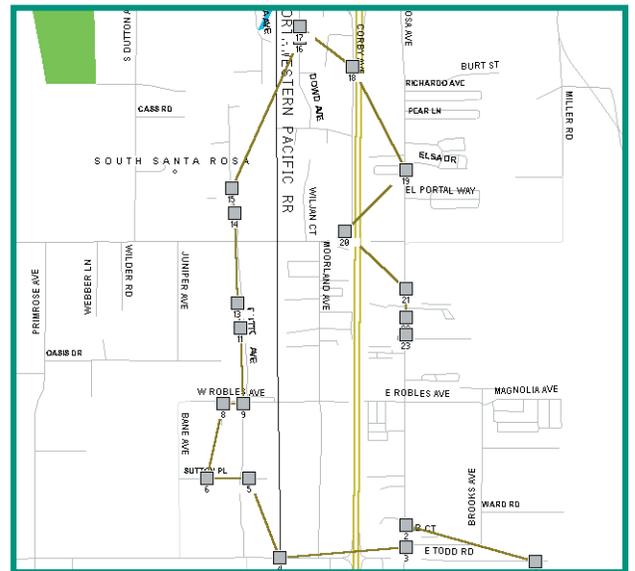# *Synergy Dispatch*®

Streamline Dispatch with Computerized Routes & Maps

Inefficiently long or overlapping routes. Call-ins refused because no driver can reach the pickup in time. Forgotten stops. Billing errors.

Synergistics has your solution.

Synergistic Systems

Guaranteed Business Solutions

Synergy Dispatch® is an innovative system designed to improve the productivity and cost-effectiveness of your P&D operations. Using computerized mapping, static and dynamic routing and mobile data terminals, Synergy Dispatch® can save from 7 to 25% of your total P&D costs!

With Synergy Dispatch®, you can provide a higher level of customer service while saving time and money. With this management tool, you can eliminate missed pickups and deliveries, reduce personnel requirements, decrease clerical errors, identify freight needing lift gates, increase the number of stops per hour, and decrease missed appointment time windows.

Using handheld or truck-mounted mobile computers and RF technology, information can be exchanged to expedite stripping the pickup unit and loading linehaul trailers, send new pickup calls, and provide real-time proof of delivery.

Synergy Dispatch® can stand alone, or with a host computer system to automatically receive information on inbound shipments. With Synergy Dispatch® and tools such as RF, GPS, bar-code scanning, and MDTs, your operation will provide better customer service while saving you money.

Delivery Planning and Routing

Synergistic Systems' Delivery Planning allows you to route inbound freight to local routes before the freight arrives. Freight can be then stripped from an inbound trailer and put onto a city delivery trailer as soon as it arrives.

In Delivery Planning, you can review bills, make appointments, plan re-delivery of returns and OS&D freight, and route freight using Synergistic Systems' *Dynamic Routing* or static routing, then manually review and balance routes as needed.

Once a delivery plan is selected and modified, the system prepares the Stripping Manifest for each trailer. However, you can still manually assign unexpected shipments to delivery routes.
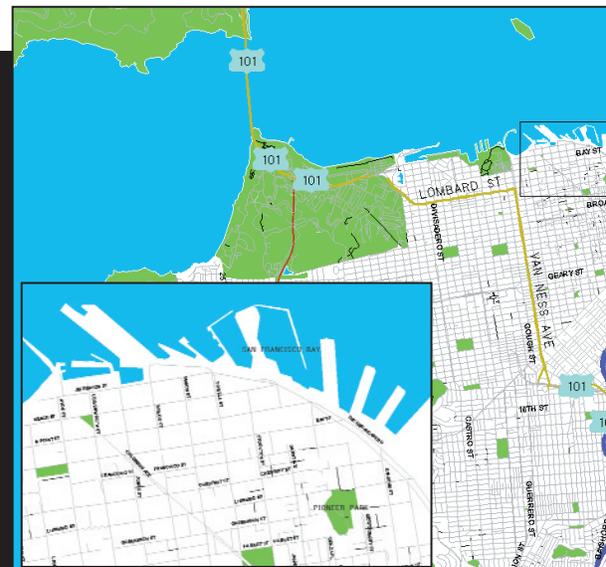
A City Trailer Loading Manifest is generated and posted as a reference for dock personnel, and for recording shipment loading. This information can then become part of your dock control system using *Synergy Cross Dock.*

City Operations

Using clear, color-coded information, City Operations allows you to take complete command of your company's P&D operations. In the Call List and Driver Status screen, routes can be verified and accepted or reassigned; stops can be marked "done"; messages can be sent; trialers dropped or hooked; and pickups split or canceled.

