

Optimizing Your Operations: A Guide to Dispatch Settings

1. Executive Summary

This report provides a clear, user-friendly guide to the **Dispatch Settings** module, your central hub for customizing and controlling how orders, deliveries, and dispatch tasks are managed within the system. Designed for ease of use, these settings empower you to tailor dispatch workflows to precisely match your company's operational needs. By adjusting features like auto-routing, delivery charges, payment options, and operational distances, you gain greater control over your fleet, ensure accurate billing, and streamline your delivery processes. The ultimate goal is to boost efficiency, improve customer satisfaction, and provide peace of mind that your dispatch operations are running smoothly and effectively.

2. Introduction

Do you ever wish you had more control over how your deliveries are assigned, how much you charge, or how your drivers navigate? The **Dispatch Settings** module is designed to address these very needs. It puts the power in your hands to customize the intricate details of your dispatch operations.

Imagine a system that adapts to *your* unique workflow, not the other way around. This module allows you to configure essential aspects, from how routes are automatically assigned to managing delivery costs and payment methods, ensuring seamless integration with your mobile apps and branch configurations.

In this guide, we'll explain each setting in simple, jargon-free language. For instance:

- **Dispatch:** Refers to the entire process of assigning, managing, and executing delivery or service tasks.
- **Geofence:** A virtual boundary around a real-world geographical area, used here to automatically track delivery person actions when they enter or exit defined zones.

3. Main Content (User-Focused Sections)

What This Means for You

By utilizing Dispatch Settings, you can:

- **Customize how deliveries are assigned:** Choose between instant, scheduled, or manual routing.
- **Control your costs and pricing:** Define base delivery charges, charges per kilometer, and set up exemption rules.
- **Manage payment flexibility:** Enable or disable Cash on Delivery (COD) and Online payment options for both take-away and delivery orders.
- **Enhance driver efficiency:** Enable navigator maps and ensure accurate tracking of driver actions based on location.
- **Set operational boundaries:** Define maximum delivery distances and minimum order values.
- **Streamline package handling:** Configure specific charges and exemptions for packages.
- **Ensure data accuracy:** All your settings are validated and automatically synchronized across your system and mobile apps.

How It Works

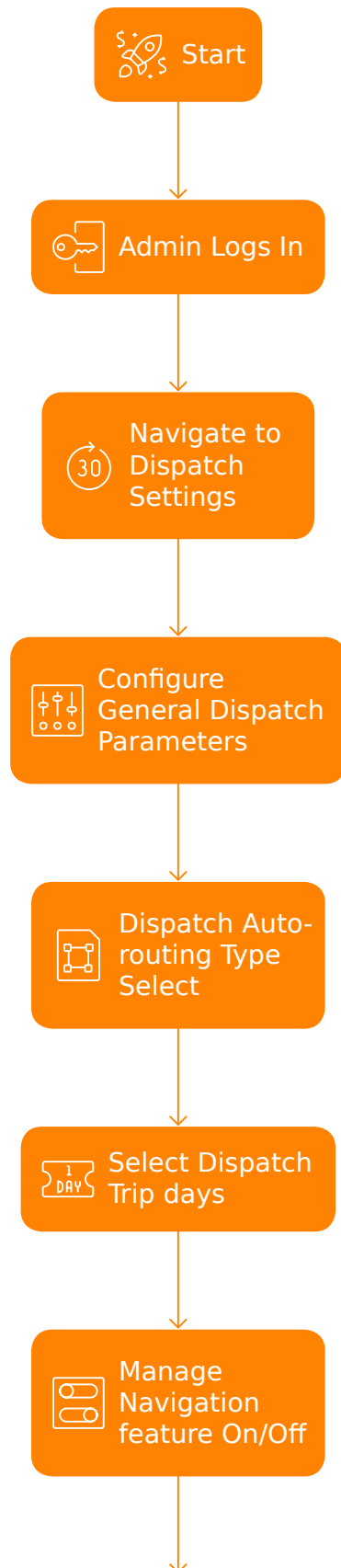
The Dispatch Settings module acts as your command center for tailoring your dispatch operations. The general flow is simple:

