



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.

The screenshot displays the Reservations software interface. At the top, there's a navigation bar with 'Home', 'Advanced Find', 'Show All', and 'Auto Hide'. Below this, a table shows route details for 'Routes (Row 1 - 6 of 6)'. The table has columns for Resource Key, Last Reported No. of Sts, Start Date, End Date, and Requirement. Below the table is a map showing a route with green and red lines. Callouts point to various features: 'Bread crumb trails' points to the route path on the map; 'Route status & last stop served' points to a status icon on the map; 'Stop status' points to a status icon in the table; 'Status icons display the route' points to a status icon in the table; and 'ETA's calculated with each new' points to a status icon in the table.

Resource Key	Last Reported No. of Sts	Start Date	End Date	Requirement
118-322-20303812	Pending	12/8/2010 07:00	12/8/2010 19:00	
AVL_DT_11_201	Enroute	23/10/2007 07:00	23/10/2007 18:00	Basic
AVL_DT_12_202	Pending	23/10/2007 07:00	23/10/2007 18:00	Basic
AVL_DT_13_203	Enroute	23/10/2007 07:00	23/10/2007 18:00	Basic
AVL_DT_14_204	Enroute	23/10/2007 07:00	23/10/2007 18:00	Basic
AVL_DT_15_205	Enroute	23/10/2007 07:00	23/10/2007 18:00	Basic

Stop ID	Stop No.	Status	Order Key	Profit	Type	Projected Arrived	Projected Depart	Projected Begun	Projected Completed	Projected Departes	Planned Stop	Requirements	Location	Requirements
63137	0	Enroute	AVLOrder1181	2000	Initial	23/10/2007 07:00	23/10/2007 07:00	23/10/2007 07:00	23/10/2007 07:00					
63145	1	Completed	AVLOrder1181	2000	Dropoff	23/10/2007 07:13	23/10/2007 07:13	23/10/2007 07:58	23/10/2007 07:58					
63158	2	Completed	AVLOrder1181	2000	Dropoff	23/10/2007 08:15	23/10/2007 08:15	23/10/2007 08:55	23/10/2007 08:55					
63159	3	Completed	AVLOrder1172	2000	Dropoff	23/10/2007 08:13	23/10/2007 08:13	23/10/2007 08:55	23/10/2007 08:55					
63160	4	Completed	AVLOrder1182	2000	Dropoff	23/10/2007 08:01	23/10/2007 08:01	23/10/2007 08:45	23/10/2007 08:45					
63161	5	Completed	AVLOrder1183	2000	Dropoff	23/10/2007 11:45	23/10/2007 11:45	23/10/2007 13:17	23/10/2007 13:17					
63162	6	Completed	AVLOrder1185	2000	Dropoff	23/10/2007 13:21	23/10/2007 13:21	23/10/2007 14:07	23/10/2007 14:07					
63163	7	Pending	AVLOrder1186	2000	Dropoff	23/10/2007 14:21	23/10/2007 14:21	23/10/2007 15:08	23/10/2007 15:08					
63164	8	Pending	AVLOrder1187	2000	Dropoff	23/10/2007 14:45	23/10/2007 14:45	23/10/2007 15:32	23/10/2007 15:32					



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.

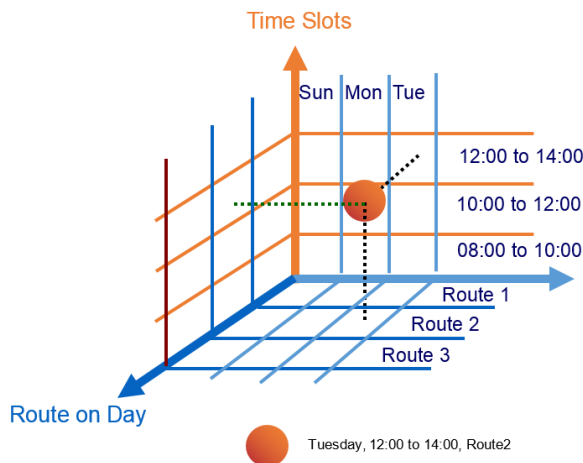
BENEFITS

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



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).