

What to Expect from Super Dispatch Onboarding

Our goal is to provide you with a seamless, supportive onboarding experience that sets you up for success, enabling your team to fully leverage the power of Super Dispatch from day one. Here's what you can expect as we guide you through every step of getting started.

Step 1: Submit for Verification

Don't Delay. Start Verification Today – Verification is required to post loads to the Super Loadboard or send direct offers to carriers. While it doesn't need to be complete before your Welcome Call, starting this process early ensures there are no delays in the onboarding process. Your Onboarding Specialist can assist during your Welcome Call if needed.

Step 2: Welcome Call

Scheduled within 36 hours – You'll have an introductory call with your dedicated onboarding specialist to kick things off. We'll confirm your subscription details, discuss your immediate goals, and outline the steps you'll be taking with us. During this call, we'll also identify key contacts and help you get verified to set the foundation for your onboarding.

Step 3: Setup Meeting

For Your Main Point of Contact – In this session, we'll configure your account to meet your specific needs. We'll walk through essential features, including Pricing, Tracking, and Invoicing, to ensure you're set up to get the most out of Super Dispatch. This is also a great opportunity to align on your goals, so we can tailor the onboarding experience to support them.

Step 4: Integration Workshop *(For Teams with Integrations)*

For Your Main Point of Contact and Development Team – If you're integrating Super Dispatch with other systems, we'll dive into setup details, review API documentation, and offer guidance on using tools like Zapier. This session is designed to ensure smooth and successful integrations.

Step 5: Onboarding Wrap-Up Call

For Your Main Point of Contact – After reaching your onboarding milestones, we'll have a final call to confirm everything is in place. We'll show you how to access support moving forward and answer any remaining questions to make sure you're fully equipped.

Step 6: Complete Onboarding Survey

Complete your Super Dispatch onboarding in one final, easy step! After your wrap-up call, you'll receive a quick survey to share your feedback. Don't miss this opportunity to finish strong and help us improve!

Office Hours

Available to Any Team Member – We offer scheduled "office hours" each week for anyone on your team to join and ask questions, get additional help, or dive deeper into specific features. This is a great resource to keep your team supported as they continue using Super Dispatch.