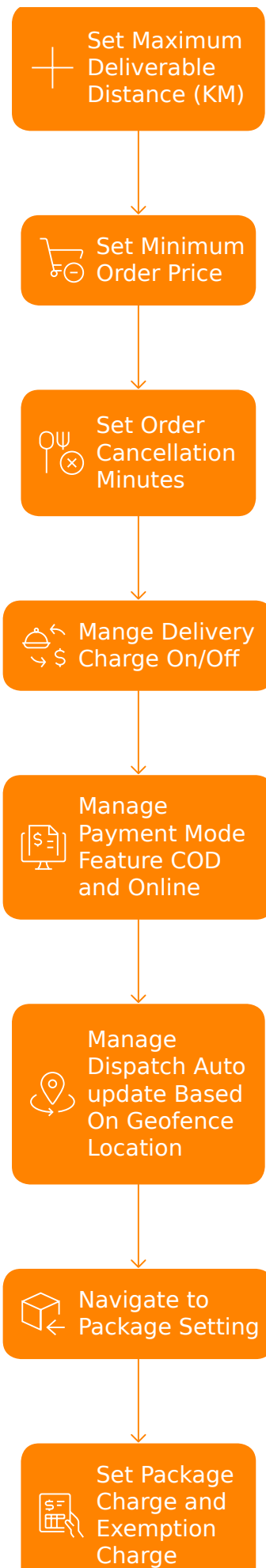
1. **Access Settings:** You navigate to the Dispatch Settings page within the Master Settings.
2. **Adjust Options:** You will find various sections and fields where you can modify values, toggle features on or off, and select options from dropdowns.
3. **Save Changes:** Once you've made your desired adjustments, you click a "Submit" or "Save" button.

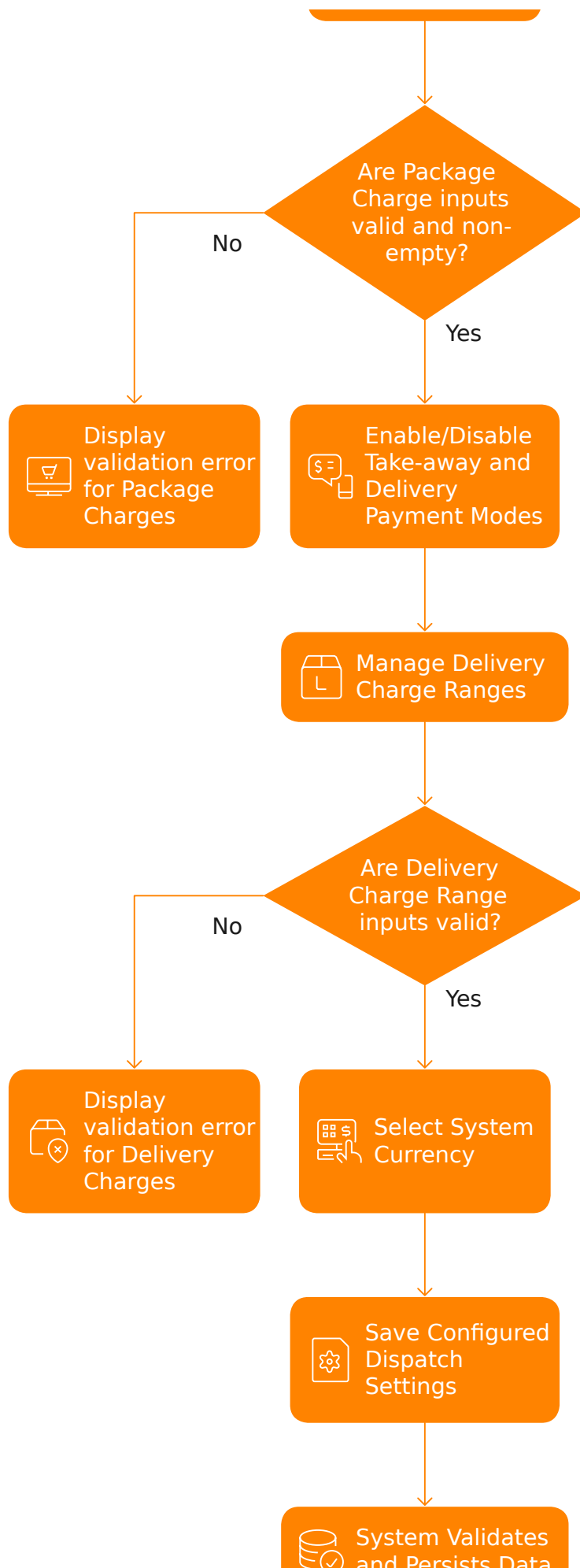
4. **System Applies Updates:** The system validates your input, saves the new configuration, and then automatically synchronizes these changes with your mobile applications and other connected branches, ensuring everyone operates with the latest rules.

