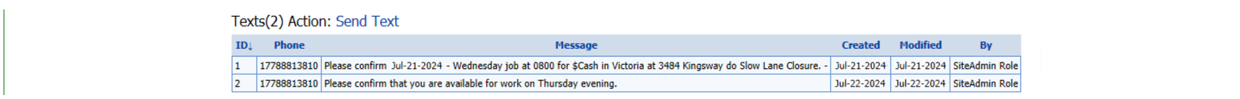
- Select the Employee by clicking the first or last name on the Employees page.
- Click the Send Text link to send a text.



- Enter the text, and click the “Send, Stay” link – then wait until the text is successfully sent.

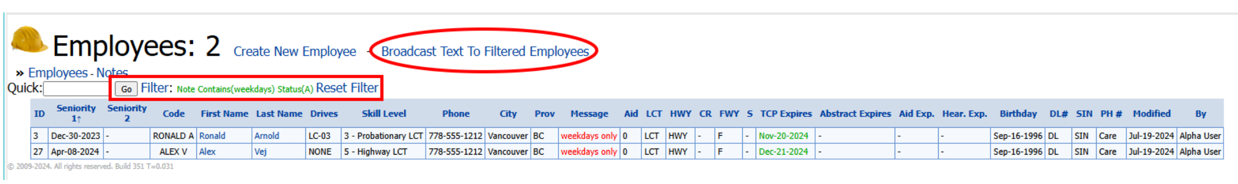


All texts sent to employees appear on the employee details screen.

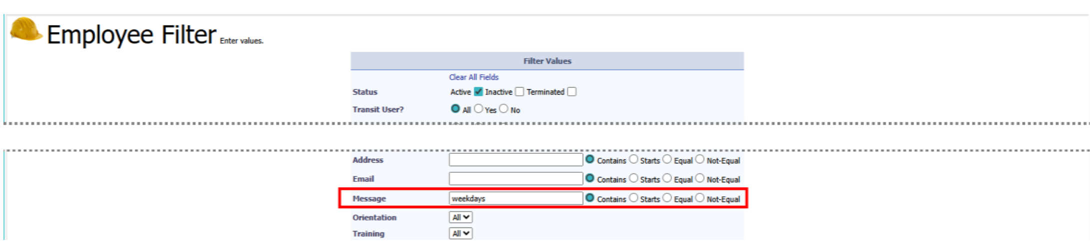


Broadcasting Texts to Employees

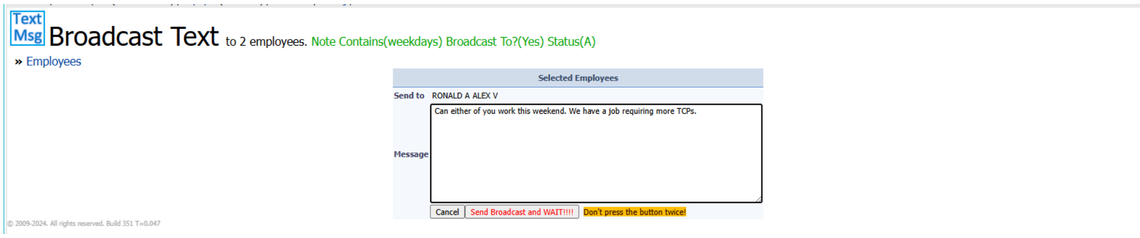
The “Broadcast Text to Filtered Employees” link appears on the Employees page (below) if you have appropriate rights to use it.



- Use the Filter link to select employees for the broadcast. The filter provides an extensive set of selection criteria – in the above case filtering for “Workdays” in messages.



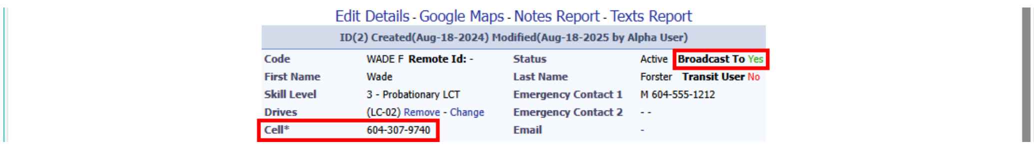
- Click the “Broadcast Text to Filtered Employees” to compose the text broadcast. The form lists all employees that will receive the text. If the list is not correct, click Cancel, and reselect the Filter criteria.



- Click the “Send Broadcast…” and **WAIT** until the texts are sent.

NOTE:

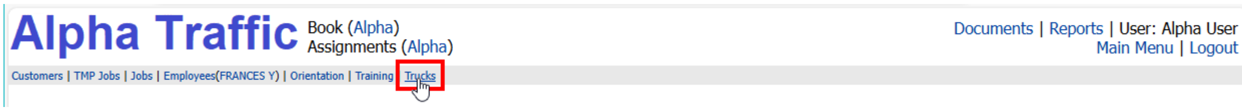
- **WAIT for a response!** This should take a few seconds. If you press the Send button again, it will send the broadcast again.
- Employees MUST have the “Broadcast To” option checked, and they must have a telephone number – as well as meet the Filter criteria – to get a text message.



- Uncheck “Broadcast To” to opt-out individual employees from text broadcasts.

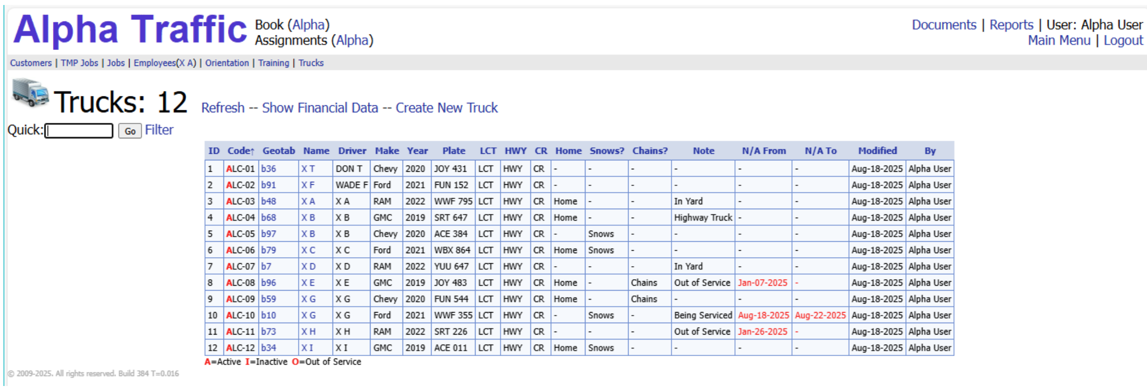
Trucks

The Trucks list is always available from the “top menu”.



- Click the Trucks link in the “top menu” to view the following list of trucks.

  Click the Reset Filter link if the list displays fewer trucks than you expected.



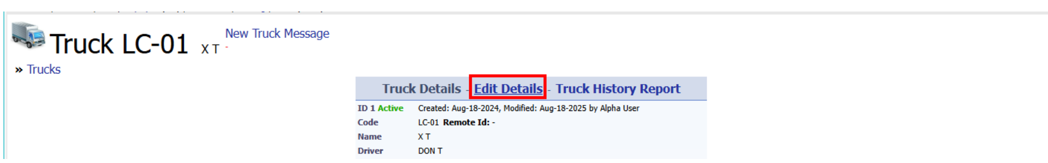
ID	Code↑	Geotab	Name	Driver	Make	Year	Plate	LCT	HWY	CR	Home	Snows?	Chains?	Note	N/A From	N/A To	Modified	By
1	ALC-01	b36	X T	DON T	Chevy	2020	JOY 431	LCT	HWY	CR	-	-	-	-	-	-	Aug-18-2025	Alpha User
2	ALC-02	b91	X F	WADE F	Ford	2021	FUN 152	LCT	HWY	CR	-	-	-	-	-	-	Aug-18-2025	Alpha User
3	ALC-03	b48	X A	X A	RAM	2022	WWF 795	LCT	HWY	CR	Home	-	-	In Yard	-	-	Aug-18-2025	Alpha User
4	ALC-04	b68	X B	X B	GMC	2019	SRT 647	LCT	HWY	CR	Home	-	-	Highway Truck	-	-	Aug-18-2025	Alpha User
5	ALC-05	b97	X B	X B	Chevy	2020	ACE 384	LCT	HWY	CR	-	Snows	-	-	-	-	Aug-18-2025	Alpha User
6	ALC-06	b79	X C	X C	Ford	2021	WBX 864	LCT	HWY	CR	Home	Snows	-	-	-	-	Aug-18-2025	Alpha User
7	ALC-07	b7	X D	X D	RAM	2022	YUU 647	LCT	HWY	CR	-	-	-	In Yard	-	-	Aug-18-2025	Alpha User
8	ALC-08	b96	X E	X E	GMC	2019	JOY 483	LCT	HWY	CR	Home	-	Chains	Out of Service	Jan-07-2025	-	Aug-18-2025	Alpha User
9	ALC-09	b59	X G	X G	Chevy	2020	FUN 544	LCT	HWY	CR	Home	-	Chains	-	-	-	Aug-18-2025	Alpha User
10	ALC-10	b10	X G	X G	Ford	2021	WWF 355	LCT	HWY	CR	-	Snows	-	Being Serviced	Aug-18-2025	Aug-22-2025	Aug-18-2025	Alpha User
11	ALC-11	b73	X H	X H	RAM	2022	SRT 226	LCT	HWY	CR	-	-	-	Out of Service	Jan-26-2025	-	Aug-18-2025	Alpha User
12	ALC-12	b34	X I	X I	GMC	2019	ACE 011	LCT	HWY	CR	Home	Snows	-	-	-	-	Aug-18-2025	Alpha User

A=Active I=Inactive O=Out of Service

- Use the Quick field to search for a truck. Type the name or partial name and click Go.
- Click a column heading to sort the list by that column.
- Click the “Create New Truck” link to add a truck to the list.
- Click the “Name” field to view or edit truck details.
- In the sample site, trucks are LCTs (lane closure trucks). Your system can have more truck types with different truck names and abbreviations – such as buffer trucks (BFTs), transport trucks (TT), or Other.

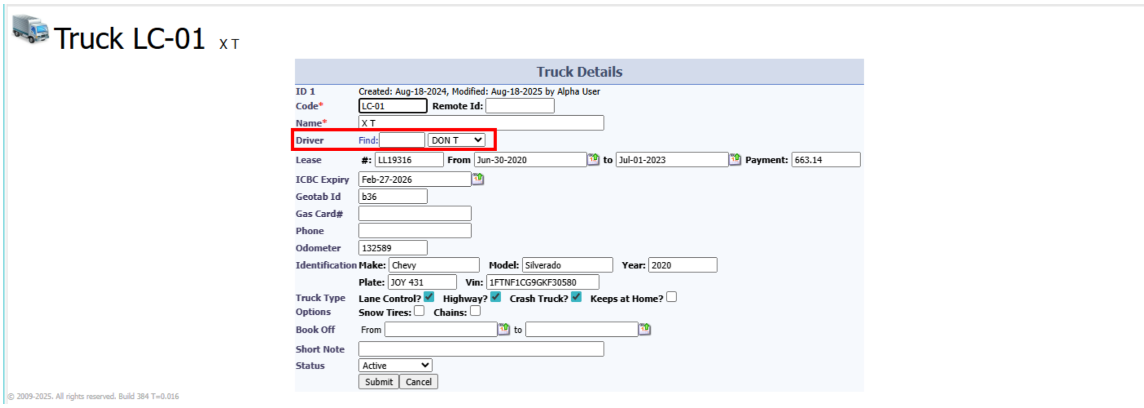
The Truck Details screen appears as follows:

- Click the Edit Details link to change truck details.

