

This report details the "Dispatch Customer" module, a key component designed to streamline customer management within dispatch operations. It outlines how users can efficiently add, modify, view, and organize customer information, directly impacting the accuracy and speed of vehicle bookings and deliveries.

1. Executive Summary

The "Dispatch Customer" module empowers you to effortlessly manage all customer-related information essential for your dispatch operations. This means you can quickly add new customers, update their details like addresses and contact numbers, and easily find existing customers. By centralizing this vital data, the module helps you reduce errors in bookings, ensure timely deliveries, and provide better service to your customers. It's designed to make your daily tasks simpler and more efficient, giving you peace of mind that your customer records are always accurate and accessible.

2. Introduction

In today's fast-paced dispatch environment, managing customer information quickly and accurately is crucial. You need reliable details to ensure packages go to the right place, communication is seamless, and deliveries are efficient. The "Dispatch Customer" module addresses these challenges by providing a dedicated space to handle all aspects of your customer records.

Its purpose is to give you a powerful yet easy-to-use tool for customer management, allowing you to:

- **Create new customer profiles** with all necessary contact and delivery information.
- **Keep existing customer details up-to-date**, including addresses, contact numbers, and specific delivery preferences.
- **Quickly find customer information** using simple search filters.
- **Visualize customer locations** on a map to optimize dispatch routes.

Think of it as your digital customer rolodex, but with advanced features tailored specifically for dispatch needs. By simplifying customer data management, this module helps you prevent mistakes, save time, and ultimately deliver a better experience to your end customers.

3. Main Content (User-Focused Sections)

What This Means for You

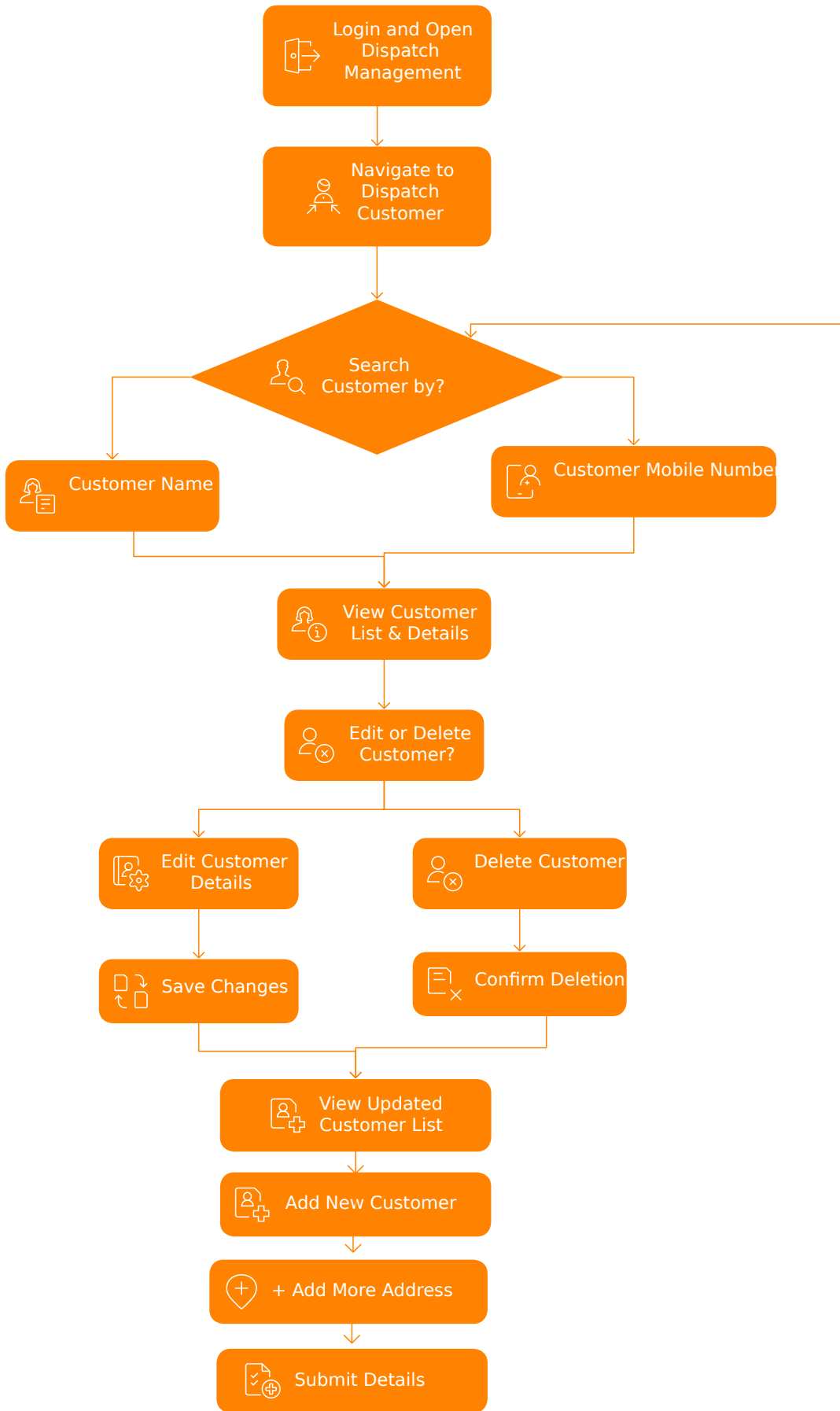
Using the Dispatch Customer module brings several practical benefits to your daily operations:

