READY FOR
THE NEXT LEVEL
IN DISPATCHING?

EMPOWER YOUR DELIVERY
AND LOGISTICS BUSINESS
WITH AUTOMATED
DISPATCHING.

DISPATCH
SCIENCE

THE DELIVERY INDUSTRY IS UNDERGOING A MAJOR TRANSFORMATION. ARE YOU READY?

The pressure is on last-mile and on-demand delivery companies to keep their businesses running profitably in an era when customers are demanding faster deliveries and impeccable service, with increased competition from new market players, price wars and labor issues.

Dispatch Science is a cutting-edge, cloud-based delivery management solution. Its mobile-first design makes it sleek, intuitive, and easy to use.

AUTOMATED DISPATCH ALGORITHMS GO FURTHER THAN ANY HUMAN CAN, FASTER AND MORE ACCURATELY.

THE MOST ADVANCED SOLUTION ON THE MARKET TO AUTOMATE AND ACCELERATE YOUR ENTIRE BUSINESS FROM QUOTING THROUGH BILLING—AND EVERYTHING IN BETWEEN.

Boost your Dispatcher's Productivity

Dispatch Science's automated dispatch engine uses advanced algorithms to automate many tasks that bog your dispatchers down. It takes the guesswork out of making informed decisions so that your dispatching team can focus on more complex tasks and offering your customers a stellar service.

Maximize Drivers' Deliveries in the Least Miles Possible

Our automated, intelligent dispatch system and smartphone app provides optimized routes to drivers to deliver parcels faster and increase their earnings.

Offer a Flawless Customer Experience

Give your clients a flawless customer experience by enabling them to access a self-service portal to place orders, consult their account, order history, and much more. Customers can track their orders in real time and your dispatchers will spend less time on the phone.

Give Administrators the Tools to Run your Businesses Better

Comprehensive dashboards and reports allow for proactive decision making and visibility into your business performance. Dispatch Science gives you insight on successful order completion, adherence to SLAs, driver utilization, profitability and margins by service type and pricing model, and a wide variety of other eye-opening stats.

DISPATCH SCIENCE

PUTTING SCIENCE TO WORK FOR YOUR BUSINESS

If you're in the delivery business, this is the system for you to execute your workload in the best possible way no matter your order volume or driver fleet.

Dispatch Science uses artificial intelligence and sophisticated algorithms to automatically assign orders to drivers in the most optimal way. It maximizes your delivery capacity, all while ensuring customer requirements are met and using the most efficient and cost-effective driver and route selections.

Order Entry

Orders received from the web, a mobile app, phone or EDI get automatically validated with relevant customer account, pricing, service level, delivery specifics and all other business rules.

Assignment

You decide. Select manual, dispatch-assist, broadcast, or fully-automated order to driver assignment. You can enable Automated Dispatch by zone, order type, driver type, or other criteria so your dispatchers can focus on only those orders that require human intervention.

Pick-up and Delivery

Drivers use Dispatch Science's mobile app, which features real-time notifications and all the information drivers need for making their pick-ups and deliveries. It includes their optimized stop list, turn-by-turn directions, and any special instructions. The app includes features for capturing proofs of delivery, electronic signatures, processing payments, barcode scanning and much more.
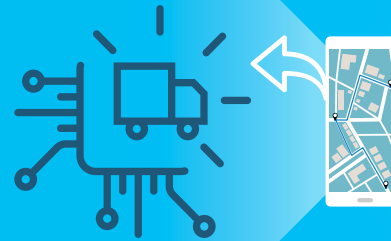
Tracking and Billing

Dispatchers and customers can track, in real time, each driver's position and receive status/ETA notifications as well as proofs of delivery. Completed delivery order status automatically triggers customer billing and driver payments.

CUSTOMERS

Take your customer experience to a whole new level with a branded, self-service customer portal and app that lets clients interact with your business—and free up time for your dispatchers, customer service and accounting personnel.

Finally, a clean, modern, and easy-to-use system to run my courier business. No hardware to buy and and no long-term commitments. Thanks to Dispatch Science, we've improved our margins and deliver more orders than ever before.

Constantine Papadopoulos
General Manager
Imperial Courier

Customer Portal

Delight your customers with a portal that is accessible right off your own website. It will be their go-to source to get price quotes, place new orders, track existing deliveries, view their invoices, get personalized reports and so much more. With Dispatch Science's customer portal, you show clients that it is easy to do business with your company—and surpass their expectations.
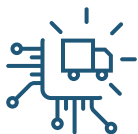
Client App

Dispatch Science's client app is branded with your own logo and colors, showing the market that you care about your brand and their delivery experience. Your customers get immediate cost estimates from your pre-established rates and service zones while benefiting from seamless billing to their credit cards. The app uses geocoding to localize pick-ups and delivery addresses, providing customers real-time information on delivery progress.