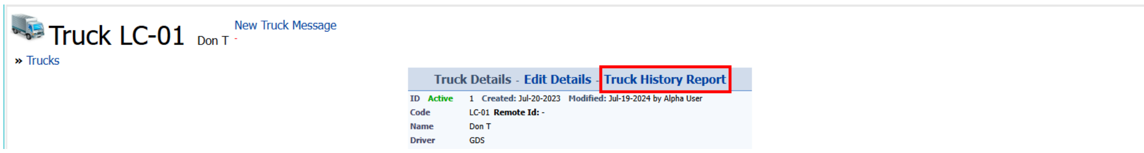


For example, to change the driver:

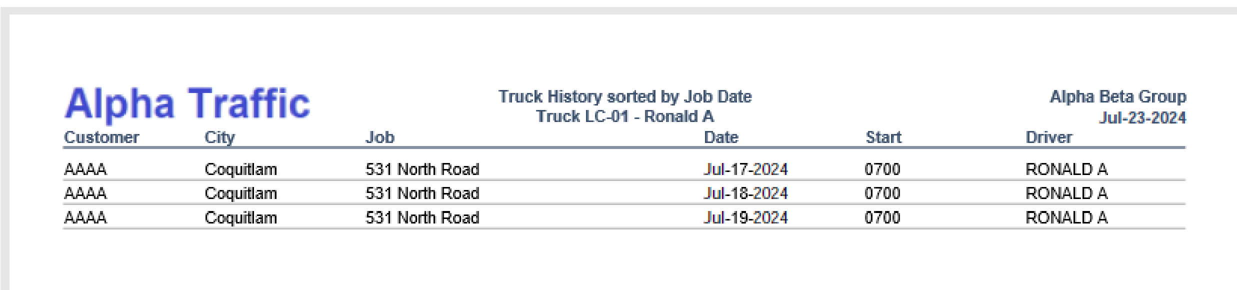
- Click Edit Details.
- Choose a new driver from the dropdown (or type a name in the Find field, and then choose from the filtered dropdown).
- You would also change the “Name” to match the new driver’s name.
- Click Submit at the bottom of the screen.



- Click the Truck History Report link to see all the activity, for a range of dates, for a given truck. (Click Cancel or Submit to close the Edit screen.)



- You can view the report onscreen, or have it emailed to you.



Alpha Traffic

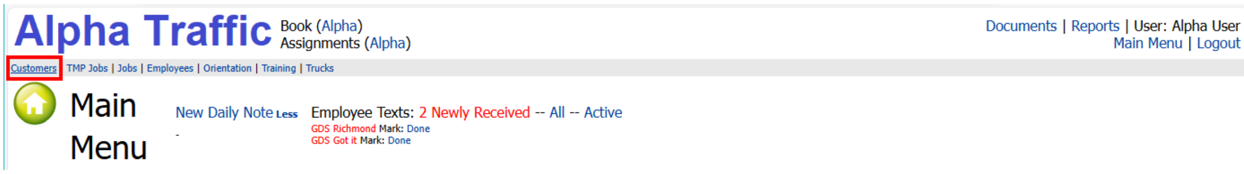
Truck History sorted by Job Date
Truck LC-01 - Ronald A

Alpha Beta Group
Jul-23-2024

Customer	City	Job	Date	Start	Driver
AAAA	Coquitlam	531 North Road	Jul-17-2024	0700	RONALD A
AAAA	Coquitlam	531 North Road	Jul-18-2024	0700	RONALD A
AAAA	Coquitlam	531 North Road	Jul-19-2024	0700	RONALD A

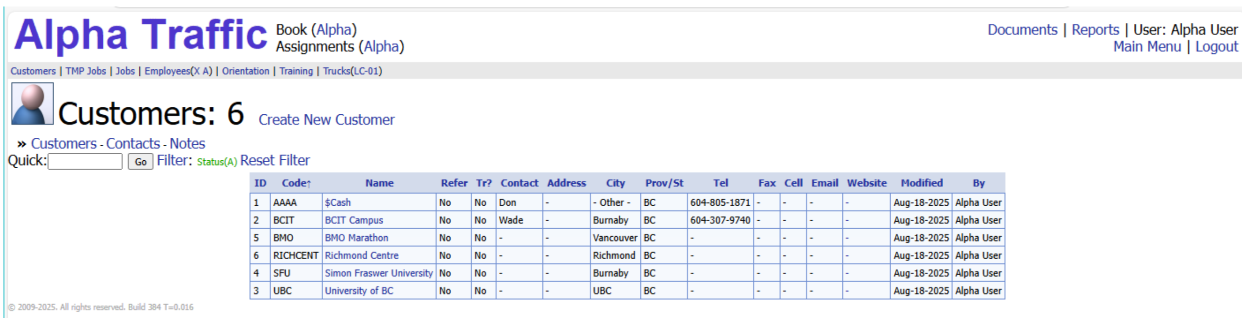
Customers

Choose “Customers” from the “top menu” to see a list of customers and to add new ones.



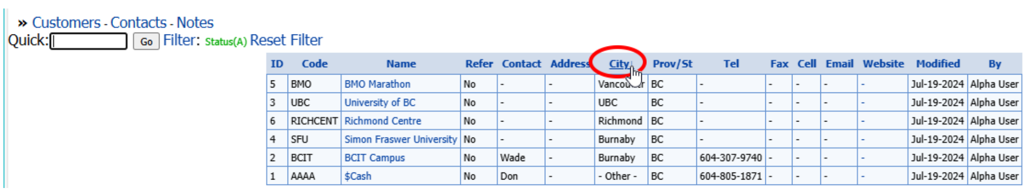
Note that “customer” often means “a city or utility department that requires service.” So COV (City of Vancouver) Sewers, COV Streets, and COV Water might be different customers with different contacts.

The Customers list appears as follows:

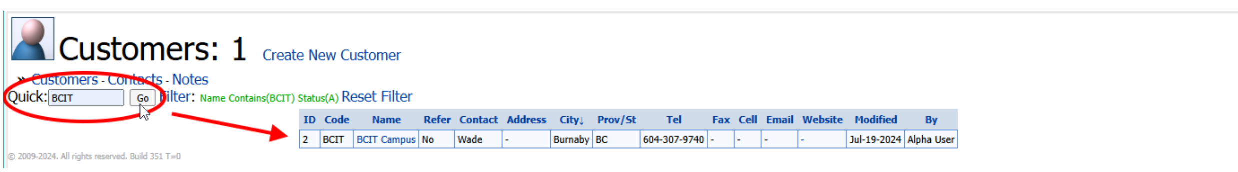


Click the Reset Filter link if the list is blank or displays fewer customers than you expected.

- Click a column heading to sort the Customers list by that column.

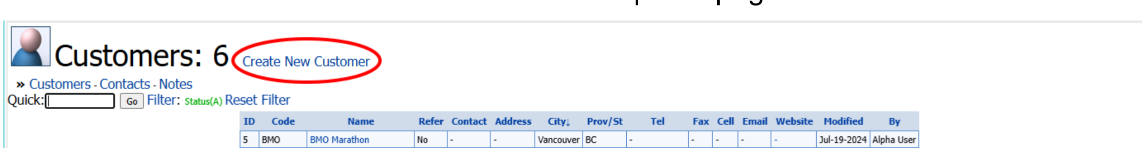


- To find a customer fast, type the full or partial customer name into the Quick field and click the Go button (or press Enter).

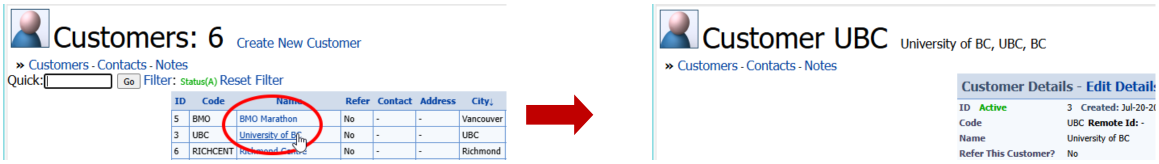


To add a new customer record:

- Select Customers from the top menu.
- Click the “Create New Customer” link near the top of a page.



- To view an existing customer's data, click on the customer's name in the table.



A customer's data is displayed as some details and a number of panels.

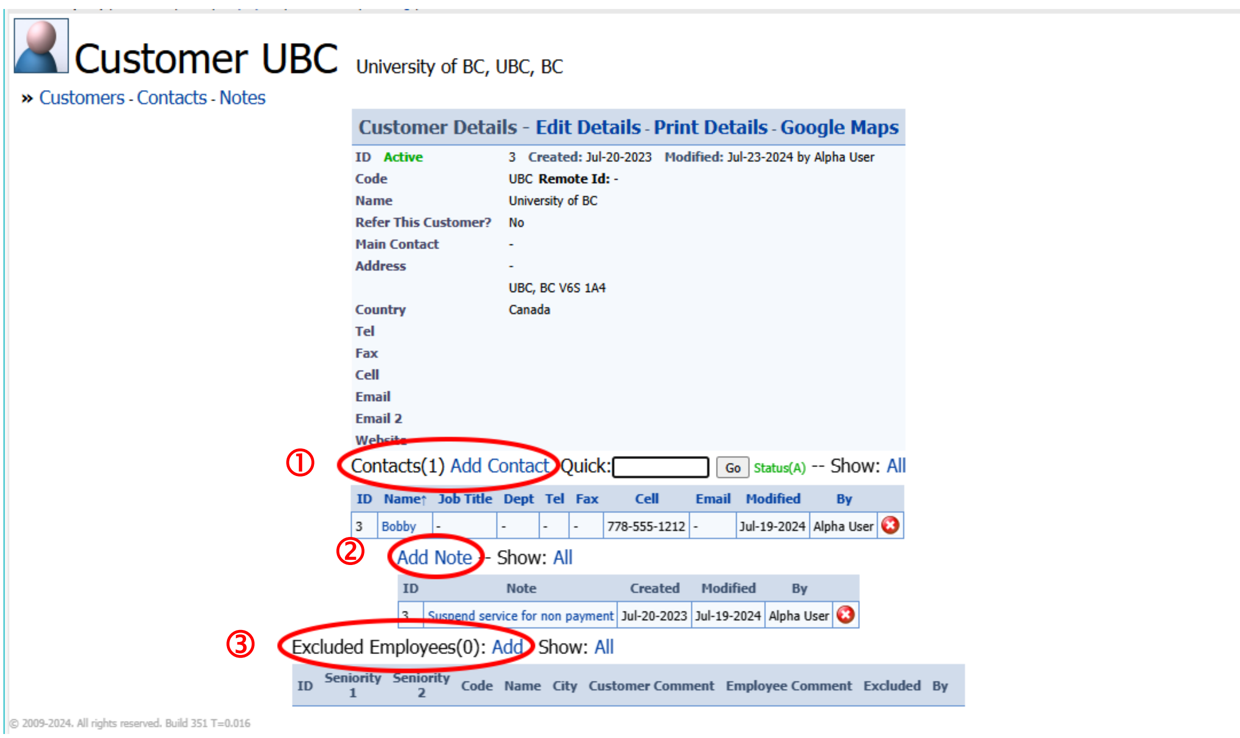
- Click the "Edit Details" link to change any of the details.

