Logistics

WIALON FUNCTIONALITY FOR CITY DELIVERY MANAGEMENT

Wialon-based solution

wialon

What is this solution for?

Logistics solves several problems in the delivery and goods transportation fields. It helps organize carriage, optimize the related processes, and reduce costs.

In the web version of Logistics, dispatchers can effectively control the delivery, while the mobile application facilitates the work of couriers and other field workers.

Orders

Automatic orders distribution. Couriers always have detailed information on each delivery at their fingertips

Routes

Route control with diverse options for planning. Automatic creation of route sheets

Notifications

Notifications for customers about the order status. Instructions for couriers

Reports

Automatic reports on completed orders

Who is this solution for?

DISPATCHER

- creates orders;
- plans routes and monitors them;
- keeps in touch with the courier via **chat** or by phone;
- configures **automatic notifications** to customers about the order status.

COURIER

- rejects/accepts orders;
- has detailed information about the order at hand;
- checks with the route;
- communicates with the dispatcher via **chat** or by phone;
- receives **notifications** in case of force majeures.

MANAGER

- analyzes how couriers and dispatchers work based on delivery **reports**;
- adjusts processes based on the information received.

CUSTOMER

- monitors the order status through automatic notifications;
- receives orders on time.

Scope of application

City delivery

Efficiently distribute orders throughout the day taking into account the location of couriers.

Online shopping

Improve customer service with automated notifications and timely delivery.

Distribution

Reduce transportation costs by maximizing vehicle occupancy and optimizing routes.

How does Logistics change business?

Process automation
Reduce mistakes in the work of dispatchers, couriers, and other staff with automatic order distribution, route sheets, notifications, and more.

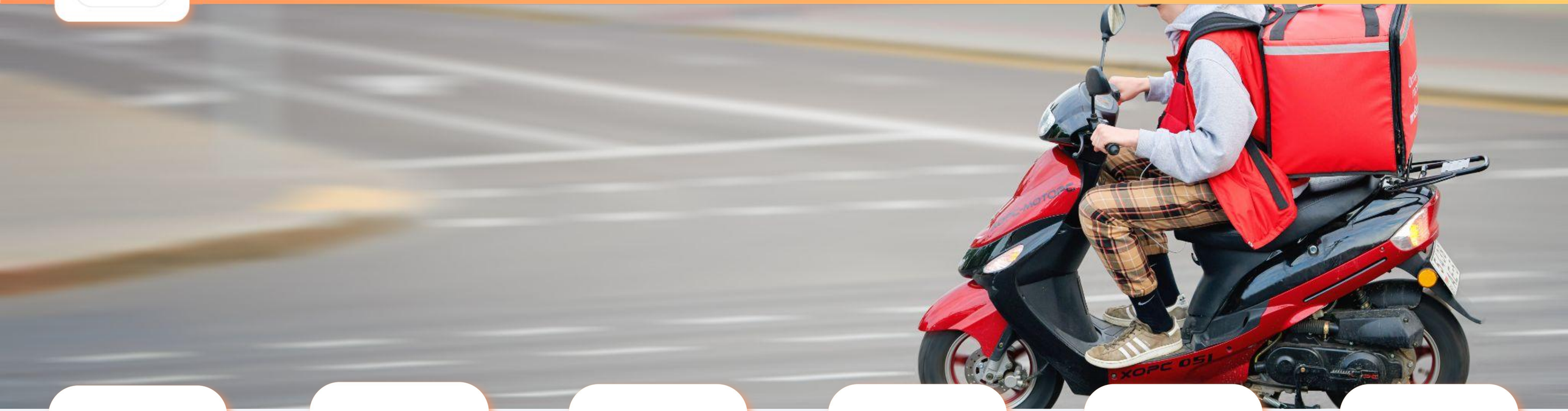
Personnel under control
Control the entire delivery service. Use reports to analyze and improve the work of dispatchers and mobile workers.

Saving time and money
Efficiently allocate fleet resources and deliver orders faster.

Reduction of fuel costs
Save fuel by offering couriers the most optimal routes.

Customer service improvement
Deliver orders on time; inform customers in advance about the delivery time; show in real-time the courier’s location

Why Logistics?



