DispatchTrack
The Modern Last Mile Delivery Software
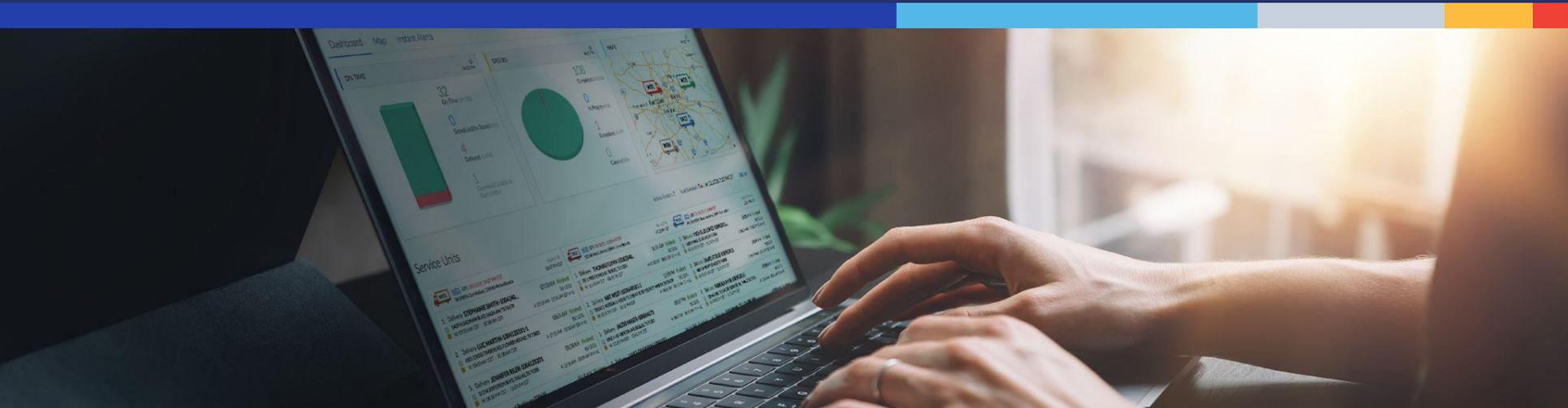
# See It, Fix It: Why Focus on Last Mile Visibility?

"*For many years, the biggest challenge identified by supply-chain leaders has been achieving visibility.*"

- Rich Sherman, *Supply Chain Brain*

# Imagine you've unlocked the secret to visibility: what does your day look like?

**You sit down at your desk, and see all of the day's orders and truck routes immediately.**

**Your dashboard shows:**
- Locations for every driver
- Live statuses for thousands of orders
- Flags and alerts for all exceptions

**Most things are going right**
But some exceptions immediately jump out at you as requiring management.

# With a comprehensive view of the last mile, you can easily manage exceptions.

**Flagged Order #1**

- Your driver stopped at the house (and took a photo as proof), but the consignee wasn't there to receive the order.

- You call the customer, who says that she's available to receive the delivery now. You find a new delivery window in the next few hours and send the driver the new route.

**Flagged Order #2**

- Another driver is running late because of a giant highway pile-up.

- It's too late to send new routing instructions to avoid the traffic jam—but you trigger automated alerts to all of the consignees on the route with new ETAs that reflect the traffic.



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*At the end of the day, your rate of missed deliveries is much lower than usual, you received far fewer customer calls than usual.*

**This is visibility in a nutshell: no matter how large your fleet, no matter how many orders you have to manage, you're able to provide proactive customer service and effortlessly manage by exception.**

# Visibility enables you to manage by exception.

**Once a customer calls you, it's too late to provide superior service.**

**But true visibility powers proactive customer service with:**
- Live GPS tracking in the field
- Real-time, day-of-delivery status updates
- Exception alerts

**In shipping, exceptions are the rule.** When you don't have to hunt through a dozen screens to find data, you can find and manage them more quickly

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# How visibility benefits last mile carriers:

## Live GPS tracking

- Real-time tracking of trucks means that the instant you pull up your dashboard, you know where every order is in the world.

- You can immediately see if a truck is running behind schedule, and then figure out what to do about it.

## Real-time updates

- See each delivery being signed for and marked as completed by the driver at the time time of delivery.

- Your normal operations run more smoothly when you can understand risks at a glance.



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# How visibility benefits last mile carriers (cont'd):

## Automated exception alerts

- If you can immediately see that a consignee wasn't home to accept delivery or wouldn't accept a damaged shipment, you can do something to remedy the situation.

- This makes it possible to turn the last mile from a black box, where you can only pray that things are going right, to an opportunity for delighting customers by skillfully managing exceptions.



