

Freight Dispatch Advanced Scenario Test

Instructions: Read each scenario carefully and choose the best answer from the options provided. Select only one answer per question.

Question 1: Scenario: A specialized flatbed load, 12 feet wide, needs to be moved from Texas to California. The shipment has a tight deadline, requiring transit through two states known for strict escort requirements and permitting delays during specific hours. The driver has limited experience with oversized loads but excellent communication skills. **Question:** What is the MOST critical proactive step the dispatcher should take immediately after booking this load? A) Immediately search for alternative, more experienced drivers in the area. B) Contact the shipper to negotiate a less restrictive delivery window. C) Begin researching specific state-by-state permit requirements and escort rules, prioritizing routes to minimize restricted hours. D) Advise the driver to simply follow GPS and call if they encounter any issues.

Question 2: Scenario: A refrigerated trailer carrying high-value pharmaceuticals experiences a mechanical breakdown in a remote area during a heatwave. The reefer unit has stopped working, and the internal temperature is rising rapidly. The nearest repair shop is 3 hours away. **Question:** What is the dispatcher's immediate priority and corresponding action? A) Contact the shipper to inform them of the delay and seek new instructions. B) Instruct the driver to wait for the repair truck, emphasizing the importance of staying with the load. C) Arrange for an emergency transload to another refrigerated unit as quickly as possible, regardless of immediate cost. D) Advise the driver to open the trailer doors periodically to ventilate and prevent further temperature increase.

Question 3: Scenario: A new client consistently tenders loads with incomplete Bill of Lading (BOL) information, often missing crucial details like NMFC codes or accurate weight. This leads to frequent re-weighs and re-classifications, causing delays and additional charges. **Question:** How should the dispatcher address this ongoing issue to ensure future operational efficiency and cost control? A) Charge the client for all re-weigh and re-classification fees without prior notification. B) Decline future loads from this client until they provide perfectly accurate BOLs. C) Proactively communicate with the client, provide clear examples of required BOL information, and offer a template or training. D) Assign these loads only to carriers who are known to be lenient with BOL discrepancies.

Question 4: Scenario: You have a driver en route with a time-sensitive, just-in-time (JIT) delivery. They call to report severe weather ahead (blizzard warnings) that will likely close the major highway they are on for several hours. Detouring would add 6-8 hours to the trip. **Question:** What is the most appropriate action for the dispatcher? A) Instruct the driver to attempt to push through the weather, as the delivery is critical. B) Advise the driver to pull over

immediately in a safe location and await further instructions, then communicate with the receiver and shipper about the delay. C) Reroute the driver immediately via the longest detour, without considering the additional time. D) Search for another carrier in the area to pick up the load from the driver and complete the delivery.

Question 5: Scenario: A carrier you frequently use for dry van loads has suddenly increased their rates by 15% across the board, citing rising fuel and labor costs. You have multiple open loads that traditionally would go to this carrier, and your profit margins are already thin.

Question: What is the most strategic approach to manage this situation? A) Immediately stop using this carrier and seek out new, cheaper options, even if less reliable. B) Accept the new rates for existing loads to maintain the relationship, but actively seek out alternative carriers for all future business. C) Attempt to negotiate with the carrier, presenting data on their previous rates and discussing potential volume commitments for a reduced rate. D) Pass the entire 15% increase directly to your clients without explanation.

Question 6: Scenario: A driver reports being pulled over for an inspection, and the officer notes multiple minor Hours of Service (HOS) violations that could lead to an out-of-service order if not corrected immediately. The driver is still 200 miles from delivery. **Question:** What is the dispatcher's immediate course of action to mitigate the situation? A) Instruct the driver to falsify their logbook to show compliance. B) Advise the driver to park the truck immediately in a safe and legal spot and not drive until their HOS are compliant, while simultaneously notifying the shipper/receiver. C) Tell the driver to continue driving and try to reach the destination before another inspection. D) Search for another driver in the area to take over the load immediately, assuming one is available.

