

Keeping up with Mobile Opportunities

A Guide to Modern Delivery & Field Service

March 21, 2019

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Presenter



Gregg Lounsbury
Software Application Specialist
ADD Systems



Webinar Goals

- Learn about the latest in mobile delivery and service technology
- Learn how to gain the most operational efficiency
- Learn how to leverage mobile to improve customer experience and increase loyalty



Agenda

1. Evolution of mobile products
2. Delivery benefits
3. Service benefits
4. Challenges
5. Back office integration

Why Mobile?

Mobile solutions have changed the way we do business by:

- Providing instant access
- Providing more data
- Allowing for dynamic changes
- Keeping others informed
- Providing help when needed
- Making us more efficient



Mobile solutions continue to change, and we must change too.



History of Mobile



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What Does Mobile Look Like Today?

From tablets to cell phones, today's mobile solutions offer us greater flexibility to perform our delivery and service functions while increasing our efficiency and customer satisfaction.



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Types of Mobile Products

Delivery



Service





MOBILE DELIVERY



Mobile Delivery History

- First deployed in 1995 in this industry
- No real-time communication
- Efficiency gained through
 - Automatic upload/download through docking station
 - Accurately priced ticket on site improved time to payment
 - Driver efficiency reporting — Stops per mile, etc.



Mobile Delivery Today

- Wireless / cellular
- Passive and active vehicle tracking
- Tablet and phone benefits
- Multiple types of deliveries — retail, wholesale, meter reading, cylinder exchange
- Real time efficiency analysis



Why Mobile for Delivery?