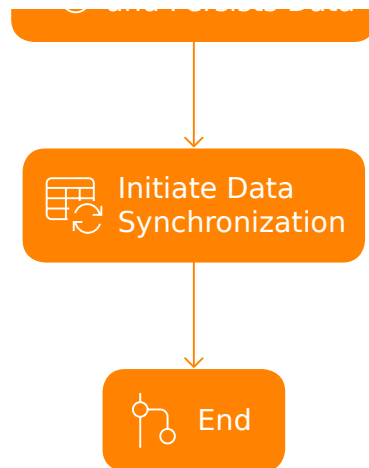
You can visualize this workflow with the following diagram:

Dispatch Setting Submodule Flowchart







Made with  Napkin

Getting Started

To begin configuring your dispatch settings, follow these steps:

1. **Log In:** Ensure you are logged in to the system with appropriate administrative permissions.
2. **Navigate to Master Settings:** From the main menu, find and **click** on "Master Settings."
3. **Access Dispatch Settings:** Within Master Settings, **click** on "Dispatch Setting," and then select the "Dispatch Settings" option to open the main configuration page. If you are specifically configuring package-related settings, choose "Package Setting" under Dispatch Setting.
4. **Adjust Dispatch Auto-routing Type:** **Open** the "Dispatch Auto-routing type" dropdown and **select** your preferred method (Instant, Periodically, or Manual) for how tasks are assigned.
5. **Manage Dispatch Trip Days:** **Click** on "Select Dispatch Trip Days." For each day, **toggle** the setting **On** or **Off** to enable or disable dispatching for that specific day.
6. **Set Default Load/Unload Duration:** **Locate** the "Default Load Duration" and "Default Unload Duration" dropdowns and **select** the appropriate timeframes.
7. **Configure Navigator Map View:** Find the navigation option and **toggle** it **On** to make the navigator map visible in the delivery person app, or **Off** to remove it.
8. **Activate Delivery Charges:** **Toggle On** the "delivery charge" option. This will reveal additional settings:
 - **Enter** a value for "Base Delivery Charge." Use the up/down arrows to adjust, ensuring it stays within limits (e.g., 50-500).
 - **Enter** a value for "Base Delivery Charge / Km."
 - **Enter** a value for "Per Extra km / Charge."
 - **Enter** a value for "Exemption Order Amount."
 - **Toggle On/Off** the "Exemption Charge" button.
9. **Set Payment Modes:** In the "Payment Mode" section, **toggle** "Cash on Delivery (COD)" and "Online" options **On** or **Off** for both "Take-away" and "Delivery" modes as needed.
10. **Enable Geofence Location Tracking:** **Toggle On** the "Dispatch Auto Update Based On Geofence Location" feature for automatic tracking of driver actions via GPS.
11. **Define Operational Distances and Prices:**
 - **Enter** the "Maximum Deliverable Distance (KM)." Use the up/down arrows to adjust.
 - **Enter** the "Minimum Order Price."
 - **Enter** the "Order Cancellation Minutes."