Question 7: Scenario: A load of fragile, high-value electronics is being transported via less-than-truckload (LTL) service. The dispatcher receives a call from the carrier reporting that the freight appears to have shifted during transit, and there is visible damage to the packaging. **Question:** What is the most appropriate immediate action for the dispatcher? A) Instruct the carrier to continue to the destination and let the receiver handle the claim. B) Advise the carrier to re-secure the load and take detailed photos of the damage before continuing. C) Immediately file a cargo claim with the carrier based on the initial report. D) Call the shipper to report the incident and ask for a damage assessment plan before delivery.

Question 8: Scenario: You have a critical backhaul opportunity, but the pickup location is in a congested urban area with strict weight restrictions on certain bridges and roads. The load is heavy, nearing the legal limit. Your preferred driver for this route is unfamiliar with the area.

Question: What is the most effective way to ensure a smooth pickup and avoid fines? A) Trust the driver's GPS to navigate and hope for the best. B) Instruct the driver to simply avoid any bridges that "look old." C) Provide the driver with a detailed route plan, including known

restricted roads/bridges and alternative directions, and advise them to confirm the route. D) Book a different, more expensive carrier who specializes in urban deliveries.

Question 9: Scenario: A driver is stuck at a consignee for an unusually long time (over 4 hours) waiting to be unloaded, incurring significant detention fees. The consignee is unresponsive to the driver's calls and your initial attempts to contact them. **Question:** What is the dispatcher's primary responsibility in this situation? A) Tell the driver to leave the load on the dock and depart to avoid more fees. B) Immediately send an invoice for detention to the consignee. C) Document all communication attempts and time stamps, then escalate to the shipper for intervention with their consignee. D) Call the police to report an illegal detainment of the truck.

Question 10: Scenario: You receive a load request for hazardous materials (HazMat) that requires specific placarding and a driver with a HazMat endorsement. Your most available driver does not have the endorsement, but they claim they can "just be careful." **Question:** What is the appropriate response from the dispatcher? A) Allow the driver to take the load, but ensure they are extra careful. B) Decline the load immediately, as it cannot be legally transported by that driver. C) Try to find a different driver with the endorsement, and if none are available, then decline the load. D) Instruct the driver to pick up the load without placarding and add them later if needed.

Question 11: Scenario: A carrier experiences an unexpected mechanical issue on the road, causing a 24-hour delay for a non-time-sensitive dry van load. The driver communicates effectively, but the receiver is now demanding a re-delivery appointment for the following week. **Question:** How should the dispatcher handle the re-delivery arrangement? A) Inform the receiver that they must accept the delivery upon the truck's arrival, regardless of their schedule. B) Attempt to re-book the delivery for the soonest possible time that works for both the carrier and the receiver, possibly offering a small concession for flexibility. C) Cancel the load and advise the shipper to find a new carrier for the re-delivery. D) Demand additional detention fees from the receiver for the rescheduled appointment.

Question 12: Scenario: A client consistently requests "hot shot" deliveries with very short notice (e.g., 2 hours). While profitable, these last-minute requests often disrupt your pre-planned routes and strain driver availability. **Question:** What is the best strategy to manage these profitable but disruptive requests? A) Refuse all "hot shot" requests as they interfere with efficiency. B) Accept every "hot shot" load, compensating drivers heavily for the inconvenience. C) Implement a premium pricing structure for "hot shot" services and communicate clear cutoff times for requests. D) Only accept "hot shot" loads if a driver is already empty and conveniently located.

Question 13: Scenario: A driver reports being involved in a minor fender bender with another vehicle at a truck stop. There are no injuries, but minor damage to both vehicles. The police are on the scene. **Question:** What is the dispatcher's immediate instruction to the driver, after confirming safety? A) Instruct the driver to admit fault to the police and exchange insurance information. B) Tell the driver not to speak to anyone and to wait for legal counsel. C) Advise the driver to cooperate with authorities, exchange information, take extensive photos of all vehicles and the scene, and collect witness information. D) Tell the driver to try and leave the scene quickly before more trouble.

