4.34 Marking a Stop as *High Priority*

Introduction

From time-to-time, you may have a customer stop that needs to be serviced before other stops. Within Route Manager, you have the capability to make a stop appear on the handhelds in red or some other eye-catching color to alert your drivers that this needs to be a priority activity
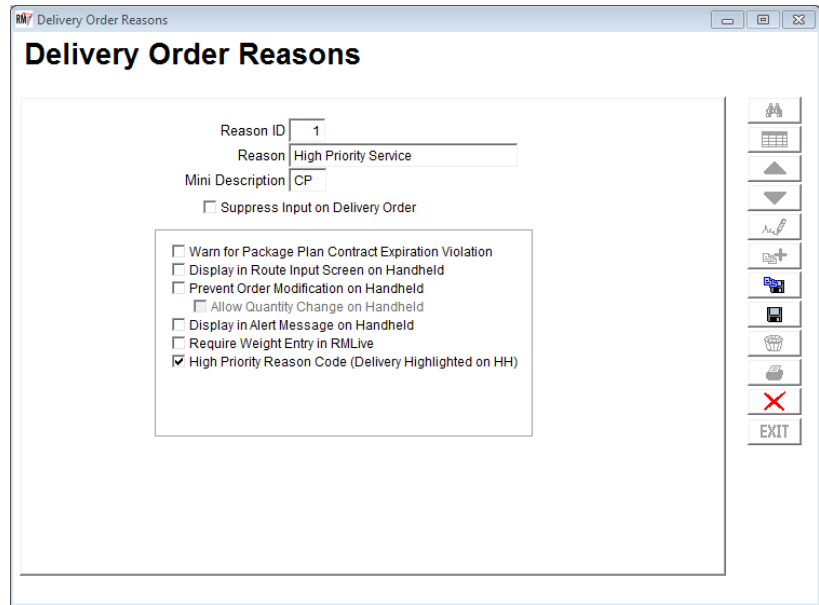
Overview

This is a straightforward operation that is not complex. Some simple setup and minimal training is all that is needed. This is explained below.

Not only will you want to train the office staff on the correct way to enter the alert type phone calls, but you will also want to train your drivers so they are aware how to identify the tickets on their handheld, as well.

Setup

Setup requires only two steps.

First, you will need to go into *Lists > Delivery Order Reasons* and configure a reason be High Priority. Here is an example:

In each handheld class, you will need to designate a color for High Priority. You can get to the screen below by going to *Lists > Routes > Handheld Class*. Note that this is on the *Screen* tab.

Here is an example:

Creating an Order with high priority

In order to mark a delivery order as 'High Priority', you will need to do this when you are creating a delivery order. If you set up the Delivery Reason code correctly, it will display on your screen near the 'Request' area. You can see an example below.

Simply check this box and the system will automatically do the rest. This will work whether you have RMLive or do a normal batch mode.

On the Handheld

On the handheld, on the Route Selection screen, any stops marked as High Priority will appear with the background color you chose in the handheld class for this driver.

Reporting

There is no reporting with this function.

Summary

It is easy to mark orders as high priority on the handheld. Just set it up correctly; train your office staff to use it properly and will appear as you have chosen on your handheld.

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Warning

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