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## United Dispatch Company plays matchmaker with truckers, shippers



Ron Adams, at left, with brother Tim Adams in the United Dispatch center ... “We want to remain small because we favor the customer service; we don’t want to get too big.”

by Jim Minge

United Dispatch began in 1979 promising truckers who hauled freight for its shipping customers a paycheck within three working days.

Back then it was just Chuck Adams and a single computer running the transportation brokerage company. There were no trucks, no trailers — but United Dispatch filled a niche by matching haulers with shippers.

Today the Omaha company still has no trucks. But there are several more members of the Adams family working at the company’s offices.

And the company still provides a check within three

working days for the carriers who haul its shippers’ loads.

“My dad said a long time ago that he wanted to pay the trucks within three working days,” said Ron Adams, co-owner. “They like that, and we’re still doing it.”

Shippers like the way United Dispatch does business, too. The company matches trucks with shippers and vice versa. From paper products to food commodities, United Dispatch hauls it. The company also is certified to ship hazardous materials.

“Shippers like to work with us because when they call us they get a real voice answering the phone and they can talk to a specific person,” Adams said.

“We’ll tailor the load until it’s delivered. It’s not like we pick it up and deliver it and then that’s it. We follow it all the way, and that’s huge in our industry.”

Adams works at the United Dispatch Omaha office at 120th and Arbor streets. His brother, Tim, is the president and also works at the Omaha office, as do brothers Brad and Ken and two brothers-in-law and an uncle. There are 10 employees in all. Chuck Adams is semiretired.

In 1985 United Dispatch opened an office in Cedar Rapids, Iowa. That office employs six people, including two more Adams brothers, Bob and Cory.

Ron Adams said the company is considering opening another office, either in Illinois or Wisconsin, where many of their regular customers are located. The trick, he said, will be keeping the family-run company accessible.

“We want to remain small because we favor the customer service; we don’t want to get too big,” Adams said.

“There are lots of people who want to work with us because of our reputation as being easy to communicate with.”

United Dispatch delivers to 48 states as well as Canada and Mexico. The company works with a variety of haulers and shippers, from single carriers to companies with large fleets.

Tim Adams didn’t want to highlight any of the companies that United Dispatch works with.

“We try to service the entire market,” he said. “We’ll work with anyone. We’re more hands-on that way.”

Not much has changed in the way United Dispatch does business, Ron Adams said, except more paperwork.

“There’s more of that than when my dad started,” he said. “Insurance papers are a lot of that, but we’ve still been able to keep it running smoothly.”

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