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"49% of Supply Chain Leaders... can capture real-time data insights and act on them immediately."

- Richard Howells, *Forbes*

# How can large fleet operators achieve visibility?

**It's possible to see your entire last mile unfolding at a single glance. But how?**

**Last mile visibility requires:**
- Centralized data
- Single-pane-of-glass dashboard
- Driver and customer interfaces
- Rapid, automated communication

**Information goes stale quickly.** But the right tools let you access data quickly and easily enough to act on it.

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# Minimize time and clicks for each piece of data:

## Centralized data

- You want data to flow freely from one tool to the next, so that it's always at hand when you need it.

- For this, you need technology that integrates easily with telematics, asset management, etc.

## Single-pane-of-glass dashboard

- This dashboard should act as your command center: without clicking to a second screen, you should immediately visualize every route and order.

- You can see exceptions at a glance—but you can also see what's going *right*.

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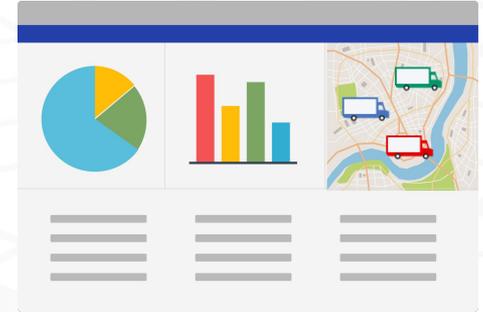
# Visibility requires easy connectivity:

## Driver and customer interfaces

- A driver-specific mobile application should prompts drivers to send live updates from out in the field.

- A web portal should allow consignees or shippers to track their own orders at whatever level of detail you specify.

## Rapid, automated communication

- Decrease phone time by pushing automated alerts to drivers for any route changes.

- Automated messages should be sent to customers for delivery confirmation and updates.

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*"[Real-time visibility] allows leaders insights into what is happening in the organization as well as outside the four walls of their organization to control end-to-end processes."*
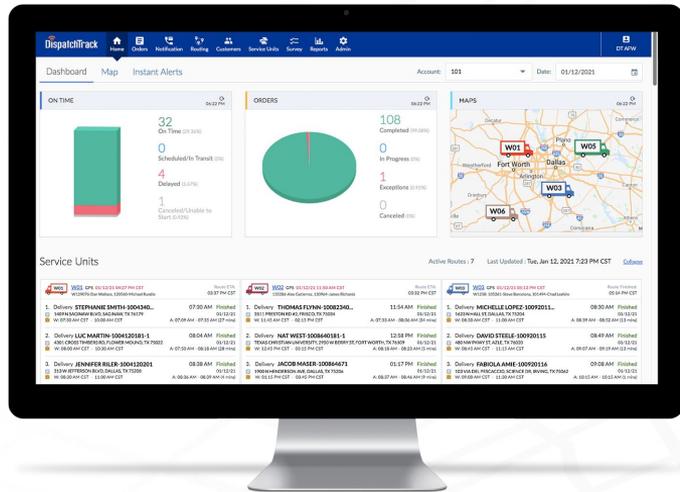
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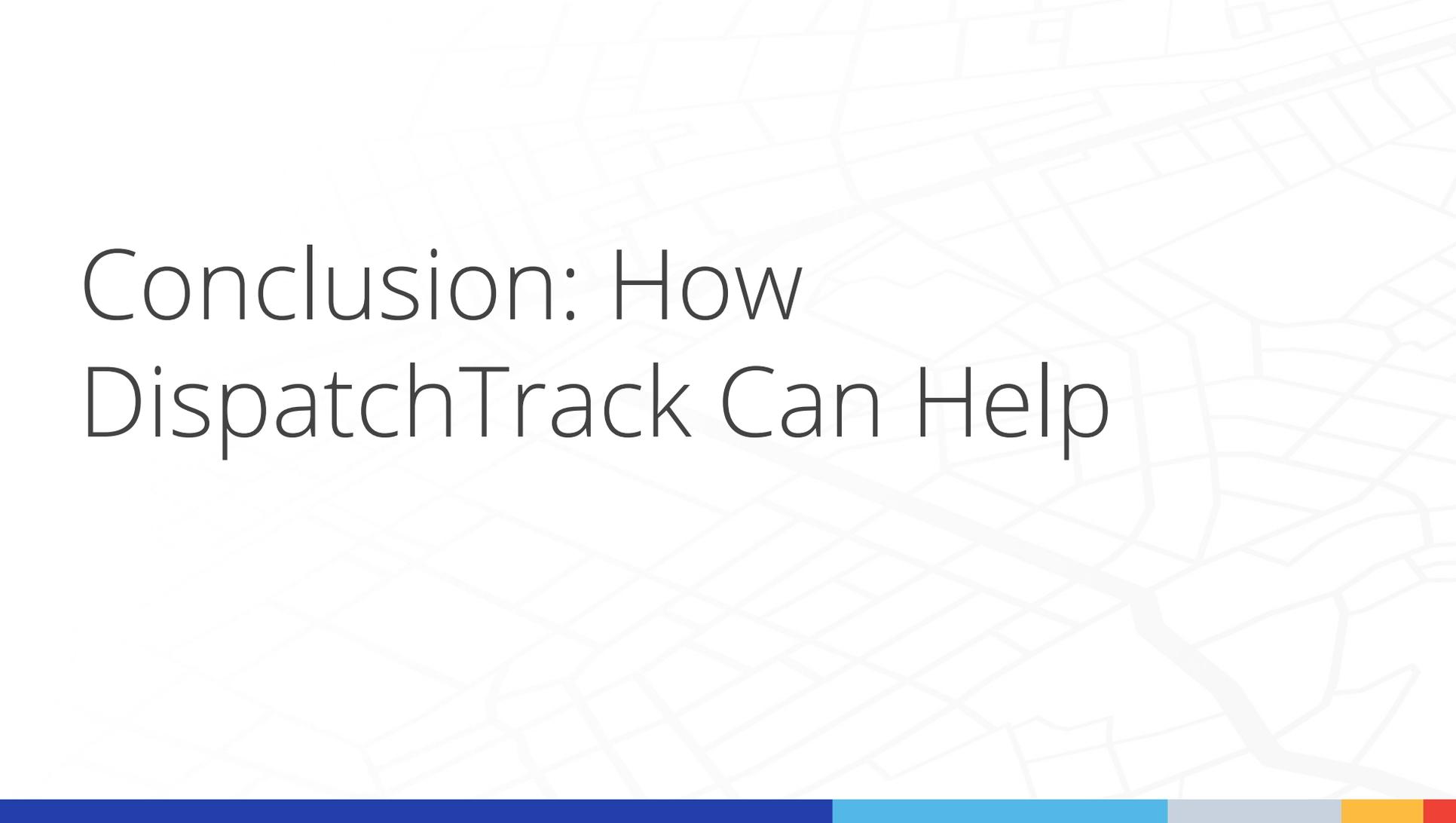
# Conclusion: How DispatchTrack Can Help