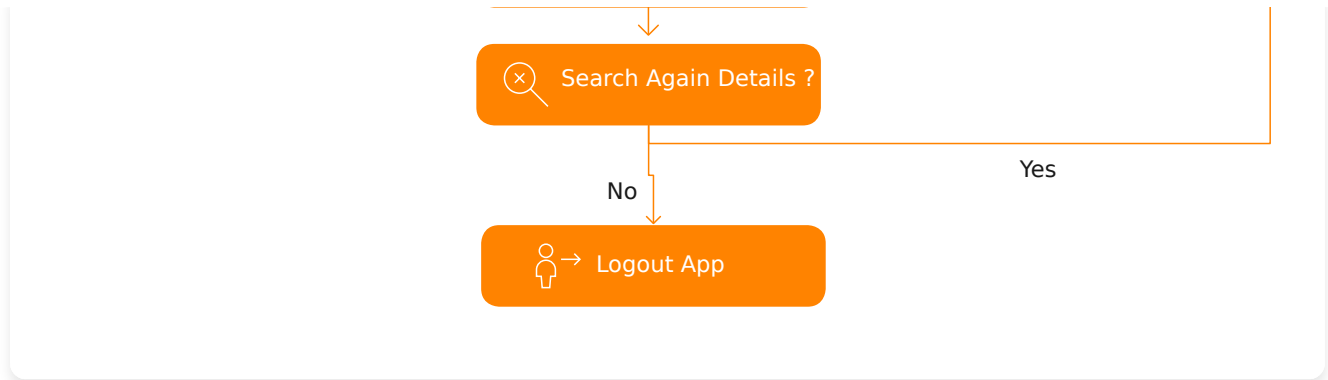
- **Less time spent on data entry:** Quickly add new customers and their delivery details.
- **Fewer delivery errors:** Accurate and up-to-date customer addresses and contact numbers lead to correct deliveries.
- **Faster customer lookup:** Easily find any customer by name or mobile number, speeding up service.
- **Improved dispatch planning:** See customer locations on a map to optimize routes and delivery zones.
- **Peace of mind knowing your data is reliable:** Maintain a single, accurate source for all customer dispatch information.
- **Better communication:** Access correct contact numbers and emails for smooth customer interaction.

How It Works

The Dispatch Customer module follows a straightforward process for managing your customer base, as illustrated in the flowchart below.

Dispatch Customer Flowchart





In essence, you begin by either viewing your existing customer list or choosing to add a new customer. From the customer list, you can search, view details, or initiate edits or deletions. When adding or editing, you fill in customer information, including addresses and specific dispatch settings, before saving your changes. The system then processes and stores this information, making it immediately available for your dispatch operations.

Getting Started

To begin managing your customers in the Dispatch Customer module, follow these simple steps:

1. **Log in** to your dispatch management system.
2. **Navigate** to the "Dispatch Management" module.
3. **Select** the "Dispatch Customer" submodule.
4. To **Add a New Customer**:
 - Click the "**Add New Customer**" button.
 - **Enter** the customer's name, mobile number, email, and delivery address details.
 - **Specify** the locality and any special delivery instructions.
 - **Adjust** the "Average Unloading Duration" if necessary (it's often pre-filled).
 - **Review** the location marker on the map to ensure accuracy for the delivery address.
 - Click "**Save**" to add the new customer.
5. To **Edit an Existing Customer**:
 - **Locate** the customer you wish to modify in the customer list.
 - Click the "**Edit**" button (often represented by a pencil icon) next to their details.
 - **Update** any necessary fields, such as name, email, mobile number, delivery address, country code, or unloading duration. You can even drag the location marker on the map to fine-tune the address.
 - Click "**Update**" to save your changes.
6. To **Delete a Customer**:
 - **Locate** the customer you wish to remove in the customer list.
 - Click the "**Delete**" button (often a trash can icon) next to their details.
 - **Confirm** your decision if prompted.
7. To **Search for a Customer**:
 - Use the search box at the top of the customer list.
 - **Type** the customer's name, mobile number, delivery address, or country code.
 - The system will **filter** the list and display matching results.