Question 14: Scenario: A shipper has provided conflicting information regarding the pickup time for a load, first stating 8 AM, then 2 PM, and now insisting it must be picked up by 10 AM, with only 30 minutes' notice. Your driver is 1 hour away. **Question:** How should the dispatcher address this highly disorganized and urgent request? A) Inform the shipper that the 10 AM pickup is impossible due to their changing schedule. B) Instruct the driver to speed to the shipper, risking a traffic violation. C) Communicate the current driver's ETA, explain the impact of changing times, and work with the shipper to find the earliest feasible pickup window, possibly offering a re-scheduling fee. D) Cancel the load with this shipper due to their unreliability.

Question 15: Scenario: You need to find a backhaul for a driver who is currently empty in a remote area with very few available loads listed on load boards. The driver is nearing their HOS limit. **Question:** What is the most effective strategy to secure a profitable backhaul in this situation? A) Instruct the driver to wait indefinitely until a suitable load appears. B) Broaden the search radius significantly, even if it means deadheading further, to find a load that at least covers fuel. C) Contact previous shippers or receivers in the general vicinity directly to see if they have any unposted outgoing freight. D) Offer the driver an advance to compensate for the empty miles and tell them to return home.

Question 16: Scenario: A carrier calls to inform you they accidentally delivered your load to the wrong address, 50 miles away from the correct consignee. The correct consignee is now refusing the load due to the delay and error. **Question:** What is the dispatcher's most immediate course of action? A) Tell the carrier to return the load to their terminal. B) Contact the shipper immediately to explain the error and discuss options for re-delivery or alternative solutions. C) Instruct the driver to go back to the wrong address and hope to recover the freight. D) Inform the carrier they are solely responsible for all costs associated with the error, including potential loss of the load.

Question 17: Scenario: You're dispatching a team of drivers for a cross-country expedited load. One driver calls to report feeling unwell and believes they cannot safely continue driving. The other driver in the team is currently resting. **Question:** What is the dispatcher's MOST

immediate and critical decision? A) Instruct the unwell driver to "tough it out" until the resting driver wakes up. B) Order the unwell driver to pull over immediately in a safe location, and then assess the resting driver's available HOS for solo driving or find an alternative solution. C) Tell the resting driver to wake up immediately and take over, regardless of their rest period. D) Contact the shipper to inform them that the expedited delivery is now impossible.

Question 18: Scenario: A carrier you've used reliably for months suddenly starts declining loads, citing "lack of capacity," but you suspect they are taking better-paying direct loads. This affects your ability to cover client freight. **Question:** How should the dispatcher handle this changing carrier relationship? A) Threaten to remove them from your preferred carrier list if they don't accept your loads. B) Accept their excuses and simply move on to less reliable carriers. C) Schedule a call with the carrier to understand their challenges, discuss mutual needs, and potentially offer slight rate adjustments or longer-term commitments for consistency. D) Publicly shame the carrier on social media for their unreliability.

Question 19: Scenario: You've just booked a time-critical delivery, but the shipper now informs you they require a specific type of liftgate that none of your current contracted carriers possess. The clock is ticking. **Question:** What is the most efficient way to resolve this equipment mismatch? A) Tell the shipper they must load the freight manually or reschedule. B) Quickly search load boards for carriers specifically advertising the required liftgate, even if it means a higher rate. C) Suggest the shipper rent a forklift on site to load the truck. D) Cancel the load and inform the client you cannot meet their needs.

