



# Logistics

WIALON FUNCTIONALITY FOR CITY  
DELIVERY MANAGEMENT



Wialon-based solution

wialon



# What is this solution for?

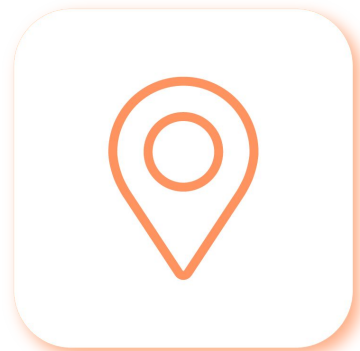
Logistics solves several problems in the delivery and goods transportation fields. It helps organize carriage, optimize the related processes, and reduce costs.

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.



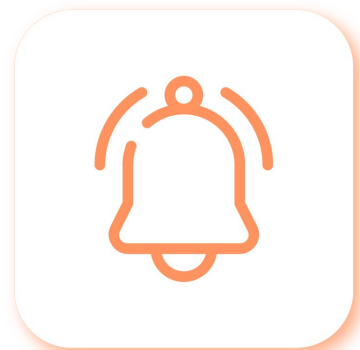
## Orders

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 majeure.



## 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.

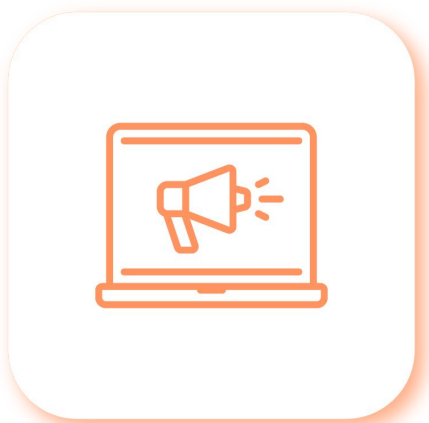


# Scope of application



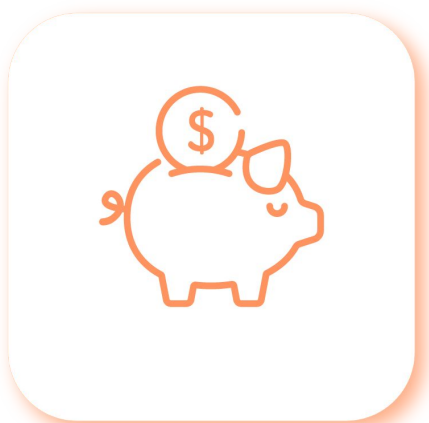
## City delivery

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?



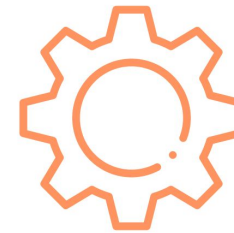
**Efficient  
allocation of  
resources**



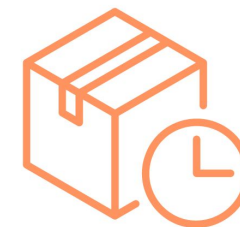
**Unified  
solution for  
dispatchers  
and couriers**



**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.

The screenshot displays a web application interface for dispatchers. At the top, there is a navigation bar with a 'Filter' button, a search bar, and a settings icon. Below this is a table of orders with columns for Name, Address, Delivery interval, Service time, Comment, Cost, Weight, and Volume. Three orders are listed and selected. Below the table, there are three circular indicators (1, 2, 3) and a '3 orders selected' status, along with a 'Next' button. On the right side, there is a map showing a route with a truck icon and a house icon. A legend at the bottom of the map indicates 'Select an order — Ctrl + click; select multiple orders — Shift + drag'. On the left side, there is a sidebar with various icons for navigation. Below the map, there is a summary panel for the selected orders, showing 'Orders' with a list of statistics: Total weight 33 kg, Total volume 20 l, and Total cost 20.30 dollars. There are also icons for saving, copying, and deleting the selected orders.