12. Configure Package Charges (if in Package Setting):

- **Enter** a numeric value in the "Package Charge" field.
- **Enter** a numeric value in the "Exemption Charge" field.
- **Add Delivery Charge Ranges:** In the Delivery Charge Range section, **enter** "Range Start," "Range End," and "Price" values, then **click Add/Save**. You can add multiple ranges.
- **Select System Currency:** **Choose** your preferred currency from the dropdown list.

13. **Submit Your Changes:** Once all settings are configured, **click** the "Submit" or "Save" button, typically found at the bottom right of the page.

Key Features You'll Use

- **Dispatch Auto-routing Type:** Select how deliveries are assigned: "Instant" for immediate assignment, "Periodically" for time-based assignments, or "Manual" for full control.
- **Navigator Map View (Delivery Person App):** Decide if your delivery personnel should see a map for navigation in their app.
- **Delivery Charge Configuration:** Set up the pricing model for deliveries, including a base charge, a per-kilometer rate, and special charges for extra kilometers.
- **Exemption Order Amount & Charge:** Define an order amount above which delivery charges might be waived or adjusted, and enable/disable this exemption.
- **Payment Modes (COD & Online):** Control which payment options (Cash on Delivery, Online Payment) are available for customers using both Take-away and Delivery services.
- **Dispatch Auto Update Based On Geofence Location:** Automatically tracks and updates delivery statuses based on a driver's GPS location, ensuring tasks are recorded even with connectivity issues.
- **Maximum Deliverable Distance (KM):** Set a limit on how far your system will dispatch a delivery.
- **Minimum Order Price:** Establish a minimum value for orders to be accepted for dispatch.
- **Order Cancellation Minutes:** Define a window within which an order can be canceled.
- **Package Charge:** Set a standard charge for handling packages.
- **Package Exemption Charge:** Configure specific exemption charges for packages under certain conditions.
- **Delivery Charge Ranges:** Create tiered pricing for deliveries based on distance ranges (e.g., 0-5 km, 5-10 km, etc.).
- **Currency Selection:** Choose the currency for all charge-related values.
- **Dispatch Trip Days On/Off:** Enable or disable dispatch operations for specific days of the week, useful for holidays or scheduled maintenance.
- **Default Load/Unload Duration:** Set standard times for loading and unloading tasks, which can help with scheduling and route optimization.

Common Scenarios

- **Setting Up a New Delivery Service Tier:** You want to offer cheaper delivery for nearby customers. Go to Delivery Charge Ranges, add a range like "0-5 KM" with a lower price, and a "5-10 KM" range with a higher price.
- **Managing Holiday Operations:** Your business is closed on Sundays for dispatch. Navigate to "Dispatch Trip Days," find "Sunday," and **toggle** it **Off**. This ensures no new dispatches are created for Sundays without affecting future schedules.
- **Ensuring Payment Flexibility:** You want to offer both Cash on Delivery and Online Payments for all deliveries. Go to the "Payment Mode" section for "Delivery" and **toggle On** both "Cash on Delivery (COD)" and "Online" options.

- **Controlling Dispatch Area:** You only want to dispatch within a 50 KM radius. In the "Maximum Deliverable Distance (KM)" field, **enter** "50."
- **Automating Driver Status Updates:** To ensure driver actions like "order collected" or "order delivered" are recorded accurately even if a driver forgets to update their app, **toggle On** "Dispatch Auto Update Based On Geofence Location." The system will use GPS to automatically update statuses.
- **Defining Package Handling Fees:** You have a standard handling fee for all packages. Go to "Package Setting," **enter** "10" (or your desired amount) in the "Package Charge" field, and **click Save**.