Voice-enabled Ordering

Dispatch Science integrates with Amazon Alexa and Google Home smart devices so that customers can carry out voice-activated ordering from the comfort of their homes or offices. Show customers your technological proficiency by making it even easier for them to quote, place and track their orders.

DISPATCH SCIENCE

DISPATCHERS

Your dispatchers are the foundation of your business. They're performing countless tasks at all times, from taking calls to assigning orders and trying desperately to make the right decisions to meet customer expectations while juggling drivers' needs. Give your dispatchers an edge against the competition—with automated dispatching.

Automated Order Assignment

The Optimizer feature evaluates your entire workload, the due times for each pickup and delivery, and current and future position of your drivers. It automatically assigns deliveries to the best-suited driver. Dispatchers can manage exceptions or manually intervene from the Dispatch Board.

Pricing

Rates are automatically determined by a flexible rating engine, which allows for standard price lists or customer special overrides. Satisfy any contract rules by combining zone-to-zone, mileage-based, or radius-based pricing. Define unlimited extra charge types for such things as waiting time, fuel surcharge, excess weight and more.
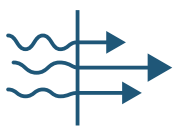
Real-time Alerts

Notifies dispatchers of ETA delays, customer no-shows or anything else that impacts customer deliveries so that dispatchers can issue reattempts, reassign deliveries, and focus on managing exceptions. Dispatchers are also alerted when assignments are completed and receive proofs of delivery.

Route Optimization

Routes are dynamically and automatically created and assigned to the best driver, while on-demand orders can be communicated directly to the right driver without manual intervention, for a perfect game plan. Dispatch Science builds the most efficient routes and organizes each stop for maximum delivery efficiency.

Standard Dispatching

Dispatch Science allows dispatchers to effortlessly manage incoming orders, balance workloads to increase delivery performance, track orders and trigger customer notifications (SMS, email and voice). Dispatchers can track each driver's position as well as receive status/ETA notifications and proofs of delivery. The ultimate goal? Mitigate unnecessary costs and deliver customer value.

Business Rules

Dispatch Science lets you easily set up delivery zones by simply drawing them on a map. You can also configure profiles, payment rates, commissions and payout schedules for each driver.

Intelligent Order Scoring

Proprietary algorithms score each order based on business rules that include multiple elements such as pickup and destination zone, service level and vehicle requirement/limitations. Additional factors, including workload distribution rules, driver rating and type (employee vs independent contractor) and vehicle operation costs, are also taken into account to assign orders to the right driver.
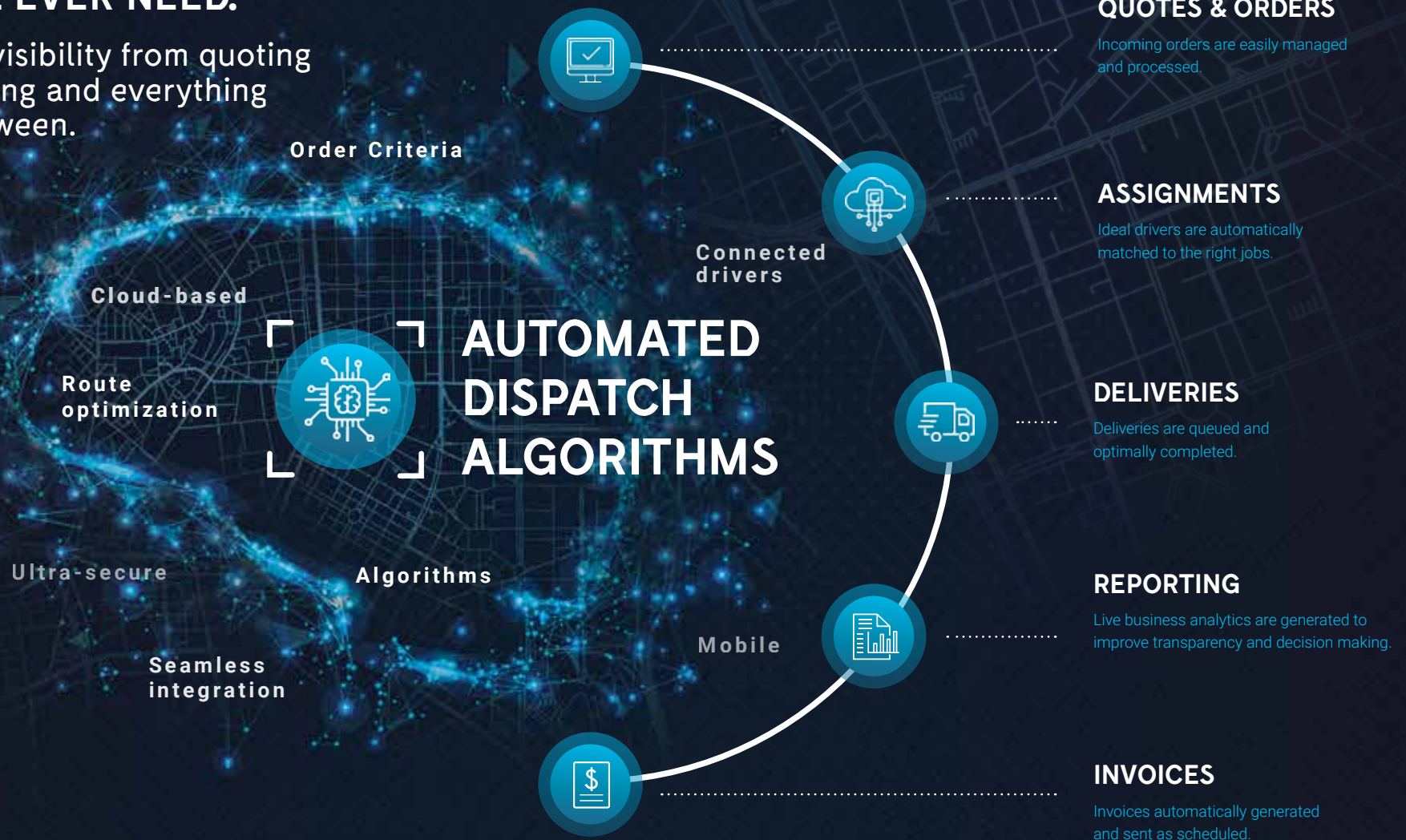
Driver Management