<input checked="" type="checkbox"/>	Name ↑	Address	Delivery interv...	Service t...	Comment (...)	Cost	Weight	Volume		
<input checked="" type="checkbox"/>	1	Express delivery	12 Crofton...	12:00 – 14:00	15 min		4.3 dollars	1 kg	0 l	
<input checked="" type="checkbox"/>	2	Foodstuffs	14 Crofton...	08:00 – 15:00	15 min		5 dollars	12 kg	0 l	
<input checked="" type="checkbox"/>	3	Houshold applianc...	22 Fearon...	08:00 – 15:00	15 min	Fragile	11 dollars	20 kg	20 l	

Summary panel:

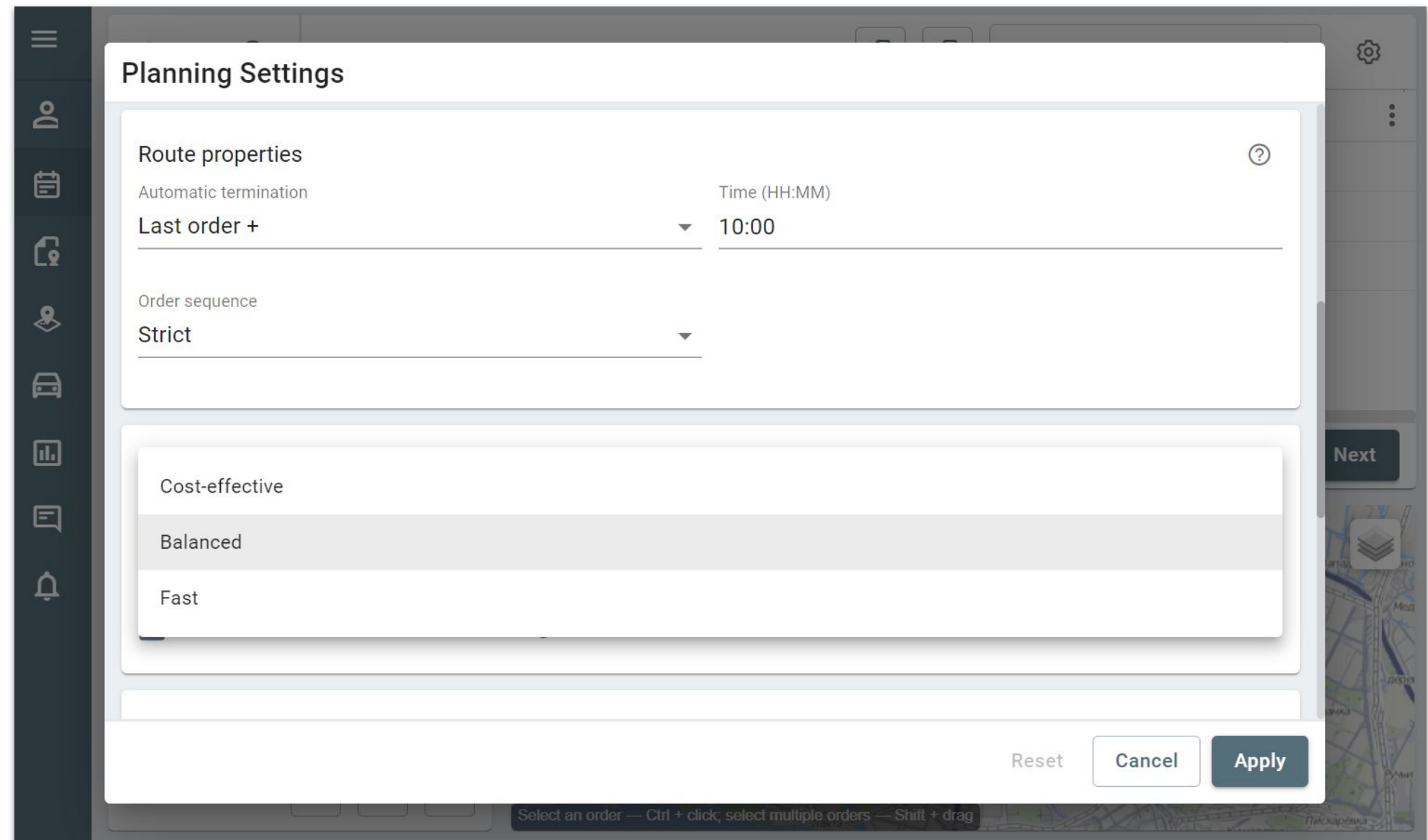
- Orders
- Total weight: 33 kg
- Total volume: 20 l
- Total cost: 20.30 dollars



