RouteMan Best Practices

Windows Updates
Keeping your Windows on all computers up-to-date helps with your company's security and also prevents unexpected conflicts with RouteMan.

Device Updates
Keeping your device's operating software up-to-date helps prevent bugs that can stop your drivers in the middle of the workday when their device won't function properly.

Activate & Deactivate Devices
Depending on the number of devices you have and which software package you purchased, you may reduce your monthly services by deactivating unused devices by asking the KCS staff. As long as the devices will be off for 2 months, it can save your company money.

Geocode All Customers
This allows you to pinpoint their location on the map, optimize your routes, and your drivers can follow turn-by-turn directions to each stop.

Group Pricing
Instead of managing each customer's price individually, group as many as possible into pricing groups to manage changes all in one edit.

Collect and Use Email for Customer Billing & Communication
Emailing is more productive and also presents your company as more professional and gives a better customer experience. RouteMail is a free tool in RouteMan that automates sending a copy of every invoice to your customers, tell us if you would like to set it up.

Updating Inventory Counts
If you are tracking inventory, have 1 specific person who is updating counts regularly, at least weekly to keep counts accurate and your software running quickly. We can also automate archiving old inventory transactions, ask KCS if you would like to set this up.

Setting Up Par Levels
Par levels are the products that are expected to be sold to customers on a regular basis. Pre-selecting these can help reduce driver error and increase invoice creation speed. These can also be used in adding standard delivery fee or fuel surcharge.

Plan B: How to Prep for Disaster

In many areas of the country you may have weather events from time to time that threaten to take your power and internet services down.

Here are our tips to be ready:

Backing Up Your Data
This can be done through RouteSafe - an automated daily backup service - we save a copy of your data to a secure remote location.

Download Area Maps on Devices' Google Maps
If your devices may have to operate without consistent data signal you can help them have directions by downloading the local map area in Google maps.

Having Standard Saved Routes to Use
Even if you don't normally use saved routes,

these can be helpful in a pinch. You can tell a driver to use the Route Selection and just work their way down the list when you can't dispatch live orders to their device.

Using Hot Spots When ISPs Are Down
If your internet service provider fails, you may be able to use your smart device to create a hot spot to run your office computers to get by. This isn't a good long-term solution, but can help in a pinch!

Sync Devices As Often As Possible (Host must be online)
Doing a daily full sync and getting that green screen becomes even more vital when things become unpredictable and inconsistent. Make sure your drivers are using the freshest information and your database gets all of their daily work by getting that precious full sync.

Why Does He Look So Miserable?

"It was family picture day at photographer studio Dixon, Illinois. Mom had me wear an itchy wool sweater that matched (my brother) Roger's for picture day AND it was at least 110 degrees under those stupid spotlights that photographers used in those days. I just wanted to take it off and she wouldn't let me."
- Darrell Mount

esri Partner Network Silver

RouteMan Team Member: Darrell Mount

Darrell is probably the most well-known member of our team, especially in the ice industry, because he interacts with prospects before they join the RouteMan family and he continues that relationship via email and phone conversations, visiting industry conventions, as well as through platforms like Facebook and LinkedIn.

Along with Darrell, you may also meet his secret weapon, Nancy Mount. Nancy is retired and enjoys being able to travel with Darrell to many of the conventions and form friendships, especially with the ladies and their families.

Darrell has been working for KCS for over 12 years, the longest tenure of our RouteMan staff other than our owners. He's been instrumental in helping dozens and dozens of our clients find KCS as their solution.

KCS
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