



# DispatchOne Capabilities



## Order Creation & Pricing

Features that define how orders are created, structured, and priced.

- Customer Product, SKUs, & SOPs
- Custom Data
- Estimates
- Ordering Methods
- Saving Drafts



## Delivery Rules & Controls

Features that set the parameters for how deliveries are handled.

- Customer Bundling Rules
- Data Structure: Jobs, Jobsite & Crews
- Equipment, Services & Add-Ons
- Service Level Customizations
- Service Levels
- Serviceable Markets



## Routing & Optimization

Features that reduce wasted miles, prevent delays, and ensure each delivery is completed correctly.

- Delivery Optimization
- Notifications
- Pickup & Drop-Off Rules
- Proof of Delivery
- Return Trip
- Route Optimization



## Network & Fulfillment

Features that help you assign the right provider, whether it's your fleet, the Dispatch network, or other providers.

- Network Management
- Smart Delivery Matching
- Smart Matching: Dispatch Network
- Smart Matching: Other Providers
- Smart Matching: Your Fleet



## Visibility, Data & Analytics

Features that drive transparency, reporting, and insights.

- Dashboard
- Data Feeds
- Location Intelligence
- Reporting & Analytics
- Visibility & Tracking



## Management & Support

Features that support the customer and enterprise experience.

- Account Management
- Billing & Invoicing
- Branded Experiences
- Claims Processing
- Full Integration
- Onboarding
- Organization Hierarchy
- Robust Customization Layer
- SSO
- Saved Locations



# Order Creation & Pricing

Features that define how orders are created, structured, and priced.



## Customer Product, SKUs, & SOPs

Boost efficiency and protect margins by standardizing how product SKUs and procedures are configured in the platform. With everything defined up front, Dispatch automatically applies the right services and add-ons, reducing errors and controlling costs as you scale.



## Custom Data

Align logistics with the way your business runs. Dispatch lets you capture unique data points during order placement, ensuring deliveries align with your unique processes, codes, and requirements.



## Estimates

Quick Estimator enables your teams to deliver accurate quotes quickly so you can accelerate customer approvals, speed revenue capture and strengthen cash flow.



## Ordering Methods

Scale deliveries with flexible ordering options that fit your business. From bulk uploads to API connections, Dispatch streamlines requests across your network, reducing costs and improving customer experience.



## Saving Drafts

Dispatch safeguards productivity by auto-saving every order and estimate. Reduce rework, keep deliveries on track, and remove operational friction across the business.



# Delivery Rules & Controls

Features that set the parameters for how deliveries are handled.



## Bundling Rules

Reduce costs and risks with smarter bundling and load planning. Dispatch applies product, load, and location rules to keep incompatible items apart, maximize vehicle usage, and ensure every order is assigned efficiently and safely.



## Job, Jobsite & Crew Structure

Standardize order placement to scale faster and lower costs. By saving crews, jobsites, and job types, teams spend less time on manual entry and make fewer mistakes. This creates more reliable operations, happier customers, and a stronger foundation for growth.



## Equipment, Services, Add-Ons

Protect your margins and your brand. Dispatch aligns each order with the correct vehicle and required equipment, reducing failed deliveries, rework, and customer dissatisfaction while protecting margins and reputation.



## Service Level Customization

Turn service levels into a competitive advantage. Dispatch enables customized SLAs that balance cost, speed, and customer experience—helping you protect margins while delivering on your brand's promises.



## Serviceable Markets

Expand your reach and elevate your promise. With Dispatch's national delivery network and service consistency, your brand can confidently scale operations while maintaining customer satisfaction—no matter where demand arises.



## Service Levels

Empower your teams and customers to choose the right delivery speed for each job. Flexible service levels help control costs, meet service expectations, and improve customer satisfaction.



# Routing & Optimization

Features that reduce wasted miles, prevent delays, and ensure each delivery is completed correctly.



## Delivery Optimization

Control costs and improve service by optimizing deliveries — intelligently bundling, planning multi-stop deliveries, routing, and assigning orders to scale efficiently.



## Notifications

Build customer trust and reduce support costs with flexible notifications. Keep stakeholders informed through SMS, email, or in-platform alerts, delivering transparency without unnecessary noise.