You can also choose to edit the following customer items:

① Customer contacts

② Notes attached to the customer

③ Employees that this customer will <u>not</u> work with. (This works the same way as customers that employees won't work with. Both can be overridden. It doesn't matter to a dispatcher – and, usually, if there are very few employees available, a customer will accept someone they don't like.)



Traffic Management Plans

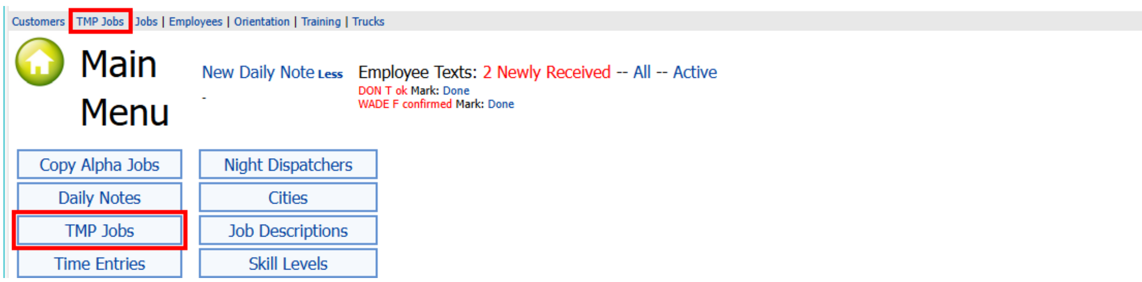
Traffic Management Plans let you track permits, site plans, and other documents through approval processes.

Typically, you create traffic management plans before being awarded a contract. Then once the plan is approved, you create dispatch jobs from the traffic management plan.

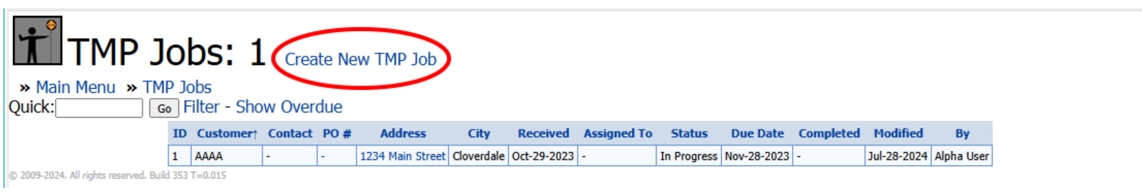
With a few clicks, you can create dispatch jobs from Traffic Management Plans that include site plan pictures and relevant documents.

To create a new traffic management plan:

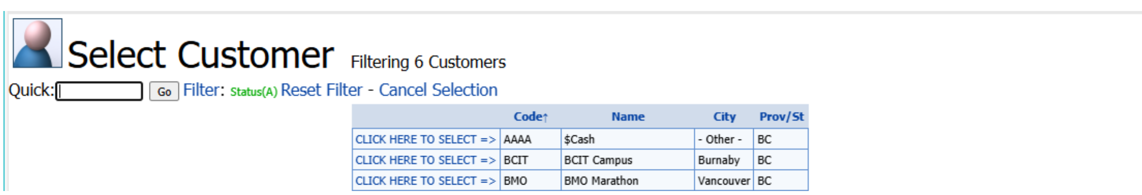
- Select TMP Jobs from the Main Menu or from the top menu bar.



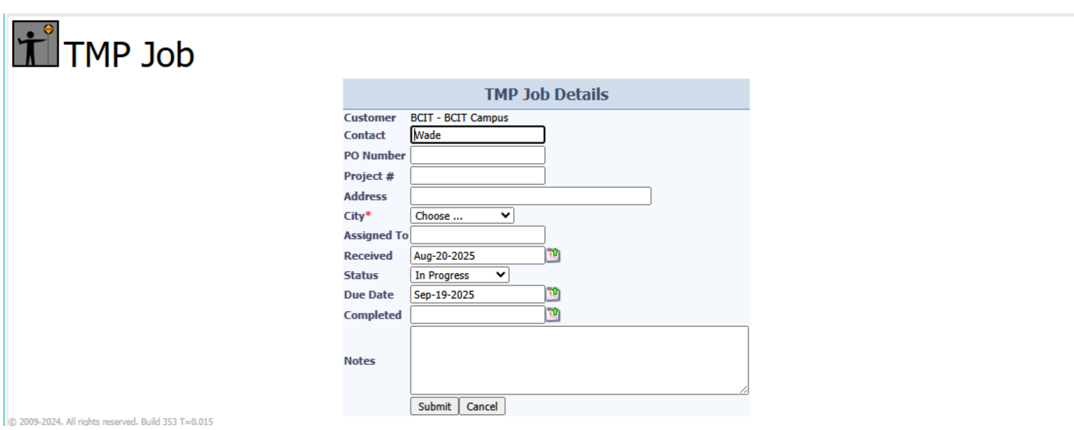
- Click the Create New TMP Job link.



- Select the customer that requires the job. Go to the Customer screen first if you need to add a new customer.



- Fill in the information on the TMP Job Details screen.



- Enter the customer, address, PO number, and project number, then click the Submit button.

  The following screen will appear, letting you create a dispatch job and add more information.

- You can track the status of plans and permits on the TMP Job Details screen, and use the links at the bottom of the screen to attach site plans, permits and documents:

Time Entries

Time Entries show the number of hours that employees worked during a partcular time period and day. The time entries are based on the start and finish times collected from the daily book.

The workflow for creating pay periods and processing time sheets is as follows:

- Create a new pay period. (See the next section on [Pay Periods] for details.)

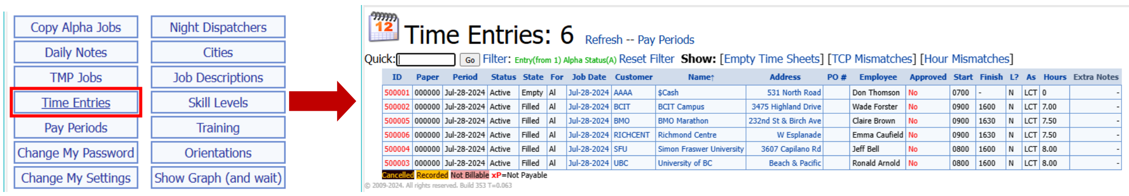
  Pay periods include a start date and the number of days in the period (such as 14 days).

- Add employees to jobs.

  Jobs include the start time for employees' shifts.

- Employees text dispatchers when their shifts are completed.

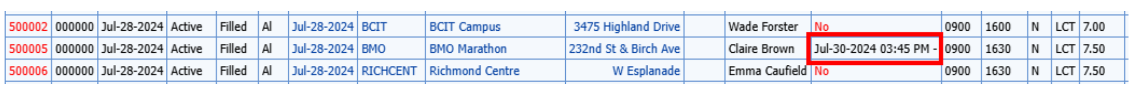
  The results appear as start and end times on the Time Entries page.



ID	Paper	Period	Status	State	For	Job Date	Customer	Name↑	Address	PO #	Employee	Approved	Start	Finish	L?	As	Hours	Extra Notes
500001	000000	Jul-28-2024	Active	Empty	Al	Jul-28-2024	AAAA	$Cash	531 North Road		Don Thomson	No	0700	-	N	LCT	0	-
500002	000000	Jul-28-2024	Active	Filled	Al	Jul-28-2024	BCIT	BCIT Campus	3475 Highland Drive		Wade Forster	No	0900	1600	N	LCT	7.00	-
500005	000000	Jul-28-2024	Active	Filled	Al	Jul-28-2024	BMO	BMO Marathon	232nd St & Birch Ave		Claire Brown	No	0900	1630	N	LCT	7.50	-
500006	000000	Jul-28-2024	Active	Filled	Al	Jul-28-2024	RICHCENT	Richmond Centre	W Esplanade		Emma Caufield	No	0900	1630	N	LCT	7.50	-
500004	000000	Jul-28-2024	Active	Filled	Al	Jul-28-2024	SFU	Simon Frawser University	3607 Capilano Rd		Jeff Bell	No	0800	1600	N	LCT	8.00	-
500003	000000	Jul-28-2024	Active	Filled	Al	Jul-28-2024	UBC	University of BC	Beach & Pacific		Ronald Arnold	No	0800	1600	N	LCT	8.00	-

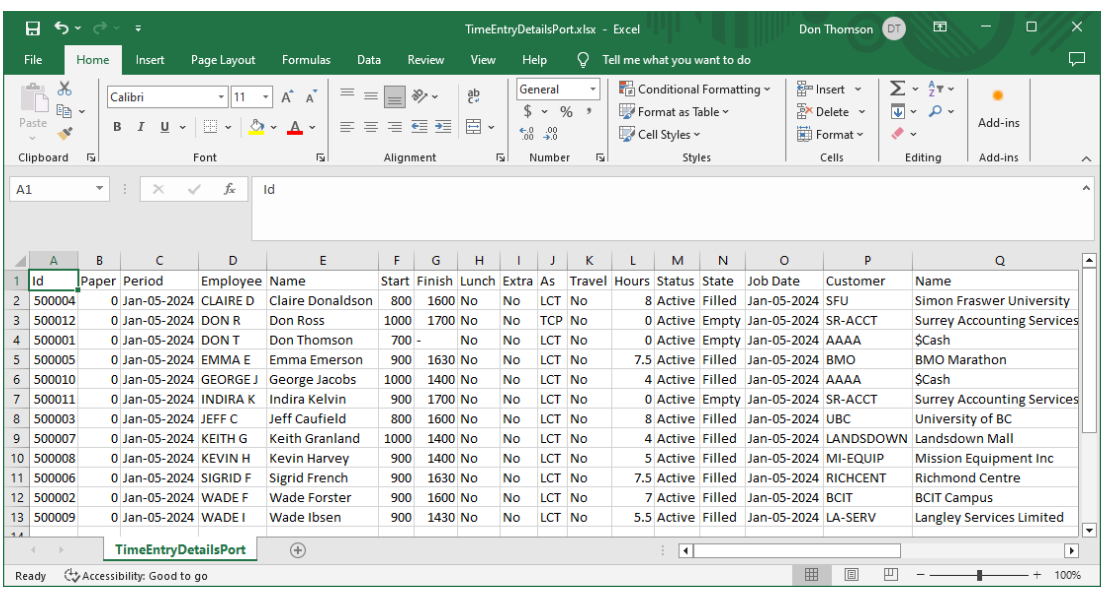
- Supervisors are sent employees' time entries for signoff.

  A signed off entry looks like this in the Time Entries grid.