Key Features You'll Use

The Dispatch Customer module offers several practical features to help you manage your customer base effectively:

- **Customer Listing and Filtering:** View a comprehensive list of all your dispatch customers. Easily find specific customers by typing their name or mobile number into the search bar. The list can also be paginated to help you navigate through many customer records.
- **Add New Customers:** Create new customer profiles by providing essential details like name, contact information (email, mobile), and multiple delivery addresses. You can also specify the delivery person's name and set an average unloading duration.
- **Edit Existing Customer Details:** Modify any aspect of a customer's profile, including their name, email, mobile number, delivery address, country code, locality, and unloading duration. You can also adjust the exact location marker on the customer map.
- **Delete Customer Records:** Remove outdated or incorrect customer information from the system when no longer needed, helping keep your database clean and accurate.
- **Customer Map Integration:** See your customer's delivery location clearly displayed on a map. This feature also shows the geofence area (a virtual boundary defined in your master settings) relevant to their location, helping you understand service zones. You can view the map in full-screen mode for better visibility and drag location markers to update addresses precisely.

Common Scenarios

Here are some real-world examples of how you might use the Dispatch Customer module:

- **Onboarding a New Client:** When a new business or individual becomes a client, you'll use the "Add Customer" feature to input all their necessary contact details, primary delivery address, and any specific requirements like average unloading duration. This ensures they are ready for their first dispatch order.
- **Updating a Customer's Address:** If a long-standing customer moves to a new location, you can quickly find their profile, click "Edit," and update their delivery address. You can also drag the location marker on the map to pinpoint the exact new location, ensuring future deliveries go to the correct place.
- **Searching for a Customer's Contact:** Before making a delivery, you need to quickly confirm the customer's mobile number. You can use the search bar to type in their name, and their contact information will appear instantly, allowing you to verify details or make a call.
- **Adjusting Delivery Specifics:** A customer might require a longer unloading time for certain deliveries. You can edit their profile to update the "Average Unloading Duration (Min)" field, which will then be considered for future dispatches to that customer.
- **Reviewing a Delivery Zone:** For new dispatch planning, you might want to view a customer's location on the map, including their geofence area. This helps you understand the defined delivery zone and plan routes more effectively.

What to Expect

After successfully using the Dispatch Customer module, you can expect the following outcomes:

- **When adding a new customer:** The customer will be successfully saved and listed within Dispatch Management. You'll see a confirmation message, and their details will be readily available for booking and dispatch.
- **When editing customer details:** The updated information (e.g., name, address, contact number, unloading duration, map location) will be immediately reflected in the customer's profile and throughout the system. A confirmation message will appear, and the changes will be saved.
- **When deleting a customer:** The customer will no longer appear in the Dispatch Customer module list, confirming that their record has been successfully removed.

- **When searching for a customer:** The system will display the correct customer profile(s) that match your search criteria (e.g., name, mobile number), making their details easily accessible.
- **When viewing customer information:** All relevant details, including contact, delivery addresses, and status, will be displayed accurately. The customer map will load correctly, showing the delivery area and location marker precisely.
- **When submitting dispatch customer details:** A confirmation message will appear, and your request will be recorded, ensuring the details are ready for use.

4. Visual Elements & Supporting Information

Dispatch Customer Information

Below is a screenshot of the Dispatch Customer interface, showing various customer details.