Efficient allocation of resources

Unified solution for dispatchers and couriers

User-friendly interface

Flexible notification settings

Effortless delivery planning

API for integration with other systems

How it works

Web app for dispatchers

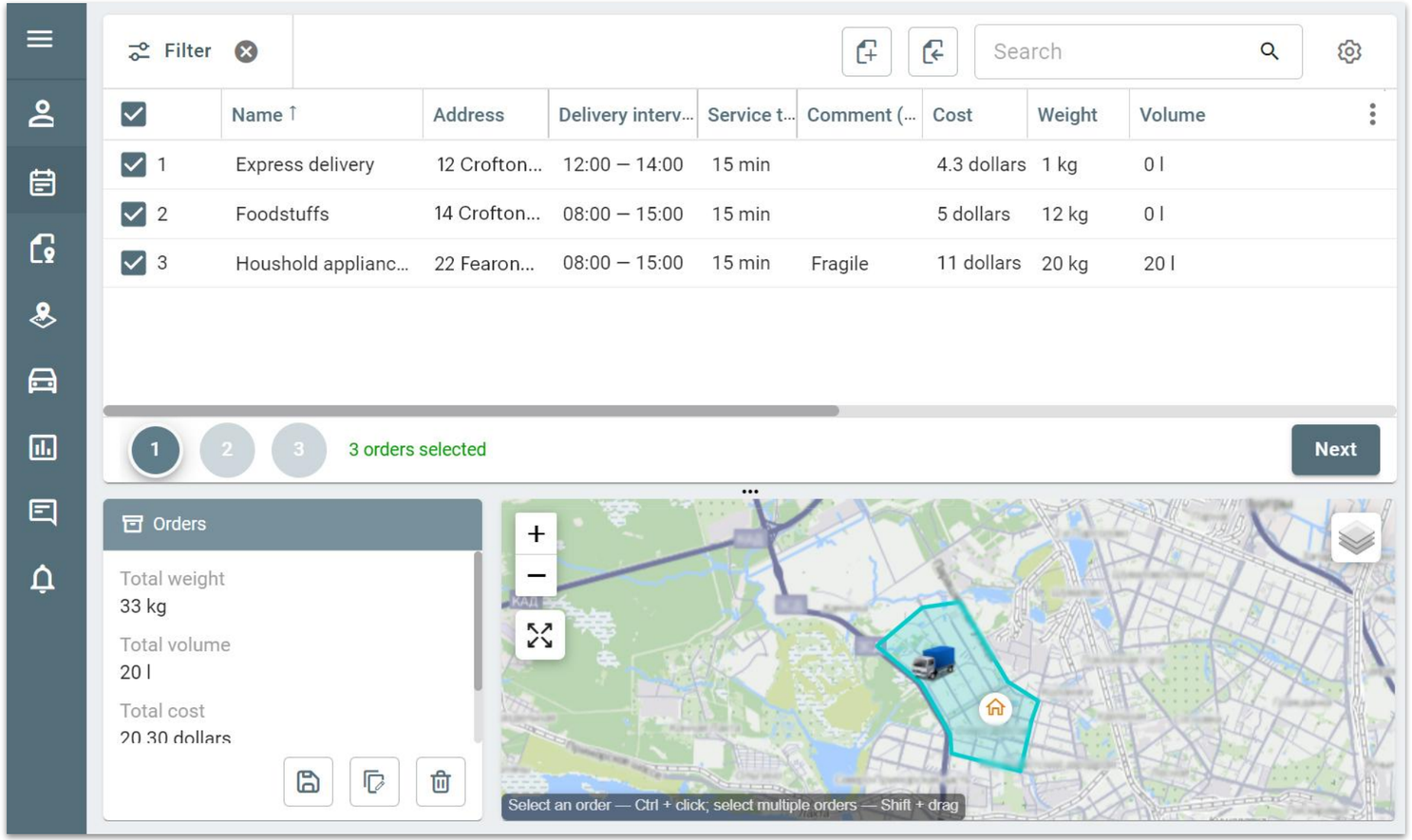
1. ORDERS

• Create and import orders from other systems or via the API.

• Enter details for every order: customer data, costs, cargo characteristics, unloading time, etc.

• Attach photos and PDF files to the order and view them.

• Use a convenient search to find the required orders effortlessly.



