

STANDARD OPERATING PROCEDURE

How to keep every driver conversation on one DSP number.

Five steps that put every text and call with a driver on the DSP number, clear what came in before the first wave, and leave a record the next shift can read.

PORTALS	Inbox, Dispatch, General
ROLES	Dispatcher, Manager, Owner
HOW OFTEN	Every day, Every morning, Every call, Shift change
PAGES USED	Inbox, Dialer, On Road, Associates, Connections
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READ ONLINE	ultimatedsp.com/knowledge/communication-hub

What this SOP fixes

- Drivers text managers' personal phones, or another app.
- Dispatch keeps switching between portals and phones.
- You call a driver without seeing their route or score.
- The next shift has no idea what the last shift told a driver.

How to use it: read sections 1 to 6 once. Then run section 7 on the rhythm in section 6, and print the checklists in section 11 for the wall.

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1. Purpose and scope

This SOP keeps every text and call with a driver on your DSP number, and on the driver's timeline in Inbox. Dispatch clears what came in before the first wave, reads the driver's route and score before calling, calls from the dialer so the call is recorded, and leaves notes the next shift can find.

It is written for the dispatcher who talks to drivers all day, and the manager and owner who pick up when dispatch is busy. Finance has no access to Inbox or the dialer.

This SOP covers

- Texting drivers from the DSP number.
- Clearing unread messages and missed calls each morning.
- Reading the route and score before a call.
- Calling from the dialer.
- Notes and tasks at shift change.

It does not cover

- Setting up phone lines and the mailbox in Connections.
- Morning callouts, backups and rescues. That is the SOP Daily dispatch.

- Package questions, which drivers take to Amazon's driver support.

2. Why this matters

At most DSPs, a driver conversation lives on whichever phone picked it up. Nobody else can see it, and the next shift starts blind. Four gaps cause it:

THE PROBLEM	WHAT IT COSTS YOU
Drivers text managers' personal phones	The thread is invisible to the team, and it leaves when that manager does.
Dispatch switches between portals and phones	Messages get missed while someone is on the other screen.
You call without seeing the route or score	You ask the wrong question, and miss a coaching block that affects tomorrow.
The next shift starts blind	Drivers get asked the same thing twice, or told two different things.

3. What good looks like

- Every text and call with a driver goes through the DSP number.
- Unread messages and missed calls are cleared before the first wave.
- Nobody calls a driver without reading their route and score first.
- Every call is made from the dialer, so it lands on the driver's timeline.
- The next shift finds a note wherever something is still open.
- Every driver conversation is on one timeline the whole team can read.
- Callouts are found before load-out, not after.
- Handover is quick, because the notes are already on the timelines.

4. Roles and responsibilities

ROLE	WHAT THEY OWN IN THIS SOP
Dispatcher (Operations)	The main user of Inbox and the dialer. Texts, calls, clears Unread and Missed, and leaves notes and tasks.
Manager	Full use of Inbox and the dialer, and changes drivers' phone numbers and emails on Associates.
Owner	Full use, can edit or delete any note, and makes sure the station line is set up.

ROLE	WHAT THEY OWN IN THIS SOP
Sub Admin	Has the Owner's rights on Inbox.
Finance	No access to Inbox, and the dialer button is hidden.
Driver	Texts and calls the DSP number, and never sees internal notes.

5. Before you start

Set these up once. Every step below assumes they are in place.

TASK
☐ Set up the station phone line in Connections. Without it, the Text tab and calls are disabled.
☐ Record a voicemail greeting for the line in Connections.
☐ Connect a mailbox in Connections if you want to email drivers from Inbox.
☐ Check every driver's phone number and email on their record in Associates.
☐ Save templates for the texts you send often.
☐ Tell every driver at orientation that the DSP number is the only number for texts and calls.

6. The rhythm

When each part of the procedure happens, who does it and on which page.

WHEN	WHAT	WHO	WHERE
All day	Text drivers from Inbox, on the DSP number	Dispatcher	Inbox
Every morning, before the first wave	Clear Unread and Missed, and act on callouts	Dispatcher or Manager	Inbox, Dialer
Every call	Read the route and score, call from the dialer and note what was agreed	Dispatcher or Manager	Inbox, Dialer
Every shift change	Leave notes and tasks, and hand over the driver names	Dispatcher	Inbox
Day end	Note anything missing or broken for the start-up meeting	Dispatcher	Inbox

7. The procedure, step by step

Five steps: two every day, two on every call and one at every shift change. Texts and calls leave from the station line, and everything lands on the driver's timeline in Inbox.

1 Text every driver from the DSP number, never a personal phone

Every day

Where Inbox **Who** Dispatcher or Manager

WHY THIS STEP MATTERS

A text from a personal phone is invisible to everyone else. When that manager is off, or leaves, the conversation leaves with them. One number means drivers always know who is texting, and the whole team sees the thread.

HOW TO DO IT

1. Open Inbox and find the driver in Recents: search by name or phone, or click their row.
2. Keep the **Text** tab in the composer, type the message and press Enter to send. Shift and Enter adds a line.
3. Use the templates button for messages you send often. Text messages take images only.
4. From a driver's record in Associates, **Message** opens Inbox on that driver with the Text tab ready.
5. Tell every new driver at orientation that the DSP number is the only number for texts and calls.

