**FAQ's during Cold Calling of Truck Dispatching Services**

1. (Q) **I'm not interested!!**

(A) May I know something before you go/hang up? (Then initiate a interesting convo)

2. (Q) **I'm busy right now!!**

(A) May I know the suitable time to call you back.

3. (Q) **I have a dispatcher!**

(A) I’m not saying to leave your dispatcher. I’m saying just let’s try our services in parallel. In this way, you would have multiple options. If you think, we are providing you better options, then go with us otherwise there is no force dispatch you can take the options from your previous dispatcher. It’s always win win situation. Additional options are always in your favor.

4.(Q) **I work by myself!!**

(A) As an owner operator, you may start out booking loads yourself using load boards. This may work well for a while, but once you start accepting loads, you won’t have enough time to spend on load boards. You’re also missing out on opportunities to make more money on higher-paying loads.

That’s where a **dispatching company** can help. Our dispatcher will give you more time to focus on working on your business and less time searching for loads.

The main cause of failure for most beginner owner-operators is due to lack of finding consistent loads to keep their business moving. Time is money.

Our core job is to find loads, negotiate for the better rates and perform the paper work involved in the process. However, the owner operators miss the opportunity of finding high paying loads once they are busy with dealing the drivers, maintenance work or the break downs.

That’s where a **dispatching company** can help you to standout in competitive market condition. Therefore, outsourcing eradicates the main cause of failure for most beginner owner-operators which is due to lack of finding consistent loads to keep their business moving.

You may quote the same as the previous question answer as well.

You can provide an example also how you can create more money for him.

5. (Q) **I do ports/Intermodel/dock trucking!!**

(A) Mostly don't work with them but you can say we can do power only work (Local mostly)

6. (Q) **My wife/brother (Any relative) or partner dispatch me for free!!**

(A) same answer as question 4.

7. (Q**) I have dispatchers on pay roll!!**

(A) We can do same work in less (you only have to pay when there is any output/ You don't have to pay for any subscriptions)

8. (Q) **What is your MC number?**

(A) Only brokers/carriers/shipper/freight forwarders have MC number we have EIN and LLC. Even ask the question , can you tell me any MC number own by a dispatcher. Once you check any MC on Safer snapshot you will only find Carrier/Broker/ shipper / FF

9. (Q) **I do amazon!!**

(A) Keep some point of Amazon in mind and Talk about the layover and detention

10. (Q) **Dispatch is a scam!! Or You Guys are doing Scam**

(A) It is legal and we have a verified company  
answer your question in three parts  
Sir we are registered company and you can verify our status online and visit our website as well. We can send you our company proposal on your email for further verification of our company and details about our services.

We are already working with a number of carriers and owner operators and some of them are working with us for last this much time. I can send you their contact number and you can verify from them as well.

We don’t handle money in the process. We book the load for you and after delivery you get the money through your factoring or through quick pay method and once you get the money then we send you our invoice for our commission and you pay us at the end. So, as I told you we don’t handle money in all the process therefore, can you tell me how can we do a scam to you ?

11. (Q) **What value you add into my business!!**

(A) We provide quality in your business/ Mental ease/ it's not always about money

12. (Q) **I also have load boards!!**

(A) but we have an expert team which is doing dedicately dispatch only (Talk about the other hurdles a trucker have to face rather than dispatch) and also you can pitch the same reply as of I’m doing it myself.

13. (Q) **Is this a sales/dispatch service call?**

(A) Yes sir it is a sales call but it is worth trying

I’m gonna be honest it is a sales call but I’m gonna make sure it is worth your time

Yess but I’m gonna make sure that we are adding value to your business

14. (Q) **Where did you get my number from?**

(A) We got your number from safer web which is a gov site on which all the carrier's portfolio/details are provided!!

15. (Q) **Why would I pay you for something that I can do myself?**

(A) Because we can do it better and It's gonna be a step up for your business. Guide him with example like we take many services in our daily life that even we can do sometimes but in order to get the better output or result we take the services from experts. Those who are expert they always save our time and ultimately make more money for us. It also helps you to expand your business once you are mentally free from the basics of your business.

16. (Q) **What rpm you are providing?**

(A) Nothing less than 2 for bigger trucks and 1.5 in smaller trucks!! Don’t tell him the fix rate. Guide him that it depends upon state wise and market condition wise but minimum we can gurantee you for this rate and definitely as a dispatcher our priority is to get more rate because the more you will earn ultimately we will get more commission.

17. (Q) **My dispatcher is charging less than you!**

(A) Quality comes with a price. We are available 24/7 and even on weekends. We work as team, if one of our member is out for a while second take over. Further, we work under supervision to avoid any mistake or blunder.

18. (Q) **I don't like to be controlled!!**

(A) Everthing is gonna be in your hand no forcefull dispatch

19. (Q) **Why should I trust you?**

(A) Because there is no risk (We are not asking for any personal details). Just you need to provide us zipcode and necessary documents of carrier borker setup and we are good to go. Rest same as question number 10.

20. (Q) **What kind of loads you have?**

(A) We deal in FAK (Counter question him what kind of truck do you have ask in a beautiful manner) and try to be relevant as per his truck type.

21. (Q) **I'm on contract!!**

(A) Ask for his free time maybe in weekend or evening loads

22. (Q) **Do you have dedicated lanes?**

(A) Yes but they are not like on the way if we got some while we are doing business we will share you

23. (Q) **I don't work over seas!!**

(A) Sir our company is registered in USA we can share the legal docs if you want and pitch some points of question 10.

24. (Q) **Every one say these things but no one does it!!**

(A) Your wait is over now/ Don't judge a book by it's cover explore the things out then make a decision. You can try our services and we can provide you first two loads with no charges. If you think we are worthy enough then you can start working with us.

25. (Q) **How do you think you are not waste of my time?**

(A) What if we are not/ I'm gonna make sure that we are not/ Don't pay us if you are not satisfied or same answer as previous answer.

26. (Q) **What lanes do you have?**

(A) We generally work in all 48 states (counter question him what kind of lanes you are looking for)

27. (Q) **Which area you work in?**

(A) Same as ans 26

28. **Where are you from**  
Sir our company is registered in – state. If he insists that you don’t look like native then tell him truth that you are sales person and some of our employees are working remotely. Even if you need to take the name of your country no need to shy and tell them.

29. **What if you play any blunder during the load, who is gonna pay for that?**

(A). Sir if some blunder happened because of us, we will be responsible for that. You can charge us through our invoices. Our commission will be in your hand.

30. **If someone is just using abusive language**

If someone is using abusive language don’t loose your patience and humbly ask , may I know the reason for your anger behind call and use your IQ to calm him down and answers his questions. If he consistently repeat the same then hand up the call.