Address loading problems anywhere, anytime.

Your customers lift product around the clock, but things don't always go smoothly. Outages, set-up issues, and credit and product allocation limits can all prevent loads from being successfully lifted. For many suppliers, managing these issues is a daily challenge. If you don't quickly address them, you risk losing business to a competitor — and at $15,000 or more per load, drive-offs can have a real impact on your revenue.

To help your team spot and solve issues faster, we designed the DTN TABS Load Assistance Dashboard.
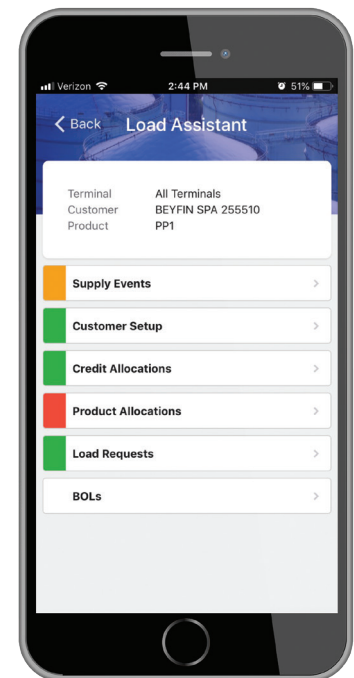
One-stop issue resolution

DTN TABS Load Assistance Dashboard is an optional enhancement for our industry-leading lifting control solution, DTN TABS®. It allows you to deliver a higher level of customer service by quickly finding and fixing the root cause of loading issues — using a single screen.

With it, you can search by terminal and customer, then view the allocations and activities that could be causing the issue. Green/yellow/red color-coding helps you instantly see the status of your supplies and set-ups, the customer's product and credit allocations, load requests, and more.

Once the problem is identified, you can quickly resolve it from within the solution itself with the push of a button. For example, choose to add loads or create global product overrides within your organization's parameters. Most issues can be found and fixed in under a minute, keeping your customers happy and business at your terminal.

Reduce the risk of losing a $15,000+ sale to a competitor by quickly addressing loading issues.

Clearly see key statuses

DTN TABS Load Assistance Dashboard shows you several key lifting-focused components at a glance:

- **Supply events** – view both planned and unplanned outage events.
- **Customer set-ups** – recognize settings that may prevent the customer from lifting.
- **Credit allocations** – note credit limits and remaining available credit.
- **Product allocations** – quickly examine product limits and remaining amounts. View and request additional product overrides.
- **Load request activity** – see real-time activity at the rack.
- **BOL activity** – review successful BOLs for customers and terminals over the last 24 hours.

Drill down to quickly see additional, actionable real-time details. Easy to use, this intuitive tool requires minimal training while providing maximum efficiencies. Your team can help customers any time of the day or night, wherever they are, with minimal impact on either party.

Further enhance your control

DTN TABS Load Assistance Dashboard works with DTN TABS, our industry-leading lifting control solution.

DTN TABS is a centralized, automated solution for flexible, real-time control over product and credit allocations across both proprietary and third-party terminals. It authorizes or denies a customer trying to load fuel at the terminal based on your pre-defined controls. This reduces your risk of credit losses and inventory runs. It also gives you the flexibility to manage your business the way you need to — by customers, groups of customers, terminal, or across terminals.

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