WHAT TO CHECK

- The line under the composer shows the station code and the DSP number.
- The message shows a delivery receipt.
- The driver's reply lands on the same timeline.

Done when: The text shows on the driver's timeline with its delivery receipt, and no text went from a personal phone.

IF SOMETHING IS WRONG

- The bubble shows failed with Retry: the send failed. Tap Retry to send it again.
- The Text tab and Call are disabled: the station phone line is not set up in Connections.
- The Email tab is disabled: no mailbox is connected, or the driver has no email on their record.
- The driver's phone number is wrong: change it on their record in Associates. Inbox shows it read-only.

KEEP A RECORD

Every text stays on the driver's timeline. Receipts show delivery only: nothing shows whether the driver read it.

2

Clear unread messages and missed calls before the first wave

Every morning

Where Inbox **Who** Dispatcher or Manager

WHY THIS STEP MATTERS

An early-morning text or missed call is often a callout. Found after load-out, it is a van with no driver and a route running late. Found before the first wave, it is a backup on the way.

HOW TO DO IT

1. In Inbox, click the **Unread** filter above Recents.
2. Open each row and answer it: text back, call, or add a task for a follow-up.
3. Click **Missed**, open each row and call the driver back from the dialer.
4. When a message is a callout, take the driver off the day's roster and bring in your backup.
5. Read any amber alert lines: they flag schedule problems for a manager.

WHAT TO CHECK

- **Unread** reads that you are caught up.
- **Missed** reads that there are no missed calls or voicemails.
- Every callout has a backup on the way.

Done when: Unread shows that you are caught up, and Missed shows no missed calls or voicemails.

IF SOMETHING IS WRONG

- A row has a red badge: that driver has a missed call or voicemail. Call them back first.
- You opened a row but cannot deal with it yet: opening it cleared it for everyone. Add a task or a note so it is not lost.
- The dialer's status tab says nobody can answer: calls to the line go to voicemail. Anyone on shift should set their status to Available.

KEEP A RECORD

Every reply and callback lands on the driver's timeline, with the name of the person who handled it.

3

Check the driver's route and score before you call

Every call

Where Inbox **Who** Dispatcher or Manager

WHY THIS STEP MATTERS

A call made blind wastes the driver's time on the road and yours. With the route and score in front of you, you ask the right question first, and a driver blocked by overdue coaching hears about it from you, not from the schedule.

HOW TO DO IT

1. In Inbox, open the driver. The header chip shows On route with the route, or Off duty.
2. Read the Current Route card: the route and van, and the time the board was last updated.
3. Read the Performance card: Clear to work or Blocked for overdue coaching, the net score with its tier, and open events and coaching.
4. Use the Full profile, Dispatch and Scorecard links when you need more.
5. For a route falling behind, check the last stop and the stop order before you call.

WHAT TO CHECK

- You know whether the driver is on route, and on which route and van.
- You know whether overdue coaching blocks them.
- The route time stamp is not amber.

Done when: You read the route, the van, the shift gate and the score before you dialed.

IF SOMETHING IS WRONG

- The route card says the driver is not on route today: check Load Out before you call about a route.
- Time stamps are amber: the On Road board has not been updated for over 90 minutes, so the driver may be further along than it shows.
- You want to lift a coaching block from Inbox: the rail cannot. Only the driver acknowledging the coaching in the app lifts it.

KEEP A RECORD

Reading the rail writes nothing. The call you make next is what lands on the timeline.

4

Call from the dialer so the call lands on their timeline

Every call

Where Dialer **Who** Dispatcher or Manager

WHY THIS STEP MATTERS

A call from a personal phone leaves no trace and shows the driver a number they may not know. A call from the dialer shows the DSP number, and the next person who opens the driver sees that the call happened and what was agreed.

HOW TO DO IT

1. Click a Call button next to the driver, or open the dialer and search **Contacts**, or type the 10 digits on **Keypad**.
2. Check the line selector shows the station line, then click **Call**.
3. During the call, use **Mute**, **Hold**, **Transfer** or **Add call note** as needed.
4. Write what was agreed in the call note before you click **End call**.

5. Keep your status on **Available** while on shift, and on **Busy** when you cannot take calls.

WHAT TO CHECK

- The call entry shows its direction, length and outcome.
- Anything agreed is in the call note.
- No call to a driver was made from a personal phone.

Done when: The call shows on the driver's timeline, with a note if anything was agreed.

IF SOMETHING IS WRONG

- **Call** stays disabled: the number is not a valid 10-digit US number, or there is no station line yet.
- The call dropped: click **Redial**.
- A call was made from a personal phone: it never logs. Add a note on the driver's timeline saying what was agreed.
- The call landed on the wrong person: use **Re-attribute** on the call entry to move it.

KEEP A RECORD

Every call, answered or not, logs to the driver's timeline and their full record, with who handled it.

