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SAMPLE DOCUMENT · Kestrel Freight is a fictional client

Prepared by Techsy for Kestrel Freight B.V.
Applies to Dispatch 2.5 and later.
Questions: your Techsy delivery lead.

Admin handbook

Everything an administrator does in Kestrel Dispatch that a dispatcher cannot: people, roles, depots, and the rules the AI assistant plans within. Each chapter is a task, written in the order you will do it. Settings live under **Settings** ▶ **Organisation** unless stated otherwise.

CHAPTER 3 Drivers

3.1 Adding a driver

A driver record links a person, a driver card, a home depot and a Driver app login. The planner only assigns loads to drivers with a valid card and at least one licence category.

- 1 Open **Drivers** ▶ **New driver**, or press **N** then **D** anywhere in Dispatch.
- 2 Enter the legal name as on the driver card. Nicknames go in **Display name**.
- 3 Type the 16-character card number. Dispatch checks the format and warns if it expires within 90 days.
- 4 Choose the **Home depot**: start and end point of shifts, and which depot lead may edit the record.
- 5 Tick licence categories (C, CE, ADR). No ADR tick, no ADR loads from the assistant.
- 6 Leave **Invite to Driver app** on. The driver gets an SMS link valid for 48 hours.
- 7 Press **Save driver**. The record reaches the planning board within a minute.

New driverEsc to close

Legal nameDisplay name

Jonas B.Jonas2

Driver card numberCard expiry

NL 1000 4471 2290 032029-03-143

Home depotLicence categories

Venlo (NL)✓4CCEADR5

☒ Invite to Driver app by SMS6

+31 6 41 82

Cancel7Save driver

Figure 3.1 The New driver form. Numbers match the steps on the left. The card field turns blue while Dispatch validates the number against the format for NL and DE cards.

TIP

Adding ten or more drivers at once? Use **Drivers** ▶ **Import CSV**. The template has the same fields as the form, and the import runs the same checks, so a bad card number fails the row, not the file.

CHAPTER 4 Depots

4.1 Setting depot hours

Depot hours are a hard planning constraint: the assistant never plans an arrival or departure outside them, and a dispatcher who drags a stop outside them sees a red bar. Changes apply to plans created after you save, not to loads already dispatched.

DEPOT	GATE OPEN	GATE CLOSE	YARD CLOSE	TIMEZONE	EXCEPTIONS LOADED
Venlo (NL), main	05:00	22:00	22:30	Europe/Amsterdam	NL public holidays 2026, 2027
Duisburg (DE), Hafen	05:30	21:00	21:30	Europe/Berlin	DE + NRW holidays 2026, 2027
Both, Sundays and holidays	closed	closed	closed	per depot	DE Sunday driving ban

- 1 Open **Depots**, pick the depot, then the **Hours** tab.
- 2 Set **Gate open** and **Gate close** per weekday; **Copy Monday to all** fills the week.
- 3 Set **Yard close**: the last time a truck may still be inside. The planner uses this for returns.
- 4 Add holidays under **Exceptions**. NL and DE public holidays can be imported per year.
- 5 Press **Save**. Dispatch lists how many open plans were re-checked and how many now show a warning.

BEFORE YOU CHANGE HOURS

Changing a closing time by more than one hour re-validates every open plan at that depot. On a busy evening that is 40 to 60 loads. Do it before 14:00 so dispatchers see the warnings while they still have time to act.

2.2 Roles and permissions

Roles are fixed; assign one per person under **Settings ▶ People**. A depot-scoped role only sees its home depot. Owners can do everything below plus billing.

PERMISSION	ADMIN	DEPOT LEAD	DISPATCHER	FINANCE	DRIVER	SHIPPER	PORTAL
Plan and dispatch loads	●	●	●	○	○		○
Accept or edit assistant plans	●	●	●	○	○		○
Send assistant-drafted shipper emails	●	●	📧 own accounts	○	○		○
Add or edit drivers	●	📧 own depot	○	○	○		○
Set depot hours and exceptions	●	📧 own depot	○	○	○		○
Change assistant planning rules	●	○	○	○	○		○

● full 📧 scoped (see note) ○ none · Owner = Admin + billing. Changing a role takes effect at the person's next sign-in.

REFERENCE · A HANDBOOK PUBLISHED AS A DOCS SITE

The handbook ships as a searchable docs site as well as this PDF. Two pages from the Akollo docs, another Techsy project:

Akollo docs · getting started. Example screen from a Techsy project, not Kestrel Freight’s product.

Akollo docs · guides by role. Example screen from a Techsy project, not Kestrel Freight’s product.