Getting to Know Your RouteMan Team

Hi, my name is Hunter Steeley and I'm a developer with the RouteMan Team. I am the lead developer for the RouteMan Dashboard and the up and coming RouteMan Xpress Mobile Application.

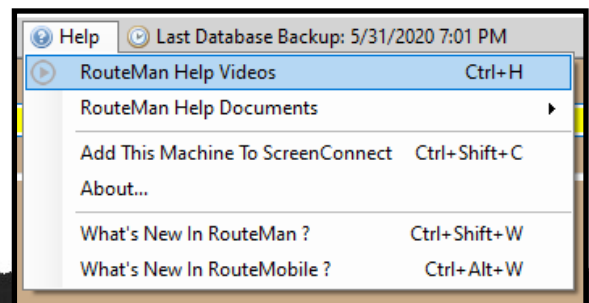I joined the team early in 2016 as an intern after graduating with a criminal justice and computer science degree. I was born and raised in Birmingham, Alabama in 1991 and have lived here my entire life. I enjoy going to the shooting range, playing soccer, and spending time with my German Shepherd Scout, my wife Ladye, and 3 year old daughter Rylee. I take great pride in my work and strive to provide unique value to the RouteMan Team and our customers.

RouteMan Launches Help Videos

If you haven't heard yet, RouteMan has help videos to help answer many of your common questions. To visit our Help Videos, go to:

videos.routemanrms.com

Help	Last Database Backup: 5/31/2020 7:01 PM	
RouteMan Help Videos		Ctrl+H
RouteMan Help Documents		▶
Add This Machine To ScreenConnect		Ctrl+Shift+C
About...		
What's New In RouteMan ?		Ctrl+Shift+W
What's New In RouteMobile ?		Ctrl+Alt+W

RouteMan Help Videos

Use the search at the top right to identify the video on the topic you need. All videos are not displayed below so make sure you search for a topic first!

Client Focus: Coastal Ice & Water

Headquarters: Houston, TX

President: Scott McAlister

Company Founded: 2002

Began Using RouteMan: 2014

"What did you do before RouteMan?"
We were using paper invoice books , and no tracking on trucks. We were looking for a system to manage invoicing and customer documentation for easy customer service. I was told about RouteMan from another ice company and friend, Read Ice Company.

"What's the most beneficial part of having RouteMan for your business?"
The two most important parts to us is the data base to install all customer information that prints and the auto invoicing. Those two items pay for it self by reducing office labor cost to pre-form duties. Routeman allows us to increase customers without having to increase office personal and this translates to profit with each new account.

Do You Put Your Customers On Hold?

Usually when we're updating RouteMan, we're adding new features or squashing bugs. In some cases, our team is actually taking a feature that's been in RouteMan for a long time and bringing it back to life.

With our recent update to 5010J, this is exactly what's happening with the **Customer On Hold Option**.

In the past, a customer would be on hold whenever you had a credit limit and their balance was over that amount. Now, we've expanded that to give you more options and control to use the hold feature in different ways.

What's Changed?

Instead of only relying on a credit limit, you can now set a Hold to be placed on customers that have an outstanding balance on their back 30, 60 or 90 or you can keep it relying on the credit limit. It's up to you!

What Happens When A Customer Is On Hold?

1. The main screen will show the On Hold symbol in the General tab as well as a flashing symbol in the financial information box.

2. When you place an order for this customer you'll get a message showing the total owed and asking for confirmation before making the order.

3. Dispatch will display the On Hold symbol.

4. This DOES NOT stop you from making a delivery to the customer.

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