# What’s New: Top 10 Features we released this year

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JOSEPHINE 1



DISPATCH SCIENCE

# Five areas we moved forward – Top features at a glance

### Ordering & Billing

Bill To Orders / Invoice Emails With Attachments / Order List Saved Views

### Dispatch

Next Gen Boards

### Customer Experience

Public Tracking Page / Notices — Self-Serve Banner

### Configuration & Admin

Inline Price List Editor / 24-Hour Time Format / Duplicate Accounts & Extra Fee Schedules / Attributes

### Integrations & API

DataBridge Code Review / New Tenant API Capabilities

# Bill To Orders

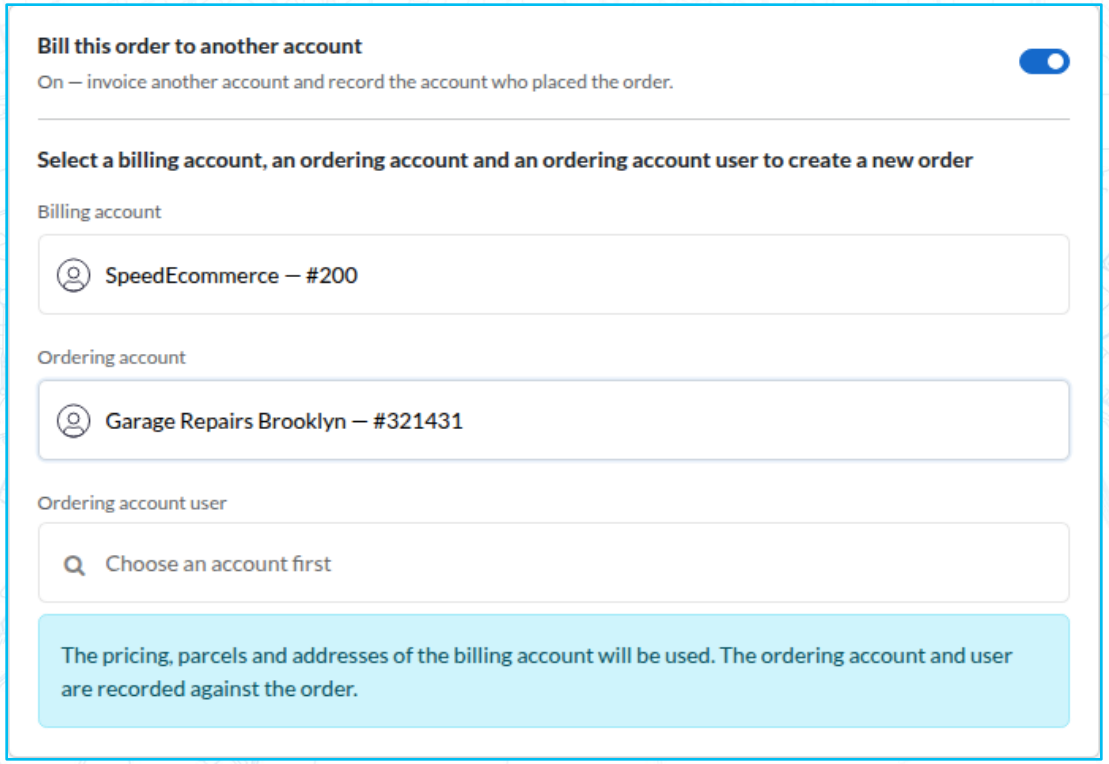
**Headline:** One account orders. Another one pays.

## What it is

- The ordering account and the billing account can now be different for a given order
- Available in BackOffice and the self-serve portal

## What it solves

- Divisions of a company can all bill another one
- **Direct customer billing -** The supplier ships the contractor's orders under the contractor's own carrier account number, so the carrier bills the contractor directly.



