

Streamline Your Deliveries: Mastering Orders in Dispatch Management

1. Executive Summary

This guide helps you effectively manage your delivery orders using the "Orders" sub-module in Dispatch Management. By using this module, you can efficiently add, update, track, and assign orders to drivers, ensuring smooth and timely deliveries. You'll be able to quickly respond to issues like reassigning drivers, editing delivery details, and confirming order statuses, which will improve customer satisfaction and streamline your dispatch operations.

2. Title & Purpose

Title: Effectively Manage and Track Delivery Orders

Purpose: This guide will show you how to use the "Orders" sub-module to manage all aspects of delivery orders, from creation to completion.

Why This Matters: Efficient order management leads to faster delivery times, fewer errors, and happier customers.

3. Introduction

Do you struggle with managing delivery orders efficiently? Are you looking for a way to streamline your dispatch operations and improve customer satisfaction?

The "Orders" sub-module in Dispatch Management is designed to address these pain points. It provides a central location for managing all order-related activities, from creating new orders to tracking their progress and handling any issues that may arise. This guide will walk you through the key features and functionalities of the "Orders" sub-module, using simple language and practical examples.

Key Terms:

- **Order:** A request for delivery or dispatch services.
- **Dispatch Management:** The process of managing and coordinating delivery operations.
- **Sub-module:** A specific section within a larger software module, dedicated to a particular function (in this case, managing orders).

4. Main Content (User-Focused Sections)

What This Means for You

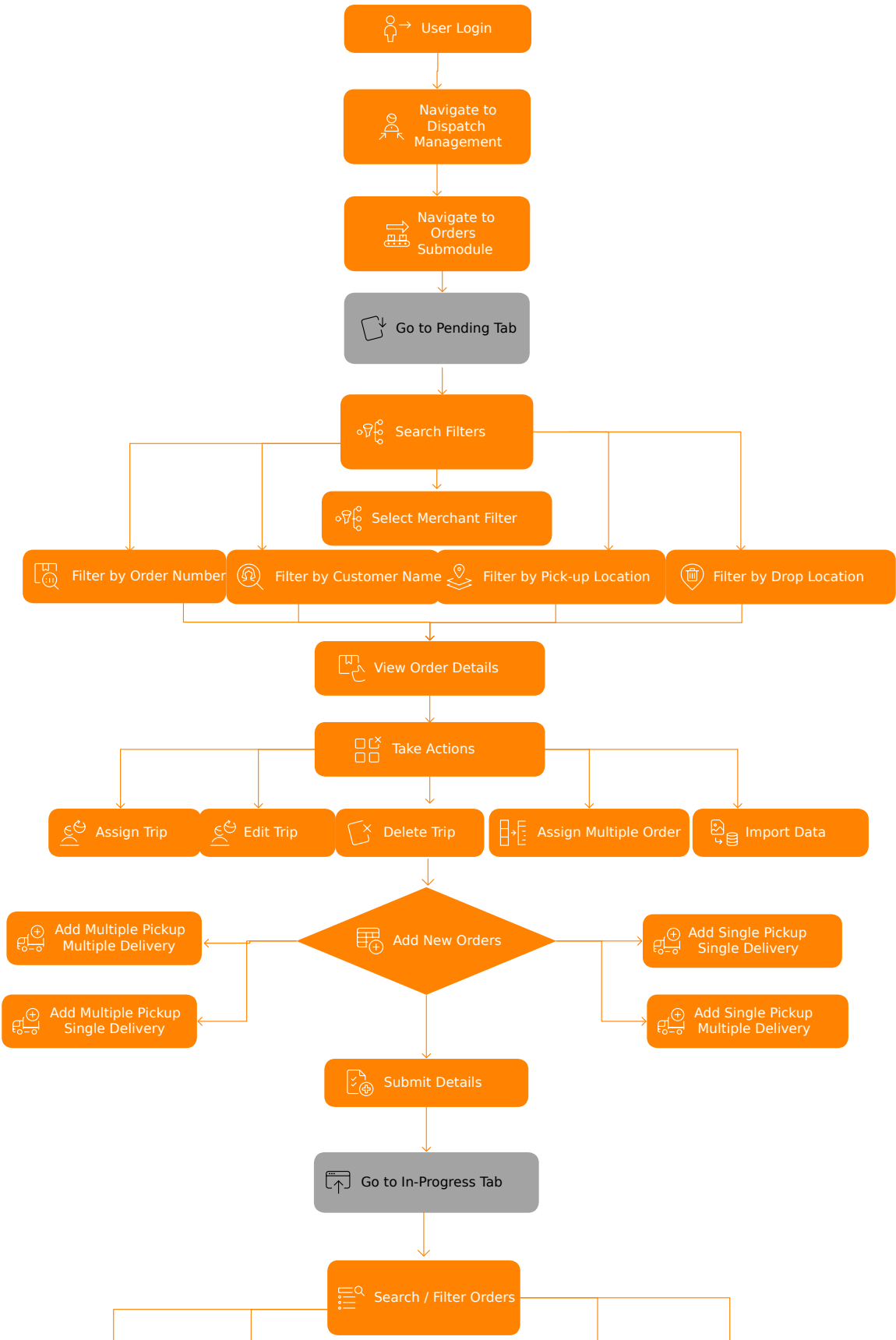
- **Improved Efficiency:** Quickly create, update, and assign orders.
- **Better Tracking:** Monitor the status of each order in real-time.
- **Reduced Errors:** Ensure accurate delivery information and avoid miscommunications.
- **Increased Customer Satisfaction:** Deliver orders on time and efficiently, leading to happier customers.