5

Leave a note on the timeline when the shift changes hands

Shift change

Where Inbox **Who** Dispatcher or Manager

WHY THIS STEP MATTERS

When the shift changes hands, what the last person agreed with a driver goes home with them. A note on the timeline stays where the next person will look, next to the texts and calls it explains.

HOW TO DO IT

1. In Inbox, open the driver and click the **Note** tab in the composer.
2. Write what is open, what was agreed and what the next shift should do, then save the note.
3. For a call, type into the note field under the call entry instead.
4. For a follow-up, click **+ Add task** on the Tasks card and type what needs doing.
5. The next shift opens each driver and uses the **Notes** filter on the timeline to read them.
6. At day end, also note anything missing or broken for the next start-up meeting.

WHAT TO CHECK

- Every driver with something open has a note or a task.
- The next shift has the names of the drivers to open.
- Finished tasks are ticked.

Done when: Every open item has a note or a task on the driver's timeline, and the next shift knows which drivers to open.

IF SOMETHING IS WRONG

- An unsaved draft stays with the person who typed it, and the next shift cannot see it: save the note before you leave.
- There is no list of every driver's tasks: tasks live on each driver, so hand over the names.
- You opened a message but could not deal with it: it no longer shows as unread for anyone. Leave a note or a task.

KEEP A RECORD

Notes stay on the timeline with the author's initials, and edits are marked as edited. The driver never sees them.

8. The three numbers to watch

Read these numbers on the cadence in the rhythm table. Each one tells you whether the procedure is working.

NUMBER	WHAT IT TELLS YOU	ACT WHEN
Unread	Unanswered messages, missed calls, voicemails and alerts. A red badge means a missed call or voicemail.	It is above zero before the first wave: clear it.
Missed	Drivers whose last missed call or voicemail is still waiting for a callback.	Any row is left: call the driver back before load-out.
Route as of	When the On Road board was last updated, on the driver's route card. Amber after 90 minutes.	It is amber: the route may have moved on, so ask the driver where they are.

9. Common mistakes

MISTAKE	WHY IT HURTS	DO THIS INSTEAD
Texting drivers from a personal phone.	Nobody else sees the thread, and it leaves with that person.	Text from Inbox, on the DSP number.
Leaving missed calls until after load-out.	A callout becomes a van with no driver.	Clear Unread and Missed before the first wave.

MISTAKE	WHY IT HURTS	DO THIS INSTEAD
Calling without reading the rail.	You ask the wrong question and miss a coaching block.	Read the route and score first.
Calling from your own phone.	The call never logs, and the driver may not know the number.	Call from the dialer.
Opening a message you cannot deal with yet.	It clears for the whole team and gets forgotten.	Leave a note or a task when you open it.
Handing over from memory.	What was agreed goes home with you.	Leave notes, and hand over the names.

10. When to escalate

- A driver reports an accident or an injury: dispatch follows your accident process straight away and tells the manager.
- A driver keeps texting a manager's personal phone: the manager replies from Inbox and reminds them of the DSP number.
- Texts keep failing, or the station line is down: the owner checks Connections and the phone provider the same morning.
- A driver raises a pay problem: dispatch notes it on the timeline and hands it to the person who owns pay.

11. Printable checklists

Print this page and pin it where the work happens. Tick each line and initial it. Keep the sheet with the day's records.

Every morning

Date or week of: _____ Checked by: _____

TASK	DONE BY
☐ Unread cleared	
☐ Missed calls and voicemails called back	
☐ Callouts off the roster and backups called	
☐ Amber alerts read	

Every call

Date or week of: _____ Checked by: _____

TASK	DONE BY
☐ Route, van and time stamp read	
☐ Shift gate and score read	
☐ Called from the dialer	
☐ Call note written	

Every shift change

Date or week of: _____ Checked by: _____

TASK	DONE BY
☐ Notes left on every open driver	
☐ Tasks added for follow-ups	
☐ Driver names handed over	
☐ Drafts saved	

12. Terms used in this SOP

TERM	MEANING
Station line	Your DSP's phone number. Every text and call to a driver leaves from it.
Recents	The list of people on the left of Inbox, one row per person.
Timeline	Every text, call, email, note and system message with one person, in order.
Decision rail	The right-hand column in Inbox: profile, current route, performance and tasks. Only tasks can be changed there.
Shift gate	Whether overdue coaching blocks the driver from shifts.
Internal note	A note on the timeline that the driver never sees.
Unread	Messages, missed calls, voicemails and alerts nobody has opened.
Missed	Drivers whose last missed call or voicemail still needs a callback.

TERM	MEANING
Wave	A group of vans that loads and leaves the station together.
Callout	A driver who cannot come in.

13. Related SOPs

- Daily dispatch: ultimatedsp.com/knowledge/daily-dispatch
- Overtime and compliance: ultimatedsp.com/knowledge/overtime-and-compliance
- DA management: ultimatedsp.com/knowledge/da-management

About this SOP

Written by an Amazon DSP that runs these procedures every day, using the pages of Ultimate DSP. Amazon's program policies, your DSP agreement and the law come first: where they differ from this SOP, follow them. Page names and on-screen labels match Ultimate DSP as of September 2026. The latest version is online at ultimatedsp.com/knowledge/communication-hub.