How it works

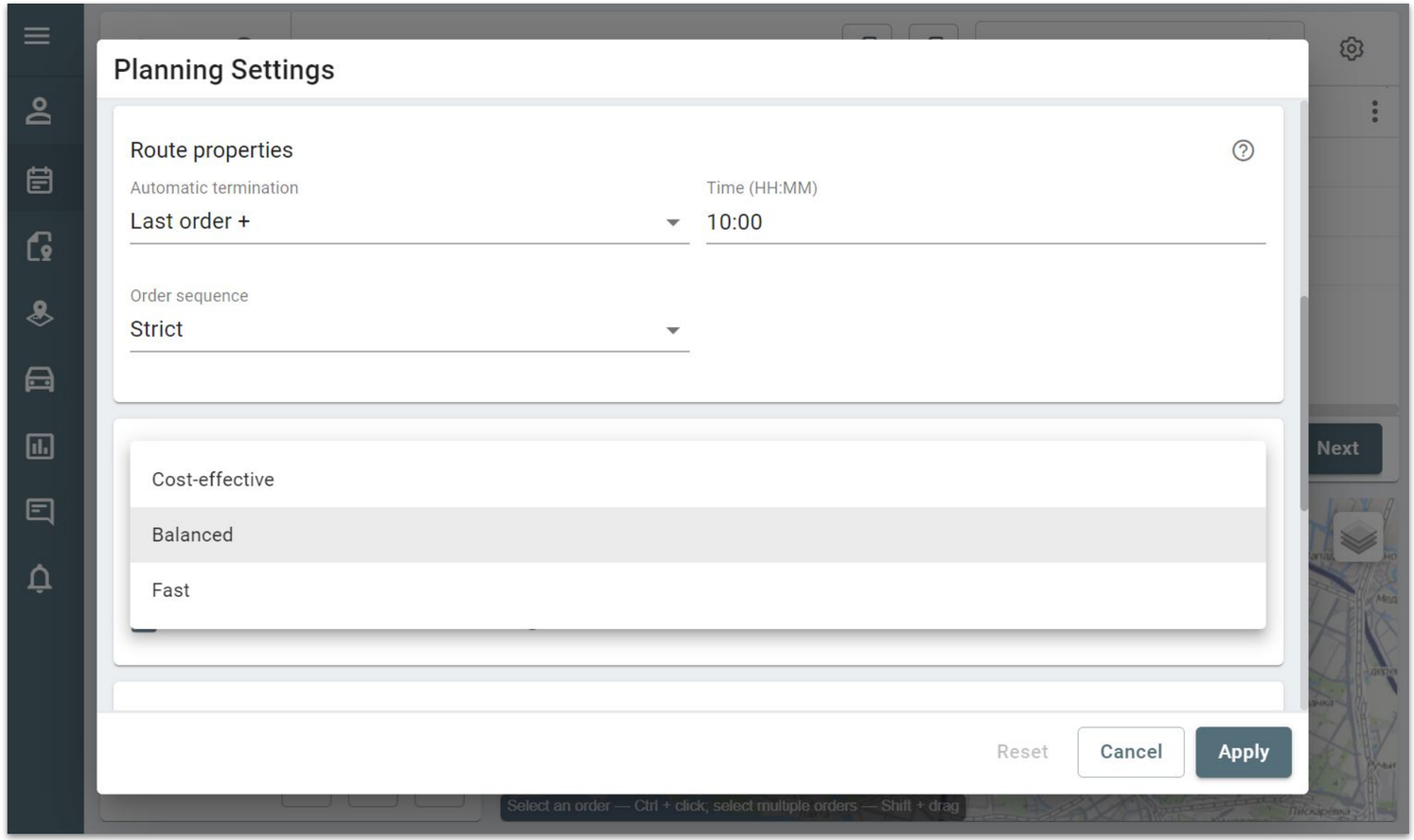
2. DELIVERY PLANNING

• Configure the system for various delivery scenarios: take into account the weight and volume of goods, the location of the vehicle, etc.

• Link vehicles and certain zones for better delivery planning.

• Select orders on the map and in the order table, use the automatic distribution of orders for selected cars.

• Edit routes: cancel orders, transfer them to another courier, change the execution sequence, etc.