500002	000000	Jul-28-2024	Active	Filled	Al	Jul-28-2024	BCIT	BCIT Campus	3475 Highland Drive		Wade Forster	No	0900	1600	N	LCT	7.00
500005	000000	Jul-28-2024	Active	Filled	Al	Jul-28-2024	BMO	BMO Marathon	232nd St & Birch Ave		Claire Brown	Jul-30-2024 03:45 PM -	0900	1630	N	LCT	7.50
500006	000000	Jul-28-2024	Active	Filled	Al	Jul-28-2024	RICHCENT	Richmond Centre	W Esplanade		Emma Caufield	No	0900	1630	N	LCT	7.50

- You can view time entry reports in Excel, and you can creatre a time entry spreadsheet that can be imported by Sage 50.



Id	Paper	Period	Employee	Name	Start	Finish	Lunch	Extra	As	Travel	Hours	Status	State	Job Date	Customer	Name
500004	0	Jan-05-2024	CLAIRE D	Claire Donaldson	800	1600	No	No	LCT	No	8	Active	Filled	Jan-05-2024	SFU	Simon Frawser University
500012	0	Jan-05-2024	DON R	Don Ross	1000	1700	No	No	TCP	No	0	Active	Empty	Jan-05-2024	SR-ACCT	Surrey Accounting Services
500001	0	Jan-05-2024	DON T	Don Thomson	700	-	No	No	LCT	No	0	Active	Empty	Jan-05-2024	AAAA	$Cash
500005	0	Jan-05-2024	EMMA E	Emma Emerson	900	1630	No	No	LCT	No	7.5	Active	Filled	Jan-05-2024	BMO	BMO Marathon
500010	0	Jan-05-2024	GEORGE J	George Jacobs	1000	1400	No	No	LCT	No	4	Active	Filled	Jan-05-2024	AAAA	$Cash
500011	0	Jan-05-2024	INDIRA K	Indira Kelvin	900	1700	No	No	LCT	No	0	Active	Empty	Jan-05-2024	SR-ACCT	Surrey Accounting Services
500003	0	Jan-05-2024	JEFF C	Jeff Caufield	800	1600	No	No	LCT	No	8	Active	Filled	Jan-05-2024	UBC	University of BC
500007	0	Jan-05-2024	KEITH G	Keith Granland	1000	1400	No	No	LCT	No	4	Active	Filled	Jan-05-2024	LANDSDOWN	Landsdown Mall
500008	0	Jan-05-2024	KEVIN H	Kevin Harvey	900	1400	No	No	LCT	No	5	Active	Filled	Jan-05-2024	MI-EQUIP	Mission Equipment Inc
500006	0	Jan-05-2024	SIGRID F	Sigrid French	900	1630	No	No	LCT	No	7.5	Active	Filled	Jan-05-2024	RICHCENT	Richmond Centre
500002	0	Jan-05-2024	WADE F	Wade Forster	900	1600	No	No	LCT	No	7	Active	Filled	Jan-05-2024	BCIT	BCIT Campus
500009	0	Jan-05-2024	WADE I	Wade Ibsen	900	1430	No	No	LCT	No	5.5	Active	Filled	Jan-05-2024	LA-SERV	Langley Services Limited

Pay Periods

A pay period is the days that employees work between a set of dates. For example, your organization may pay employees weekly or every two weeks.

In Traffic Control Dispatch, a pay period is defined by the starting date and the number of days in the pay period. A two week pay period can look like this:

ID	Start Date↓	# Days	End Date	Locked	Notes	Modified	By
1	Jul-28-2024	14	Aug-10-2024	No	Alpha PP	Dec-01-2021	Alpha User

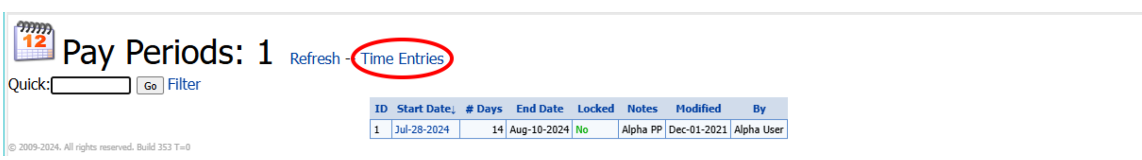
This pay period starts on Sunday, July 28, and goes to Saturday, August 10 – a period of 14 days.

All hours worked by employees during this time will fall into this pay period.

To view the current pay period:

- Select Pay Periods from the Main Menu.

- Click the Time Entries link to view the tme entries screen with the current employee hours.



Documents

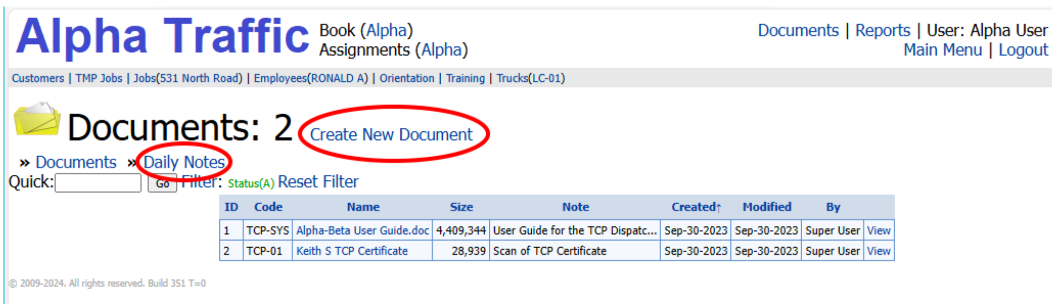
Documents are always available from the Documents link in the “top menu.”

You can link documents to individual jobs, to traffic management plans, to employees, to training, and to orientations.

- An example of a job-related document might be a site-plan for a construction site showing TCP positions.
- Employee related documents might be scanned drivers’ licenses or TCP certificates.

- Click the Documents link to view the documents and daily notes.

  Click the Reset Filter link if the list displays fewer notes/documents than you expected.

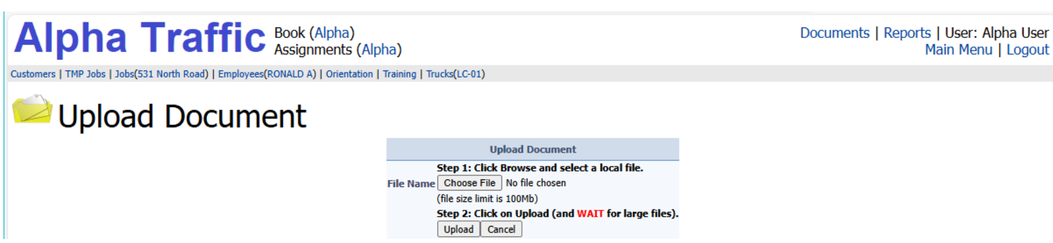


- Click the Name field to view and edit document details.
- Click Daily Notes to view – and add – daily notes.

To add a new document to Traffic Control Dispatch

- Click Create New Document to add a new document.

  You can upload any document from your local network to the dispatch website that is accessible to your computer.

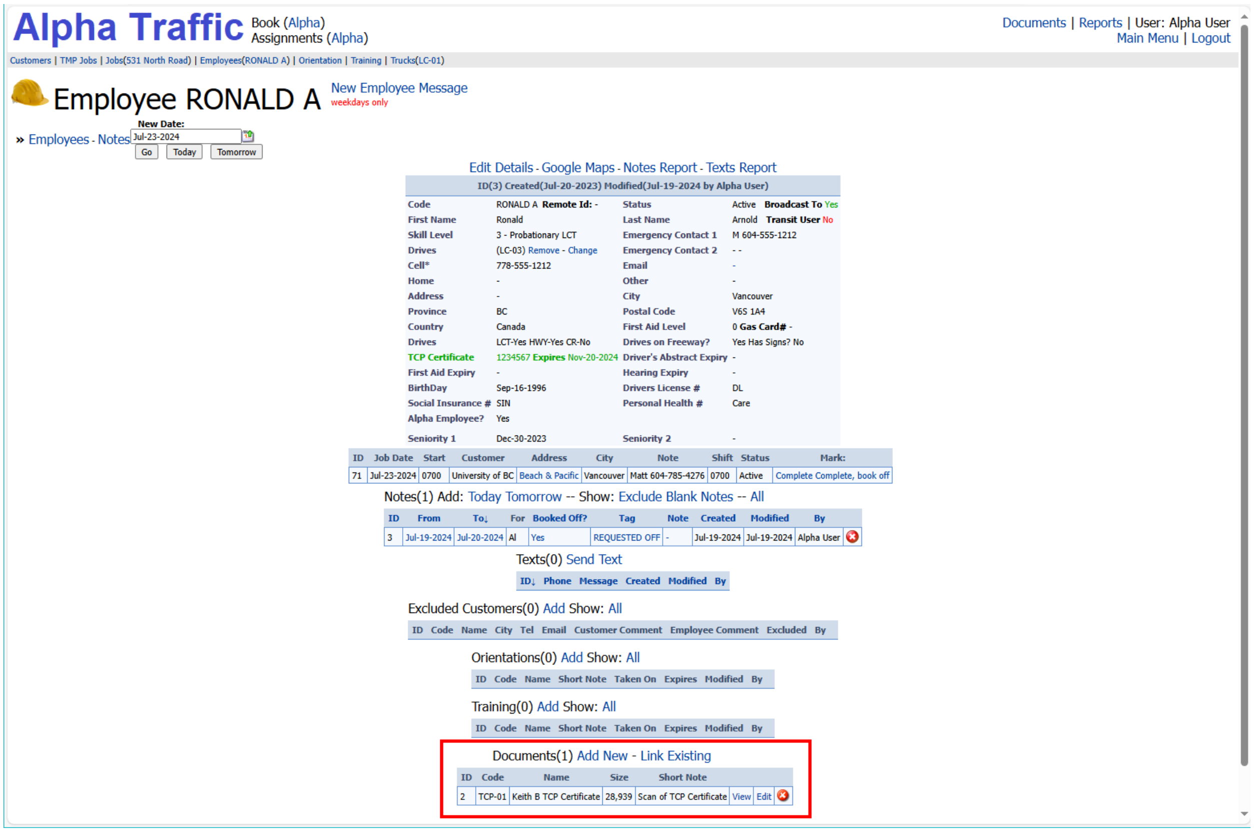


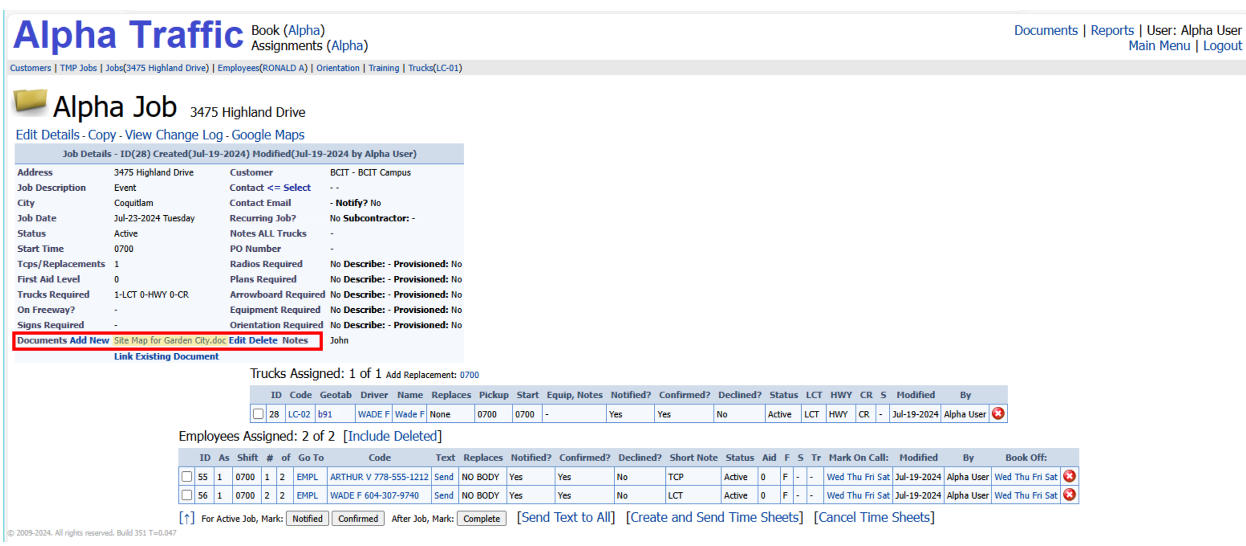
- Click the View link to view or download the document.