Question 20: Scenario: A driver calls stating they have a flat tire on the interstate, far from any service station. They are hauling a full truckload of consumer goods. **Question:** What is the dispatcher's most important immediate action? A) Instruct the driver to attempt to change the tire themselves to save time. B) Contact roadside assistance/tire repair services immediately and dispatch them to the driver's precise location, while confirming driver safety. C) Call the shipper to apologize for the inevitable delay. D) Advise the driver to unhook the trailer and drive to the nearest town.

Question 21: Scenario: A client has promised a consistent volume of freight but has frequently failed to meet their commitments, leading to empty miles for your carriers who positioned for the loads. **Question:** How should the dispatcher address this recurring issue? A) Continue to position carriers and hope the volume improves. B) Implement a "dry run" or "empty mileage" fee for instances where committed freight isn't ready. C) Stop accepting any loads from this client. D) Advise carriers not to trust this client's commitments.

Question 22: Scenario: You need to move oversized modular housing units that require specialized permits, multiple escorts, and route surveys through several states. This is your first

time handling such a complex project. **Question:** What is the most critical preparatory step for this type of shipment? A) Rely solely on the carrier's expertise to handle all permitting and routing. B) Book the cheapest available heavy haul carrier to maximize profit. C) Engage a specialized permit service and meticulously plan the route, coordinating with the carrier and relevant state authorities well in advance. D) Assume standard permits will suffice as long as the carrier has experience.

Question 23: Scenario: A long-term, profitable client requests a load that is marginally compliant with Hours of Service (HOS) regulations due to the required transit time. The driver would need to push their limits to make the delivery on time. **Question:** What is the most ethical and compliant course of action? A) Instruct the driver to attempt the delivery, but warn them to be discreet. B) Decline the load, explaining the HOS limitation and suggesting an alternative (e.g., team drivers, extended delivery window). C) Accept the load and simply hope the driver makes it without incident. D) Offer the driver a bonus to complete the delivery on time, overlooking HOS.

Question 24: Scenario: You discover a carrier you frequently use has a poor safety rating according to FMCSA data, despite good operational performance for your loads. **Question:** What is the appropriate action to take regarding this carrier relationship? A) Continue using them as long as their performance for your loads remains good. B) Immediately cease all business with them without explanation. C) Review their specific safety violations, discuss concerns with the carrier, and consider discontinuing use if significant risks are identified or improvements aren't made. D) Advise your clients to avoid using this carrier directly.

Question 25: Scenario: A driver calls stating they cannot find parking at the designated truck stop and are running out of HOS. The next available truck stop with parking is another 45 minutes away. **Question:** What is the dispatcher's immediate advice to the driver? A) Instruct the driver to park on the shoulder of the interstate. B) Tell the driver to continue to the next truck stop, as 45 minutes is a short drive. C) Advise the driver to find the safest, most legal parking available, even if it's not a designated truck stop, and notify you of their precise location. D) Tell the driver to drive until they are completely out of HOS before pulling over.

Question 26: Scenario: A crucial, highly sensitive document package needs to be delivered across town within 30 minutes. All your local courier options are busy. **Question:** What is the most unconventional but potentially effective solution for this "hot shot" local delivery? A) Tell the client you cannot handle such a short-notice request. B) Send a regular freight truck, knowing it will be delayed in traffic. C) Use a ride-sharing service (e.g., Uber/Lyft) if the package fits a standard car and is not restricted. D) Instruct the client to mail the package via express service.

Question 27: Scenario: Your dispatcher software experiences a major outage, making it impossible to track loads, communicate with drivers, or access load information. You have multiple active loads. **Question:** What is the most important immediate action for the dispatcher team? A) Wait for IT to fix the problem, assuming it will be quick. B) Revert to manual processes immediately: use cell phones, paper logs, and manual tracking methods, while communicating with drivers. C) Stop all operations until the system is restored. D) Blame the software provider and do nothing.

