

Contents

Quick Tips

- New Features
- Brokerage Agent Offices
- In development
- Special Promotions
- Meet our team



Quick Tips

Posting to truckstop.com

Did you know that with a Truckstop account, you can post loads and trucks directly to the LOADBOARD? From any load, look for the tab on the top right for Truckstop and the rest is simple!

Information Icons

By clicking on the "i" inside of the Edit Existing Load page you can access all of the details of that Driver, External Carrier, Shipper or Consignee

Loadfinder

Under the Dispatch menu, go to "Load Finder". You are able to search for all previous loads entered into the system and search by anything. We call it "The Master Load Searcher"

Duplicating Loads

Do you have a lot of repeat loads? In Load Manager, you have the option of looking at all your loads and duplicating an old load. All information is copied to the new load and all you need to do is update the dates and driver or carrier on the load.

ITS-Dispatch Newsletter?

Yes, ITS-Dispatch Newsletter. We have done one in the past but, this is going to be a way of keeping you informed and up to date with our program. You will see this in your email every couple of months.

In this issue, please pay special attention to all the new add-ons that we've done over the past couple of months. Some of these you may already be using but some may be completely new to you and are definitely worth a look!

We're looking for some help by starting a **Customer Advisory Board** with the intent that this board would be available to assist us in the direction of ITS Dispatch. For more information on what would be required, please see page two. We look forward to hearing from any customers that are willing to make a difference in both the quality and the components being developed for our members!

Our team is listed on the back page as well. We take great pride in the level of customer service and support that we provide for our users and figured it would be nice for you to have some faces to put with the voices in our office!

Customer Testimonial

Interstate Logistics LLC

Our company, Interstate Logistics is a fairly large single office broker that's been using ITS Dispatch since May of 2008. Prior to ITS Dispatch, we managed all of our loads with a home made system that included Microsoft XL and Quick Books. As our business grew, we required a more broker specific application to manage all of our loads, customers and carriers. After researching various products on the market at price points of \$1000.00 to \$9000.00, we decided to go with ITS Dispatch.

We have been more than pleased with what ITS Dispatch has offered us and with how much more organized we have become as a result. The staff at ITS have been great in support and training and even took our advice on building a couple new components that not only helped us out, but some of their other customers as well! Their program is constantly changing with new features being added and regular minor updates.

I would highly recommend ITS Dispatch to anyone that's in the market for freight broker software. The pricing, product and support just can not be beat.

*James Wheelehon
Interstate Logistics LLC, Chesterfield, MO*

Send us your testimonial! Email to ian@its-dispatch.com. To contact us, please give us a call at 888-338-9656 or at the local 905-918-0610. Visit our site at <http://its-dispatch.com>.

Agent Offices?

When we initially built ITS-Dispatch, we had always wanted to design in an agents program. At first, there was not enough demand to justify the time required to build it. That quickly changed with the addition of some new brokerage specific tools and the Agent Offices became a priority.

We designed the agent offices so that all controls were being done by the parent office. The parent office has the ability to add in agents as they require and chose the settings for each office. The parent office can choose to share their customers with their agents or choose to have the agents start with a "Blank" system. The parent offices can add in specific agent office phone numbers and logos for load confirmations and control whether users have the rights to see reports and statistics.

By request of one of our larger brokers, we designed in the ability for the parent office to control the adding of customers. This particular broker wanted to restrict the agents from adding customers. We designed in a control from the parent level that allows the add customer at the agent level, to be on or off.

All reports and statistics are run for each office and the invoicing is also specific per office. Agent offices are not able to see information for the parent office or other agents.

Give us a call and we would be pleased to walk you through a live demo on the agent offices.



We want to be able to offer a quality product and suit all of our customers needs. Some of the important new add-ons to our system are...

New Server...

We performed a major upgrade to our servers in order to meet the demands of both our current customer base and future growth.

The improvements in speed were immediate. We continue to fine tune the application daily with the goal of creating more consistent useage volumes and eliminating spikes in demand that can still cause slow periods.

Unlmited Picks and Drops...

There used to be a limit on the amount of Picks and Drops you could have but now we have created it so that you can have unlmited Picks and Drops.

Batch Invoicing...

A lot of you out there have a customer you do a lot of business with. Make it easier

So, What's New?

We've been working for the past couple of months to get some new features released for the New Year. Here are some that you may not know about!!

by sending them one invoice at the end of every day/week/month with one invoice number attached to it. In the Accounting Manager, in the "completed" section, when there are loads in there, you will see an option to select a customer and check as many loads as you would like for one invoice. Click on Create and it will create a Batch invoice.

Multiple Drivers...

We have now made it possible for you to have multiple drivers on a load with the driver pay adjusted accordingly. All you have to do is Select Multiple Drivers in the Edit Existing Load Page and then you can choose Driver 1 or Driver 2 and add the picks and drops for each driver respectively.

Driver Pay...

We have revamped the whole Driver Pay Section as well. We have made it possible for Drivers to be paid a pre-determined percentage of other charges on a load. We have also made it possible to Add/Deduct a pre-determined amount on a load-by-load basis or each time a report is generated for their pay.

