

## Back Office

# Enterprise Management

Automate key business workflows, consolidate management data, and service your customers online with Routeware Enterprise Management (formerly EnCore), our all-in-one, easy to use solution for solid waste haulers.

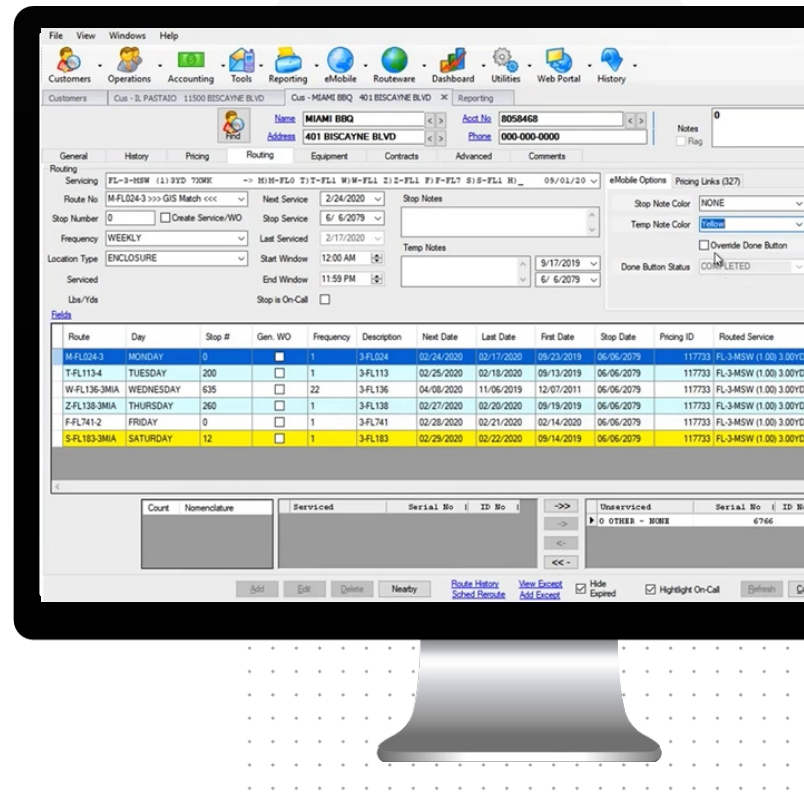
- ✓ Billing and Payments
- ✓ Customer Service
- ✓ Routing and Dispatch
- ✓ Asset Management
- ✓ Integrated On-Board Computers

## Everything you need

With deep functionality and out-of-the-box integration with smart on-board computers, vehicle cameras and enterprise route optimization, Routeware provides everything you need in one solution.

## Increased profitability

Routeware lets you increase the profitability of your commercial operations by automating pricing, invoicing, and payment workflows and analyzing service performance and costs.



## Easier to use

Our user interface design, automations, workflows, and tight integration ensures your team has easy access to the information they need to be more productive and better serve customers.

## Better reliability and security

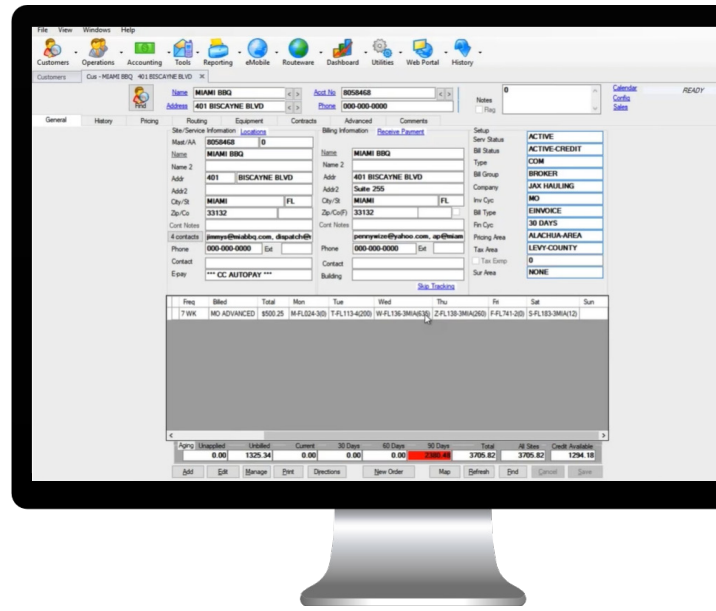
Routeware Enterprise Management comes with functionality proven over many years and a heavy investment in secure cloud platforms and specialist security services to protect your systems and data from attack.