ID	Code	Name	Size	Note	Created↑	Modified	By	
1	TCP-SYS	Alpha-Beta User Guide.doc	4,409,344	User Guide for the TCP Dispatc...	Sep-30-2023	Sep-30-2023	Super User	View
2	TCP-01	Keith S TCP Certificate	28,939	Scan of TCP Certificate	Sep-30-2023	Sep-30-2023	Super User	View

Linking documents to a job or employee

You can link any existing documents to a job or to an employee record. You can also add documents directly from the Job and Employee details screens.





Job Descriptions

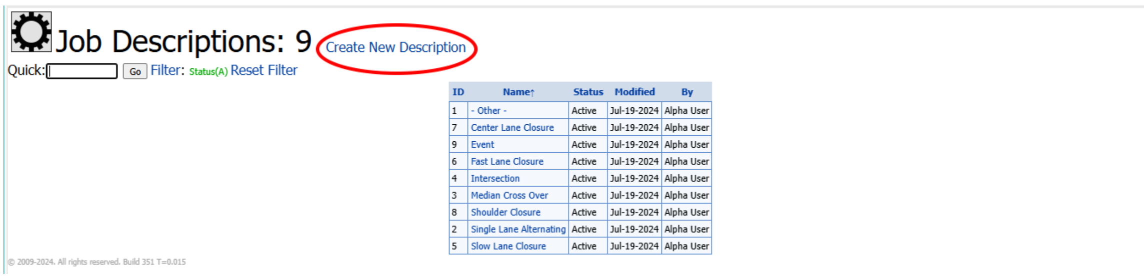
Dispatchers also choose job descriptions from a dropdown list when they create new jobs.

You use the Job Descriptions menu choice to add new job descriptions to the list. (Typically, only admin users or “head dispatchers” have permission to do this.)

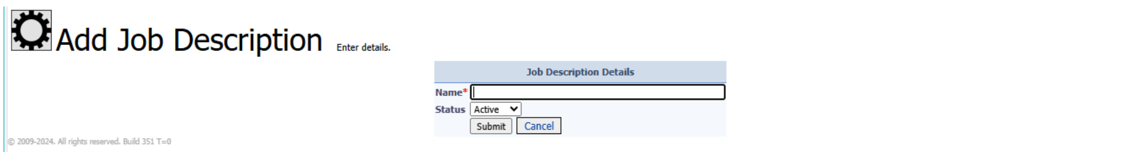
To add new job descriptions:

- Choose Job Descriptions from the Main Menu. The following form appears.

  Click the Reset Filter link if the list displays fewer items than you expected.



- Click the Create New Description link to add a new job description to the list.



- Type the new job description, and click the Submit button.

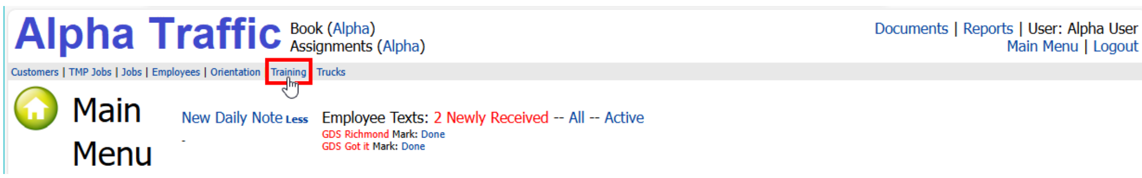
Training

The Training feature lets you add training courses and certificates to employee records. You can also use it when employees require site-specific training before they can work on a site.

Use the Training link in the “top menu” to add new training records. You can link training to individual employee records either from the Training screen or from the Employees screen.

To add training records:

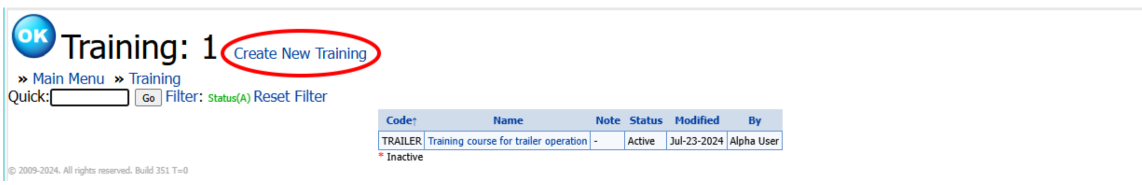
- Select Training from the top menu.



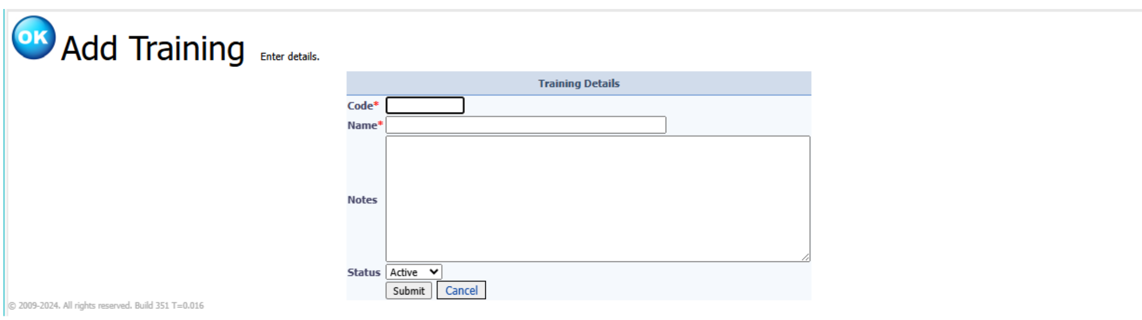
The Training screen appears, listing all available training in the grid.

Click the Reset Filter link if the list displays fewer items than you expected.

- Click the Create New Training link to add a new training record.

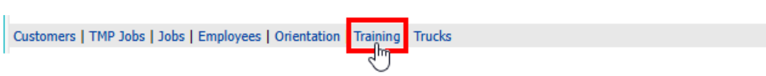


- Fill in the Add Training form and click the Submit button.

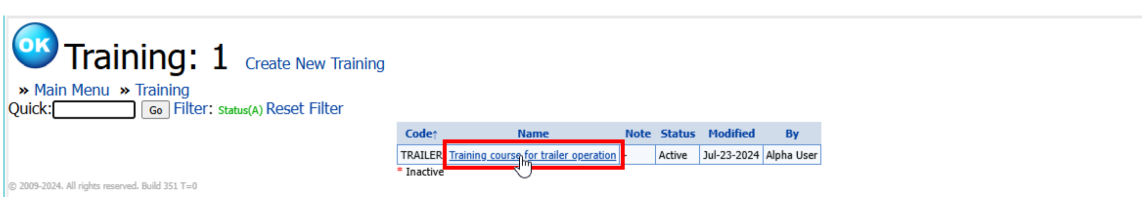


To add training to existing employees:

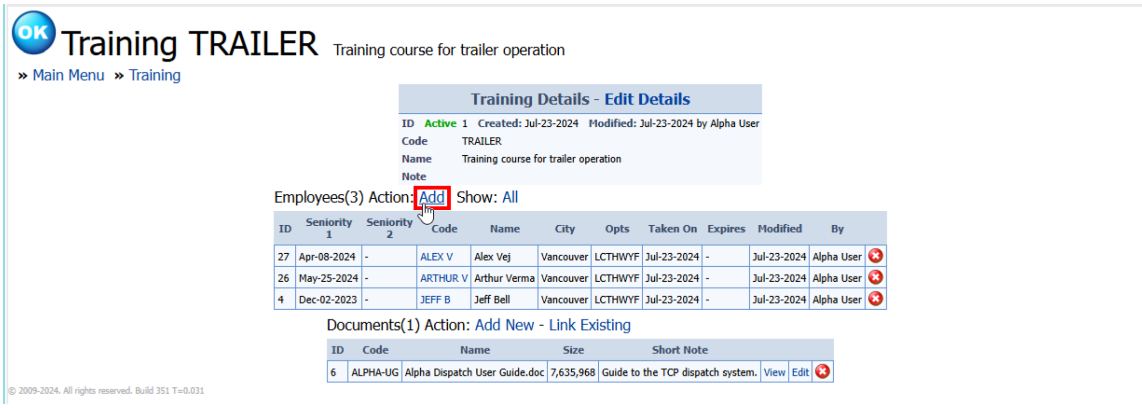
- Select Training from the top menu.



- Select the training that you want to add to employee records.



- Click the Add button to open the list of employees.



- Select the employee to which you want to add the training.

- You can then add another employee.

Orientations

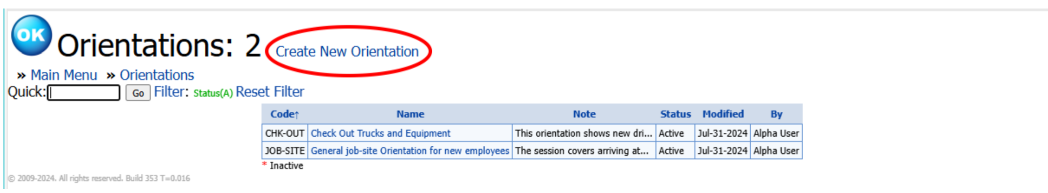
The Orientations feature lets you add short sessions for orienting employees – such as to new procedures.

Use the Orientation link in the “top menu” or the button on the Main Menu to add new orientation records and to add employees to show that they have completed a session..

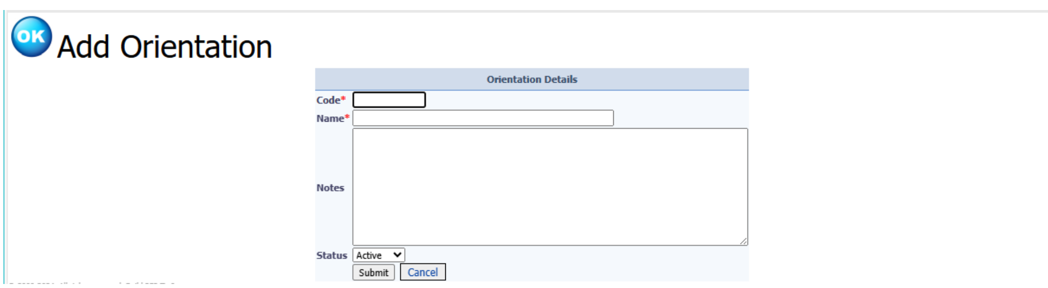
To add orientation records and link employees:

- Select Orientation from the top menu or from the Orientations button on the Main Menu.