For additional information on these new functions please call us at 1-888-338-9656 (x24 for Dave or Ext. 26 for Andy)

Development What's Next?

Multiple Sales Reps...

Some Brokers have requested the ability to pay comissions to two different people on a load. We are working on that functionality for it to be possible.

Prebilling Capabilities...

We are creating the ability for you to be able to create an invoice for your customers before the load has been delivered. You will then be able to carry out the process through to completion, once the load is delivered and export it to QB.

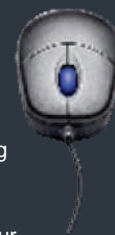
FUEL TAX (IFTA)...

Yes carriers, we're building this! We plan on completing this for early 2010. There will be two versions... One that integrates with Dispatch and the other that is a standalone version. Watch for BETA versions to be released around February.

Tell us what you think! We're only a click away!

We value your opinion.

Whether it be an email of Thanks for the training that you've received, a suggestion to improve our product or general feedback, we'd like to hear from you! Please drop us a quick email with your thoughts, suggestions or feedback. We always welcome testimonials from our customers as well! Email to: support@its-dispatch.com





We Need Your Help!

Customer Advisory Board

With the continued growth of ITS Dispatch and the ongoing new list of development projects, we often find ourselves looking for feedback when building new components. Usually this is a case of functionality and a confirmation that we are heading in the right direction. At other times, we need a little bit more assistance with deciding how a component should function or simply whether a new component would really be a benefit for the majority of our users.

We are looking for some of our existing customers that would be willing to assist us with these tasks. Your commitment of time will be no more than an hour each month on a conference call and possibly some emails during the month as well. If you are an active user of ITS Dispatch and either a Carrier or Broker, you qualify!

If you're interested in being a part of the ongoing development, please drop us an email and let us know. We would value your opinions!

Current Projects we need help with:

1. Redesign of BOL (Functionality)
2. Blind Shipments (Functionality)
3. IFTA Application (Feedback)

Future Projects (After March 2010)

1. LTL (Multiple Customers)
2. Sales manager (Quoting system)
3. Accounting Package (QB Light)

Please email your request to Raye Ackerman at: racky@rogers.com. Let us know your company name and we can look up the rest.

For additional information on the Customer Advisory Board, please feel free to call Raye directly at (888) 338-9656 x22.

Referral Program with **HUGE** Incentives!

Commencing December 2009, ITS Dispatch will be starting a fairly lucrative referral programs for all of its members

We have realized that there are quite a few customers that have sent us new business, simply based on word of mouth about our product. We see this when we receive demo requests and when we ask the new customer where they heard about us from. The response is often, "From a member".

After some internal research and some calculations on our part, we put together a plan that we feel can be a huge benefit to your Company. We wanted to ensure that the potential reward was worthy of the referrals that we're asking you to send us!

Incentives Program

2 New referrals that become customers:
Reward: Office Lunch (\$200.00 Value)

4 New referrals that become customers:
Reward: 6 MONTHS Free on ITS-Dispatch Up to \$570.00

6 New referrals that become customers:
Reward: 1 YEAR FREE on ITS-Dispatch (Up to a \$1140)

* referral must be a customer for at least 3 months

Employee Profile! **Get to know our staff – Andy Emslie!**

Each issue, we will profile a member of our team and let you learn just a little about us!

Andy Emslie has been with us for just over a year now and has really taken our support side of the company to a new level. He is committed to taking the time with everyone that needs help until they totally understand the program. Whether it be a quick fix or a full training session on the system, Andy is there to guide you through it. Andy's excellent support and unequalled patience with new customers is a model for all of our support staff.



Personal

Interests and Hobbies: *Boating and Winter Skiing*
Favourite Movie: *Shawshank Redemption*
Favourite TV Show: *The Tudors and Survivor*
Favourite Food: *Seafood and Caribbean food*

Trucking Industry Experience

1983-1998 *Started as city driver and then highway- both team/single work across North America*
1999-2008 *Transport Safety and Compliance and Operations Management*

What you like most about working for ITS?

I like the relaxed atmosphere and being available to support those that want our help. I also like that they always listen to the suggestions that I have for improving Dispatch and if it's a good one, they get it done quickly! (They're not always good! They have to help everyone!)

Meet the key members of our team at ITS-Dispatch

- Our team are all committed and dedicated to ensuring that your needs are being met!

Contact Us

ITS Dispatch
(Operated By ITS CANADA)

187 Main Street, Unit 208
Newmarket, Ontario
L3Y 3Y9

Toll Free 888.338.9656
Local 905-918-0610
Fax 905-918-0609

Hours
Monday to Friday
8:00 am to 6:00 pm Eastern



Raye Ackerman ext. 22

Project Manager and Application Designer



Ian McDougall ext. 25

Director of Sales



David Cryer ext. 24

Customer Training and Support
Account Manager – Internet Truckstop



Andy Emslie x 26

Customer Training and Support
Primary New customer contact



Sean Gauthier ext. 28

Sales - ITS-Dispatch



Joanne Kennedy x 21

Accounts Receivable



Jay Waples ext. 29

Sales - ITS-Dispatch



Daniel Sharpe

Lead Application developer