RESERVATIONS™

Delighting Customers

Customers want high levels of delivery service, and performing against these expectations is essential to both customer loyalty and creating competitive advantage. But such service cannot be given without regard to its cost, and the implications vary by account. Basing service levels on customer segmentation enables tailored delivery offerings.

Reservations is a net-native solution for setting appointments and scheduling deliveries that allows customers to request delivery windows while an optimised appointment booking agent matches available resources and delivery windows. It rationalises requests, prioritising customers based on their relative importance, whether measured by sales volume, profitability, class of trade, types of purchases, or any other metric. Based on these business rules, the routing engine then determines an optimised delivery schedule, effectively minimising route lengths and fuel usage while maintaining desired shipping windows for key customers.

Part of our Routing, Mobile and Telematics solutions, Reservations enables companies to make streamlined, customer-focused decisions on routes and reservations at each point from order to delivery. A recognised innovator in delivery management, we have offered market-proven routing and scheduling solutions for over 20 years, and has deployed advanced delivery applications at over 700 companies. Customers have enjoyed such benefits as a 10% to 20% increase in completed daily deliveries, a 10% drop in fuel consumption, and a 20% improvement in vehicle utilisation.

Maximise Service & Profitability

Reservations helps companies maintain customer commitments of one hour delivery time slots.

Bread crumb trails

Route status & last stop served

Stop status

Status Icons display the route

ETA's calculated with each new

PDMC Logistics

Software Solutions for Efficiency, Intelligence and Reduced Costs

RESERVATIONS™ facilitates online scheduling of pick-ups and deliveries – either self-service by the customer or as a decision support tool for customer service agents. It helps companies effectively tailor service to the demands of the customers while achieving internal profitability goals. An effective capable-to-promise engine, it also confirms that requests can be met and locks the appointment.

BENEFITS

Reservations helps:
➤ Increase the number of stops per driver
➤ Reduce total route distances
➤ Let's the customer choose their delivery day based on your actual routes
➤ Tailor service based on account or product importance
➤ Enable confirmed delivery windows while customers are online
➤ Provide customers delivery options without compromising profit
➤ Tailor offerings to reward key customers

Approach:
➤ Three dimensions not the traditional two dimensional approach to booking the day
➤ Route assigned when order taken
➤ Incremental optimisation re-evaluates and improves Route Plan continuously

Tuesday, 12:00 to 14:00, Route2
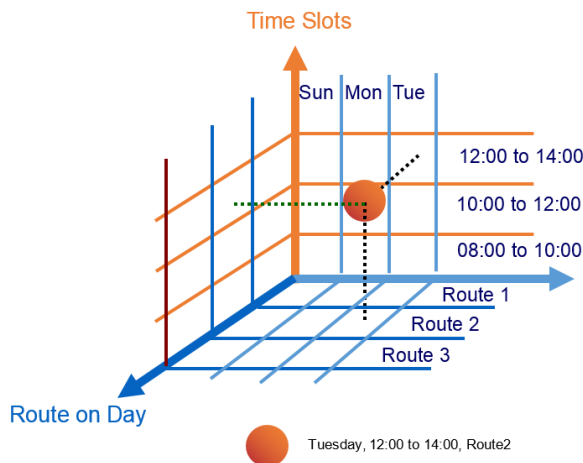
FEATURES

Intelligent Reservation Agent.
Analyses requests for delivery, order by order. Considers the schedule and presents options for the appointment window, ranked based on a rules engine. Let's customers, or a customer service agent working on their behalf, choose among presented options.

Value-driven Prioritisation.
Employs a variety of criteria to evaluate the assignment of particular shipping windows, including profitability of the account and/or order, availability of the slot in reference to other orders, and customised business rules.

Robust Yield Management.
Includes configuration options to restrict costly delivery options while offering incentives for more beneficial time slots. Let's users reserve preferred shipping windows for the most profitable customers, and automatically close off slots to those of lower priority.

Flexible Configuration.
Uses distributed architecture for deployment in a variety of manners that can align with a customer's requirements (i.e., as an outward-facing customer service portal, back office support to an online store, or an extension to an internal customer service or scheduling application).

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