

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 eyecatching 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:



RM7 Delivery Order Reaso	ons	
Delivery	Order Reasons	
		88
	Reason ID 1	
	Reason High Priority Service	
	Mini Description CP	
	Suppress Input on Delivery Order	
	□ Warn for Package Plan Contract Expiration Violation □ Display in Route Input Screen on Handheld □ Prevent Order Modification on Handheld □ Allow Quantity Change on Handheld □ Display in Alert Message on Handheld □ Display in Alert Message on Handheld □ Require Weight Entry in RMLive ☑ High Priority Reason Code (Delivery Highlighted on HH)	

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:

eneral Hardware Load/Unio Upload Reports	ad Sales Rules S Upload Reports 2	ales Rules 2 Labels GPRS [Off Route Finance Screen	Messages Reco	Android
Seniced Stops	20 1000		100 180		
Serviced	and the second second	Skips	1.00		
Unsandord Slops					
Unserviced		Drags			
Specials		High Priority	-		
Specials not on a Delivery Order	-	Removed	-		
Stipped Deliveries Show Skipped Deliveries on Pr Show Skipped Deliveries on Ro	e-Route Report S	kipped Deliveries			
		Reset All Colors to Defa	uit		
Allow Route List Filterin	g by Delivery Time				
-List Column Widlins					
Miscellaneous Items List 48 -	Description Price	Extra 60			
		60			

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.



CELIVERY ORDER								E 23
Acct. No.	000010 01	A	P		Route/Day/Stop	0/DAY/0050	B	
Name	Advantage Ro	oute Systems, Inc	c		Driver	Danniz Hendarson	- 69	
Delivery Address	3201 Liberty S	Square Pkwy			Entered Date/Time	05/05/2016 2 10:20		
				Phones (Info/Route)		209-632-1122/209-632-1122		- 69
	Turlock, CA 9	15380		Credit Terms	Spoke With		•	1111
Contact Reasons	[-	DUE	Ticket No.	000000000		-
Balance	Total 458	3.28 Current 30.	61 30 Days 0.00	60 Days 0.00 Over	90 Days 427.67			
Last Payment	Date 11/04/20	015 Amount 2.5	0	Next Delive	ry 05/05/2016		Last 5 Dely	
Request	Prevent M	od Chance	Collect	Check	Merch NOT We	brik	(P)	14.9
	Fill Freezer - 20 LB		livery Pick up Merchandiser		andiser	G	124	
	Fill Freeze	r - Mix r 10/b Only	Call of	fice on Arrive	High Priority S	ervice	Quote	15
	Block Onl	9	E:		E:			
	1		20		10			(110)
Equipment Qty. Action 5	Serial No.	Туре	Style	Location	Orders	Oty		
No terns					 No terms 	1	-	~
							1200	
							M.	EXII
					2		4	0:0
C Delivery Message		Cim	mice Massage	P.O. NO.		Total 0.00		
Countery measure	,		ronce measage			1		Copies
						Add to Contacts	(accoss)	· ·
						. Send Order to Rou	te via RMLive	REPORT
						E-mail Order to Cu	istomer.	
Promise	e Date 05/05/	2016 🗐 Sche	dule (0 / D)	Complete	Follow Up			

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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Series 7: Version Date, May 5, 2016