# Invoice Emails with Attachments

**Headline:** The invoice and its supporting documents, all in one email.

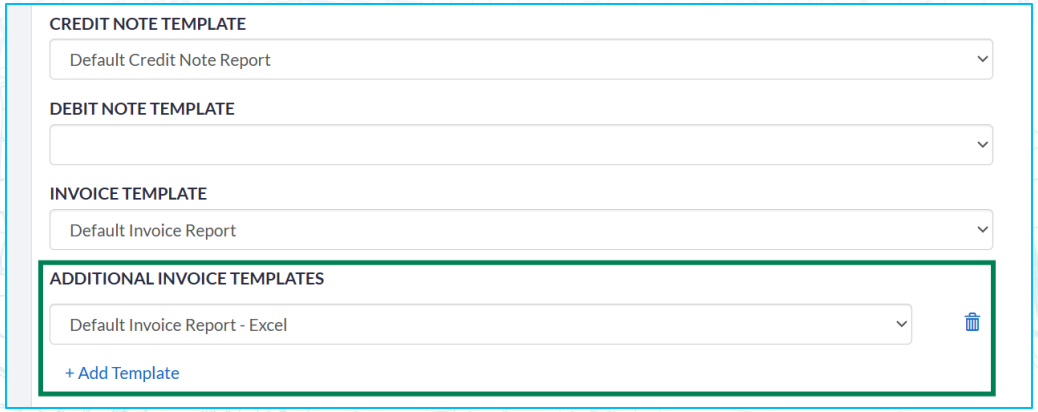
## What it is

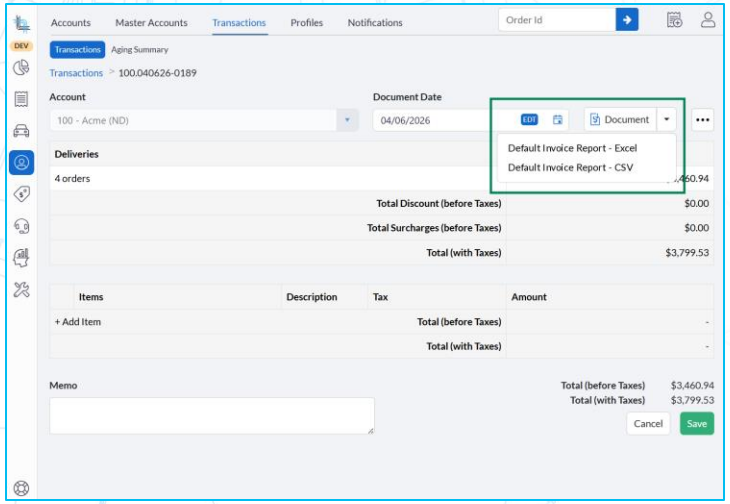
- Attach supporting documents directly to the invoice email
- Set it for the whole tenant, then override it per account

## What it solves

- Customers get everything they need to process the invoice in a single email
- Each account can get the setup that fits it

**Billing Options Settings**




**Transaction Details**

# Order List Saved Views

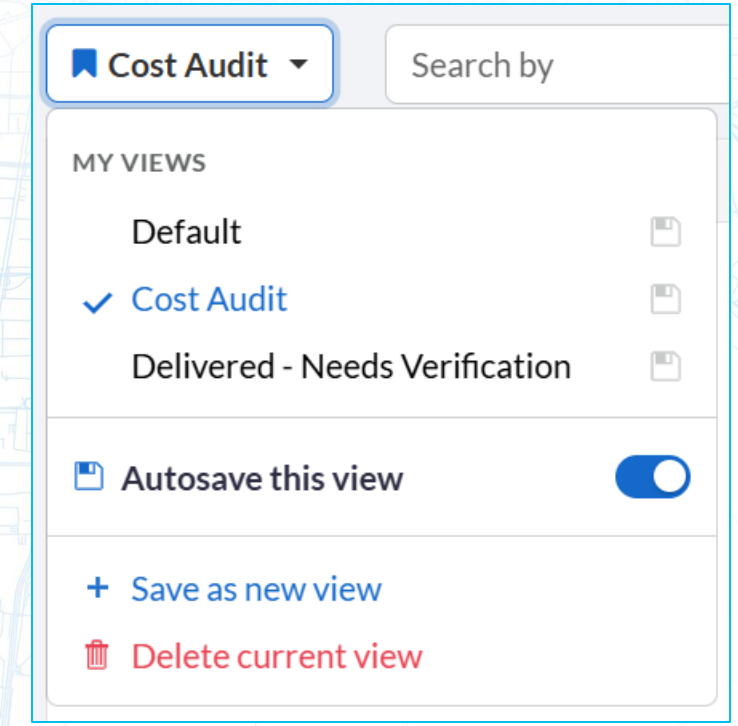
**Headline:** From an information display to a task-processing workbench.

**What it is**

- Save columns, filters, and sort as a named view, and pick one as your default
- Switch views instead of rebuilding the board every time

**What it solves**

- Invoicing verification: filter to Delivered + Needs Verification, and verified orders drop off the list as you work through it
- Then switch to your cost audit view and do the same



# Next Gen Boards

**Headline:** If dispatch doesn't run smoothly, nothing else does. So we rebuilt the foundation.

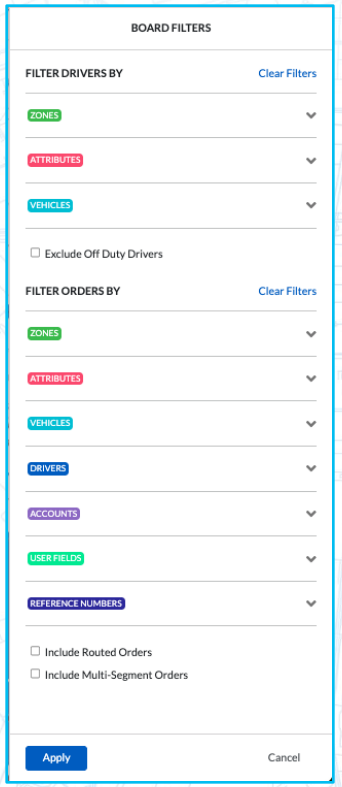
## What it is

- Boards rebuilt on a new grid engine
- Filters now sit directly above the list, no longer buried in the gear menu
- Column order, sort, and lasso selection survive a page refresh

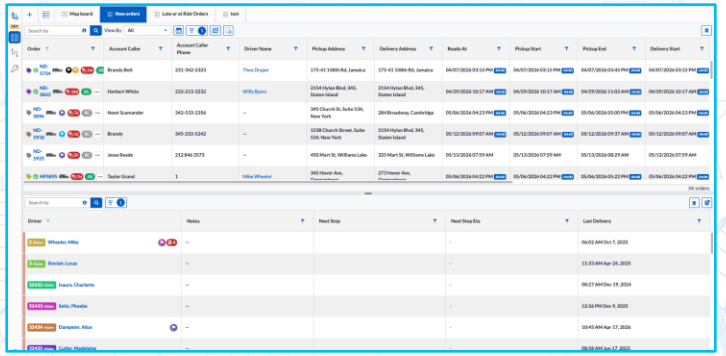
## What it solves

- Future-proofs dispatch before performance ever becomes a problem
- Your board looks the way you left it