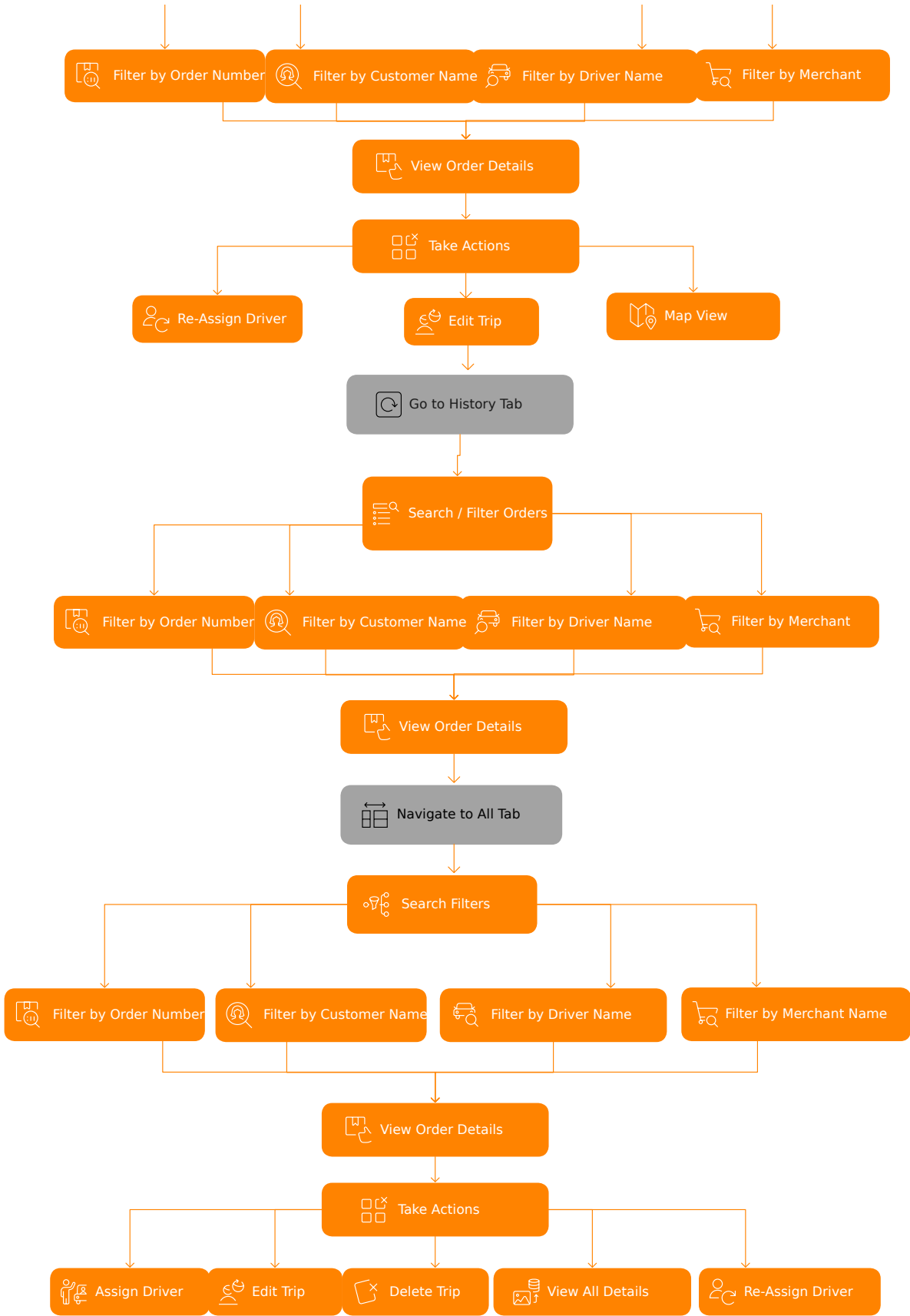
How It Works

The "Orders" sub-module provides a central hub for managing all aspects of the order lifecycle.

Here's a simplified view of the order management process:

Orders Submodule Flowchart





The flowchart illustrates the order management process:

1. **Add Order:** Start by adding a new order with necessary details.