# 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

The screenshot displays a route management interface. At the top, there is a filter set to 'Active' and a search bar. Below this is a table with the following data:

	Name ↑	Address	Delivery interval	Arrival time	Mileage	
📍 1	Order 1	57 Hewet...	09:00 – 21:00	14:07 -15 ...	502 m	
📍 2	Order 2	151 Kirby...	09:00 – 21:00	14:14 -15 ...	1.4 km	
📍 3	Order 3	168 Kirby...	09:00 – 21:00	14:22 -14 ...	867 m	
📍 4	Order 4	170 Kirby...	09:00 – 21:00	14:29 -13 ...	1.0 km	
📍 5	Order 5	19 Winton...	09:00 – 21:00	14:25	0 m	

Below the table, a detailed view for 'Order 5' is shown:

- Address: 19 Winton Rd, Portsmouth, the United Kingdom
- Estimated arrival: 14:25
- Estimated mileage: 0 m
- Unloading time: 0 h 05 min

The map view on the right shows a route with a vehicle icon and numbered location markers (1-5) connected by a dashed line. A sidebar on the left contains navigation icons, including a notification bell with a '1' badge.



# 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.

The screenshot shows a software interface for courier management. At the top, there is a search bar and buttons for exporting to .xlsx, .PDF, and printing. The main panel is divided into several sections:

- Delivery day:** 2022-02-24
- Filtration:** A dropdown menu is open, showing options:  By unit,  By driver,  By unit group, and  By driver group.
- Object:** A dropdown menu is open, showing the selected object: Фургон С4...
- Settings:** A dropdown menu is open, showing options:  All,  Visited,  Non-visited,  Visited in time, and  Visited late.

At the bottom of the main panel, there is an "Execute" button. The data table below shows the following columns: "ted arriv...", "Deviation", "Estimated se...", "Actual ser...", "Confir...", and "Estimated time t...". The table contains several rows of data for the date 02-24 1...:

ted arriv...	Deviation	Estimated se...	Actual ser...	Confir...	Estimated time t...
02-24 1...	-1:36:07	0:40:00	0:30:00	----	0:51:34
02-24 1...	-0:23:46	0:15:00	0:00:24	----	0:18:38
02-24 1...	-0:15:43	0:05:00	0:06:59	----	0:07:24
02-24 1...	-0:15:18	0:05:00	0:06:49	----	0:08:40
02-24 1...	-0:14:37	0:05:00	0:06:49	----	0:08:01
02-24 1...	-0:13:37	0:05:00	0:07:19	----	0:08:51
02-24 1...	-0:13:06	0:05:00	0:01:40	----	0:00:00