How it works

3. ROUTES

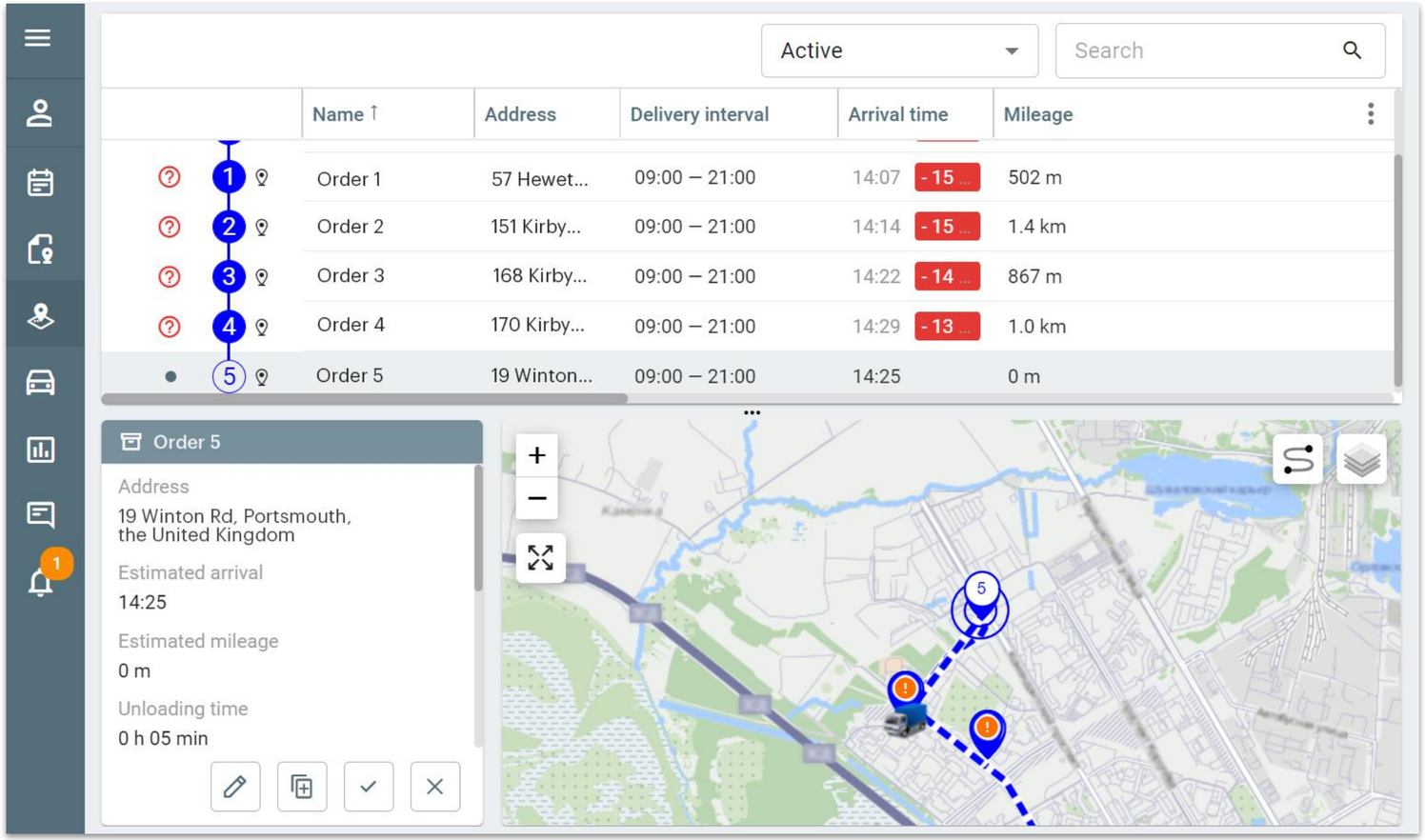
• Track the routes execution on the map and in the table.

• Monitor **the order status.**

• Use **automatically generated route sheets.**

• Edit active routes: assign orders to other couriers, add new orders.

• The information you need is always at hand: the **route status filter** will help you find and view all active, planned, and fulfilled routes

