

## **FC Mobile Despatch**

Forestry Commission would expect the successful Contractor to embrace the use of our mobile despatch system and/or use of the internet portal to obtain PIN numbers for the despatch of timber from forest roadside.

The background to Mobile Despatch, and how it works is as follows:

Forestry Commission has launched an automated timber dispatching service. This means that instead of calling a central dispatch line at the Forest District, hauliers will contact an automated service either via a text message or voice-call.

Hauliers must be registered by the Forestry Commission to be able to use the service. Each registered haulier will be recognised by the system and granted access via their mobile number.

When texting or calling the automated service the haulier is required to use the registered mobile number, have a valid DRN/conveyance note/ticket and the correct access code for the site they are collecting from.

The system is able to recognise both Forestry Commission and individual customer ticket numbers as long as the books are registered on Forestry Commission's Sales Recording Package.

Access codes define the Contract, the coupe number, the product and the product length being collected. All these details are maintained by the Forestry Commission and each week a report of all access codes relevant to the customer is issued for distributing to the haulier/driver(s).

When a haulier wishes to uplift they find the right access code in the report. Text or call the automated despatch line, quoting their DRN and then the access code. They will receive a text message back with a PIN if all details are correct.

This is a 24/7 everyday of the year service.