The Customer Call screen is used to record calls for pickup. Detailed information including shipper, pieces, weight, destination zip, freight description, and special handling is

Innovative systems that decrease operating costs and increase customer satisfaction.

Map views are scalable up to .25 miles to

identified. Repetitive information is set up in a master file and auto-fills the call screen, saving keystrokes. Completed calls are stored for reference and production reporting.

Graphic Mapping

Graphic Mapping provides real-time* vehicle tracking to aid in routing and scheduling pickups and deliveries. Dispatch allows you to review route building; display driver and stop location; find addresses; code new customers and inbound bills by latitude/longitude; and mark customer sites, restaurants, drop lots, etc. Single or multiple routes can be displayed.

Without the optional GPS, Graphic Mapping and RF Mobile Data Terminals provide approximate truck location based upon the reporting of the Arrive and En Route messages entered by the driver.

Mobile Data

While Synergy Dispatch® can operate without Mobile Data Terminals (MDTs), the benefits of wireless MDTs are very important to overall efficiency.

Mobile data allows pickup calls to go straight to drivers, improving efficiency and increasing the number of stops. Outbound line-haul planning benefits from early knowledge of door pressure. Mobile data also provides real-time proof-of-delivery.

Finally, mobile data provides management control by tracking driver location at all times and providing comparative performance data.

Requires GPS and RF capability

Reports

A variety of reports are available to the user of Synergy Dispatch®, including: Outbound Planning, Destination Weight, City Trailer Stripping Manifest, City Return Manifest, Appointments, City Loading Manifest, Inbound Projection, Linehaul and Unzoned Bills.

Status Monitors

"Fuel Gauges" allows the dispatcher to instantly view critical events such as geocoding errors, drop lot spots, web pickups, late routes, approaching close times, drivers cutoff times, spotted trailers, and unassigned pickups. Clicking on an item directly accesses Synergy Dispatch® data.

Dispatch Handheld

Color-coded status monitors

a centimeter. Color-coded call list shows calls by over a dozen criteria.

Synergy Dispatch®

Dynamic vs. Static Routing

Synergy Dispatch® provides both Dynamic and Static Route Planning.

Static Routing uses a combination of latitude/longitude grid locations and zip codes to route freight and automatically sequence stops within each route. It allows multiple static routes for each day of the week, end of month, or bill count/weight volumes.

Dynamic Routing uses many variables to build routes each day, including freight arrival time, specific appointment times or windows, driver start times, length of driver day, lift gate requirements, volume of anticipated pickups, pickup or delivery cut-off times, and open and close times. In Wave operations, Dynamic Routing holds deliveries from Wave 1 to combine with Wave 2 deliveries for the same customer.

Dynamic Routing can provide greater economic benefit, but drivers, accustomed to familiar territory, can find the variable routes created by the system difficult. To address this problem, Synergy Dispatch® is equipped with a unique feature called Anchor Routes. This feature allows the planner to identify key customers (Anchor Stops) and restrain the model by building routes around them. With only slightly reduced efficiency, Anchor Stops can increase satisfaction by giving drivers familiar territory and customers a familiar face.

Standard Dynamic Routing uses air miles adjusted for triangulation and miles per hour between stops. Actual street path calculations are optional, and require additional computation time when running a Dynamic plan.

For a sample of what Dynamic Routing can do for you, ask about a RouteSynergy P&D study.

To learn more about how our innovative solutions can help your company, call us or visit our website.

You'll love our solutions. We guarantee it!

442 Third Street
Neptune Beach, FL 32266
904.249.0201 • Fax: 904.249.8045
www.syn-sys.com

Features:

- Handheld Mobile Data Terminals (MDTs), with or without radio modem
- In-vehicle, mounted RF radios
- Handheld pen touchscreen technology
- Satellite–Cingular, CDPD and ARDIS compatible
- Host communications interface (3270, 5250, UTS20, VT100)
- Optional bar code scanning
- Graphic Map Display
- Heads-up display of key status measures
- Optional GPS
- Available J1708 vehicle monitoring

Benefits:

- Save 7-25% of P&D operating costs
- Save 2-5% of dock labor costs
- Increase stops by 10-20%
- Decrease missed pickups
- Reduce personnel costs
- Decrease OS&D through reduced time and handling on dock
- Identify direct outbound load opportunities
- Lower fuel, vehicle and fleet costs
- Decrease operator error and save time with written communications
- Save 30-60 min/day per driver by allowing calls to be received when out of truck
- Improve customer service by using Electronic Delivery Manifest

Synergistic Systems

Guaranteed Business Solutions