- Click the Create New Orientation link to add a new orientation record.



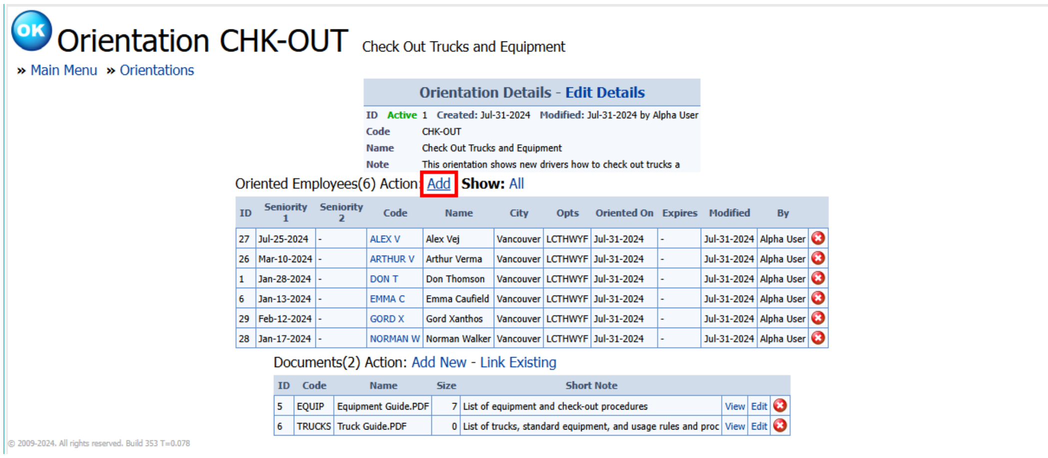
- Fill in the Add Orientation form and click the Submit button.



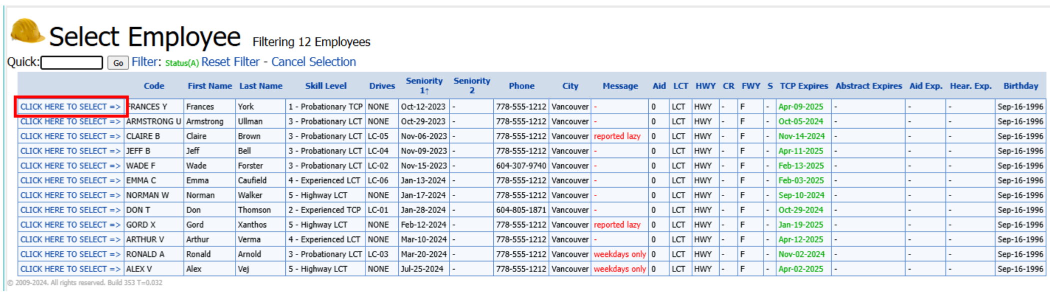
To add orientations to existing employees:

- Select Orientation from the top menu.
- Select the orientation that you want to add to employee records.

- Click the Add button to open the list of employees.



- Select an employee that attended the orientation session.



- You can then add another employee.

Skill Levels

Traffic Control Dispatch lets you assign skill levels to employee records.

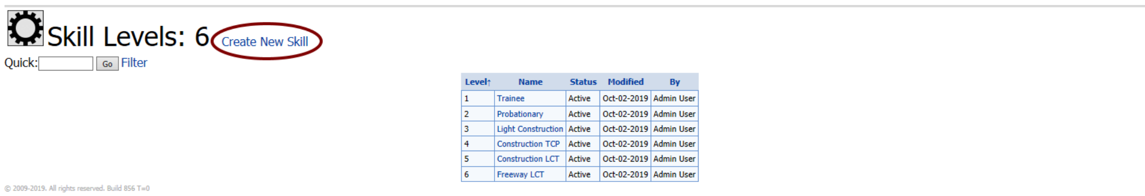
You use the Skill Levels menu choice to add new skills and skill levels to the list. (Typically, only admin users or “head dispatchers” have permission to do this.)

Note that most users will not be able to add new skill levels to TCP Dispatch.

To add new skill levels:

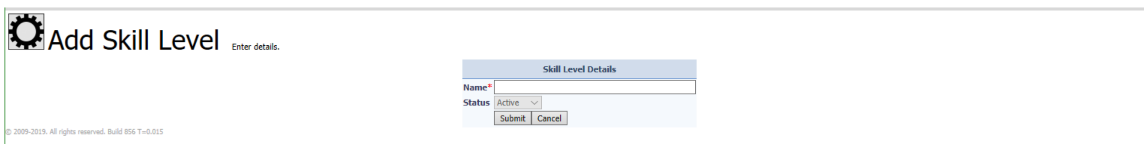
- Choose Skill Levels from the Main Menu. The following form appears.

  Click the Reset Filter link if the list displays fewer items than you expected. (The link appears beside the ***Filter*** link if you have applied a filter.)



Level↑	Name	Status	Modified	By
1	Trainee	Active	Oct-02-2019	Admin User
2	Probationary	Active	Oct-02-2019	Admin User
3	Light Construction	Active	Oct-02-2019	Admin User
4	Construction TCP	Active	Oct-02-2019	Admin User
5	Construction LCT	Active	Oct-02-2019	Admin User
6	Freeway LCT	Active	Oct-02-2019	Admin User

- Click the Create New Skill link to add a new skill to the list. The following form appears:



- Type the new skill / skill level in the Name field, and click the Submit button.

You can now assign the new skill to employees.

Cities

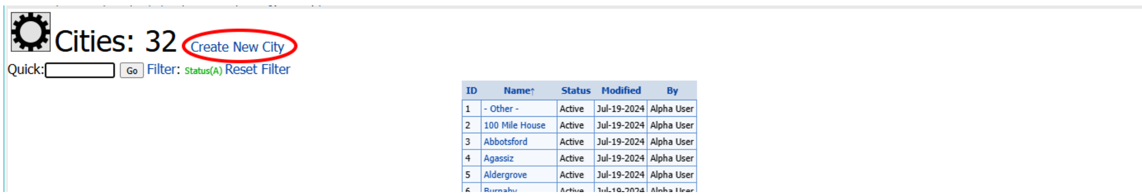
Dispatchers choose cities from a dropdown list when they create new jobs to ensure consistency in reports.

You use the Cities menu choice to add new city names to the list. (Typically, only admin users or “head dispatchers” have permission to do this.)

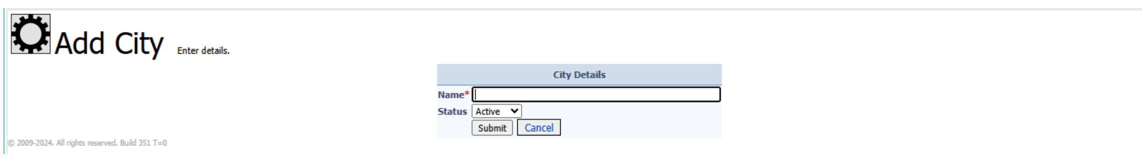
To add new city names:

- Choose Cities from the Main Menu. The following form appears.

  Click the Reset Filter link if the list displays fewer items than you expected.



- Click the Create New City link to add a new city to the list.

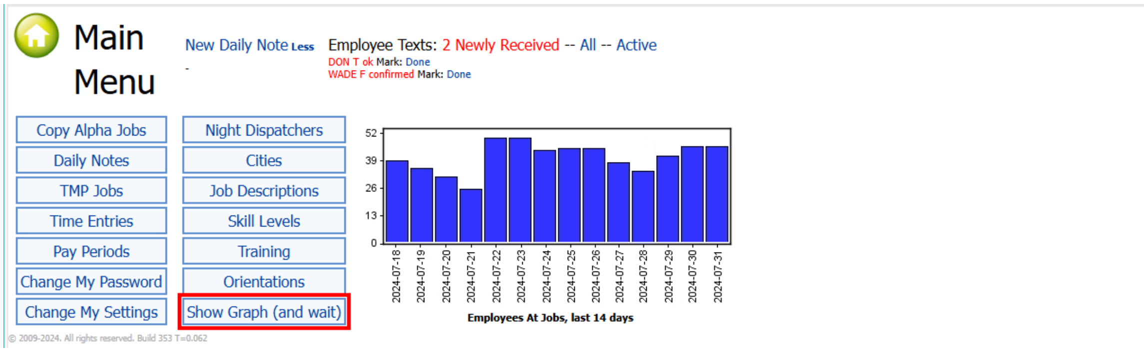


- Type the name of the new city, and click the Submit button.

Show 14-day Graph of Employees at Jobs

Traffic Control Dispatch displays a graph of the number of employees working at jobs for the last 2-week period.

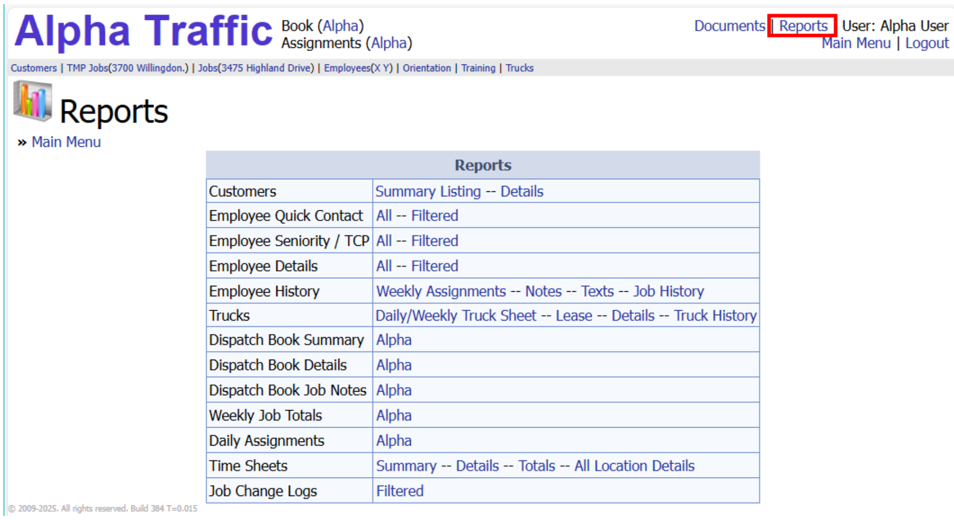
Click the Show Graph button to display the graph



The graph will take a bit of time to appear.

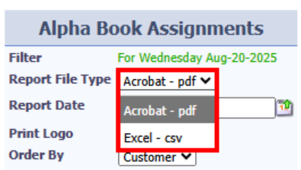
Reports

All available reports are listed on the Reports screen – which is accessible from the top menu and from the Main Menu.



