



Dispatch and Delivery Management System (DDMS)

DDMS Automates Dispatch and Delivery

The Epicor Dispatch and Delivery Management System is designed to assist the dispatcher with daily deliveries, compliment your hot-shot delivery programs, provide accurate management reports, and ensure on-time deliveries.

DDMS: An electronic dispatcher's assistant

DDMS is designed to eliminate manual systems that require continuous human updating to remain accurate. The DDMS application integrates with your Epicor system and displays real-time order status in a column format and is as simple to run as a spreadsheet.

Sales staff can send new orders, or last minute change orders, from POS to the dispatcher, reducing costly errors. As you scan bar codes for each order, the system moves the order status sequentially through the dispatch and delivery process. Anyone on the network can check the status of orders. This feature minimizes interruptions and reduces calls to the dispatcher.

On-time delivery: The most important service you can offer

Service Dealer customers report that accurate, on-time delivery is most important. DDMS allows you to build a reputation for excellent service, retain loyal customers, and attract new ones through positive referrals. DDMS even provides a Web portal and e-mail delivery status updates for your customers.

Focus on Assigning Orders and Trucks to Ensure On-time Delivery

DDMS window looks like a spreadsheet

DDMS is fully integrated with your business management solution and can be customized to display:

- Delivery address
- Customer name
- Puller's name
- City
- Customer number
- Driver
- Cost
- Delivery zone
- Status change times
- Current status
- Order number
- Cash on delivery flag
- Customer purchase order number
- Estimated delivery time
- Estimated delivery cost
- Driver return time

Benefits

- Help to increase profits by optimizing delivery truck routes
- Monitor vehicles and drivers for on time delivery
- Network-wide access to order status for staff
- Automate manual processes to improve customer service
- Prioritize rush orders and maximize customer loyalty
- Monitor the field real-time with Google Maps

Trucks running at capacity increase profits

- Increase profits by optimizing delivery truck with interface to Garmin technology to take in traffic conditions and routes
- Facilitate on-time delivery by monitoring vehicles and drivers
- Estimate, report, and view cost of deliveries
- Reduce interruptions with network-wide access to order status
- Maximize customer loyalty by prioritizing rush orders
- Improve driver accuracy and efficiency by loading trucks in the delivery sequences
- Print a delivery manifest for the driver
- Estimate the real cost of each delivery

Manage the big picture with simple and meaningful reports

- ODBC-compliant database reports on assets, including pickers, trucks, drivers, number of deliveries, etc.
- Use standard reports or create your own
- Prioritize rush orders, track returns, etc.
- See a global view of productivity by job, salesperson, truck, etc.
- See delivery cost by customer

Track vehicles and drivers with GPS coupled with Google Maps

- Monitor the location of your fleet using mobile phones
- Know driver return times and turnaround times
- Automatically updates DDMS with real-time delivery status and pictures

- Set up geo-fence parameters around any facility to trigger delivery status updates
- Eliminate and monitor unauthorized stops, vehicle speed, and more
- Gather customer's delivery signature using a Microsoft® Windows® mobile phone and tie it back to the DDMS database and copy signature to the Eagle system, WebDocs, or Document Imaging invoice storage tools

Behaves the way you want it to behave

- DDMS combines the power, ease of use, and leading technology of Microsoft .NET with Epicor business software. You'll have state-of-the-art technology with flexible, customizable, integrated modules ready to streamline virtually any part of your delivery process
- Use Web portal where customers can see delivery status online to improve customer service
- By customizing your screen view, you can see only what interests you and focus on what's important
- Choose values from pull-down menus, and choose commands using context-sensitive menus
- Summarize, show details, or go back and forth to zero-in on what's important
- Sort a column or sort everything based on a column. Filter a column or filter everything based on a value in a column. Move columns around or even hide columns
- Download your work to Excel® for further analysis or export it to .pdf for sharing with others
- DDMS can eMail delivery status updates to customers

About Epicor

Epicor Software Corporation is a global leader delivering business software solutions to the manufacturing, distribution, retail, and service industries. With more than 40 years of experience, Epicor has more than 20,000 customers in over 150 countries. Epicor solutions enable companies to drive increased efficiency and improve profitability. With a history of innovation, industry expertise and passion for excellence, Epicor inspires customers to build lasting competitive advantage. Epicor provides the single point of accountability that local, regional, and global businesses demand. For more information, visit www.epicor.com.

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