

WHEN THE DISPATCHER HAS TO WAIT FOR A VOICE MAILBOX IT TAKES 45-60 SECONDS PER CALL,
PLEASE HELP BY ANSWERING THE PHONE TO AVOID UNNECESSARY DELAYS.

TO QUEUE UP:

CALL YOUR QUEUE UP
NUMBER DURING
SPECIFIED TIME
PERIOD

ENTER LAST 5 DIGITS OF POP
ID
(12345)
+
#

CHECK QUEUE
DISPATCH REPORT FOR
YOUR STATUS

DURING DISPATCH:

KNOW WHERE YOU
QUEUED UP

DISPATCHER WILL SEND A
TEXT WHEN ENTERING
CATEGORY. MONITOR
WEB TO KNOW WHAT IS
AVAILABLE.

WHEN PHONE RINGS
ANSWER IT AND TAKE A
JOB

TO QUEUE UP:

CALL YOUR QUEUE UP NUMBER DURING SPECIFIED TIME PERIOD

ENTER LAST 5 DIGITS OF PORT ID + #
EX. 12345#

CHECK QUEUE DISPATCH REPORT FOR YOUR STATUS

CNC

Number	Categories
9127376513	A-G
9127153483	H-M
9124058345	N-P
9128006002	Q-R
9126178378	S-W
9129375671	X
9127329162	Y
9126001434	Z

DND

Number	Categories
9125253446	A-N
9125253458	O-R
9125253486	S-Z
9125253458	Z-18
9123194801	Z-19

QUEUE UP TIMES

NIGHT:	3:30pm- 3:45pm
DAY:	5:00pm- 5:30pm

****CALLING OUTSIDE THE GIVEN TIMES WILL NOT RESULT IN A QUEUE UP OR MARK UP.**

DURING DISPATCH:

KNOW WHERE YOU QUEUED UP

DISPATCHER WILL SEND A TEXT WHEN ENTERING CATEGORY. MONITOR WEB TO KNOW WHAT IS AVAILABLE.

WHEN PHONE RINGS ANSWER IT AND TAKE A JOB