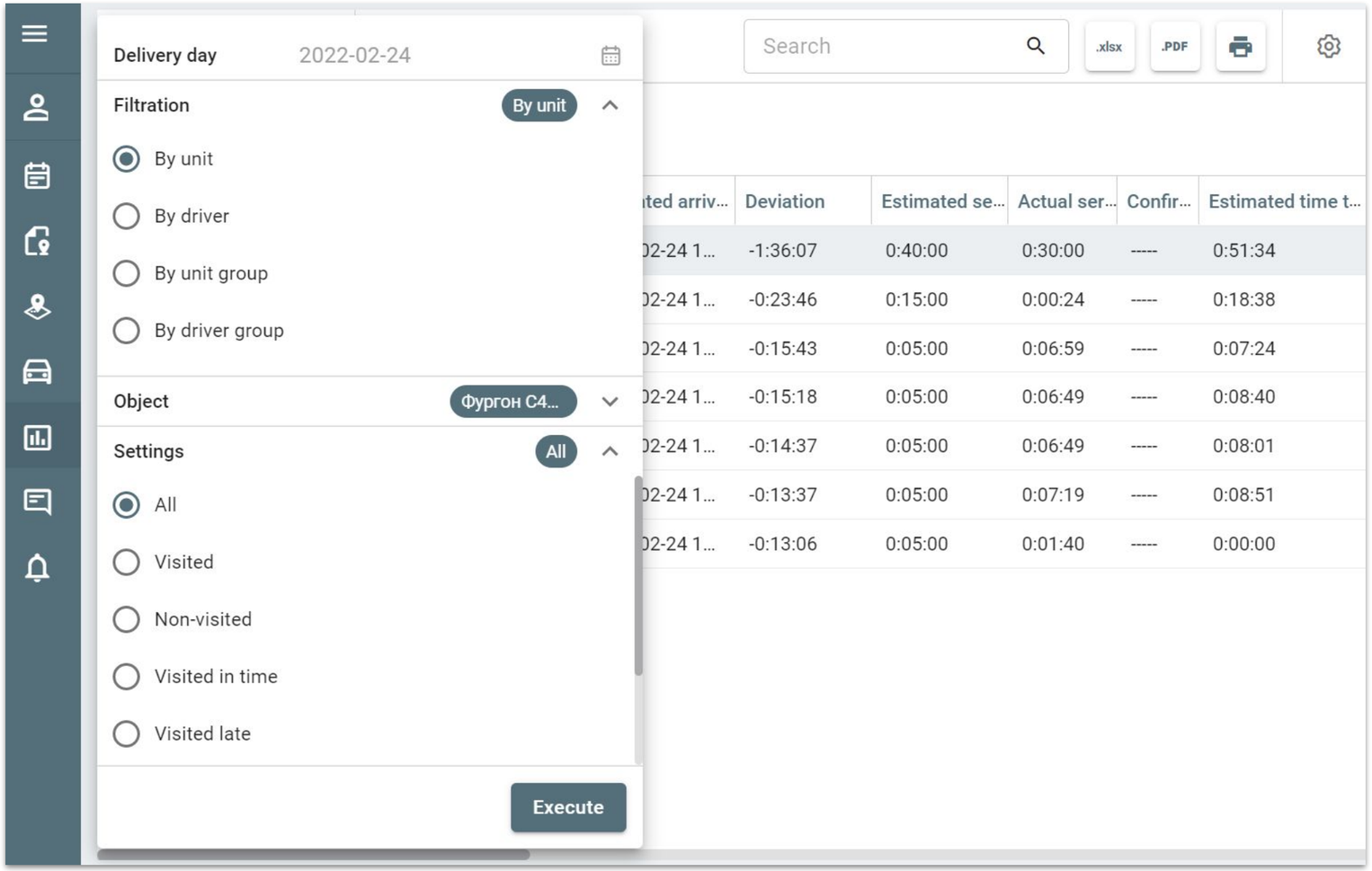


How it works

4. REPORTS

• Get information about active, planned, and fulfilled routes in reports.

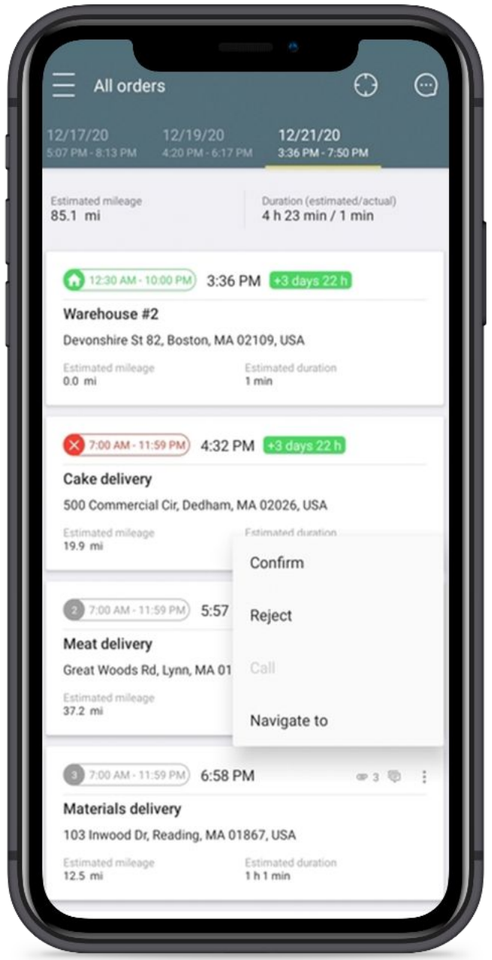
• Use information from reports to optimize the work of couriers.

