

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.



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

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



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.

🗅 Acumatica	Search	Q								Revision Two Products Products Wholesale	11/19/2021 - C	🕥 🙎 admin admin
Favorites	WorkWave Shipr	ments Summary	<u>ن</u>									CUSTOMIZATION - TOC
	0001	- X										
Bills of Material												
Haterial Requirem	Shipment Nbr.:		,p	Dustomer:		,p WW De	livery Status:		*			
Pa marce ne recept cont	Drag column header here to configure lifter										Y 🗈	
Finance	RH 🔂 🗋 Турн	Shipment Nbr.	Status	Shipment Operation Date	Customer	Warehouse ID	Shipped Quantity	Created On W	orkWave Order Name	WorkWave Delivery Status	WorkWa WorkWave Error Error Code Messoge	
Time and Expenses	> 0 D Stipment	001659	Completed	2/20/2018 Issue	JEVICOMPUT	WHOLESALE	606.00	1/22/2018				
	0 D Shipmont	002727	Completed	10/13/2019 Issue	ELITEANSW	REIAL	10.00	10/16/2019				
😤 Payroll	0 D Supment	003110	Completed	20002020 Issue	AACUSTOMER	WHICLESALE	3.00	4/1//2020				
~	0 D Stipment	020802	Open	3/8/2021 Issue	BAKER DEVE	WHOLESALE	1.00	3/8/2021		Not Created		
Payables	0 D Stipment	929522	Routo Planning	3/8/2021 Issue	BOADDUILDR	WHOLESALE	1.00	3/8/2021 0	03633 - Road Duilder Company	TDS		
• • • • •	0 D Supment	000004	Route Planning	3452021 Issue	AACUSTOMER	WHICLESALE	1.00	382024 0	03634 - Alta Acc	TBS		
Receivables	B D Support	000605	Note Planning	3/9/2024 Issue	ALPHARED D	WHICE ESALE	3.00	3/9/2014		Not Created		
Sales Orders	0 D Shipmont	020525	Open	3/9/2021 Issue	AACUSTOMER	WHOLESALE	2.00	3/9/2021		Not Created		
	0 D Shipmont	020527	Open	3/9/2021 Issue	ACTIVESTAE	WHOLESALE	5.00	3/0/2024		Not Created		
Purchases	0 D Supment	0000008	Noute Manning	3/12/2024 Isrum	HAKER-DEVE	WHICEESALE	2 100	3/12/2010 0	0.90388 - Haker Dewelopment	Pending		
	0 D Supment	003538	Route Plenning	3/12/2021 15508	BESTYPEIMG	WHOLESALE	15.00		03039 - Bestype Image	Pending		
D Inventory	0 D Shipment	010542	Open	3/12/2021 Issue	DIDIMDAD	WHOLESALE	3.00	3/12/2021		Not Created		
	0 D Supment	000041	Open	3/15/2021 Issue	HAKER-DEVE	WHOLESALE	2.00	3/15/20/1		Not Created		
Production Orders	0 D Support	003544	Note Panning	3/15/2024 BNDA	RESTYPEIMO	WHOLESALE	11.00		03044 - Hestype Imaga #1	TBS		
	B D Shipment	023544	Route Plenning	3/15/2021 Issue	BESTYPEING	WHOLESALE	11.00		03044 - Bestype Image //2	TBS		
Dashboards	0 D Supment	000047	Route Planning	3/16/2021 Issue	ABCSTUDIOS	WHOLESALE	1.00		03647 - ABC Studios Inc	Pending		
	0 D Supment	003548	Open	3/16/2021 Issue	ABCSTUDIOS	WHOLESALE	1.00	3/162021		Not Created		
	0 D Shipment	033548	Route Plenning	3/16/2021 Issue	ABCSTUDIOS	WHOLESALE	1.00		03649 - ABC Studios Inc	Route Assigned		
iii More Items	0 D Shipment	023650	Route Plenning	3/16/2021 Issue	AACUSTOMER	WHOLESALE	1.00		03650 Alta Ace	TBS		
	8 D Support	003651	House Planning	3/17/2021 Issue	HESTYPEIMG	WHOLESALE	4.00	3/1//2001		Not Created		
	0 D Support	003557	Route Pleasing	3/17/2021 Issue	BAKER-DEVE	WHOLESALE	2.00	3/17/2021		Not Created		
	0 D Shipment	013553	Route Plenning	3/17/2021 Issue	BIBIMBAB	WHOLESALE	4.00	3/17/2021		Not Created		
	0 D Shipment	024202	Route Plenning	3/17/2021 Issue	BESTYPEING	WHOLESALE	3.00	3/17/2021		Not Created		
	0 D Support	004003	House Planning	3/17/2021 Issue	BAKER-DEVE	WHOLESALE	3.00		04003 - Heker Development	Pending		
	8 D Shipment	004204	Route Plenning	3/17/2021 Issue	BIBIMBAB	WHOLESALE	5.00	3/1//2021 0	04004 - Bibimbab Korean Resta	urant Pending		

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**.

Contact us today to get started: 888-228-8300 | acumatica.com