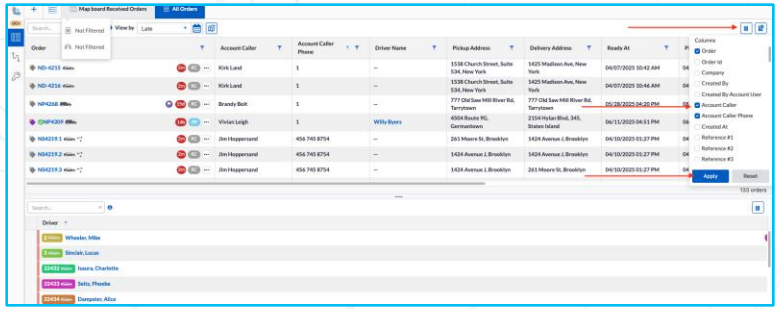
**Filters Panel**




**Board Overview**



**Column Customization**



# Public Tracking Page

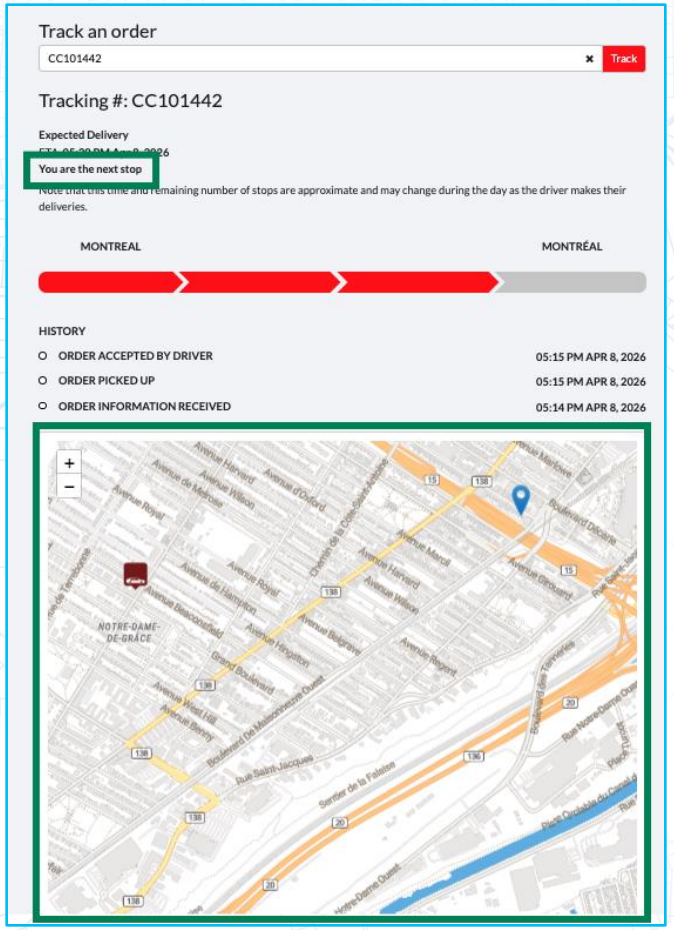
**Headline:** The Uber-style tracking your customers expect, on your terms.

## What it is

- Live map with the driver's position and the number of stops remaining
- Track by order number, item barcode and reference number
- Mobile-friendly
- Proof of delivery’s signature optionally gated by zip code

## What it solves

- Your drivers serve multiple customers, so you decide at which status the driver's location becomes visible
- Pair it with SMS: a text with the tracking link goes out at the right stage



# Notices — Self-Serve Banner

**Headline:** Hurricane heading for Houston? Warn customers of possible delays.

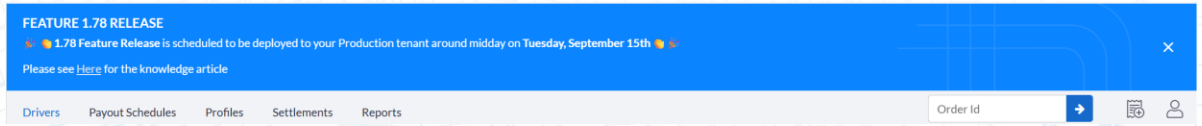
## What it is

- Built on the same notices DS uses to announce releases and maintenance, now in your hands
- Banner messages for self-serve portal users
- Send them to all customers or to a single company

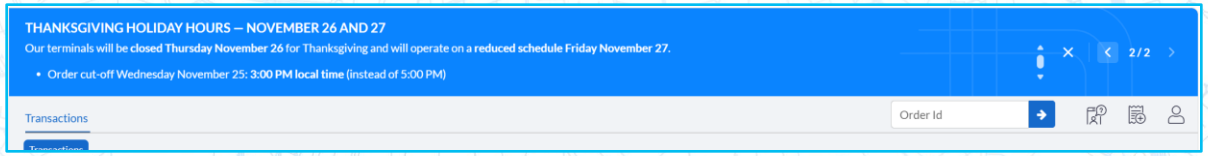
## What it solves

- A direct, real-time channel between you and your customers
- Customize messages for each of your companies