What to Expect

After configuring and saving your Dispatch Settings, you can expect:

- **Immediate Application:** Your changes will be reflected across the system.
- **Mobile App Synchronization:** All connected mobile applications (e.g., delivery person app) and branch configurations will automatically update with the new settings, ensuring consistency.
- **Accurate Calculations:** Delivery charges will be calculated and applied correctly based on the new rates, ranges, and exemptions you've set.
- **Validated Data:** The system will have validated all your inputs, ensuring only correct and non-conflicting data is saved.
- **Persistent Settings:** Your chosen settings will remain in effect even after you navigate away from the page or refresh the screen.
- **Clear Visibility:** You can always revisit the Dispatch Settings screen to review your currently active configurations.

Business Rules & Constraints

- **Numeric Input Only:** Fields like "Package Charge," "Exemption Charge," "Base Delivery Charge," "Maximum Deliverable Distance," "Minimum Order Price," and "Order Cancellation Minutes," as well as "Range Start," "Range End," and "Price" for delivery charges, **only accept numeric values**. The system will prevent you from saving non-numeric input.
- **Mandatory Fields:** Several fields, such as "Package Charge" and "Exemption Charge," are mandatory. You cannot save your settings if these fields are left blank.
- **Delivery Charge Range Validation:** When adding delivery charge ranges, the system will validate that "Range End" is greater than "Range Start" and that ranges do not overlap. You will receive an error message if your ranges are invalid.
- **Base Delivery Charge Limits:** The "Base Delivery Charge" has predefined upper and lower limits (e.g., 50-500). The up/down arrows will not allow you to exceed these boundaries.
- **Automatic Synchronization:** Once saved, dispatch settings are automatically synchronized with mobile applications and branch configurations to ensure real-time consistency. This ensures that changes made are immediately active for all relevant users and processes.
- **Specific Day Disabling:** You can disable dispatching for specific days (e.g., holidays) without affecting future schedules, ensuring long-term planning remains intact.
- **Currency Impact:** The selected system currency dictates how all charge-related values are displayed and stored throughout the system.

4. Visual Elements & Supporting Information

Dispatch Settings Overview

The screenshot below illustrates the main Dispatch Settings page, where you can configure various operational parameters for your delivery and dispatch services. This page consolidates key settings, allowing you to manage routing, charges, payment methods, and other essential configurations from a single interface.



»



100 Vehicles Online



Dispatch Auto-routing Type

Instant

Select Dispatch Trip days

Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☐ Friday ☐ Saturday ☐ Sunday ☐

Default Load Duration

Default Unload Duration

Navigation ☐

Maximum Deliverable Distance (KM) *

Minimum Order Price

Order Cancellation Minutes

Delivery Charge ☐

Payment Mode

Cash On Delivery (COD) ☐ Online ☐

Dispatch Auto update Based On Geofence Location ☐

Cancel

Submit

Field Validation Table: Dispatch Settings

Based on the functionalities described in the Q&A and Test Cases, the Dispatch Settings page includes the following input fields and their validation rules:

Field Name	Mandatory	Field Type	Data Type	Field Size	Is Editable	Description
Dispatch Auto-routing Type	Yes	Dropdown	String	N/A	Yes	Select how deliveries are automatically assigned: Instant, Periodically, or Manual.
Dispatch Trip Days (e.g., Monday)	Yes	Toggle	Boolean	N/A	Yes	Enable or disable dispatch operations for individual days of the week.
Default Load Duration	Yes	Dropdown	Integer	N/A	Yes	Set the standard time allocated for loading tasks.
Default Unload Duration	Yes	Dropdown	Integer	N/A	Yes	Set the standard time allocated for unloading tasks.
Navigator Map View (Delivery App)	No	Toggle	Boolean	N/A	Yes	Controls whether the navigator map is visible in the delivery person's mobile app.
Delivery Charge (Enable/Disable)	No	Toggle	Boolean	N/A	Yes	Activates or deactivates the delivery charge calculation feature.
Base Delivery Charge	Yes (if Delivery Charge enabled)	Numeric Stepper	Decimal	Max 500, Min 50	Yes	The fixed initial charge applied to every delivery.
Base Delivery Charge / Km	Yes (if Delivery Charge enabled)	Numeric	Decimal	N/A	Yes	The additional charge applied per kilometer for delivery.
Per Extra km / Charge	Yes (if Delivery Charge enabled)	Numeric	Decimal	N/A	Yes	The charge applied for each kilometer beyond a certain threshold.
Exemption Order Amount	No (if Delivery	Numeric	Decimal	N/A	Yes	The minimum order amount required to qualify