# Features

Routeware Enterprise Management is packed with great features that make it faster and easier for your team to serve customers. Give your teams the data and knowledge they need to be more productive with all-in-one billing and enterprise management.

## CRM (Customer Management)

- **Account Management** - manage customer accounts all from one screen with everything a Customer Service Rep needs to look after the customer.
- **Billing Overview** – see a comprehensive billing summary for the customer including payment history and aged debt.
- **Service Summary** - view a summary of all the services that you provide to the customer.
- **Route Management** - see the route that the customer is on, along with their stop number.
- **Service History** - see a service history for each account and what date and time a customer was serviced using information from your in-cab tablets.
- **Workflow Automation** - set up automations to cut time and errors, such as terminating service to a customer at a specific future date.

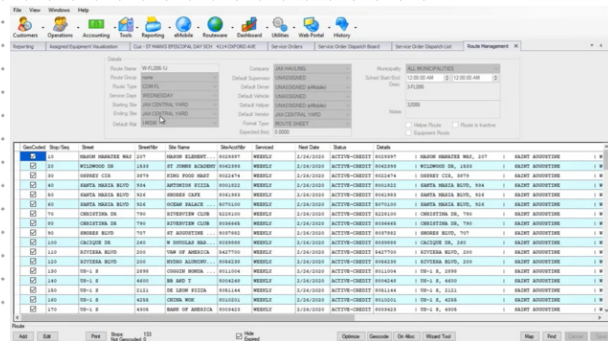


## Billing

- **Billing** - set up recurring monthly/28-day/quarterly/annually charges for a service.
- **Invoicing** - view invoices and statements, reprint bills, and email documents out to customers.
- **Pricing Management** - set-up rate increases and decreases by line of business or by customer based on business analysis.
- **Payments** - receive a payment quickly in the office or over the phone with integrated credit card and ACH processing and industry leading security and compliance.
- **One-step accounting** – use our automated month-end process to quickly and easily balance to the penny.
- **GL Processing** - integrate with common general ledger systems such as Quickbooks, Sage, Microsoft, and others.

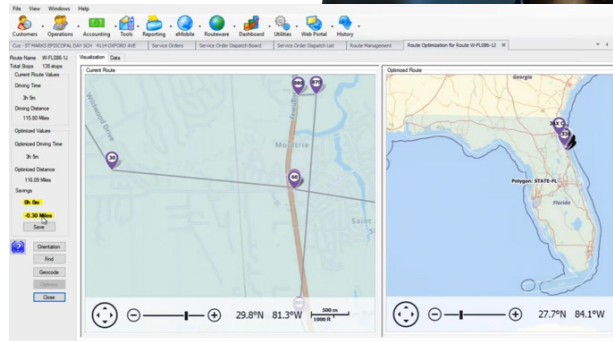
## Scheduling/Routing

- **Route Management** - view all your routes in a list or on a map (route visualization).
- **Filtering** - group routes by day to make it easier to work with them.
- **Scheduling** - add new customer to a route.
- **Route for Density** - find nearby customers when setting up a new account to build dense and efficient scheduled routes.
- **Balance Routes** – instantly move stops between routes or schedule route changes for a later date.
- **Route Optimization** - optimize routes to increase efficiency by driving time or driving distance.
- **Service Areas** - find out if a new customer is within your service area before you complete the order.
- **Zoning** - use area location-based polygons to correctly allocate fuel surcharges and other zone-based items.
- **Service Information** - add stop notes such as lock combinations and temporary instructions.
- **Workflows** – make it mandatory for drivers to do a weight audit, bag count, or contamination check.



Route ID	Route Name	Start Date	Status	Driver	Start Time	End Time	Distance	Duration
101	DELIVER SERVICE DEL	1/24/2020	ACTIVE-CREBIT	101000001	10:00 AM	12:00 PM	100	1:00
102	DELIVER SERVICE DEL	1/24/2020	ACTIVE-CREBIT	101000002	10:00 AM	12:00 PM	100	1:00
103	DELIVER SERVICE DEL	1/24/2020	ACTIVE-CREBIT	101000003	10:00 AM	12:00 PM	100	1:00
104	DELIVER SERVICE DEL	1/24/2020	ACTIVE-CREBIT	101000004	10:00 AM	12:00 PM	100	1:00
105	DELIVER SERVICE DEL	1/24/2020	ACTIVE-CREBIT	101000005	10:00 AM	12:00 PM	100	1:00
106	DELIVER SERVICE DEL	1/24/2020	ACTIVE-CREBIT	101000006	10:00 AM	12:00 PM	100	1:00
107	DELIVER SERVICE DEL	1/24/2020	ACTIVE-CREBIT	101000007	10:00 AM	12:00 PM	100	1:00
108	DELIVER SERVICE DEL	1/24/2020	ACTIVE-CREBIT	101000008	10:00 AM	12:00 PM	100	1:00
109	DELIVER SERVICE DEL	1/24/2020	ACTIVE-CREBIT	101000009	10:00 AM	12:00 PM	100	1:00
110	DELIVER SERVICE DEL	1/24/2020	ACTIVE-CREBIT	101000010	10:00 AM	12:00 PM	100	1:00

View and schedule your routes in a list or on the map.