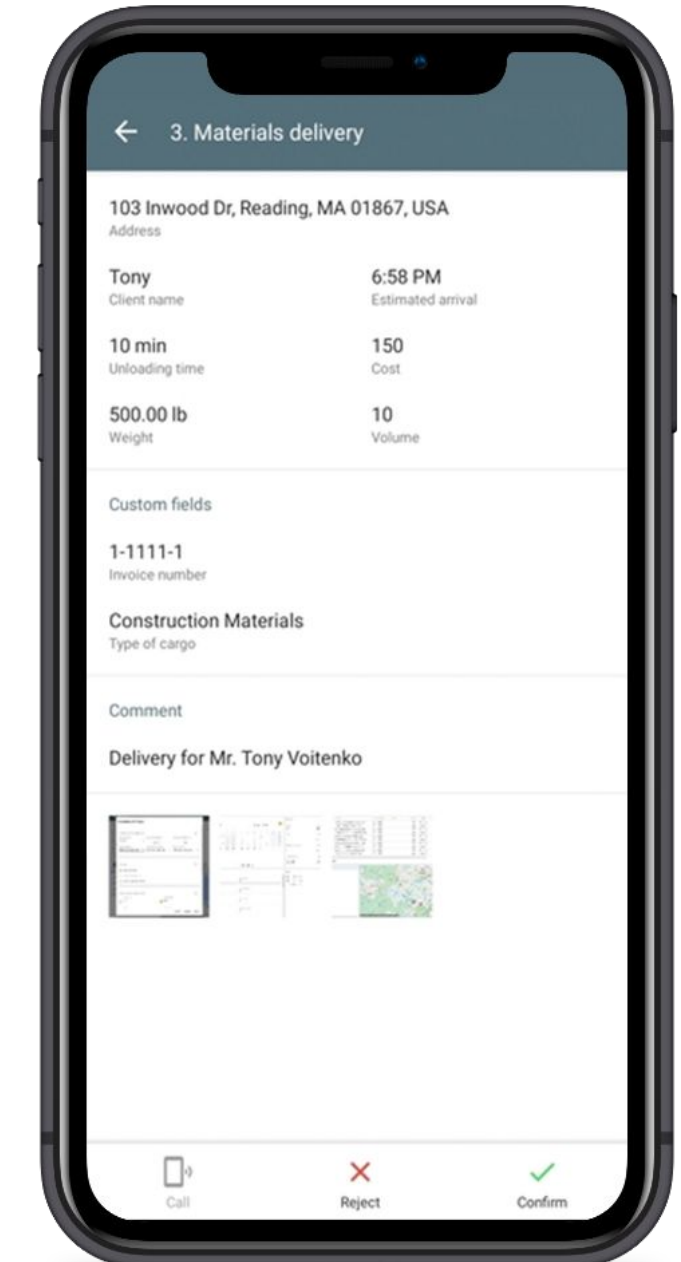
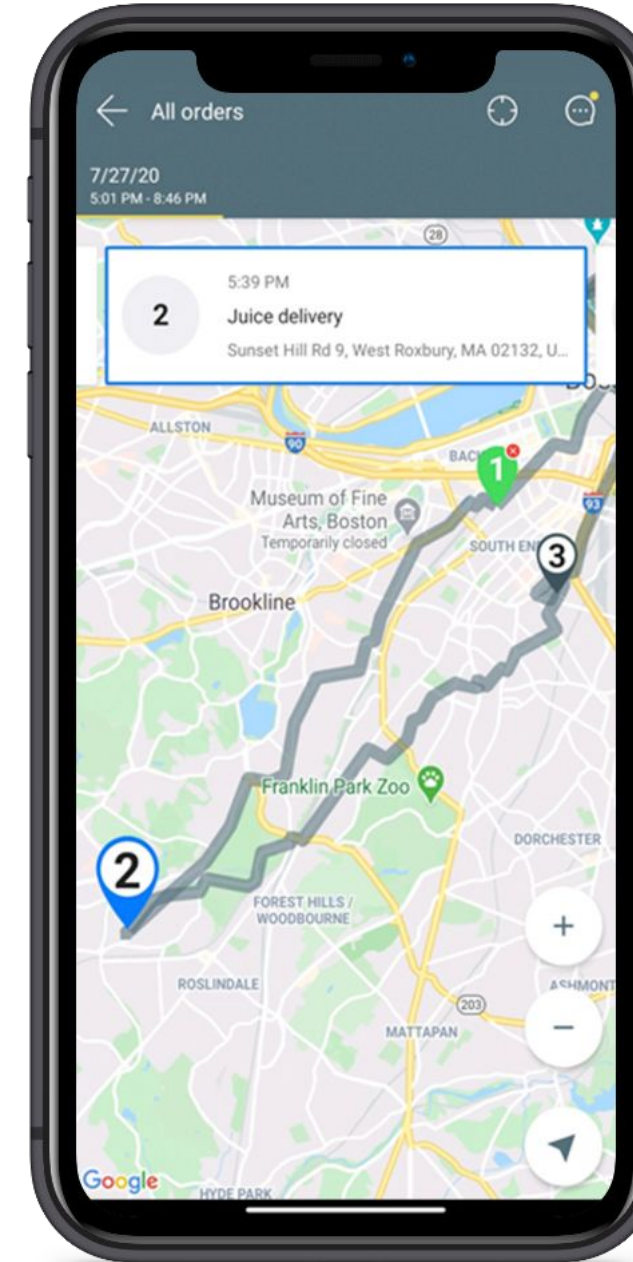