Dispatchers can view the positions of drivers on a map in real time, including their speeds, directions of travel, vehicle type, ETAs for planned stops, exceptions and much more. Flexible rules let you define commissions and payouts, while drivers can view actual and estimated earnings.

DISPATCH SCIENCE

THE ONLY 360-DEGREE VIEW OF YOUR BUSINESS THAT YOU WILL EVER NEED.

Total visibility from quoting to billing and everything in between.

Order Criteria

Cloud-based

Route optimization

Connected drivers

Ultra-secure

Algorithms

Seamless integration

Mobile

AUTOMATED DISPATCH ALGORITHMS

QUOTES & ORDERS
Incoming orders are easily managed and processed.

ASSIGNMENTS
Ideal drivers are automatically matched to the right jobs.

DELIVERIES
Deliveries are queued and optimally completed.

REPORTING
Live business analytics are generated to improve transparency and decision making.

INVOICES
Invoices automatically generated and sent as scheduled.

DISPATCH SCIENCE

DRIVERS

Drivers play a crucial role in a delivery business. But in an ultra-competitive market, keeping the very best of them has become extremely difficult. Driver churn can significantly impact your ability to deliver. Without offering them optimal earnings, balanced workloads and the tools they need to facilitate their day-to-day routes, drivers will move on to another gig promising more bang for the buck. Reducing driver churn significantly protects your capacity to deliver.

Connectivity to Drivers' Smartphones

Thanks to Dispatch Science's app, drivers are immediately notified of their jobs and assigned stops. Real-time alerts are sent if delivery priorities or routes change. The app's built-in GPS helps drivers to localize pick-up and delivery addresses in a snap, while optimizing drivers' routes so that they can complete each job faster.

Two-way Communications

Thanks to the integrated chat feature, if drivers have a question or issue with an order, they can text dispatchers directly and get instant answers. This is particularly useful in cases, such as customer no shows, accidents or unclear delivery specifications. Drivers can accept or reject orders within a limited time using the accept/decline option.

Proof of Delivery and Digital Signature

Using the app, drivers can collect customer digital signatures for proof of delivery, take pictures of issues with deliveries, add notes and update delivery statuses in just a few taps. This protects you and your drivers in the event a customer complaint arises. The integrated payment option lets drivers collect COD's or check ID.

Driver Earnings Tracking

Give drivers the tools they need to monitor their commissions, so that they can track their earnings in real-time. Dispatch Science automatically calculates earnings based on your business rules, drastically reducing manual errors and forgotten jobs, ensuring maximum transparency and accuracy.

ATTRACT. DELIGHT. RETAIN.
Get the best drivers for your business and keep them happy.

DISPATCH SCIENCE

LEARN MORE ABOUT HOW YOU CAN USE ARTIFICIAL INTELLIGENCE AND AUTOMATION TO CAUSE A DISRUPTION IN YOUR MARKET.

CONTACT US TODAY FOR A DEMO.
info@dispatchscience.com

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