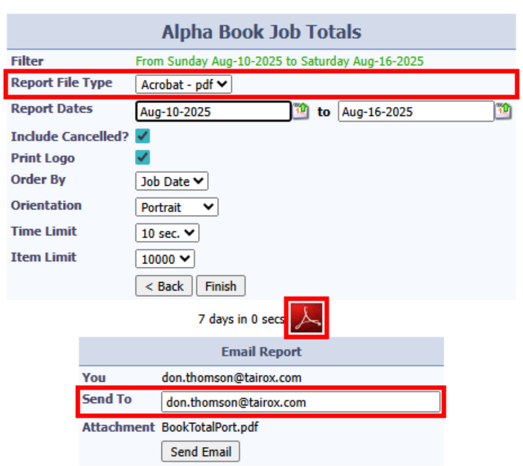
Spreadsheet format or PDF (Adobe Reader)

Many reports are available as a spreadsheet (CSV) or in PDF format. You choose the report file type when you specify the report options.



Open immediately or email

You can open reports immediately – as a spreadsheet or PDF – or email reports in either format. The email feature lets dispatchers send reports to management or HR personnel who don't have access to the dispatch system.



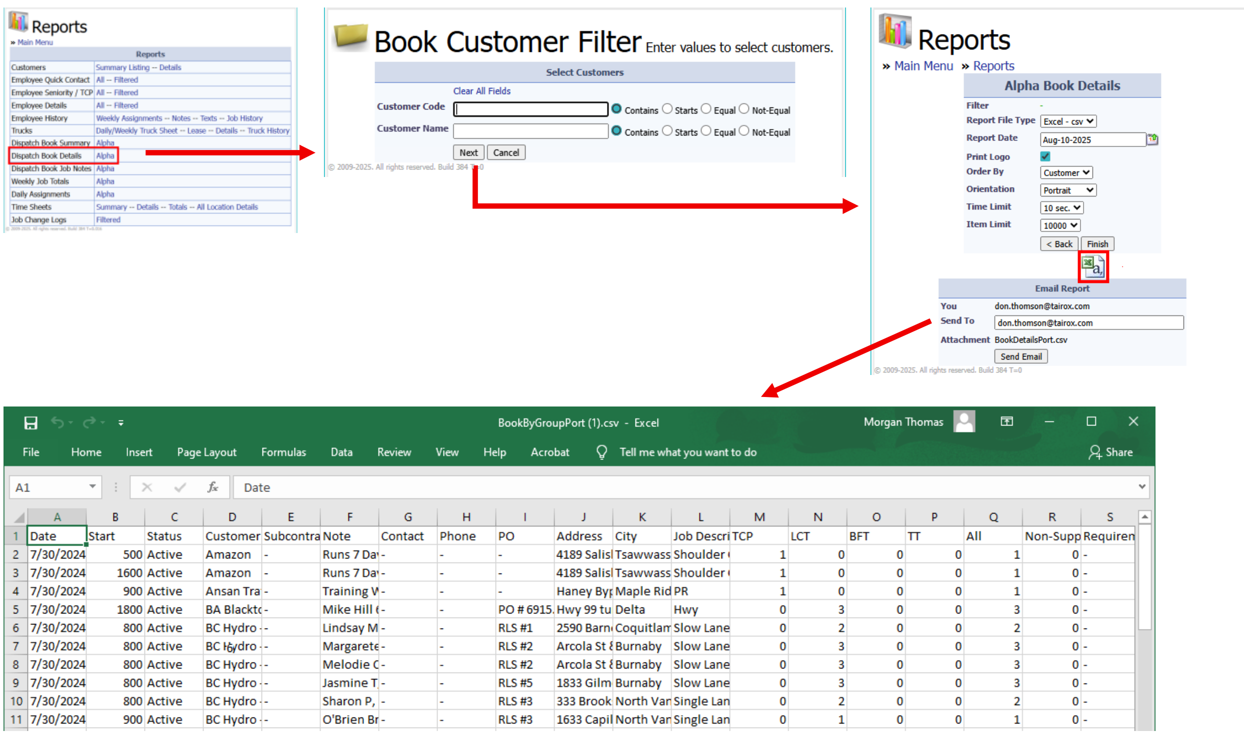
- Click the PDF icon to open the PDF file. If you selected “Excel – csv” as the format, the PDF icon will be replaced with the Excel icon.

 or 

- Enter the destination email address and click the Send Email button to send the report as an email attachment.

Reports include a number of filters – for example, the Dispatch Book report for Alpha lets you select by customer and select the date and report order.

It then lets you create a spreadsheet that you can display immediately or email to any recipient.



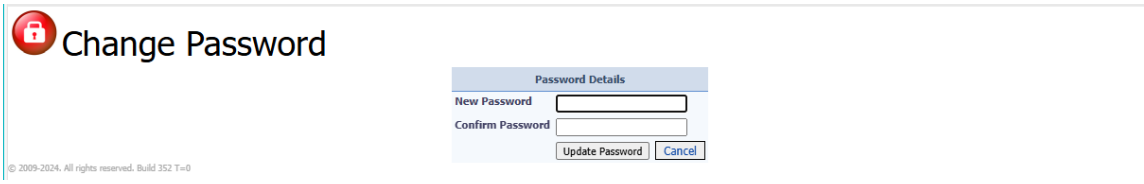
Date	Start	Status	Customer	Subcontra	Note	Contact	Phone	PO	Address	City	Job Descri	TCP	LCT	BFT	TT	All	Non-Supp	Requiren
7/30/2024	500	Active	Amazon	-	Runs 7 Da	-	-	-	4189 Salis	Tsawwass	Shoulder	1	0	0	0	1	0	-
7/30/2024	1600	Active	Amazon	-	Runs 7 Da	-	-	-	4189 Salis	Tsawwass	Shoulder	1	0	0	0	1	0	-
7/30/2024	900	Active	Ansan Tra	-	Training V	-	-	-	Haney By	Maple Rid	PR	1	0	0	0	1	0	-
7/30/2024	1800	Active	BA Blacktc	-	Mike Hill (	-	-	PO # 6915.	Hwy 99 tu	Delta	Hwy	0	3	0	0	3	0	-
7/30/2024	800	Active	BC Hydro	-	Lindsay M	-	-	RLS #1	2590 Barn	Coquitlam	Slow Lane	0	2	0	0	2	0	-
7/30/2024	800	Active	BC Hydro	-	Margarete	-	-	RLS #2	Arcola St	Burnaby	Slow Lane	0	3	0	0	3	0	-
7/30/2024	800	Active	BC Hydro	-	Melodie C	-	-	RLS #2	Arcola St	Burnaby	Slow Lane	0	3	0	0	3	0	-
7/30/2024	800	Active	BC Hydro	-	Jasmine T	-	-	RLS #5	1833 Gilm	Burnaby	Slow Lane	0	3	0	0	3	0	-
7/30/2024	800	Active	BC Hydro	-	Sharon P,	-	-	RLS #3	333 Brook	North Var	Single Lan	0	2	0	0	2	0	-
7/30/2024	900	Active	BC Hydro	-	O'Brien Br	-	-	RLS #3	1633 Capil	North Var	Single Lan	0	1	0	0	1	0	-

Change My Password

Depending on your user permissions, you can use this screen to change your password.

To change your password:

- Choose Change My Password from the Main Menu. The following form appears:



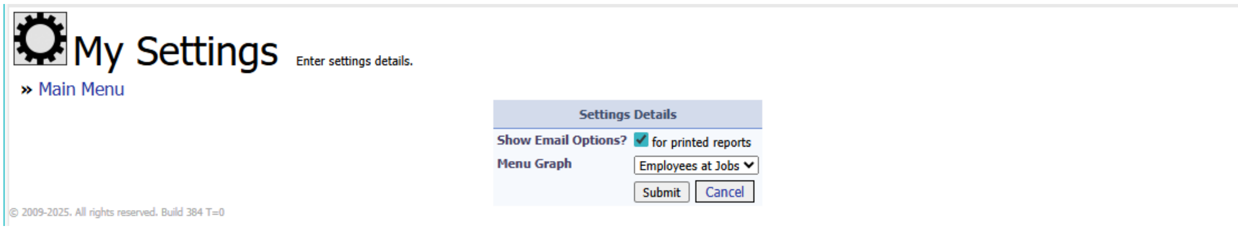
- Type your new password, confirm it, and click the Update Password button.

  The rules for valid passwords (for example, the length and required characters) can be different for each company. The program displays a message if the new password is invalid, or if the new password and password confirmation fields don’t match.

Change My Settings

Change My Settings lets you change a number of settings – mainly for displaying information on the screen.

To change your settings:



Appendix 1 – Setting Records “Inactive” and Reactivating Records

Traffic Control Dispatch lets you set records to “inactive” (or “terminated”) status so they will no longer appear in standard listings.

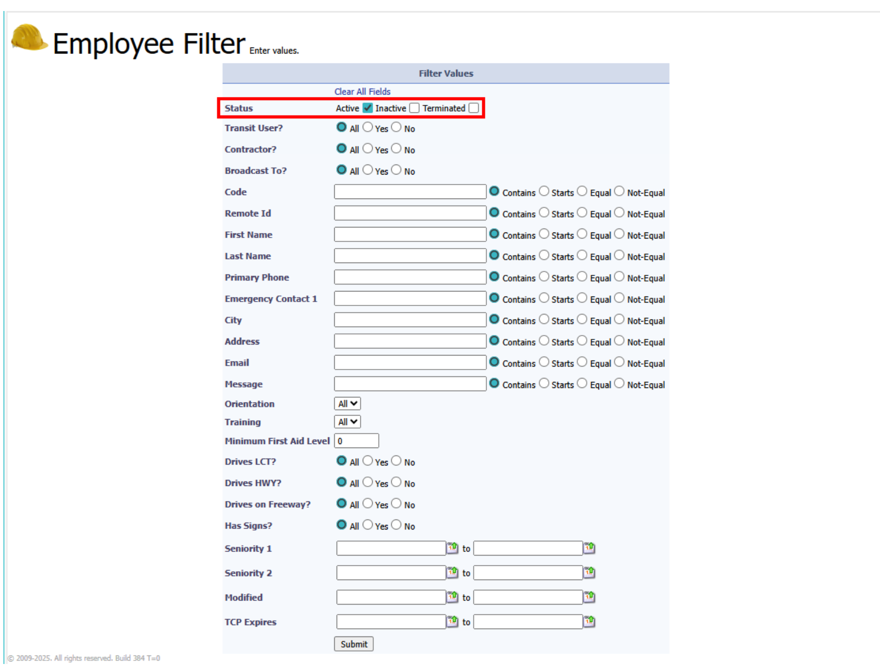
This appendix shows you how to set records inactive, and then reset their status to active.

By default, record filters display only Active records

Let’s look at the Employees screen to see how record filtering works.

Note the Filter at the top of the Employees screen. The green text shows the current filter settings.

