



HERMES DISPATCHER MANUAL

Speed • Precision • Control

Hermes = The Mind of Kratos Operations

1. What Is a Hermes Dispatcher?

A Hermes Dispatcher is the **operational command center** of Kratos Moving. Every job begins, flows, and ends through Hermes.

A Hermes Dispatcher is responsible for:

- Planning and organizing each job
- Assigning movers and booking trucks
- Communicating with customers
- Monitoring the entire workday
- Ensuring all tools, equipment, and uniform standards are met
- Maintaining absolute order, accuracy, and discipline

Without Hermes, the operation cannot function.

2. Core Values of Hermes

- **Speed** — respond fast, act fast, update fast
- **Precision** — no guessing; every detail must be exact
- **Control** — you ensure the day runs smoothly
- **Consistency** — follow procedures every single time
- **Discipline** — how you communicate reflects the Kratos brand

3. Daily Responsibilities Overview

Every day, Hermes must ensure:

- Next-day schedule is fully organized
 - All trucks are booked and confirmed
 - Customers are confirmed through the CRM
 - Internal notes are fully detailed
 - Hercules Command Kits are complete
 - Movers have their required Kratos jerseys
 - Crews are assigned and confirmed on the Crew App
 - Jobs are monitored in real time
 - Any issues are managed and documented
 - Jobs are properly closed out in the CRM
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4. Truck Booking

Truck booking must be done **with zero mistakes**.

Hermes is responsible for:

- Choosing the correct truck size
- Booking U-Haul / Ryder or assigning other Kratos or Kratos partner fleet vehicles
- Uploading reservation confirmation and details into CRM
- Confirming special equipment (dollies, blankets, boxes, etc.)
- Preventing double-bookings
- Tracking truck pickup in the morning

A job without a truck = a failed dispatch.

5. Customer Confirmation Calls

All confirmation calls **must be done in the CRM**, not WhatsApp.

Hermes must confirm:

- Inventory & photos
- Parking conditions
- Stairs, walk distance, elevators
- Disassembly needs
- Fragile items (TVs, mirrors, treadmills, pianos)
- Arrival window
- Any special instructions

Mandatory notes to record:

- Parking details, codes, buzzers
- Stairs/elevators for both locations
- Long walks
- Fragile/special items
- Photos requested/received
- Customer expectations
- Any complications or warnings

CRM notes must be so clear that **any mover can walk in and understand the job instantly**, even if they've never spoken to the client.

6. Photo Collection Enforcement

Hermes must ensure customers submit:

- Full inventory photos
- Fragile item photos
- Disassembly-required items
- Parking photos
- Any special items

Photos must be uploaded into the CRM.

No photos = non-compliance.

7. Hercules Command Kit

Every job **must** leave with a fully packed **Hercules Command Kit™**, the official equipment system for all Hercules Movers. This kit is a tactical, portable tote containing all essential tools needed to complete a move safely, efficiently, and without damage.

A proper Hercules Command Kit includes:

- **Foldable Dolly**
- **Shrink wrap, tape, truck straps, appliance straps**
- **Property protection gear:** foldable wall, door & railing covers + floor runners
- **Tool kit:** drill, bits, screwdrivers, Allen keys, wrenches, essential hardware
- **Official Kratos Jersey** (mandatory uniform)

Hermes is responsible for confirming the kit is **complete and present** before movers depart. No kit = **non-compliance**. No job begins without it.

The Hercules Command Kit ensures movers arrive **fully equipped, fully branded, and fully prepared**, with zero delays or missing tools. It is a core part of Kratos operational standards and must be enforced on every single job.

8. Uniform Enforcement

Movers must:

- Wear Kratos jerseys
- Be clean and presentable
- Maintain professional behaviour

Hermes must hold movers accountable.
Uniform = brand image.

9. Crew Assignment

Hermes must:

- Assign movers
- Confirm acceptance through Crew App
- Provide team overview (crew + truck details)
- Ensure equipment is prepared
- Ensure correct driver picks up truck

Hermes = no surprises.

10. Real-Time Job Management

Throughout the day Hermes must track:

- Truck pickup
- Arrival times
- Job start time
- Internal procedure compliance
- Complaints or damages
- Delays (traffic, weather, access issues)
- Need for additional movers

- Professionalism of crew

Hermes must monitor the day like an **air traffic controller**.

11. Enforcing Procedures & Quality Control

Hermes ensures:

- Pre-move photos are uploaded
- All items are wrapped properly
- Floors & doors protected
- TVs and fragile items handled safely
- Movers follow lifting and safety rules
- Post-move photos uploaded

Hermes = discipline + accountability.

12. CRM Mastery

Hermes must be experts in the CRM.

Hermes must know how to:

- Edit job details
- Log all notes
- Track deposits
- Upload documents & photos
- Update timelines
- Close jobs
- Report damages

- Create follow-ups

If it's not in the CRM, it does not exist.

13. Handling Issues

Hermes must remain calm and professional.

If movers are late:

- Contact them immediately
- Update customer
- Document everything

If customer complains:

- Listen
- Stay neutral
- Document
- Notify upper management

If damage occurs:

- Request photos
- Upload to CRM
- Document statements
- Notify operations
- Never admit fault

If truck issues occur:

- Contact rental company
- Arrange replacement

- Adjust ETAs

Hermes solves problems, not creates them.

14. Closing the Job

Hermes must:

- Confirm start and end times
- Confirm travel time
- Ensure all photos uploaded
- Ensure no unresolved issues
- Verify review text was sent
- Close job in CRM
- Post move feedback call

A job is not complete until Hermes closes it.

15. Dispatcher Expectations

A strong Hermes Dispatcher:

- Prevents chaos
- Ensures accurate truck bookings
- Collects proper notes and photos
- Protects Kratos' reputation
- Supports Hercules effectively
- Maintains customer trust

- Responds quickly
- Follows procedures without exception

Hermes = the structure and stability of Kratos.

16. Final Statement

Hermes Dispatch is not a support role — it is a command role.

You are the planner.

You are the organizer.

You are the enforcer.

You are the protector of the Kratos system.

When Hermes is strong, the entire empire runs smoothly.

When Hermes is weak, the operations collapse.

Hermes = Control. Precision. Discipline.

Hermes makes “Done As Promised” possible.