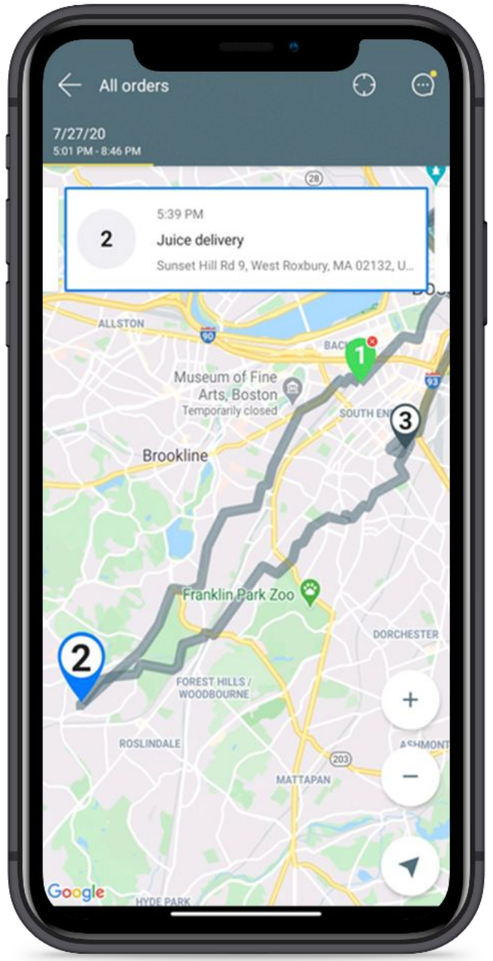


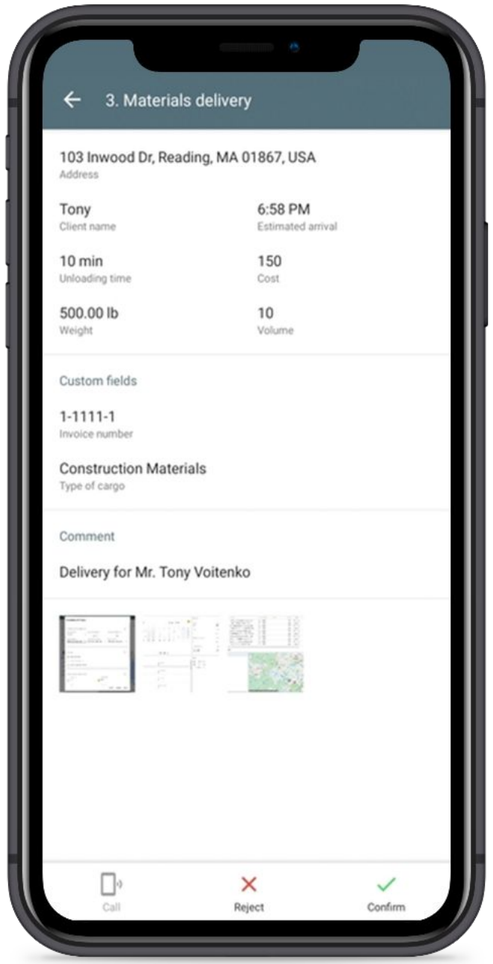
How it works

Mobile app for couriers

- Accept/reject orders
- Check the route
- View information about the order: your location, distance to the client, the route status, etc.
- Send photos and text messages to the dispatcher via **chat**
- Get **notifications** from the dispatcher about changes in the order
- Instantly contact the client using the **call button**







Results

- The solution **quickly becomes a well-operating tool** due to the seamless integration with the existing systems through the API.
- Dispatchers and couriers have **all the information** necessary for high-quality and fast delivery at their disposal.
- Happy customers receive **orders on time**.
- Efficient vehicle distribution and route optimization **reduce fuel costs**.
- Managers **monitor and evaluate the work of employees**. By analyzing the reports, they can understand what adjustments the processes require.

Read and watch other materials about Logistics

Logistics page on the developer's website.

The project where Logistics was implemented allowed the client to reduce delivery time by 50%.

Webinars on how to work with the solution for delivery services

Logistics documentation