

— SECURITY AND OPERATIONAL ACCESS OVERVIEW

# Can any other company see **your** operation?

This page answers one question directly: can any other company see your operation? No. Access is tenant-separated and role-controlled. Here is how access works.

## 01 COMPANY SEPARATION

Each company operates inside its own tenant boundary. DispatchTalon is **tenant-separated**: another company cannot view **your jobs, workers, schedules, documents, attendance events, job cards, or operational records**. Separation is enforced at the data layer. A request for another company's data is refused, not merely hidden on screen.

## 02 ROLE-BASED VISIBILITY

DispatchTalon is **role-controlled**. People see only the surface their role needs. For example: owner or administrator, dispatch and allocation, supervisor, sales and intake, read-only viewer, and audit reviewer. Sensitive fields such as credentials, internal notes, and contact detail are withheld unless the role permits them. Field-recipient access, described below, is separate and is not a console login.

## 03 WORKERS DO NOT NEED FULL SYSTEM ACCESS

DispatchTalon uses a **field-recipient** model. A worker receives a **job-scoped** link, for example by SMS, and opens only the details relevant to that job. Workers do not browse your console, and do not see other jobs, other workers' details, pricing, or other clients.

## 04 JOB-SCOPED LINKS

A job-card link is scoped to a single job context, not your business. **Links are designed to support expiry, revocation, and event records**. A revoked or expired link stops working.

## 05 DOCUMENT CONTROL

Job documents are access-controlled. Workers see only the documents shared to their job, and office or internal material is not exposed through the worker link. Document visibility is being extended to explicit levels (internal, supervisor, worker, client, and export or proof) so each document reaches only its intended audience.

## 06 AUDIT AND EVENT TRAIL

Key actions are recorded with time and actor: job-card opened, document viewed, attendance recorded, acknowledgement recorded, and reviewed corrections, where a correction requires a stated reason. The record is structured to preserve event history and reviewed corrections rather than silently overwrite key actions.

## 07 CONTROLLED FEATURE ACCESS

Premium capabilities are not switched on by default and are not visible until deliberately assigned to your tenant. Capabilities are governed by **controlled feature access**, and an unassigned capability is not discoverable to your users. You see what you have been given, nothing more and nothing prematurely.

## 08 PAYROLL AND MYOB OR XERO POSITION

DispatchTalon is export-first. It produces **reviewed records** and an **export-ready pathway** first. Direct MYOB, Xero, or payroll integration is a later, scoped pathway. It is reviewed before any accounting or payroll entry, and it is not a current or automatic claim.

## 09 WHAT DISPATCHTALON IS NOT

- Not a worker-monitoring system
- No continuous worker-location capture
- Not a payroll-processing system first
- Not automatic access for every worker
- Not open visibility across companies

## 10 RECOMMENDED NEXT STEP

### A 30-minute Security and Operational Fit Review.

With your IT and systems, operations and allocation, and payroll and admin people where relevant. The agenda covers company separation, the field-recipient model, document control, the event trail, controlled feature access, and the export-first position.

Review the Onboarding Scope, or book the fit review.

<https://dispatchtalon.com/onboarding-scope/>



Scan to open the **Onboarding Scope**

FIELD JOB CARD OVERVIEW

# The worker does not need the whole system. The worker needs the right job card at the right time.

## 01 THE PROBLEM

Giving every worker a full system login creates friction the field does not need: password resets, IT onboarding, accounts to deactivate when crews change, workers seeing more than their job, and more surface area for things to go wrong. Most workers do not need an operating system. They need today's job.

## 02 THE DISPATCH TALON MODEL

Named operational users run the business: owners, allocators, supervisors, and admin. Workers act as **field recipients**. A worker receives a **job-scoped** link, for example by SMS, and opens only the details relevant to that job. No account, no console, no setup.

### 03 WHAT THE WORKER SEES

- Job details and reference
- Site address and start time
- Job-day notes
- The documents relevant to that job
- A required acknowledgement, if enabled
- A sign-in and sign-out attendance event, if enabled
- Docket or work-segment actions, if enabled later

### 04 WHAT THE WORKER DOES NOT SEE

- Your tenant console
- Other jobs or other workers
- Pricing or margins
- Internal allocator notes
- Other clients
- Admin tools
- Company-wide records

## 05 JOB-SCOPED ACCESS

Each link is scoped to a single job context, not your business. **Links are designed to support expiry, revocation, and event records.**

## 06 WHY THIS MATTERS

- Less IT setup and fewer worker passwords
- Tighter company visibility, because access is scoped rather than broad
- Stronger operational proof of what was issued, seen, and acknowledged
- Lower adoption friction, because workers just open a link
- A cleaner job-day record

### 07 HOW IT SUPPORTS SECURITY

The Field Job Card sits inside the same **tenant-separated, role-controlled** model as the rest of DispatchTalon. Field recipients are not full tenant users by default; they hold a job-scoped link, nothing more. Worker access never widens into your operation.

### 08 HOW IT SUPPORTS FUTURE DOCKETPROOF

The same job-card surface is the foundation for **client-signed dockets** (work segments, client sign-off, and supervisor-reviewed, export-ready billing evidence) as a later, deliberately enabled capability. Adopting the Field Job Card now puts the rails in place.

### 09 WHAT DISPATCH TALON IS NOT

- Not a worker-monitoring system
- No continuous worker-location capture
- Not a payroll-processing system first
- Not automatic access for every worker
- Not open visibility across your company

## 10 RECOMMENDED NEXT STEP

### A 30-minute Security and Operational Fit Review.

With IT and systems, operations and allocation, and payroll and admin where relevant.

Review the Onboarding Scope, or book the fit review.

<https://dispatchtalon.com/onboarding-scope/>



Scan to open the **Onboarding Scope**