Optimize routes to increase efficiency by driving time or driving distance.



## Dispatch (Work Orders)

- **Work Orders and Jobs** - create new service orders and dispatch them to drivers.
- **Integrated Mapping** - show all unassigned orders and assign them from the map.
- **In-Cab Integration** - drag and drop orders to driver in-cab tablets.
- **Intelligent Dispatch** – use status and work completion to assign new orders to the best available driver.
- **Dispatch List** - use the dispatch list to get additional information about driver status.
- **Ticketing** – easily print tickets if you aren't yet paperless.
- **Filtering** - simplify your work order list with up to 40 different filters for quicker dispatching.
- **LEED** - integrated LEED processing for service orders.



## Asset Management

- **Container Inventory** - record inventory, tare weight, default material for your containers.
- **Asset Tracking** – record serial numbers and track the location of each container.
- **Pricing** - calculate equipment rental and purchase pricing.
- **Equipment Forecast and Status** - record equipment status, including days on site, and forecast stock levels 7 days ahead.
- **Fleet Maintenance** – record specification, status and the necessary documentation for your fleet of trucks.
- **Fuel Reporting** - record mileage by state for IFTA (International Fuel Tax Agreement) reporting.

## Scale and Material Ticketing

- Create material tickets showing quantity, weight, site and more.
- Associate scale tickets directly to a specific service order, a specific truck, a specific route or a specific customer.
- Use truck and container tare weights to calculate weight of material collected.
- Attended or unattended scale house mode.
- Maintain multiple scale houses in one single database.



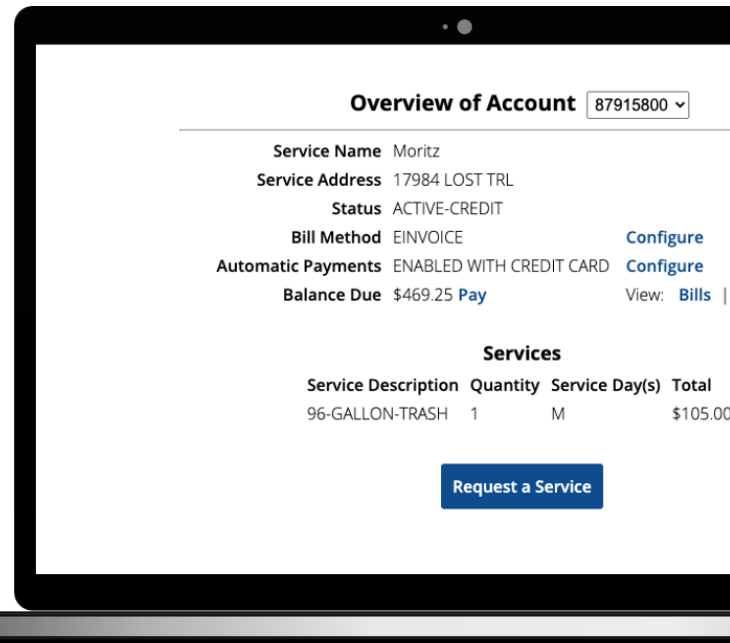
# Let your customers self-serve on your website



## Customer Web Portal

- **Make payments online** - let your customers pay for services online using ACH or credit card at a time that's convenient to them.
- **Sign up for auto-pay** - save time and effort for your customers by letting them pay regular charges automatically.
- **Request additional services** - make it easy for customers to sign-up for more of your services, and quicker for you to manage their orders.
- **Confirm service history** - allow customers to confirm what services have been delivered and see picture verification of the collection.
- **See payment history** - help customers keep tabs on their payments by giving them a record of previous transactions.
- **View invoices** - let your customers view their invoices online and resend them to their email if they need another copy.

- ✓ Reduce call volumes
- ✓ Enhance customer satisfaction
- ✓ Increase upsell revenues
- ✓ Reduce administrative effort



Schedule a demo at  
[www.routeware.com](http://www.routeware.com)