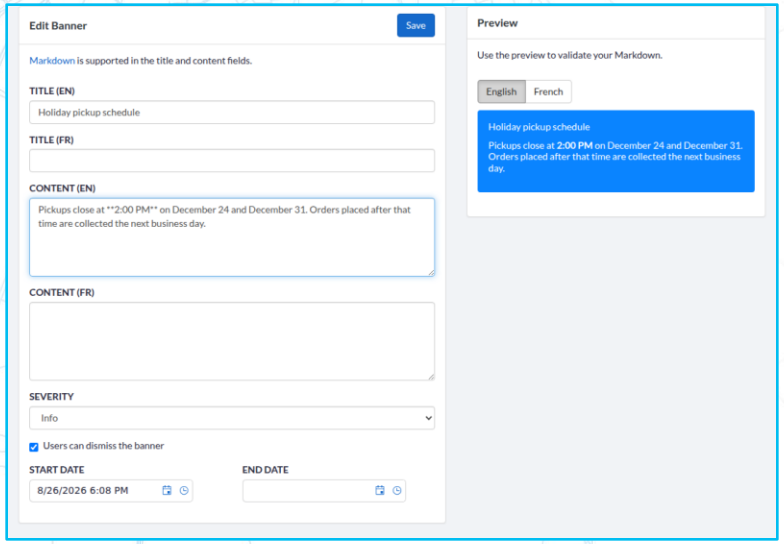
**Release announcement, from Dispatch Science**




**Custom banner, from backoffice to self-serve users**




**Banner Editor & Preview**



# Inline Price List Editor

**Headline:** 8 steps become 3.

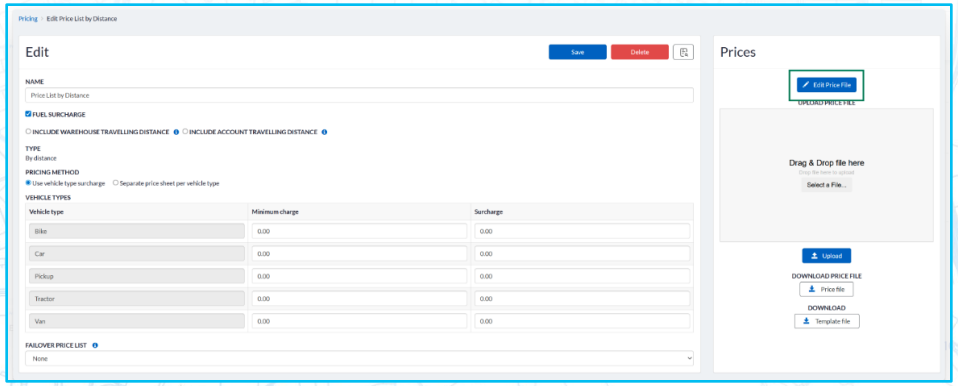
## What it is

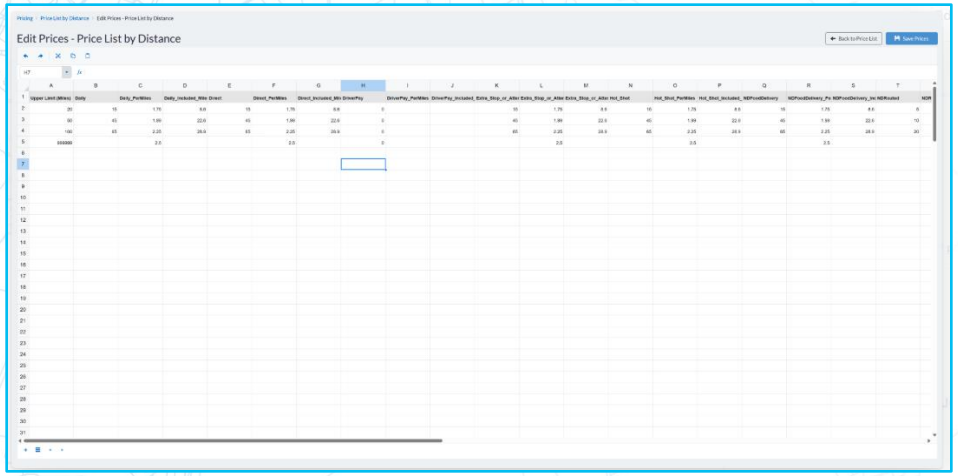
- Edit rates in a spreadsheet-style grid, directly in the browser
- Stays responsive even on large price lists

## What it solves

- *Before:* download file → open it → edit in Excel → save → select file & upload → confirm → save
- *Now:* open the editor → change the rates → save
- Errors show up right away, not after an upload.

