Every building materials business knows the importance of getting deliveries right—the right materials, delivered on schedule, precisely reflecting customer needs that can change at any time. Naturally, it all has to be done at reasonable cost—no one wants to see trucks or drivers sitting idle.

To make it all work, dealers must keep sales orders, change orders, delivery and credit notes, and delivery status continuously updated and available for everyone—from the field to the back office to the picking floor. It's also essential to build optimized manifests that balance customer timing requirements, driver and truck usage, and routing considerations. It's just smart business to carefully track and document deliveries, minimizing disputes and miscommunication to keep customers satisfied.

The Epicor BisTrack Journey Planner and Delivery solutions gives your team the tools to perform these tasks easily and accurately—to help keep customers happy, staff productive, and costs in check.

Epicor BisTrack Journey Planner

Providing easy-to-use, fully integrated dispatch and delivery capabilities, BisTrack Journey Planner simplifies the critically important task of journey planning. It helps you keep customers satisfied, optimize truck and driver usage, boost efficiency, and minimize errors.

At the center of the solution is real-time order tracking—integrated features that let you capture, adjust, and share orders and credit notes along with their delivery status and any change-order activity—among all affected staff and with customers, when appropriate, too.

With the latest information on every delivery, your staff uses flexible sort and search tools and intuitive, drag-and-drop journey-building tools to intelligently plan trips for trucks and drivers. It’s easy to assign drops and pickups to specific journeys. Each one reflects truck weight capacities, driver preferences, and customer timing requirements—including last-minute changes. During the process, real-time alerts notify planners if changes have been made to order contents or preferred delivery dates.

Picking tickets are printed just before picking begins—again, to reflect the very latest information—and staff can print a complete journey manifest. A drop-and-pickup sequence; sequenced delivery tickets; customer information such as job numbers, maps, and directions; and of course delivery notes and credit notes are all available in the manifest.
BisTrack Delivery is a tremendous asset every time there is a question with an order because it provides clarity to the location and condition of every delivery.

Bob Stanford, President | Sanford & Hawley

Epicor BisTrack Journey Planner and BisTrack Delivery

I

Track an order from creation through to delivery, printing picking tickets, delivery notices, and invoices when the previous stage is complete to avoid missing change orders, substitutions, and returns.

Quickly see the status of your orders, then drag-and-drop orders ready for delivery onto the journey planner. Print detailed, sequenced journey manifests and delivery notices, for each driver, with maps and directions.

Epicor BisTrack Delivery

Available for touch-screen-capable iOS and Android devices, BisTrack Delivery is a mobile app that helps drivers quickly and easily record and document deliveries and pickups. It serves two important purposes—keeping BisTrack (and fellow staff) updated on delivery/pickup status and location, and capturing proof of delivery that prevents many disputes and makes others easy to resolve.

With a few taps and/or barcode scans, drivers can capture delivery time and location, pictures of goods delivered (or picked up), and customer signatures. All the data become associated immediately with the appropriate order or debit note, and both your staff and your customers can access them. Meanwhile, back-office and other staff can see the real-time status of each order and credit notes. They can track truck locations on a map, informing further planning and on-the-fly route changes.

With fewer disputes initiated—and solid proof of every delivery and pickup you’ve made—you can avoid costly write-offs that may otherwise occur. Your drivers and your customers will appreciate deliveries and pickups that are timelier, more accurate, and more complete.

Key Features—Epicor BisTrack Journey Planner

Track every order in near-real time

- Provide up-to-date information to everyone involved at every point in the cycle—order entry, change order, picking, delivery
- Alert staff to change orders in time to adjust picking, journey-planning, or delivery with instant notifications
- Reduce paper-based errors with electronic entry and tracking
- Produce picking tickets at picking time—not earlier when changes could still occur

“BisTrack Delivery is a tremendous asset every time there is a question with an order because it provides clarity to the location and condition of every delivery.”

Bob Stanford, President | Sanford & Hawley
Build optimized delivery manifests with ease

- Speed and simplify scheduling tasks with easy delivery planning—just drag and drop delivery notes to individual vehicle journeys (routes)
- Assign deliveries to journeys with simple sorting options
- Track weight and volume as you build a journey—overweight alerts and volume displays help you ensure safe vehicle loading
- Drag-and-drop to adjust journey sequence—or across journeys—to reflect urgency or other factors
- Prevent wrong-day deliveries with last-minute schedule change alerts
- Print drop-sequence lists for journeys completed together with sorted delivery tickets—this manifest can include details like customer names and addresses, reference info like job numbers, and products to be delivered
- Integrate with popular online mapping tools such as Bing and Google Maps to help you include map and driving directions in the manifest

Key Features—Epicor BisTrack Delivery

Easily document both deliveries and pickups

- Instantly document when and where an order was delivered or returned goods were picked up
- Snap pictures of delivered goods at a delivery site and associate them with an order
- Capture client signatures and associate them with a completed delivery
- Automatically update orders to “delivered” in real time
- Document pickups of flagged credit notes with signatures and pictures
- Initiate a transaction by scanning the barcode on a delivery order or by entering the order or credit note number
- Document proof of delivery/pickup quickly and easily with an intuitive user interface

Keep orders, credit notes, and deliveries up-to-date

- Gain instant access to BisTrack system orders and credit notes once the driver records deliveries and pickups in the field
- Provide delivery pictures and signatures online using BisTrack Web Track for fewer customer inquiries and back-office hassles

Use a wide range of mobile devices

- Compatible iOS® or Android™ device
- Connect with Wi-Fi and/or mobile network connectivity
- Download the BisTrack Delivery app from the App Store® or Google Play™ Store

Requirements

For BisTrack Delivery

- Android or iOS Mobile Device (smartphone, tablet) with touch-screen, camera, and GPS capability
- Wi-Fi or mobile network access

About Epicor

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software that is designed around the needs of our manufacturing, distribution, retail, and service industry customers. More than 40 years of experience with our customers’ unique business processes and operational requirements is built into every solution—in the cloud or on premises. With a deep understanding of your industry, Epicor solutions spur growth while managing complexity. The result is powerful solutions that free your resources so you can grow your business. For more information, connect with Epicor or visit www.epicor.com.