Field Name	Mandatory	Field Type	Data Type	Field Size	Is Editable	Description
	Charge enabled)					for delivery charge exemption.
Exemption Charge (Enable/Disable)	No (if Delivery Charge enabled)	Toggle	Boolean	N/A	Yes	Activates or deactivates the exemption charge rule.
Payment Mode: Take-away COD	No	Toggle	Boolean	N/A	Yes	Enable or disable Cash on Delivery (COD) for take-away orders.
Payment Mode: Take-away Online	No	Toggle	Boolean	N/A	Yes	Enable or disable Online payment for take-away orders.
Payment Mode: Delivery COD	No	Toggle	Boolean	N/A	Yes	Enable or disable Cash on Delivery (COD) for delivery orders.
Payment Mode: Delivery Online	No	Toggle	Boolean	N/A	Yes	Enable or disable Online payment for delivery orders.
Dispatch Auto Update Based On Geofence Location	No	Toggle	Boolean	N/A	Yes	Automatically update delivery person actions based on GPS location and geofence entries/exits.
Maximum Deliverable Distance (KM)	Yes	Numeric Stepper	Integer	N/A	Yes	Set the furthest distance in kilometers a delivery can be dispatched.
Minimum Order Price	Yes	Numeric	Decimal	N/A	Yes	Define the lowest order value acceptable for dispatch.
Order Cancellation Minutes	Yes	Numeric	Integer	N/A	Yes	Set the maximum time in minutes for order cancellation.
Package Charge	Yes (if in Package	Numeric	Decimal	N/A	Yes	The default charge applied for

Field Name	Mandatory	Field Type	Data Type	Field Size	Is Editable	Description
	Setting)					handling packages.
Exemption Charge (Package Setting)	Yes (if in Package Setting)	Numeric	Decimal	N/A	Yes	A specific exemption amount applied to package charges.
Delivery Charge Range: Range Start	Yes (if adding range)	Numeric	Integer	N/A	Yes	Starting distance in kilometers for a delivery charge tier.
Delivery Charge Range: Range End	Yes (if adding range)	Numeric	Integer	N/A	Yes	Ending distance in kilometers for a delivery charge tier.
Delivery Charge Range: Price	Yes (if adding range)	Numeric	Decimal	N/A	Yes	The price associated with a specific delivery distance range.
Currency Selection	Yes	Dropdown	String	N/A	Yes	Select the system's primary currency for all financial transactions.

5. Summary & Benefits

The Dispatch Settings module is an indispensable tool for any business looking to gain granular control over its delivery and dispatch operations. By customizing these settings, you empower your team to work more efficiently, ensure customers receive accurate billing, and maintain a high standard of service.

The direct benefits for you include:

- **Enhanced Operational Control:** Fine-tune every aspect of dispatch, from routing to payment, aligning it perfectly with your business model.
- **Cost Optimization:** Precisely define and apply delivery charges, exemptions, and package fees to manage revenue and expenses effectively.
- **Improved Customer Experience:** Offer flexible payment options and clear delivery charge structures, leading to greater customer satisfaction.
- **Streamlined Workflows:** Automate tasks like routing and status updates, reducing manual effort and potential errors.
- **Data Consistency:** Benefit from automatic synchronization that keeps all your mobile apps and branch configurations updated in real-time.

Ultimately, Dispatch Settings provides the flexibility and power to adapt your vehicle tracking and delivery system to your unique needs, translating into significant operational advantages and a smoother, more profitable dispatch experience.