100 Vehicles Online

+ Add Customer

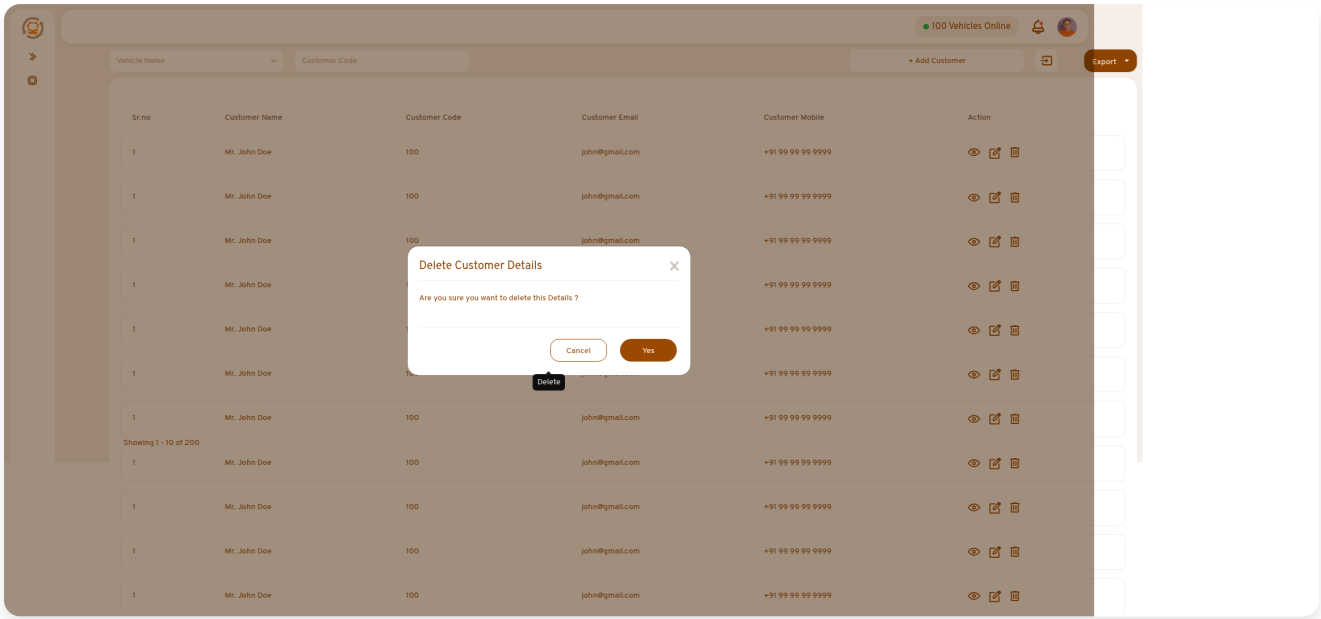
Export

Sr.no	Customer Name	Customer Code	Customer Email	Customer Mobile	Action	
1	Mr. John Doe	100	john@gmail.com	+91 99 99 99 9999		
1	Mr. John Doe	100	john@gmail.com	+91 99 99 99 9999		
1	Mr. John Doe	100	john@gmail.com	+91 99 99 99 9999		
1	Mr. John Doe	100	john@gmail.com	+91 99 99 99 9999		
1	Mr. John Doe	100	john@gmail.com	+91 99 99 99 9999		
1	Mr. John Doe	100	john@gmail.com	+91 99 99 99 9999		
1	Mr. John Doe	100	john@gmail.com	+91 99 99 99 9999		
1	Mr. John Doe	100	john@gmail.com	+91 99 99 99 9999		
1	Mr. John Doe	100	john@gmail.com	+91 99 99 99 9999		
1	Mr. John Doe	100	john@gmail.com	+91 99 99 99 9999		
Showing 1 - 10 of 200	1	Mr. John Doe	100	john@gmail.com	+91 99 99 99 9999	