**Price List Settings**




**Inline Editor**

# 24-Hour Time Format

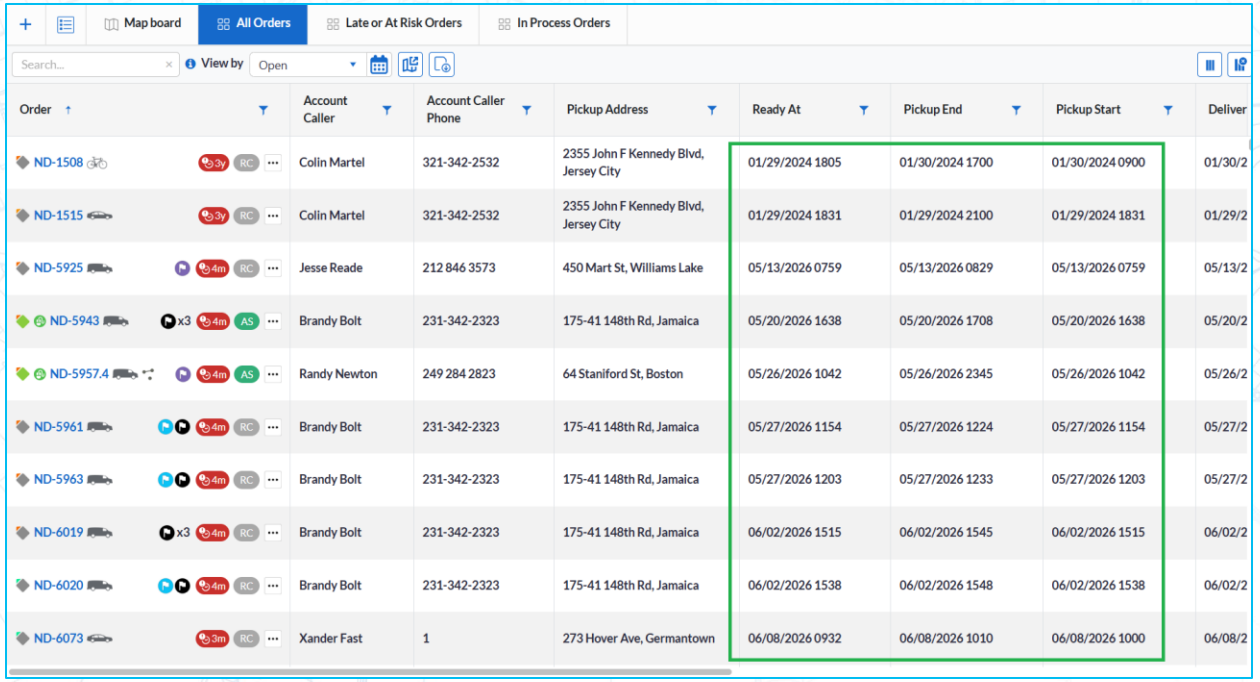
**Headline:** 3 AM or 3 PM? Never guess again.

## What it is

- Choose AM/PM, 24-hour (13:00), or military (1300)
- One tenant setting, applied consistently on every screen

## What it solves

- In transportation, 3 AM and 3 PM are both real delivery windows
- This removes the ambiguity and the mistakes that come with it




| Order | Account Caller | Account Caller Phone | Pickup Address | Ready At | Pickup End | Pickup Start | Deliver |
|---|---|---|---|---|---|---|---|
| ND-1508 | Colin Martel | 321-342-2532 | 2355 John F Kennedy Blvd, Jersey City | 01/29/2024 1805 | 01/30/2024 1700 | 01/30/2024 0900 | 01/30/2 |
| ND-1515 | Colin Martel | 321-342-2532 | 2355 John F Kennedy Blvd, Jersey City | 01/29/2024 1831 | 01/29/2024 2100 | 01/29/2024 1831 | 01/29/2 |
| ND-5925 | Jesse Reade | 212 846 3573 | 450 Mart St, Williams Lake | 05/13/2026 0759 | 05/13/2026 0829 | 05/13/2026 0759 | 05/13/2 |
| ND-5943 | Brandy Bolt | 231-342-2323 | 175-41 148th Rd, Jamaica | 05/20/2026 1638 | 05/20/2026 1708 | 05/20/2026 1638 | 05/20/2 |
| ND-5957.4 | Randy Newton | 249 284 2823 | 64 Staniford St, Boston | 05/26/2026 1042 | 05/26/2026 2345 | 05/26/2026 1042 | 05/26/2 |
| ND-5961 | Brandy Bolt | 231-342-2323 | 175-41 148th Rd, Jamaica | 05/27/2026 1154 | 05/27/2026 1224 | 05/27/2026 1154 | 05/27/2 |
| ND-5963 | Brandy Bolt | 231-342-2323 | 175-41 148th Rd, Jamaica | 05/27/2026 1203 | 05/27/2026 1233 | 05/27/2026 1203 | 05/27/2 |
| ND-6019 | Brandy Bolt | 231-342-2323 | 175-41 148th Rd, Jamaica | 06/02/2026 1515 | 06/02/2026 1545 | 06/02/2026 1515 | 06/02/2 |
| ND-6020 | Brandy Bolt | 231-342-2323 | 175-41 148th Rd, Jamaica | 06/02/2026 1538 | 06/02/2026 1548 | 06/02/2026 1538 | 06/02/2 |
| ND-6073 | Xander Fast | 1 | 273 Hover Ave, Germantown | 06/08/2026 0932 | 06/08/2026 1010 | 06/08/2026 1000 | 06/08/2 |