## Pickup & Drop-off Rules

Dispatch safeguards productivity by auto-saving every order and estimate. Reduce rework, keep deliveries on track, and remove operational friction across the business.



## Proof of Delivery

Protect your business with transparent delivery records. Dispatch's pickup and delivery verification includes photos, signatures, and notes—reducing disputes, lowering costs, and strengthening customer trust.



## Return Trip

Reduce delivery costs by converting return trips into planned routes, which enhances driver efficiency and eliminates manual coordination and unnecessary miles.



## Route Optimization

Optimize costs and customer experience with smarter routing. Dispatch calculates the most efficient delivery paths to reduce mileage, improve on-time performance, and protect margins at scale.



# Networks & Fulfillment

Features that help you assign the right provider, whether it's your fleet, the Dispatch network, or other providers.



## Network Management

Unify your delivery network with centralized visibility. Track every asset—your fleet, external carriers, and the Dispatch Network—in one platform to reduce blind spots and improve performance at scale.



## Smart Delivery Matching

Ensure every order is matched with a provider equipped to fulfill it. Smart Matching factors in vehicle type, equipment needs, and service add-ons so deliveries meet exact requirements.



## Smart Matching: Your Fleet

Maximize return on fleet investment. Dispatch matches deliveries to your vehicles first, keeping costs down and ensuring your assets deliver the most value before turning to outside providers.



## Smart Matching: Dispatch

Protect your brand and scale with confidence. Dispatch leverages a nationwide network of professional drivers who deliver with consistency, accountability, and service standards designed for enterprise needs.



## Smart Matching: Providers

Scale with confidence beyond your fleet. Dispatch connects you with trusted third-party carriers, extending reach and capacity while maintaining service quality and protecting your brand.



# Visibility, Data & Analytics

Features that drive transparency, reporting, and insights.



## Dashboards

Stay informed with a visual overview of all orders and delivery statuses, giving you clear visibility into performance at a glance.



## Data Feeds

Customizable data feeds provide the business tools necessary to track orders, monitor activity, and respond quickly when issues arise.



## Location Intelligence

Increase delivery accuracy across your network with reliable location data. Pin-drop precision reduces failed deliveries, protects customer trust, and helps control costs at scale.



## Reporting & Analytics

Gain clear visibility into delivery performance and cost drivers with performance analytics and reporting that surface trends, support strategic decisions, and demonstrate ROI.



## Visibility & Tracking

Strengthen transparency and accountability across your network with real-time monitoring and customizable notifications. Flexible alerts keep customers informed, reduce support costs, and build trust at scale—without overwhelming teams.



# Management & Support

Features that support the customer and enterprise experience.



## Account Management

Rely on straightforward account access that makes user access simple and secure.



## Billing & Invoicing

Integrate billing codes directly into the platform for smoother invoicing. Dispatch cuts down on errors, speeds processing, and supports financial accuracy at scale.



## Branded Experiences

Create a more cohesive customer experience from order to delivery by adding your company's branding to notifications and updates.



## Claims Processing

Protect your brand by offering a hassle-free claims experience. Dispatch takes on the burden of processing disputes, ensuring that issues are resolved quickly and customer trust stays intact.



## Full Integration

Break down silos and scale faster with seamless integrations. Dispatch connects with your core systems and external providers, giving you real-time visibility and control across your network.



## Onboarding

Get teams up and running quickly. Dispatch provides clear in-app guidance for setup and hands-on support for enterprise accounts, making adoption faster and reducing early errors.



# Management & Support

Continued

Features that support the customer and enterprise experience.



## Organizational Hierarchy

Support enterprise complexity with multi-tier account structures that align oversight and accountability across regions and business units.



## Robust Customization Layer

Adapt Dispatch to your business, not the other way around. Customize workflows, fulfillment, and visibility so the platform scales with you, maintaining consistency while supporting unique processes across teams and regions.



## SSO

Provide enterprise-grade security and a seamless login experience with single sign-on for your teams.



## Saved Locations

Save time and reduce order-entry friction with pre-filled pickup and delivery details that speed up repeat transactions.