Question 28: Scenario: A driver calls in distress, reporting that their trailer has been vandalized during an overnight stop, and some non-valuable but bulky cargo has been spilled onto the ground. No injuries. **Question:** What is the dispatcher's immediate instruction, after confirming safety and notifying relevant parties (police)? A) Instruct the driver to clean up the spilled cargo and continue the trip. B) Advise the driver to abandon the trailer and wait for a new one. C) Obtain photos of the damage and spilled cargo, coordinate with the shipper regarding disposition of the damaged goods, and assess if the trailer is still roadworthy. D) Instruct the driver to file a claim directly with the truck stop management.

Question 29: Scenario: You are bidding on a large, recurring contract with a new shipper. They are known for extremely aggressive pricing expectations but offer significant volume. **Question:** What is the most strategic approach to win this contract while maintaining profitability? A) Bid the lowest possible rate, even if it means losing money initially, to secure the volume. B) Offer a slightly higher, sustainable rate and clearly articulate the value proposition (e.g., reliability, communication, technology). C) Decline the bid, assuming they are not a good fit. D) Match their lowest expected price and then surprise them with additional fees later.

Question 30: Scenario: A driver reports being denied access to a shipper's facility due to an expired medical card, which they claim to have renewed but cannot locate the new physical card. **Question:** What is the most immediate course of action for the dispatcher? A) Tell the driver to try and convince the guard that it's renewed. B) Instruct the driver to return to the terminal until they find the card. C) Verify the driver's medical card status in the FMCSA MCSA portal, and if valid, provide documentation (e.g., email confirmation) to the driver/shipper. If invalid, find a replacement driver. D) Advise the driver to forge a temporary card.

Question 31: Scenario: A valuable, non-palletized sculpture needs to be transported. It's too large for a standard crate and requires specialized securement and climate control. **Question:** What type of carrier and service would be most appropriate for this shipment? A) Standard dry van LTL carrier. B) Expedited reefer truck, assuming it has space. C) Specialized art handler or a flatbed with custom bracing and temperature-controlled capabilities. D) Any standard full truckload (FTL) carrier with a blanket wrap service.

Question 32: Scenario: You've just covered a load with a new carrier found on a load board. After pickup, you discover the carrier has a history of brokering out loads to other, unknown carriers without authorization. **Question:** What is your immediate and long-term response to this discovery? A) Do nothing, as long as the load gets delivered. B) Terminate the current load with the carrier and find a new one immediately. C) Allow the current load to proceed, but immediately cease all future business with this carrier and ensure your broker agreement prohibits unauthorized re-brokering. D) Confront the carrier and demand a lower rate due to their unreliability.

Question 33: Scenario: A driver calls from a weigh station, reporting they are overloaded on one axle, even though the total weight is legal. The officer is threatening a fine and requiring load redistribution. **Question:** What is the dispatcher's most helpful advice to the driver? A) Tell the driver to argue with the officer that the total weight is fine. B) Instruct the driver to offload some freight immediately on the roadside. C) Guide the driver on how to slide the fifth wheel or adjust the trailer axles (if applicable) to redistribute weight, and advise on re-weighing procedures. D) Tell the driver to pay the fine and continue.

Question 34: Scenario: You are offered a lucrative load from a niche market, but it requires specialized permits and an escort in a state where your company has no prior experience with such regulations. **Question:** What is the most prudent approach to evaluating this opportunity? A) Decline the load, as it's too complex for your current knowledge. B) Accept the load, assuming you can figure out the permitting as you go. C) Thoroughly research the specific state's requirements, including costs and lead times for permits/escorts, and factor these into the rate before accepting. D) Offer the load to a competitor who might have experience in that niche.

Question 35: Scenario: A driver reports that due to unforeseen construction and detours, they are now significantly behind schedule for a critical delivery. They will miss the delivery window. **Question:** What is the most proactive communication step for the dispatcher? A) Wait until the driver is at the destination to see if the receiver will accept. B) Immediately inform the receiver of the delay and estimated new ETA, offering solutions if possible (e.g., late night delivery, first thing in morning). C) Blame the construction on the driver for not planning better. D) Tell the driver to drive faster to make up time.