# Duplicate Account & Extra Fee Schedule

**Headline:** Onboard a new client in a few clicks.

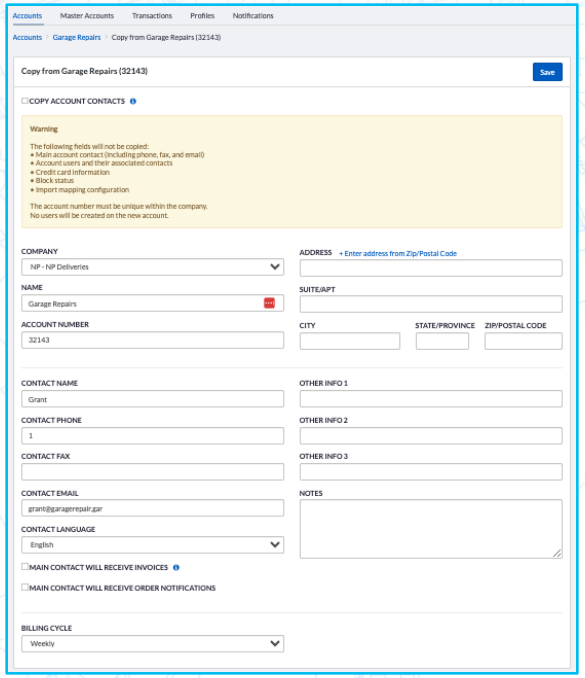
## What it is

- Copy an account, including its contacts and their attributes in a few seconds. Only enter the name, address, and account number
- Extra fee schedules can be duplicated in a similar way

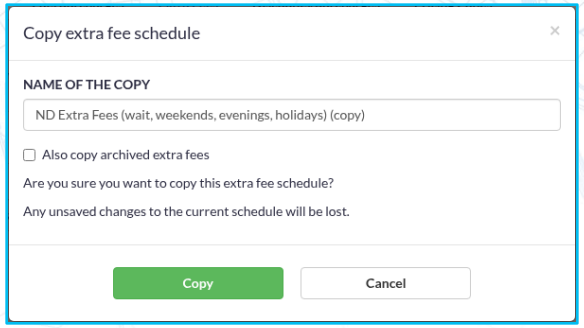
## What it solves

- Set up one model account per customer type (LTL, medical freight…) and copy it for each new client
- No rebuilding workflows, invoicing settings, attributes, or fee rows from scratch

**Account**




**Extra Fee Schedule**



# Attributes on Accounts, Contacts & Drivers

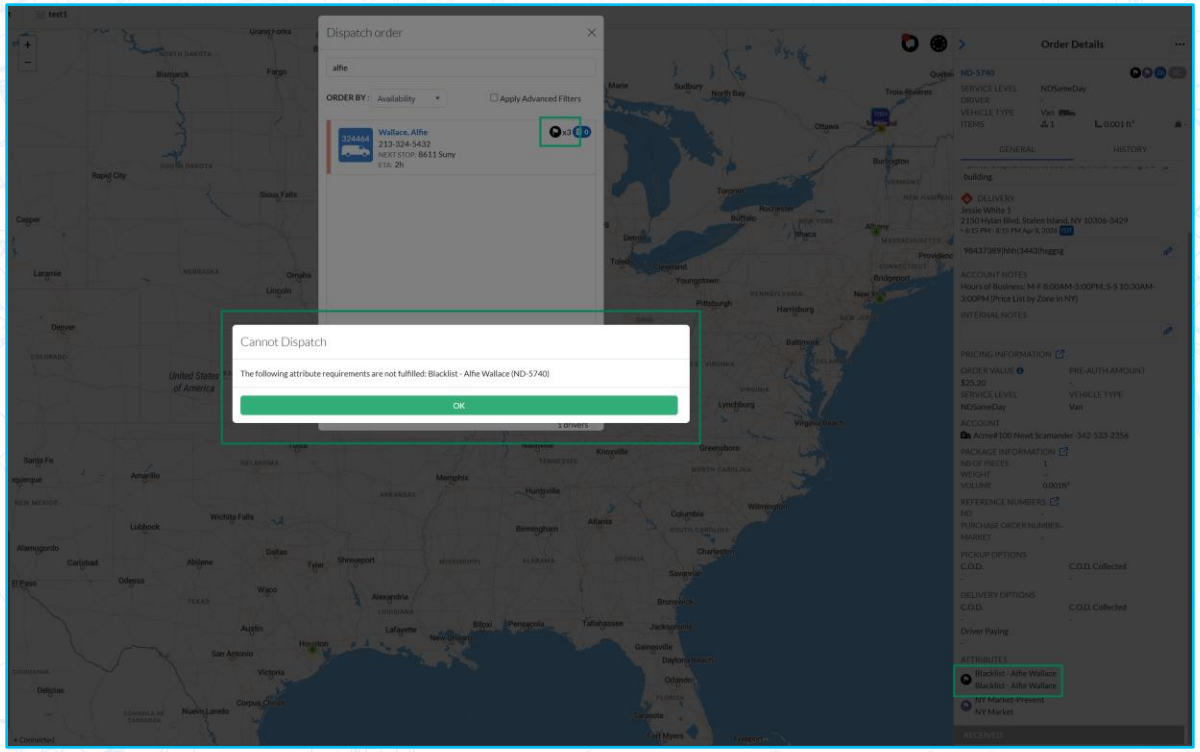
**Headline:** The right driver and the right truck at the right location.