- 2. **Order Creation:** New order is created and available for actions.
- 3. **Assign Trip:** Assign created order to driver and vehicle.
- 4. **Update Order:** Orders can be modified as needed.
- 5. **Delete Order:** Orders can be removed from list of orders.

Getting Started

- 1. **Access the Dispatch Management Module:** Click on the "Dispatch Management" module in the main menu.
- 2. **Navigate to the Orders Sub-module:** Select "Orders" from the list of sub-modules.
- 3. **View the Orders Page:** This page displays a list of all existing orders.

SlideShow

100 Vehicles Online

Manual Routing

Export

Sr.no	Order Number	Customer Name	Amount	Order Status	Order Date & Time	Action
1	Mr. John Doe	Mr. John Doe	100	john@gmail.com	+91 99 99 99 9999	
1	Mr. John Doe	Mr. John Doe	100	john@gmail.com	+91 99 99 99 9999	
1	Mr. John Doe	Mr. John Doe	100	john@gmail.com	+91 99 99 99 9999	
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Showing 1 - 10 of 200

Key Features You'll Use

- **Add Order:**
 - Click the "+Add Order" button to create a new order.
 - Enter all necessary details, such as order date, time, vehicle type, delivery address, and customer information. *You can add Single Merchant single customer, Multiple Merchant Multiple Customers, Single Merchant multiple Customers, Multiple Merchant Single Customers.

- **View Order:**
 - Click "View" in the "Actions" column to see the details of an existing order.

SlideShow

100 Vehicles Online

Manual Routing

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- **Edit Order:**
 - Click "Edit" in the "Actions" column to modify an existing order.
 - Update the necessary details and save the changes.
- **Delete Order:**
 - Click "Delete" in the "Actions" column to remove an order.

SlideShow

100 Vehicles Online

Order NumberCustomer NameOrder StatusManual RoutingExport

Sr.no	Order Number	Customer Name	Amount	Order Status	Order Date & Time	Action
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*Note: Once the order is deleted after confirmation, it will be permanent

• Assign Trip:

- Click "Assign Trip" in the "Actions" column to assign an order to a driver and vehicle.
- Select the appropriate driver and vehicle from the available options.
- **Reassign Driver:**
 - Navigate to the "In Progress" tab.
 - Click "Reassign Driver" in the "Action" column to assign order to another driver.
- **Search:**
 - Use the search bar to quickly locate orders by customer name, phone number, or other relevant criteria.
- **Bulk Import:**
 - Click "Import Data" to upload multiple orders at once using an Excel template.
- **Assign Multiple Orders:**
 - Click the "Assign Multiple Orders" button.
- **Map View:**
 - In Progress tab click to "Map View" to track the progress of deliveries in real-time.
- **Order History:**
 - Click the "History" option to view a list of past orders.
- **Filters:**
 - Use filters to quickly sort orders in "Pending" and "In Progress" tab
- **Add Merchant:**
 - You can add multiple merchants by entering their respective details one after another through the "Add Merchant" option.

- Select Single Merchant single customer, Multiple Merchant Multiple Customers, Single Merchant multiple Customers, Multiple Merchant Single Customers.

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Common Scenarios

- **Scenario 1: A customer calls to change their delivery address.**
 - **Search** for the order using the customer's name or phone number.
 - Click **Edit** on the order.
 - Update the delivery address and **save** the changes.
- **Scenario 2: A driver is running late and needs to be reassigned.**
 - Navigate to the **In Progress** tab.
 - Click **Reassign Driver** on the order.
 - Select a new driver from the available options.
- **Scenario 3: You need to add a large number of orders quickly.**
 - Click **Import Data**.
 - Download the Excel template and fill it with the order details.
 - Upload the completed Excel file.

- **Scenario 4: Quickly assign several deliveries to one driver**
 - Click **Assign Trip** to each order and assign the same driver to multiple orders for improved routing efficiency.

What to Expect

- **Real-time updates:** Order statuses are updated automatically as drivers progress through their deliveries.
- **Clear error messages:** The system will provide helpful error messages if you encounter any issues, such as missing information or duplicate order numbers.
- **Seamless integration:** The "Orders" sub-module integrates seamlessly with other modules in Dispatch Management, such as "Vehicles" and "Drivers."

5. Summary & Benefits

By using the "Orders" sub-module, you can:

- **Save Time:** Streamline order management tasks and reduce manual effort.
- **Improve Accuracy:** Minimize errors and ensure accurate delivery information.
- **Enhance Customer Satisfaction:** Provide timely and efficient deliveries, leading to happier customers.
- **Gain Visibility:** Track the status of all orders in real-time.
- **Make Informed Decisions:** Use order data to identify trends and optimize your dispatch operations.

This guide provides a solid foundation for effectively managing your delivery orders. With a little practice, you'll be able to leverage the "Orders" sub-module to streamline your dispatch operations and improve your bottom line.