

# NetScore Delivery Routing for NetSuite

## Frequently Asked Questions

### What kind of service is NetScore Delivery Routing App?

NetScore Delivery Routing consists of two applications which include a route planning tool and a delivery application. The route planning application is used by the planner to build delivery routes based on orders which have been fulfilled and are ready for delivery. The delivery application provides order details, delivery instructions, graphical routing information and turn by turn instructions.

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### Who needs it?

Any company or individual that dispatches their own trucks to manage deliveries, service activities, or mobile sales. Some examples include :

- Distributors or retailers who deliver product directly to the end customer such as, construction materials, food or beverage distribution, and home appliances.
  - Repair and service technicians who are being dispatched to multiple jobs.
  - Mobile sales representatives who want to optimize their sales routes.
  - Last mile delivery services.
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### What are the benefits of using our service?

Typical benefits user experience:

- o Time and fuel are saved when deliveries are organized into the most efficient routes.
  - o Planners can manage the number of deliveries assigned to a driver to ensure the deliveries can be concluded in the shift.
  - o Factors such as weight and volume of orders are considered to ensure trucks are not overloaded.
  - o Planners can monitor deliveries and view driver locations in real time.
  - o Drivers are given an overview of the route, full details of each delivery, special instructions, estimated travel time, and turn by turn instructions.
  - o Proof of delivery is provided including electronic signature capture and delivery photos.
  - o Returns can be picked up by drivers as part of their route.
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### What happens if we wrongly estimate our travel distance between points A, B, C?

You pay more for fuel, vehicle wear and tear, periodic maintenance, employee hours, etc. If you underestimated the travel time, you could have some displeased customers. An efficient organization must balance its work capacity and service demands, ensuring that employees have the resources to get the job done. Our NetScore Route optimization tool provides an easy-to-use method to strategically plan an efficient route, with accurate travel estimations based on Google Maps with real time traffic updates.

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### Why not use my GPS?

GPS provides turn by turn instructions but does not provide any type of route planning capabilities. NetScore Delivery Routing takes fulfilled orders directly from NetSuite and uses a sophisticated geo-point mapping tool to organize deliveries and provide a route plan.

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### Why not use a free mapping service like MapQuest and Microsoft street?

Free mapping services do not optimize your routes but rather give you a route connecting the addresses you enter in the same order they were input into the device. Our Delivery Routing App will give you the most efficient route in just seconds. Most of the free mapping services are desktop based whereas ours is a mobile application which can be easily accessible to every driver without any errors.

### How does NetScore Delivery Routing App work?

- First, install NetScore Delivery Routing for NetSuite from the Apple App Store or Android Play Store onto your device. The application will run as either a Route Planning portal or as a Driver portal depending on the login. These portals are defined in the back end of NetSuite.
- As a Route Planner, login to the application, and begin the route planning process. First you will select orders to be delivered from NetSuite, then plan your route, assign drivers, optimize your routes, and finally actively track your driver team.
- Drivers will login to the NetScore Delivery Routing application on their device. Once logged in, a list of orders assigned to that driver will appear on the screen. The orders are sequentially listed in order of delivery along the route. Travel times, turn by turn instructions, signature capture, arrival notifications, and management of returns can all be performed.

### Where can I access NetScore Delivery Routing App?

Users can login to their account from any compatible device in any location where access to the Internet is available.

### What countries can I use the NetScore Delivery Routing App to plan routes?

NetScore Delivery Routing App works in North America (United States/Canada), Central and South America, Europe, Asia, Australia, and New Zealand. You can plan a route wherever Google Maps is available.

### What are the minimum steps I need to follow in order to plan my route?

Get your orders from NetSuite, select by date or different locations and criteria. Once your orders are retrieved, select a set of orders and select the analyze route tab. The application will display an alert that will tell the optimized route has been derived and that can be assigned to driver.

### How can I see my route on my phone?

- Drivers will login to the NetScore Delivery Routing application on their device. Once logged in, a list of orders assigned to that driver will appear on the screen. The orders are sequentially listed in order of delivery along the route.
- Once the order list is reviewed, the driver clicks the "Route" tab and a map is displayed of the route along with route details such as addresses, distances, and the estimated time to the destinations.

### How many routes can I optimize per month?

The number of optimized routes per month and the maximum number of addresses per optimal route depends on your Shipping Process. In terms of capacity, NetScore Delivery Routing platform dynamically scales up to accommodate any number of routes or stops per route with no practical limitations or delays.

## Is NetScore Delivery Routing just for deliveries or can I use it for pick-ups, service stops, and sales calls?

NetScore Delivery Routing can be used for almost anything. So, you can plan routes for truck deliveries, return pickups, improve fleet route planning, or other pickup type businesses. We provide you with a general-purpose route planning and scheduling system. You can use it for any type of delivery, field-service, or field-sales business. Our unique route system helps you decide which constraints you will need to enhance in your business case.

## How do you determine the optimal sequence of my route?

Our routing and sequencing engine supports "Actual Time"- route sequencing based on the addresses contained in NetSuite, so the sequence between all the stops will be calculated by the road-network travel time and travel distance.

## Does your route optimization software let me enter the specific time when I must be at a customer's location?

Yes. Enter the delivery time in "delivery instructions" field in NetSuite for each customer that you would like to visit. Our system will automatically create the smallest number of necessary routes for you to service your customers in the timeslots they requested, or priority based fast delivery route.

## Can weight or capacity constraints be considered when building routes?

Yes, we support route optimization and balancing by weight constraints. All you need to do is set the capacity of the truck, and how many Kgs/Tons/Gallons the truck can hold. Each order weight is individually measured and when all the orders are selected, the total weight of orders is compared to the truck weight.

## Does NetScore Delivery Routing have a voice-guidance, turn-by-turn navigation system?

Yes, our turn-by-turn navigation system is available on the Android and iOS platform. It supports routes having almost any number of destinations. This means that you can plan a route, send it to your driver, and our mobile app will automatically guide the driver to make a delivery to every stop on the route. If you want, you can send any destination directly to Google Maps or Waze with just one click.

## Can I use NetScore Delivery Routing Software if I have a large fleet of vehicles with multiple warehouses and thousands of customers?

Yes, NetScore Delivery Routing App is designed for teams of any size and as your business grows, the cost per team member goes down. Subscribe to our fleet routing plan, which permits you to specify truck routing restrictions, such as vehicle weight, height, axle count, and others. Routes are then synchronized automatically with the smartphone of each of the drivers/trucks in the fleet.