## What it is

- Attributes now apply to contacts (pickup and delivery points), not just drivers and orders
- Dispatch rules can now be set per location
- Screen rebuilt to handle 100+ items.
- Attributes now checked in Routes

## What it solves

- Keep large trucks away from locations that can't accommodate them
- Block specific drivers from specific locations, and assign your best drivers to VIP customers
- Same behavior for on-demand and routes



# DataBridge — Integration Code Review

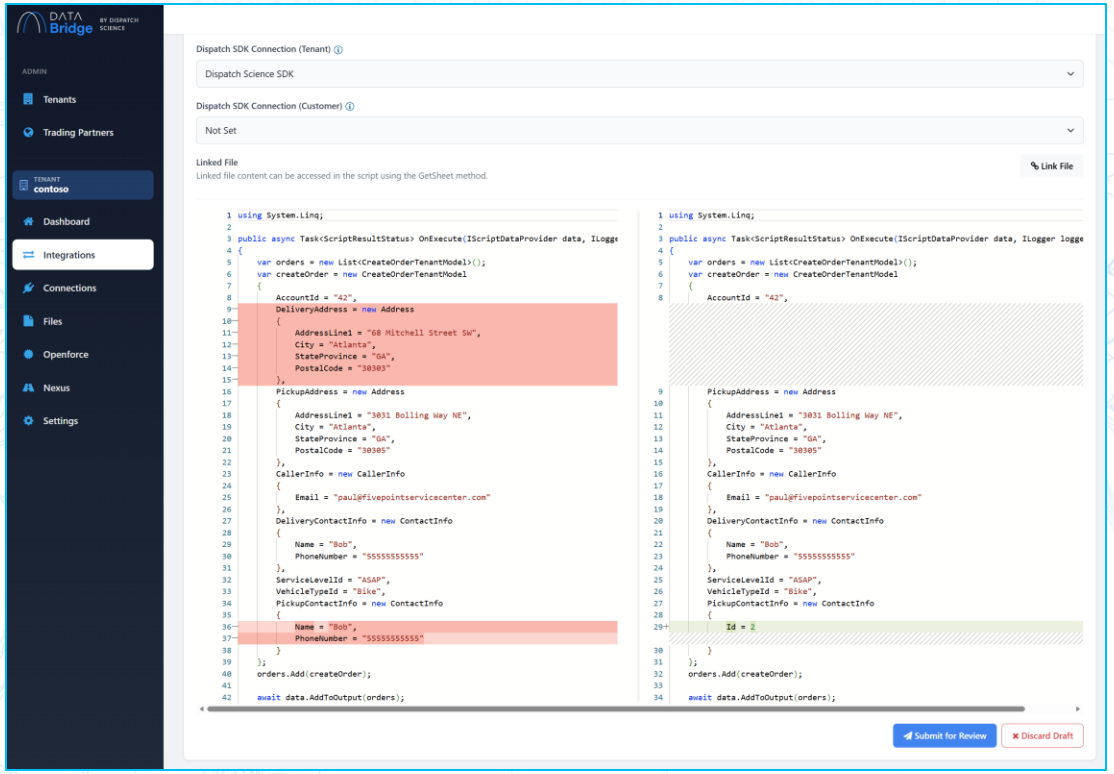
**Headline:** AI is powerful, but it makes mistakes. Get a second set of eyes before you go live.

## What it is

- Submit your integration code for a review by our dev team before it goes live
- The review is opt-in; you can still self-sign

## What it solves

- Catches infinite loops, instability, and logic errors before they can crash your tenant
- Gives you a qualified review of AI-generated code



# Tenant API — New Capabilities

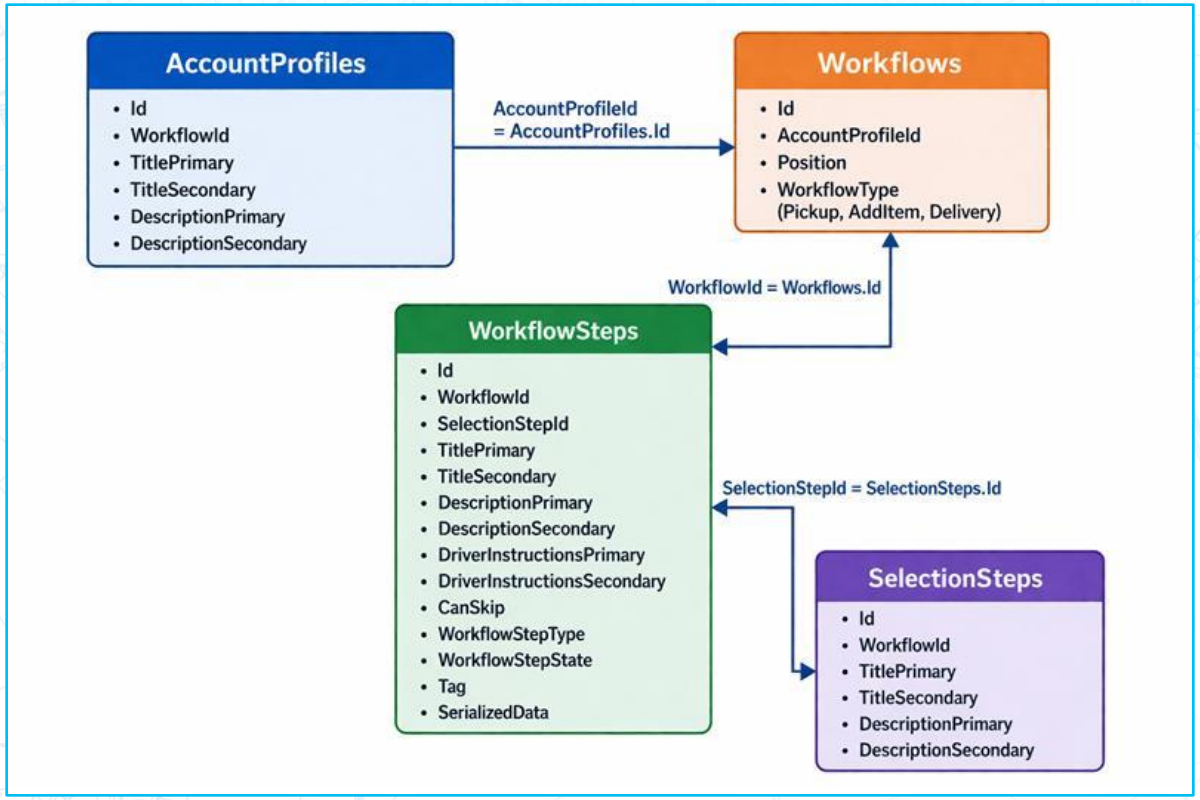
**Headline:** The bridge between Dispatch Science and the rest of your tools.