# At DispatchTrack, visibility is our business.



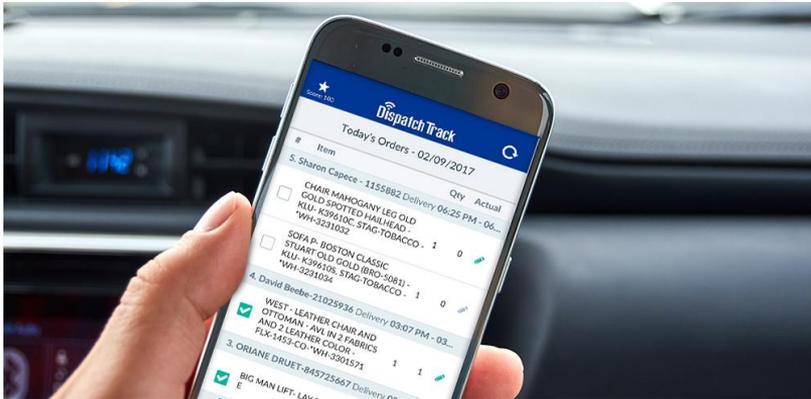**Our platform is built around a single-pane-of-glass dashboard.**

**We give our users real-time visibility into:**

- Asset locations
- Delivery statuses
- ETAs
- Delivery window commitments
- And much more

**With careful UX design:**
Dispatchers can see the last mile situation at a quick glance.

# How DispatchTrack powers connectivity

**Our system connects to an intuitive driver mobile app.**

**This offers:**

- Digital dispatch of orders
- Turn-by-turn driving directions
- GPS tracking
- Frictionless communications (i.e. no need for phone calls)
- Easy documentation of deliveries and exceptions

**When exceptions arise:**

It takes one click to the see the alert, and one more to dive into the details.

# Our platform is built on a high-precision route optimizer.



**This maximizes on-time delivery—which means fewer exceptions to manage.**

**This gives you visibility into last mile operations that *work*:**
- Reschedule orders on the fly as conditions change
- Automatically send customer communications for new ETAs
- Maximize truck and driver capacity

**We give you control over the last mile:**
You use that control to delight your customers.