Question 36: Scenario: A carrier notifies you that their truck has been impounded due to multiple unpaid parking tickets accumulated by the driver, unrelated to your load. Your freight is on board. **Question:** What is the dispatcher's primary concern and action? A) Tell the carrier it's their problem and demand a new truck. B) Coordinate with the carrier to understand the impound process, estimated release time, and assess if the freight needs to be transloaded to another unit to meet delivery. C) Immediately inform the shipper that their freight is

impounded with no clear resolution. D) Pay the parking tickets on behalf of the carrier to expedite release.

Question 37: Scenario: You are offered a lucrative load from a new, unknown broker. Their credit score appears low on a credit reporting service, but they promise immediate payment upon delivery. **Question:** What is the most prudent action before booking this load? A) Book the load immediately to secure the profit. B) Decline the load, assuming the low credit score means high risk. C) Request a significant advance payment or use a factoring company to mitigate credit risk before booking. D) Demand a personal guarantee from the broker's owner.

Question 38: Scenario: A shipper consistently uses overly optimistic dimensions and weights on their Bill of Ladings, leading to frequent re-classifications and higher actual costs for your LTL shipments. **Question:** How should the dispatcher address this ongoing discrepancy with the shipper? A) Automatically adjust the BOL to reflect estimated correct dimensions/weight before sending to carrier. B) Absorb the additional costs to maintain the client relationship. C) Provide the shipper with examples of past discrepancies, educate them on the impact, and suggest a process for more accurate measurements. D) Charge the shipper an "adjustment fee" without prior discussion.

Question 39: Scenario: A driver is experiencing an engine warning light and reduced power on their truck while hauling a critical, non-perishable load. They are 300 miles from delivery and 100 miles from the nearest major service center. **Question:** What is the most balanced immediate advice for the dispatcher? A) Instruct the driver to pull over immediately and wait for a tow, regardless of location. B) Advise the driver to monitor gauges, and if temperatures or pressures are stable, proceed cautiously to the nearest service center, while alerting them. C) Tell the driver to ignore the light and push to delivery to avoid delay. D) Immediately search for a replacement truck to transload the freight.

Question 40: Scenario: A new driver expresses confusion about electronic logging devices (ELDs) and is struggling to manage their Hours of Service (HOS) correctly, leading to potential violations. **Question:** What is the most effective way for the dispatcher to support this driver? A) Tell the driver to just "figure it out" or they'll be fired. B) Provide comprehensive training on ELD operation and HOS rules, including practical examples and scenarios. C) Manually adjust their logs to avoid violations. D) Assign them only short-haul loads that don't require ELD use.

Question 41: Scenario: You need to find a specialized step-deck trailer with ramps for a piece of heavy equipment. Your usual carriers don't have this equipment available. **Question:** What is the most effective search strategy to find such specialized equipment? A) Only call carriers you know, hoping one has a partner. B) Post a generic "flatbed" request on the load board and hope for the best. C) Use specialized load board filters for "step-deck with ramps" or contact niche

heavy haul brokers/carriers directly. D) Tell the shipper you can only offer standard dry van service.

Question 42: Scenario: A driver calls from a remote location with a broken fuel line, leading to significant fuel leakage. The truck is unable to move. **Question:** What is the dispatcher's immediate and crucial action? A) Tell the driver to try and patch it themselves. B) Instruct the driver to call 911 for immediate assistance due to the hazardous fuel leak. C) Contact a specialized hazardous materials cleanup crew before calling for a tow. D) Arrange for a standard tow truck.

Question 43: Scenario: You are negotiating a contract with a new carrier. They are willing to offer competitive rates but have unusually long payment terms (e.g., 90 days). **Question:** How should the dispatcher address these payment terms to protect your company's cash flow? A) Accept the terms, assuming the rates are good enough. B) Demand immediate payment from the carrier. C) Negotiate for shorter payment terms or factor your invoices with this carrier to improve cash flow. D) Pay the carrier 90 days after *their* invoice, regardless of your terms.