## What it is

- New endpoints: Workflows, Workflow Steps, Script Rules, Settlement metadata, Personal Access Tokens

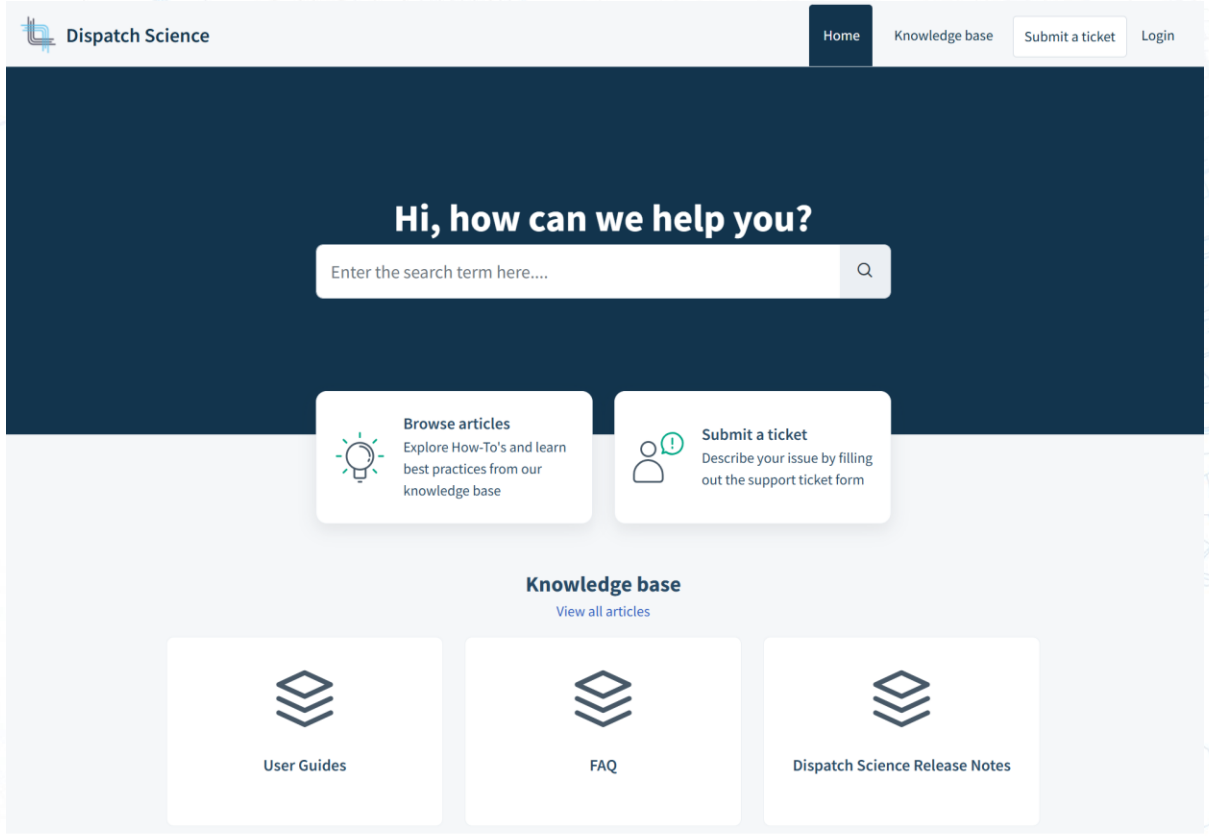
## What it solves

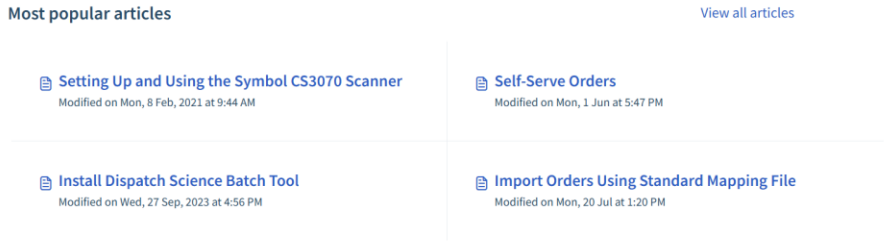
- Build your own booking portals, run bulk operations, and feed your CRM or invoicing platform
- Pull your data for AI analysis and reporting



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# User Guides



DISPATCH SCIENCE

# Launch of New User Community

**dispatchscience.com/community/**





PRODUCT

# PULSE

New Features.
New Possibilities.

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Our Quarterly Webinar Series
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# Thank you for your time today.

# Any questions?