



## Conventional Route Methods vs Visual On-Route Efficiency Plus

	Conventional Route Methods	Visual On-Route Efficiency Plus
<b>Route Driver Tasks</b>		
<b>Normal Service</b>	Service is usually assumed unless the driver picks up the clipboard, locates and checks off the service.	Service is automatically sensed and displayed. Time and duration of service are automatically recorded for absolute proof of service.
<b>Service Problems</b>	Driver periodically picks up the clipboard, locates the service and makes a notation of the problem.	Driver indicates service issue by a simple touch of the screen.
<b>Extra Services</b>	Driver periodically picks up the clipboard, locates the service and makes a notation of the extra service.	Driver accurately enters extra number of services by a simple touch of the screen.
<b>Missed Service</b>	The driver must return to the missed service when the customer calls, wasting time & fuel.	Visual On-Route warns the driver if a service is out of sequence saving time & fuel.
<b>Service Questions</b>	The route list has a limited amount of information space so the driver must call the office.	The screen shows much more information to help the driver do the service without calling the office.
<b>Service Changes</b>	Driver is called. If busy, they play message tag. Then driver has to write down or remember changes.	The driver is not interrupted. Service changes automatically show a message on the service map.
<b>Re-Sequence</b>	Driver must note sequence change, which is then returned to the office for manual entry.	Visual On-Route automatically senses sequence change and the driver can decide if the change is permanent.
<b>New Route</b>	Driver must use the list to navigate and find address.	Driver navigates the new route twice as fast with the Visual On-Route visual map display.
<b>Customer Service Tasks</b>		
<b>Service Status</b>	Office must call for truck position and service status.	Visual On-Route shows the position of the truck on a route map along with each service status.
<b>Service Disputes</b>	Unless the driver gets a signature, there is no proof the service was done.	Service date, time, position and duration are recorded. Service photos can be attached.
<b>Missed Service</b>	Customer must call a Service Rep who then contacts the driver who has to pickup the clipboard and look up customer to see why service was missed.	Visual On-Route can update your website where the customer can go and check status. Or the Service Rep can tell them immediately why they were missed.
<b>Data Entry Tasks</b>		
<b>Service Problems</b>	Entry operator must notify each proper department and arrange for resolution.	Visual On-Route automatically creates a Work Order and sends it to the proper department without inefficient re-entry.
<b>Route List</b>	Route list must be printed by a cut-off time each day. Any additional route changes are handled manually.	Automatically gets up-to-the-minute Route List each morning when the driver starts Visual On-Route.
<b>Extra Services</b>	Entry operator enters all the extra billing manually.	Visual On-Route automatically creates extra service charges on the customer.