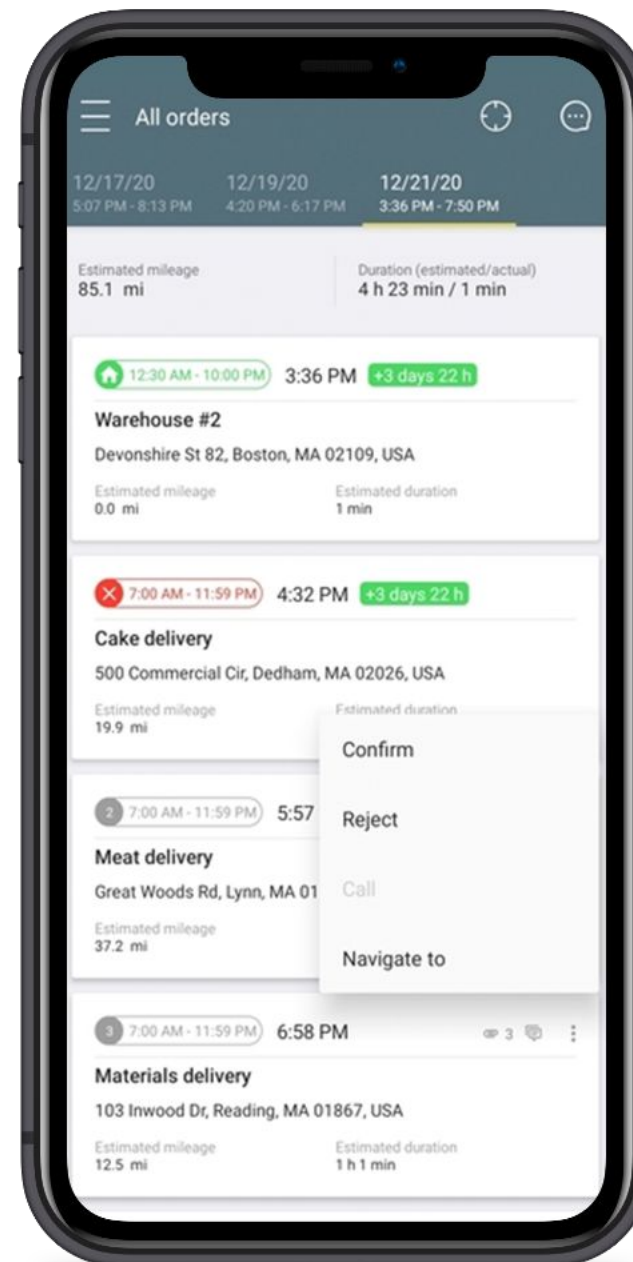




# How it works

## 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](#)

