



Delivery Tracking – Pictures of Deliveries

Dispatch Track is a cloud-based software system that routes our deliveries and allows the driver teams to give live updates on the progress, accuracy, and first-time completion of their day. It also allows the driver teams to take pictures of the deliveries or any opportunities while they are in the customer's home. Please look through this powerful tool. It will help you communicate better with customers and help you identify selling opportunities.

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Logging In

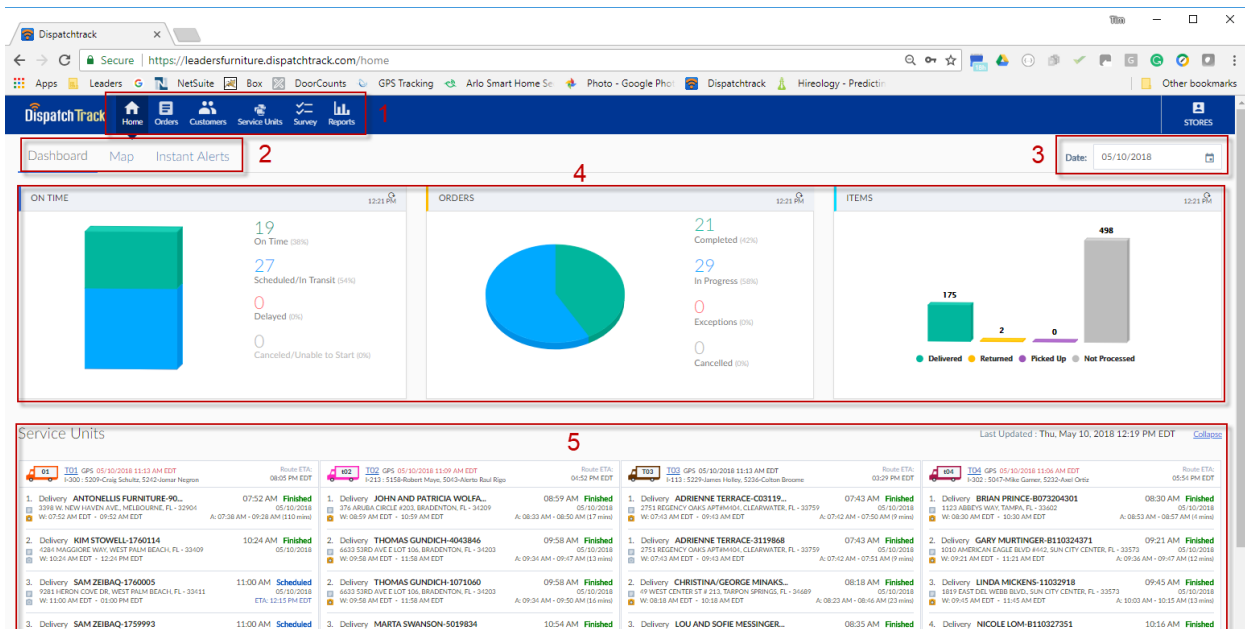
URL: <https://leadersfurniture.dispatchtrack.com>
Username: stores@leadersfurniture.com
Password: stores123

Reading the screens

Dashboard/Home

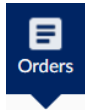


The dashboard is the screen you see when you log-in to DispatchTrack. It contains:



#	What	Why
1	Main menu bar	Allows you to change to other screens to search orders, search customer, or view survey results
2	Change Home Screen View	Allows you to toggle between the home screen, a map that shows the current location of the fleet and "Instant Alerts," a chat that goes directly to the delivery team.
3	Change the date	You can change the date of the summary you are viewing here
4	Overall Summary of the Day	This is an overall summary of the day showing if the fleet is on time, the progress of the deliveries of the orders being delivered, and a piece summary of what has been delivered, what still needs to be delivered and what is rejected
5	Service Units	The service units' section is a summary of each route. Here you can see the progress of each team, see pictures of the deliveries, and read any notes the delivery team makes. You can click on any line to view the full record of the delivery and view all of the pictures.

Orders



The Orders screen allows you to search through complete, active, and past deliveries that were entered into the DispatchTrack system. This will help you go back and reference photos for a guest you would like to follow up with and make add-on suggestions.

Please note that only orders that have been loaded in the DispatchTrack system will display.

Customers



The Customers screen allows you to search for a record by a customer's information. This will help you go back and reference photos for a guest you would like to follow up with and make add-on suggestions.


Please note that only orders that have been loaded in the DispatchTrack system will display.

Survey




Want to know how we are doing? DispatchTrack sends out a digital survey to each guest. Click on the Survey button to get a summary of how we are doing.

Reviewing Pictures

One of the most powerful tools for the selling teams is the ability to review pictures. You can review a picture from the home screen for the selected day by simply floating your cursor over the  icon. You can click this icon to view more than one picture. You can go right into the customers home to see the spaces you have created. Did you make a designed space to live in or did you just sell a place to sit?

Reviewing Driver Team Comments

Similar to reviewing pictures, you can float your cursor over the  icon to view any notes the driver team has entered. You will have this option for the route summary or the customer record.