- Status(A) shows that the list will include all Alpha employee records that are Active.
- At any time, click the Reset Filter link to revert to the default filter Status(A), to see all active records.
- Click the Filter link to change the filter values. The following screen will appear:

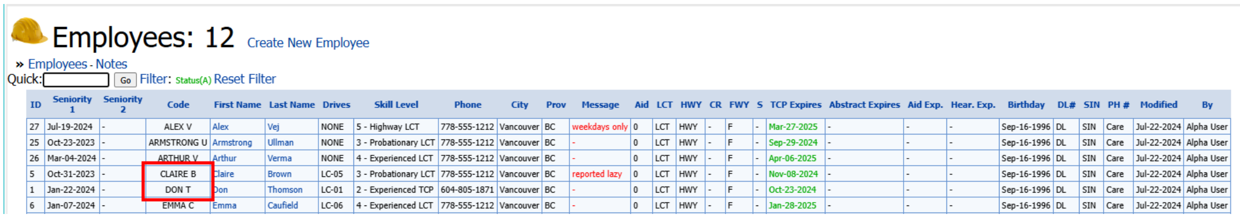


- To see Inactive or Terminated employees, select the appropriate Status checkboxes (outlined in red above).

  As you can see, Traffic Control Dispatch provides a full range of criteria for filtering employees.

Change the status of employees to “Inactive”

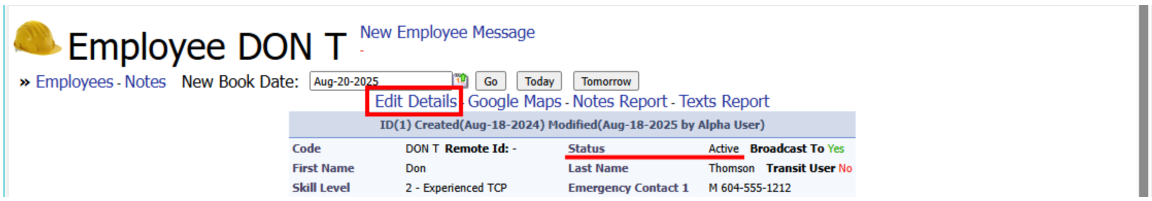
Let’s change the status of two employees: we’ll set Don T inactive and terminate Claire.



ID	Seniority 1	Seniority 2	Code	First Name	Last Name	Drives	Skill Level	Phone	City	Prov	Message	Aid	LCT	HWY	CR	FWY	S	TCP Expires	Abstract Expires	Aid Exp.	Hear. Exp.	Birthday	DL#	SIN	PH #	Modified	By
27	Jul-19-2024	-	ALEX V	Alex	Vej	NONE	5 - Highway LCT	778-555-1212	Vancouver	BC	weekdays only	0	LCT	HWY	-	F	-	Mar-27-2025	-	-	-	Sep-16-1996	DL	SIN	Care	Jul-22-2024	Alpha User
25	Oct-23-2023	-	ARMSTRONG U	Armstrong	Ullman	NONE	3 - Probationary LCT	778-555-1212	Vancouver	BC	-	0	LCT	HWY	-	F	-	Sep-29-2024	-	-	-	Sep-16-1996	DL	SIN	Care	Jul-22-2024	Alpha User
26	Mar-04-2024	-	ARTHUR V	Arthur	Verma	NONE	4 - Experienced LCT	778-555-1212	Vancouver	BC	-	0	LCT	HWY	-	F	-	Apr-06-2025	-	-	-	Sep-16-1996	DL	SIN	Care	Jul-22-2024	Alpha User
5	Oct-31-2023	-	CLAIRE B	Claire	Brown	LC-05	3 - Probationary LCT	778-555-1212	Vancouver	BC	reported lazy	0	LCT	HWY	-	F	-	Nov-08-2024	-	-	-	Sep-16-1996	DL	SIN	Care	Jul-22-2024	Alpha User
1	Jan-22-2024	-	DON T	Don	Thomson	LC-01	2 - Experienced TCP	604-805-1871	Vancouver	BC	-	0	LCT	HWY	-	F	-	Oct-23-2024	-	-	-	Sep-16-1996	DL	SIN	Care	Jul-22-2024	Alpha User
6	Jan-07-2024	-	EMMA C	Emma	Caufield	LC-06	4 - Experienced LCT	778-555-1212	Vancouver	BC	-	0	LCT	HWY	-	F	-	Jan-28-2025	-	-	-	Sep-16-1996	DL	SIN	Care	Jul-22-2024	Alpha User

To change the status:

- Click the employee’s first or last name, and select Edit Details on the screen that appears:

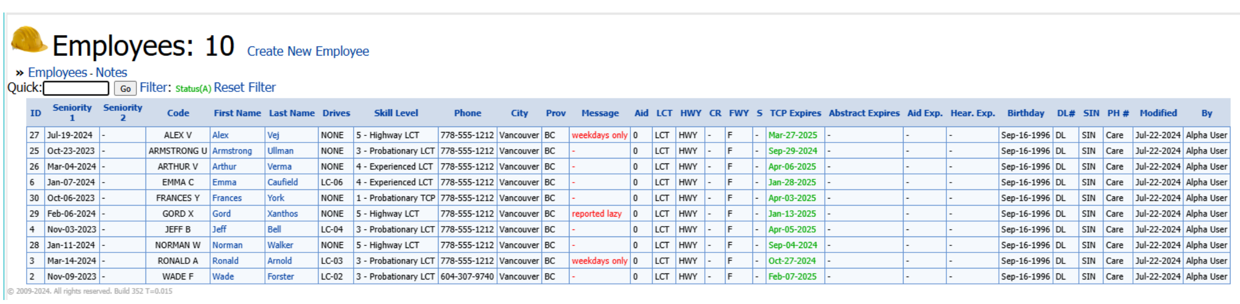


You can see on this screen that Don’s status is Active.

- Change the status to Inactive, and then click the Submit button on the screen.

- Go back to the Employee’s list, select Claire, and follow the same procedure to make her record status “Terminated.”

With the default filter set, the screen now looks like this, Don and Claire missing from the employee list.



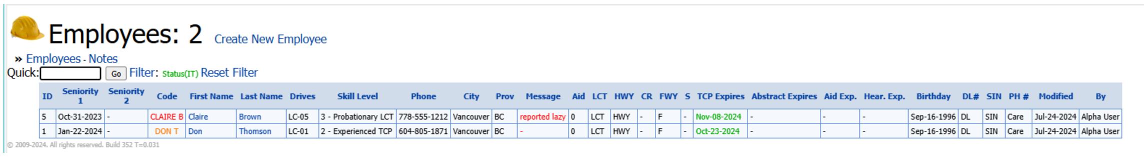
ID	Seniority 1	Seniority 2	Code	First Name	Last Name	Drives	Skill Level	Phone	City	Prov	Message	Aid	LCT	HWY	CR	FWY	S	TCP Expires	Abstract Expires	Aid Exp.	Hear. Exp.	Birthday	DL#	SIN	PH #	Modified	By
27	Jul-19-2024	-	ALEX V	Alex	Vej	NONE	5 - Highway LCT	778-555-1212	Vancouver	BC	weekdays only	0	LCT	HWY	-	F	-	Mar-27-2025	-	-	-	Sep-16-1996	DL	SIN	Care	Jul-22-2024	Alpha User
25	Oct-23-2023	-	ARMSTRONG U	Armstrong	Ullman	NONE	3 - Probationary LCT	778-555-1212	Vancouver	BC	-	0	LCT	HWY	-	F	-	Sep-29-2024	-	-	-	Sep-16-1996	DL	SIN	Care	Jul-22-2024	Alpha User
26	Mar-04-2024	-	ARTHUR V	Arthur	Verma	NONE	4 - Experienced LCT	778-555-1212	Vancouver	BC	-	0	LCT	HWY	-	F	-	Apr-06-2025	-	-	-	Sep-16-1996	DL	SIN	Care	Jul-22-2024	Alpha User
6	Jan-07-2024	-	EMMA C	Emma	Caufield	LC-06	4 - Experienced LCT	778-555-1212	Vancouver	BC	-	0	LCT	HWY	-	F	-	Jan-28-2025	-	-	-	Sep-16-1996	DL	SIN	Care	Jul-22-2024	Alpha User
30	Oct-06-2023	-	FRANCES Y	Frances	York	NONE	1 - Probationary TCP	778-555-1212	Vancouver	BC	-	0	LCT	HWY	-	F	-	Apr-03-2025	-	-	-	Sep-16-1996	DL	SIN	Care	Jul-22-2024	Alpha User
29	Feb-06-2024	-	GORD X	Gord	Xanthos	NONE	5 - Highway LCT	778-555-1212	Vancouver	BC	reported lazy	0	LCT	HWY	-	F	-	Jan-13-2025	-	-	-	Sep-16-1996	DL	SIN	Care	Jul-22-2024	Alpha User
4	Nov-03-2023	-	JEFF B	Jeff	Bell	LC-04	3 - Probationary LCT	778-555-1212	Vancouver	BC	-	0	LCT	HWY	-	F	-	Apr-05-2025	-	-	-	Sep-16-1996	DL	SIN	Care	Jul-22-2024	Alpha User
28	Jan-11-2024	-	NORMAN W	Norman	Walker	NONE	5 - Highway LCT	778-555-1212	Vancouver	BC	-	0	LCT	HWY	-	F	-	Sep-04-2024	-	-	-	Sep-16-1996	DL	SIN	Care	Jul-22-2024	Alpha User
3	Mar-14-2024	-	RONALD A	Ronald	Arnold	LC-03	3 - Probationary LCT	778-555-1212	Vancouver	BC	weekdays only	0	LCT	HWY	-	F	-	Oct-27-2024	-	-	-	Sep-16-1996	DL	SIN	Care	Jul-22-2024	Alpha User
2	Nov-09-2023	-	WADE F	Wade	Forster	LC-02	3 - Probationary LCT	604-307-9740	Vancouver	BC	-	0	LCT	HWY	-	F	-	Feb-07-2025	-	-	-	Sep-16-1996	DL	SIN	Care	Jul-22-2024	Alpha User

- Notice that the list now says there are 10 employees, where before it listed 12.

Change the filter to view Inactive and Terminated employees:

- Click the Filter link to display the Filter Values screen, select the Inactive and Terminated checkboxes, and click Submit to see all Inactive and Terminated employees.

  You can deselect the Active checkbox to eliminate all active employees from the display.



Employees: 2 Create New Employee

» Employees - Notes
Quick: Go Filter: Status(IT) Reset Filter

ID	Seniority 1	Seniority 2	Code	First Name	Last Name	Drives	Skill Level	Phone	City	Prov	Message	Aid	LCT	HWY	CR	FWY	S	TCP Expires	Abstract Expires	Aid Exp.	Hear. Exp.	Birthday	DL#	SIN	PH #	Modified	By
5	Oct-31-2023	-	CLAIRE B	Claire	Brown	LC-05	3 - Probationary LCT	778-555-1212	Vancouver	BC	reported lazy	0	LCT	HWY	-	F	-	Nov-08-2024	-	-	-	Sep-16-1996	DL	SIN	Care	Jul-24-2024	Alpha User
1	Jan-22-2024	-	DON T	Don	Thomson	LC-01	2 - Experienced TCP	604-805-1871	Vancouver	BC	-	0	LCT	HWY	-	F	-	Oct-23-2024	-	-	-	Sep-16-1996	DL	SIN	Care	Jul-24-2024	Alpha User

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You can now see the employees that we just changed.

The inactive employees are displayed with orange codes (DON T) and the terminated employee is displayed with a red code (CLAIRE B).

Change the status back to active:

For each employee that you want to change.

- Click the employee’s first or last name, and select Edit Details on the screen that appears:
- Change the status to Active, and click the Submit button.