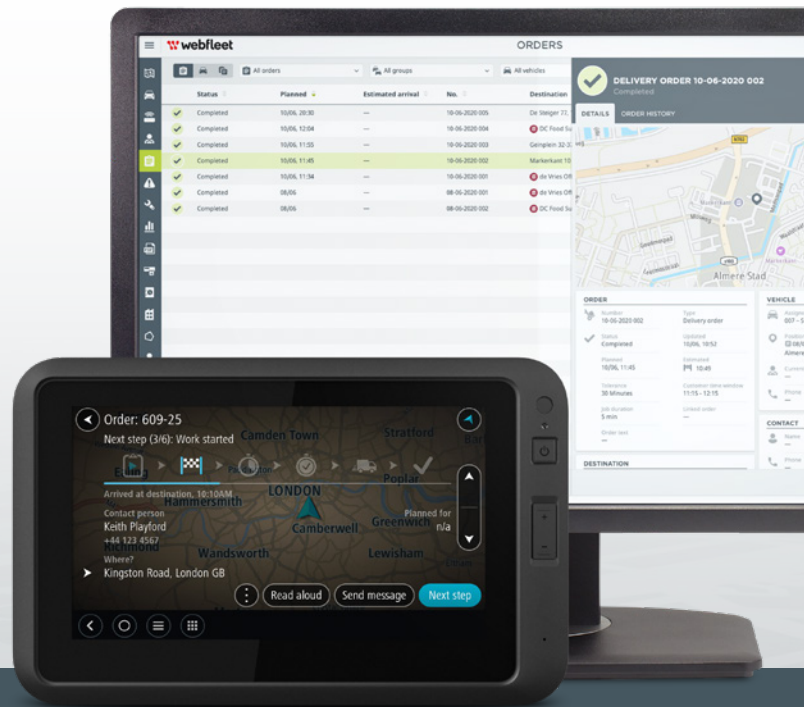# WEBFLEET Order Management

Get everything you need to efficiently control and organise your fleet jobs – right on the WEBFLEET interface. Digitise your processes, cut out time-consuming manual tasks and get more jobs done.

Order management helps you:

- Identify the best worker for every job
- Lower costs
- Improve customer experience
- Plan more flexibly

- Reduce time spent on manual tasks
- Simplify administration
- Take more control over your dispatching
- Communicate effectively with your team

How it works?

DISPATCHER
adds customer and order details to WEBFLEET. In one click, optimises daily schedule, calculates routes and sends instructions to the drivers' PRO Driver Terminals.

DRIVER
avoids traffic and delays with professional navigation and best-in-class ETAs. Receives new dispatcher updates via two-way communication.

CUSTOMER
gets product or service when they expect it and is always kept up-to-date with changes to the schedule. This increases customer satisfaction and loyalty.

Let's drive business. Further.

webfleet.com

What's in WEBFLEET Order Management?

EVERYTHING IN ONE PLACE
No additional software is required. Everything you need is integrated on WEBFLEET.

TAILORED TO YOUR NEEDS
Decide how much time you spend on order management. Send just the destination to your team or setup a more advanced order workflow.

DAILY SCHEDULES
Plan the full schedule for the day, from first to last order, with best-in-class ETAs calculated for each job based on driver location, vehicle dimensions and routing profile. Schedule templates allow you to store your regular routes and schedules.

INTELLIGENT OPTIMISATION
WEBFLEET Order Optimisation (optional feature) helps you to reduce your planning efforts, get more jobs done and reduce the time your drivers spend on the road.

BULK OPERATIONS
Improve efficiency by executing bulk operations. For example, you can import orders from Excel or reschedule, reassign, send and delete multiple orders at once.

SMARTER DISPATCHING
Award-winning TomTom Traffic and Vehicle Status make identifying the best-suited worker for each order easy. The Job Duration functionality lets you define the time drivers spend at the customer or on site.

TWO-WAY COMMUNICATION
Clear communication between the dispatcher and the driver is simplified using predefined message templates.

AUTOMATIC ORDER STATUS UPDATES
You can customise which updates you would like to automatically receive, taking manual tasks off your drivers' hands. Get updates when an order is read, accepted, started or finished, and when drivers leave a customer's location.

REAL-TIME MONITORING
Get a complete overview of on-going orders. Spot potential delays and react straight away.

FORCED ORDER SEQUENCE
Take complete control over the sequence of assignments at any time with Forced Order Sequence. Also, Order Overview shows all your orders for the day at-a-glance.

Want to find out more about what WEBFLEET Order Management can do for you? **Speak to one of our experts today.**

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