Add New Customer Form

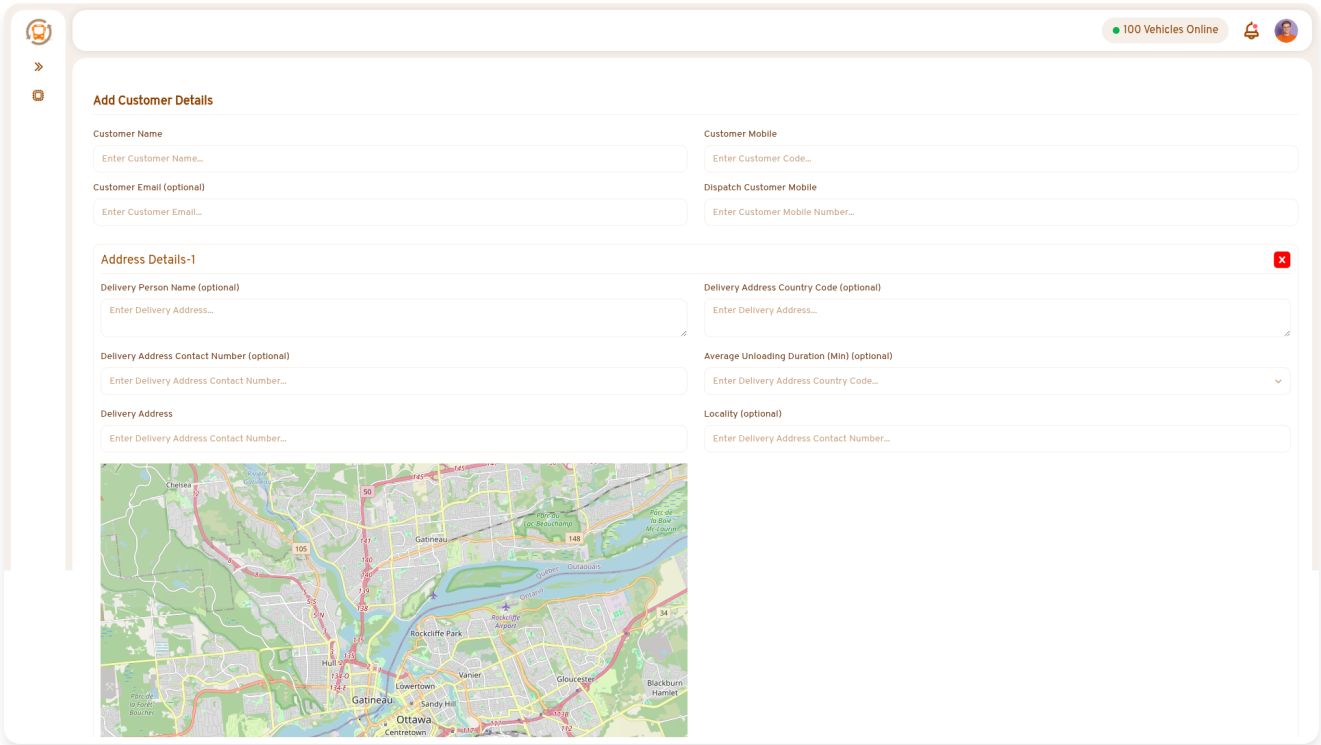
This screenshot illustrates the form used to add a new customer.

100 Vehicles Online



Customer Map View

This screenshot provides a view of the customer map, displaying delivery locations.



Field Validation Table

This table outlines the various input fields found when adding or updating customer information, along with their validation rules.

Field Name	Mandatory	Field Type	Data Type	Field Size	Is Editable	Description
Customer Name	Yes	Text	String	N/A	Yes	The full name of the customer for dispatch orders.
Customer Mobile Number	Yes	Text	Number	N/A	Yes	The primary contact mobile number for the customer.
Customer Email	No	Text	String	N/A	Yes	The email address for customer communication.
Delivery Address	Yes	Text	String	N/A	Yes	The full physical address where deliveries will be made. Supports multiple addresses.
Delivery Address Contact Number	Yes	Text	Number	N/A	Yes	The contact number specifically for the delivery address (often auto-filled with customer's mobile but can be updated).
Delivery Address Country Code	Yes	Dropdown	String	N/A	Yes	The country code for the delivery address contact number.
Locality	No	Text	String	N/A	Yes	The specific neighborhood or area within the delivery address (optional for search).
Average Unloading Duration (Min)	Yes	Text	Number	N/A	Yes	The estimated time (in minutes) required for unloading at the customer's location (pre-filled from dispatch settings, but editable).
Delivery Person Name	No	Text	String	N/A	Yes	The name of the specific person to receive deliveries at the customer's location.

5. Summary & Benefits

The "Dispatch Customer" module is your essential tool for efficient and accurate dispatch operations. By providing a centralized, easy-to-use platform to manage all customer details, it directly supports your goals of timely deliveries and excellent customer service.

Key benefits reinforced:

- **Accuracy:** Ensures all customer contact and delivery information is precise, minimizing errors and miscommunications.
- **Efficiency:** Streamlines the process of adding, updating, and locating customer records, saving valuable time for your dispatch team.

- **Clarity:** Offers a clear overview of customer details, including map-based location and delivery zones, aiding in better planning and decision-making.

Ultimately, this module helps you maintain a reliable customer database, leading to smoother dispatch workflows, happier customers, and a more productive operation overall. You can focus more on managing your dispatches and less on administrative overhead, confident that your customer data is always at your fingertips and up-to-date.