Question 44: Scenario: A receiver consistently complains about drivers arriving outside their preferred delivery windows, even when the ETA provided aligns with the booking. They are threatening to impose penalties. **Question:** What is the most effective long-term solution for managing this receiver's expectations and avoiding penalties? A) Avoid sending trucks to this receiver. B) Instruct drivers to always arrive early, regardless of HOS. C) Implement strict appointment scheduling with the receiver, communicate specific appointment times to carriers, and track carrier adherence closely. D) Tell the receiver they are being unreasonable.

Question 45: Scenario: A driver reports that their cargo securement straps appear to be fraying badly in transit. The load is heavy and could shift. **Question:** What is the dispatcher's immediate instruction to the driver? A) Tell the driver to continue and hope the straps hold. B) Instruct the driver to pull over at the next safe location immediately, assess the securement, and replace/add straps if necessary before proceeding. C) Advise the driver to reduce speed significantly. D) Inform the shipper that their load was improperly secured.

Question 46: Scenario: You're dispatching a load that will cross international borders (e.g., US-Canada). The shipper has provided all necessary customs documentation, but the driver has no prior experience with international crossings. **Question:** What is the dispatcher's most crucial preparatory action for this cross-border shipment? A) Tell the driver to just present the papers at the border. B) Instruct the driver to call a customs broker once they arrive at the border. C) Provide the driver with detailed instructions on border crossing procedures, required documentation, and potential inspection protocols, and ensure they have contact information

for a customs broker. D) Inform the shipper that the driver is inexperienced, and they should find another carrier.

Question 47: Scenario: A driver is involved in an accident where their truck jackknifed, blocking multiple lanes of a major highway. No other vehicles were involved, and the driver is uninjured.

Question: What is the dispatcher's MOST immediate priority and action? A) Advise the driver to attempt to un-jackknife the truck themselves. B) Confirm driver safety, instruct them to secure the scene if possible, and immediately notify emergency services (911) about the blockage and location. C) Call the tow truck company directly. D) Contact the shipper to inform them of the extreme delay.

Question 48: Scenario: You are considering purchasing a new load board subscription. One offers cheaper access but has a reputation for listing many "ghost loads" (loads that are not actually available) or outdated information. Another is more expensive but known for highly accurate, real-time listings. **Question:** Which load board is the more strategic choice for a freight dispatcher, and why? A) The cheaper load board, to save money on subscriptions. B) The more expensive, accurate load board, because reliable data saves time, prevents deadheading, and improves efficiency. C) Neither, as you should rely solely on direct client relationships. D) Both, to maximize options regardless of quality.

Question 49: Scenario: A driver calls to report a major discrepancy between the freight count on the Bill of Lading (BOL) and the actual physical count at pickup. The shipper is insisting the BOL is correct. **Question:** What is the dispatcher's immediate instruction to the driver? A) Instruct the driver to sign for the BOL count and deal with it later. B) Advise the driver to refuse the load entirely. C) Instruct the driver to note the discrepancy on the BOL, get a signature from the shipper's representative acknowledging the discrepancy, and then proceed with the actual count. D) Tell the driver to leave the shipper's facility immediately.

Question 50: Scenario: Your company aims to improve its sustainability profile. A client offers a dedicated lane opportunity, but it involves frequent empty backhauls or long deadhead miles to position for the next load. **Question:** How can the dispatcher approach this opportunity to align with sustainability goals while remaining profitable? A) Decline the lane, as it's not sustainable. B) Accept the lane and ignore the sustainability impact, focusing only on profit. C) Negotiate with the client to adjust schedules or find compatible return freight for empty legs, or price the lane to fully account for the deadhead and carbon footprint. D) Offset the carbon by paying for external carbon credits, without changing operations.