



Expanding Your Horizons with Delivery Services



Companies continually seek ways to build customer relationships that go beyond the product itself, fostering loyalty. One method gaining popularity is offering delivery routing software to customers. With social distancing and stricter in-store regulations, providing delivery services has become essential for business viability. The New York Times reported a nearly 40% increase in online consumer spending at the pandemic's peak, while in-person shopping had already declined as younger consumers favored online options.

Delivery costs can be substantial, comprising up to 30% of the total meal cost (TMC), and food deliveries can reach as high as 45%. These costs are challenging to hide within product prices and are often waived as a competitive advantage. Traditionally, companies relied on third-party delivery services, but many, like Amazon, are now developing their own. The explosive growth of digitally-enabled delivery services underscores the value customers place on convenience and variety. McKinsey projects the digital food delivery market will reach \$22 billion by 2025, prompting many companies to internalize their delivery services to tap into this revenue.

Well-managed delivery services can enhance customer loyalty, reduce emergency response costs, maintain control over customer data, and streamline the delivery process. They can also

be a revenue source and boost margins if effectively managed. Conversely, poorly managed services can be costly.

To plan and execute deliveries effectively, companies are adopting delivery management solutions to streamline their services. Organizing routes and building efficient delivery plans are crucial for lowering operational costs.

NetScore's Delivery Routing application, built on the NetSuite ERP system, offers a comprehensive planning solution for dispatch route organization. It includes a mobile application providing drivers with necessary delivery tools.

Effective organization is key to successful delivery operations. As sales orders are processed in NetSuite Delivery Routing system generates delivery orders, using geo-point mapping to create stops. A rule-based system controls route building, managing order numbers, truck capacity, and transit times. Dispatch route planner can be adjusted according to preferences and assigned to drivers.

[Fleet vehicle tracking](#) ensures drivers follow the most efficient routes and stay on schedule. NetScore allows planners to view graphical route representations and receive real-time updates. A map view shows driver locations, enabling route adjustments as needed. Delivery orders can be reassigned if a vehicle breaks down or additional help is required.

Simplifying drivers' tasks is crucial for cost-effective route planning software. Effective route plans ensure proper truck loading in reverse stop order. NetScore's solution provides route plans usable as picking or loading documents to position orders correctly for truck management system.

Executing the route plan is vital for timely, cost-effective deliveries. Mobile applications equip drivers with powerful tools for delivery execution. NetScore's Delivery Routing solution offers:

- Graphical route depictions
- Travel time between stops
- Turn-by-turn instructions
- Order contents
- Customer delivery alerts
- Reasons for delivery cancellations

Proof of delivery is crucial, capturing signatures, photographing product drops, and noting key delivery information. NetScore's mobile app facilitates quick data collection, automatically

uploading it to the backend system and attaching it to the delivery record. Integration with Google Drive helps store pictures and signatures, minimizing NetSuite data storage.

Expanding delivery operations can optimize company benefits. Functions like picking up returns, accepting payments, and collecting products based on purchase orders during delivery routes are advantageous. NetScore's Delivery Routing application integrates these features into your NetSuite system and mobile application.

For assistance in planning and implementing your delivery service, please contact a [NetScore Account Executive](#).