

Optimize Order Management and Delivery on one Unified ERP Platform

Improve Customer Satisfaction and Efficiency with Acumatica Customization for WorkWave Route Manager

Customers rely on delivery services more than ever. Meanwhile, inefficiency and labor shortages threaten timetables and erode customer satisfaction. Timely delivery provides a competitive edge that increases profitability as well as customer satisfaction. Acumatica streamlines delivery, sales, and order management on one ERP platform.

Acumatica enables organizations to optimize delivery routes for the most efficient service possible while seamlessly managing the entire sales and distribution process from one centralized system. With the WorkWave Route Management (WWRM) Customization, businesses can track each sale from the moment the order is entered in Acumatica through its delivery to the customer's doorstep.

WWRM Customization incorporates delivery route management into the ERP system. Users can create starting points (depots), build vehicle profiles, add drivers, track packages, and manage drivers and vehicles. In addition to enabling users to manage delivery from their mobile devices. The WorkWave app allow managers and drivers to access the ERP system and document deliveries. The customization:

- Serves as the backbone of the operations, supporting sales, inventory, distribution, driver management, and delivery.
- Creates and manages sales orders and shipments on one centralized system.
- Streamlines order processing, distribution, and delivery by enabling users to create and manage sales orders and shipments on one system.
- Automates route planning, outlining the most efficient route for each driver/vehicle.
- Enables users to track and adjust routes in real-time as changes occur.
- Facilitates communication between managers, dispatchers, and drivers via mobile app.

KEY BENEFITS

CENTRALIZES PROCESSES

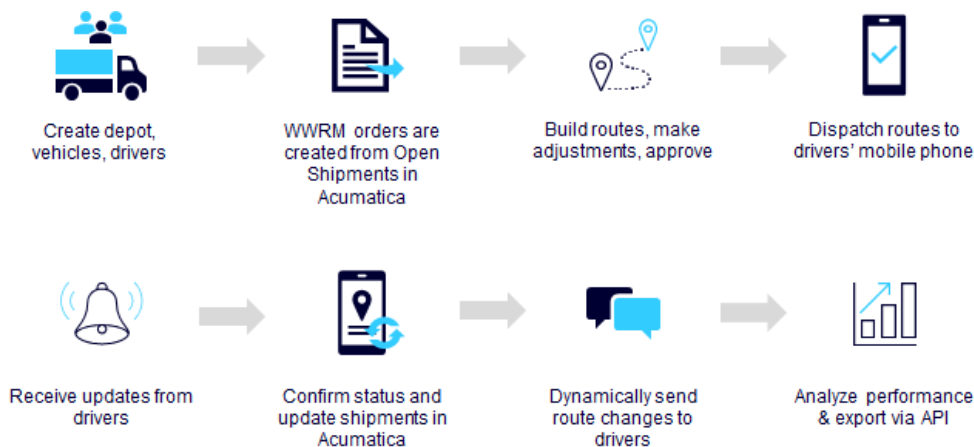
- Creates sales orders and shipments on one system
- Tracks and manages order management and delivery processes, including driver profiles, vehicles, routes, drivers, and delivery status
- Provides Proof-of-Delivery, enabling drivers to update delivery status on the mobile app

OPTIMIZES DELIVERY

- Finds the most efficient routes and communicates to drivers
- Makes real-time route changes.
- Indicates fields recipients must complete, such as signature, address, and company

IMPROVES COMMUNICATION

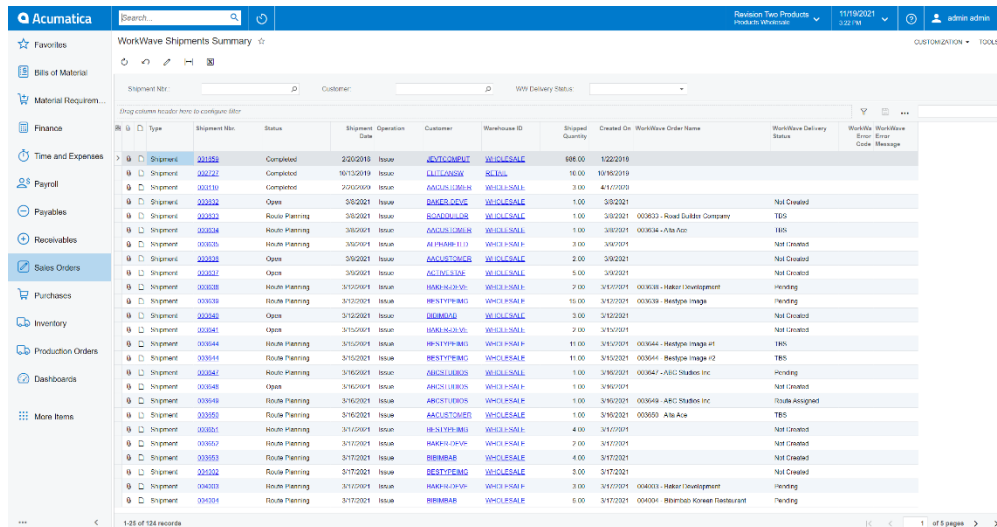
- Enables dispatchers and drivers to exchange info anytime on the mobile app
- Provides a single version of organizational truth to ensure everyone works with the same information



The integrated workflow depicts the delivery process with Acumatica WWRM Customization.

FEATURES AND CAPABILITIES

Delivery Route Optimization	Leverages the WorkWave engine to select and optimize delivery routes for each driver and vehicle. Makes real-time updates to routes based on changing dynamics.
Unified Platform	Consolidates sales, order management, and shipping on one system. Enables users to create sales orders and shipments, which are automatically sent to WorkWave as a delivery order.
Mobile Driver Support	Drivers can use the mobile app to check in when they arrive at the depot, pick up shipments, and document their departure.
Proof-of-Delivery (PoD) Management	Captures PoD information on the WorkWave mobile app, including arrival time, location, scanned information, GPS data, and driver notes, and automatically sends it to Acumatica.
Streamlined Shipping Territories and Zones	Can map the Acumatica branch and warehouse with the WorkWave territories to determine the most efficient shipping zones.
Pick, Pack, and Ship Automation	Integrates Acumatica's automated Pick, Pack, and Ship operation with WorkWave to increase efficiency.
PoD Report	Displays all shipments by start and end date, shipment numbers, customer ID, warehouse, or inventory ID. Can include driver notes, signatures, GPS, pictures, or packages with barcode numbers.



The screenshot displays the 'WorkWave Shipments Summary' interface. It features a search bar at the top, a navigation sidebar on the left, and a main data table. The table columns include Shipment Nbr, Status, Shipment Operation Date, Customer, Warehouse ID, Shipped Quantity, Created On, WorkWave Order Name, WorkWave Delivery Status, and WorkWave Error Code/Message. The table lists various shipments with their respective details, such as completion status and customer names like 'AVTOCONTR' and 'ACULSOLAR'.

The screenshot on WWRM Customization shows how the system consolidates sales, shipping, and delivery information.

ABOUT ACUMATICA

Acumatica Cloud ERP provides the best business management solution for digitally resilient companies. Built for mobile and telework scenarios and easily integrated with the collaboration tools of your choice, Acumatica delivers flexibility, efficiency, and continuity of operations to growing small and midmarket organizations.

Business Resilience. Delivered.

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