

## OnTime System Overview

*The courier and messenger industry is complex and time-sensitive. Too often the focus is taken away from customer service in order to manage day-to-day problems and challenges.*

*Now you can -  
Manage with Speed  
Dispatch with Precision  
Deliver with Confidence*

### The Challenges

**Owners and managers** are often inundated with managing the details. This includes enforcing contracted rates when an order is placed and then collecting this information when it's time for billing. Many turn to software like QuickBooks and Excel but find it difficult and time consuming to customize it to fit their needs.

Calculating payroll can become another time consuming project, especially when employees and sub-contractors have a specific pay scale based on hours and/or mileage.

**Dispatchers** can be overwhelmed tracking the complexity of each customer's contracted rate. Keeping drivers up-to-date and assigning each delivery to the most appropriate driver can be a challenge. Dispatchers find it difficult to meet the demand of customers who want instant notification of their order.

**Drivers** need constant communication with the dispatcher and they often rely on cell phones and pagers. However, this solution falls short when it comes to instant exchange of detailed data, and critical needs such as real-time tracking, instant delivery confirmation, and digital signature capture are simply impossible.

### The Solution

The OnTime System is a software program that was specifically designed to meet the needs of the demanding, time-sensitive courier and messenger industry. It utilizes the internet for real-time access to the latest information entered in the system.

### OnTime Management Suite

The Management Suite was designed to manage all administrative tasks. This software can be utilized to manage employees, customers, vehicles and more.

The manager will begin by entering everyone that will be using the system as a **user**. This enables the manager to control access levels, track hours and view which users are online at any given time. This section also contains a unique payment calculator that allows the manager to specify each employee or sub-contractor with several different compensation methods. The program will then automatically calculate and combine these into a detailed compensation report for each pay period.

Another important step is entering all company **vehicles**. This will enable the manager to automatically track mileage by individual users. It also will ensure that a driver's vehicle matches the requirement of the shipment before an order is dispatched. The most exciting feature however, is the system's ability to automatically schedule routine maintenance.

One of the most important features of OnTime is the ability to set flexible and customized pricing for each customer. By utilizing **zones**, **price sets** and **price modifiers** the system will consistently tabulate accurate rates. This will ensure an accurate rate is entered by the dispatcher with every new order even if they are unaware of the customer's specific contract. The **reports** feature will gather all order information and generate a detailed report that can easily be used when billing customers.

There are several other features that the manager will want to utilize to facilitate dispatching. The **routes** feature was designed to enable regular occurring orders to be scheduled automatically. Orders that are scheduled for pickup on a route can be automatically assigned out to appropriate drivers. This area also allows you to specify the schedule of a driver, indicating what zones he will be in at certain times. This data can be used to inform dispatchers of the current location of a driver and help them schedule on demand pickups.

The **destinations** feature will allow the dispatcher to quickly and easily send packages to the same location on a regular basis while being certain that the address and pricing information is accurate.

## OnTime Dispatch

This powerful tool will allow the dispatcher to track and communicate easily and efficiently with drivers and customers. In fact, this system is so user friendly that virtually anyone should be able to enter orders. Even if your dispatcher isn't in the office, with the On-Time System all they need to perform real-time dispatching is an internet connection.

The **new orders** screen will significantly speed up entry time by utilizing the information already entered in the Management Suite software. It has the ability to search for customers, quickly retrieve a saved history of destinations, helps locate the right driver and appropriate vehicle and instantly calculates pricing while still allowing for modifications. An enhanced feature is the system's ability to quickly calculate mileage between locations.

The **tracking view** provides the dispatcher with a current snapshot of all activity in the system and the ability to manipulate that data. It has the ability to view the details of any order in the system, perform advanced searches and filter results to view orders that meet a specific criteria, view signatures captured at delivery time and reassign or cancel an order.

Constant and accurate communication with drivers in the field is facilitated by the OnTime System. In addition to providing order assignments, the dispatcher can send **text messages** to the driver. They can also utilize real time data from the driver to provide customers with automatic status notifications by e-mail or fax.

## OnTime Mobile

This application will enhance your company's image and customer service in the field. OnTime Mobile was developed for use on Pocket PCs and WAP devices. OnTime provides support for all mobile devices on the market, which gives it the widest compatibility for whatever device or carrier a company uses.

In addition to instant access to their **assigned orders** and **messages**, a driver can review and accept **unassigned orders** in the system. They can also search for and access customer information. Drivers that are utilizing pocket PCs will also be able to capture and digitally store **customer signatures**.

## Customer Center Web Portal

OnTime includes a self-service web site for your customers that is fully customized to match your company's current site. This will give your customers the ability to sign in and self-dispatch, review order history and track their orders.

## Get Started Today

OnTime was designed to be an affordable, efficient and reliable option for managing your company. Take advantage of a flexible pricing structure with a low entry price and a monthly hosting fee that adjusts to the number of drivers and dispatchers you use. Reduce the learning curve with a system that is easy to learn and user-friendly for all employees.

Contact our sales department today at 1-866-848-5919 or at [sales@vesigo.com](mailto:sales@vesigo.com). For more information on the OnTime System or to order your free evaluation kit, visit us online at: [www.ontimesystem.com](http://www.ontimesystem.com).