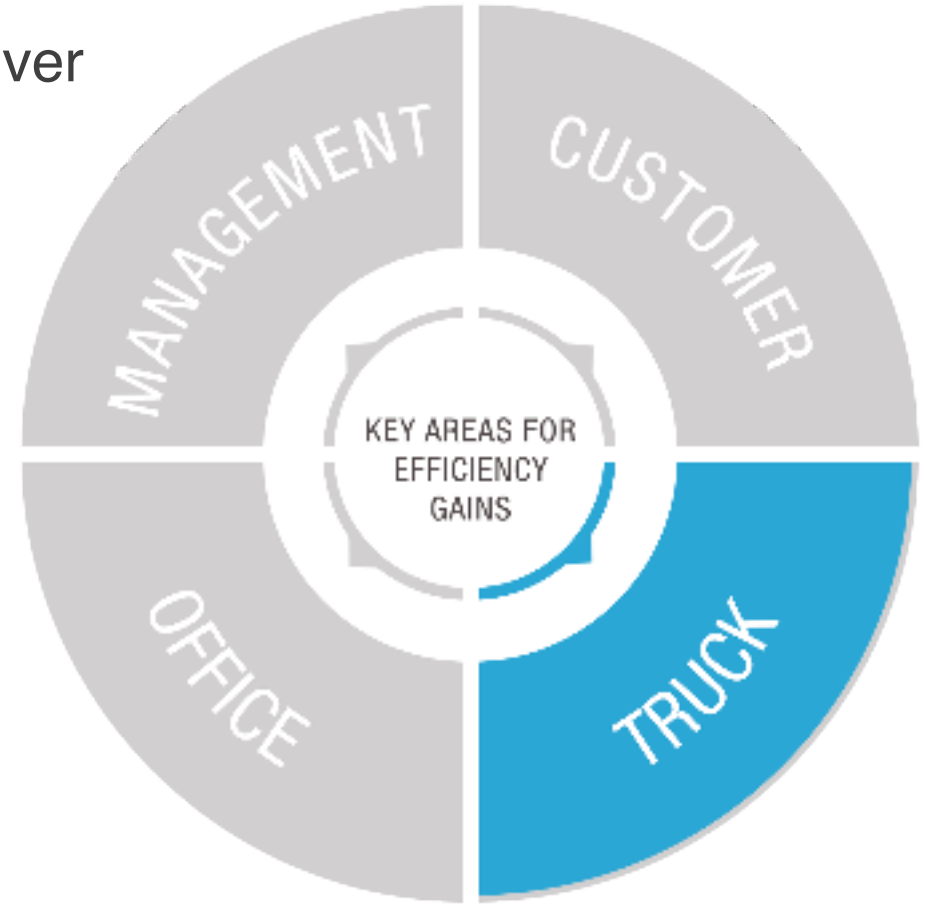
Efficiency gains in key areas

1. Truck
2. Office
3. Management
4. Customer

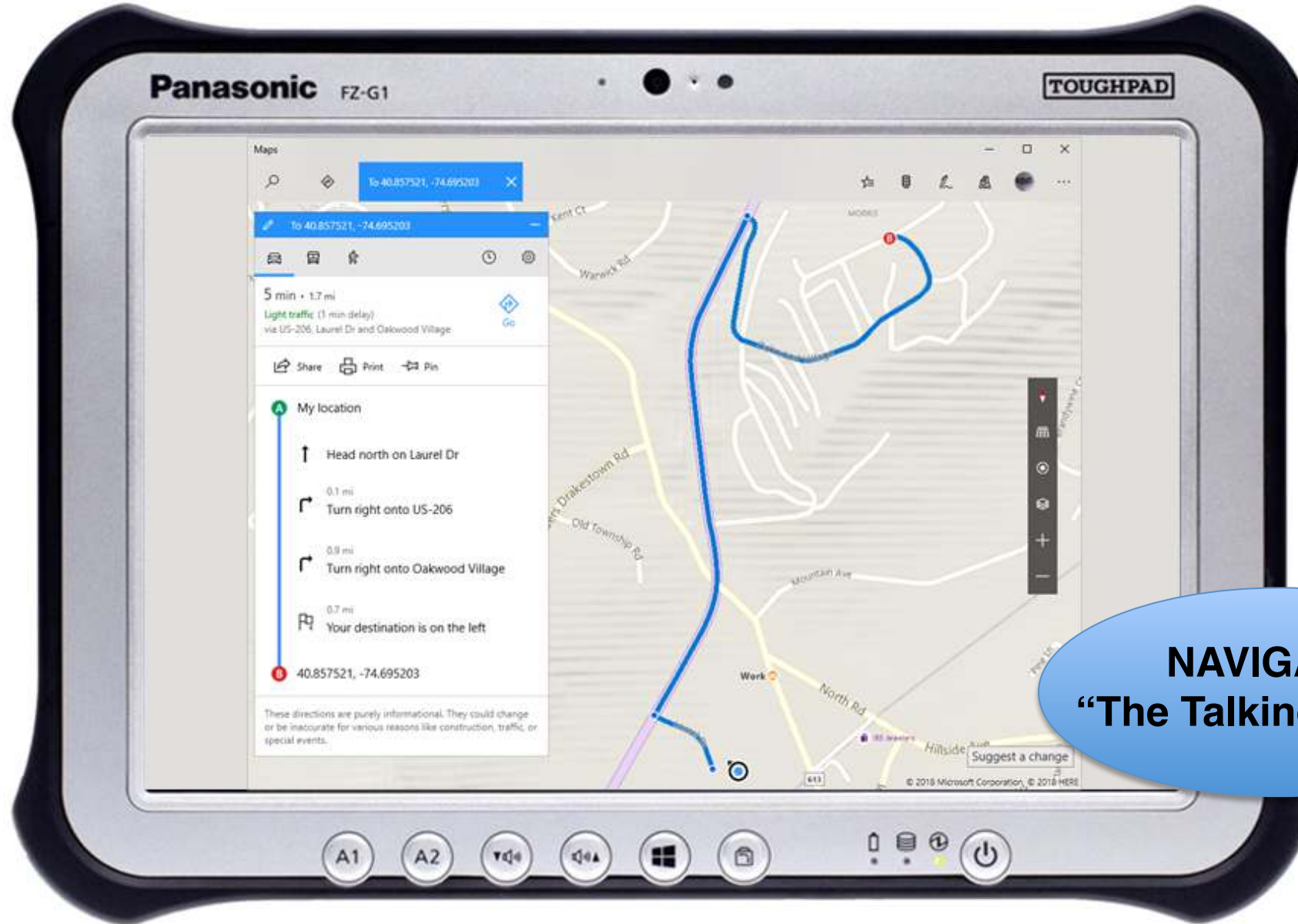


Benefits — Truck/Driver

- Auto-pricing the delivery — less work for the driver
- Easy driver communication with the office
- Route optimization for reduction in miles driven
- Increase the number of deliveries per driver
- Flexibility of scheduling
- Reduced on-site time

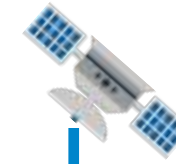


Turn-by-Turn Directions



NAVIGATION
“The Talking Truck”

Delivery Location Validation



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Images by Openclipart.org - House by katterkrab,
Check by qubodup, Satellite by basicavial

Leverage Street View



Two-Way Communication Between Driver & Office

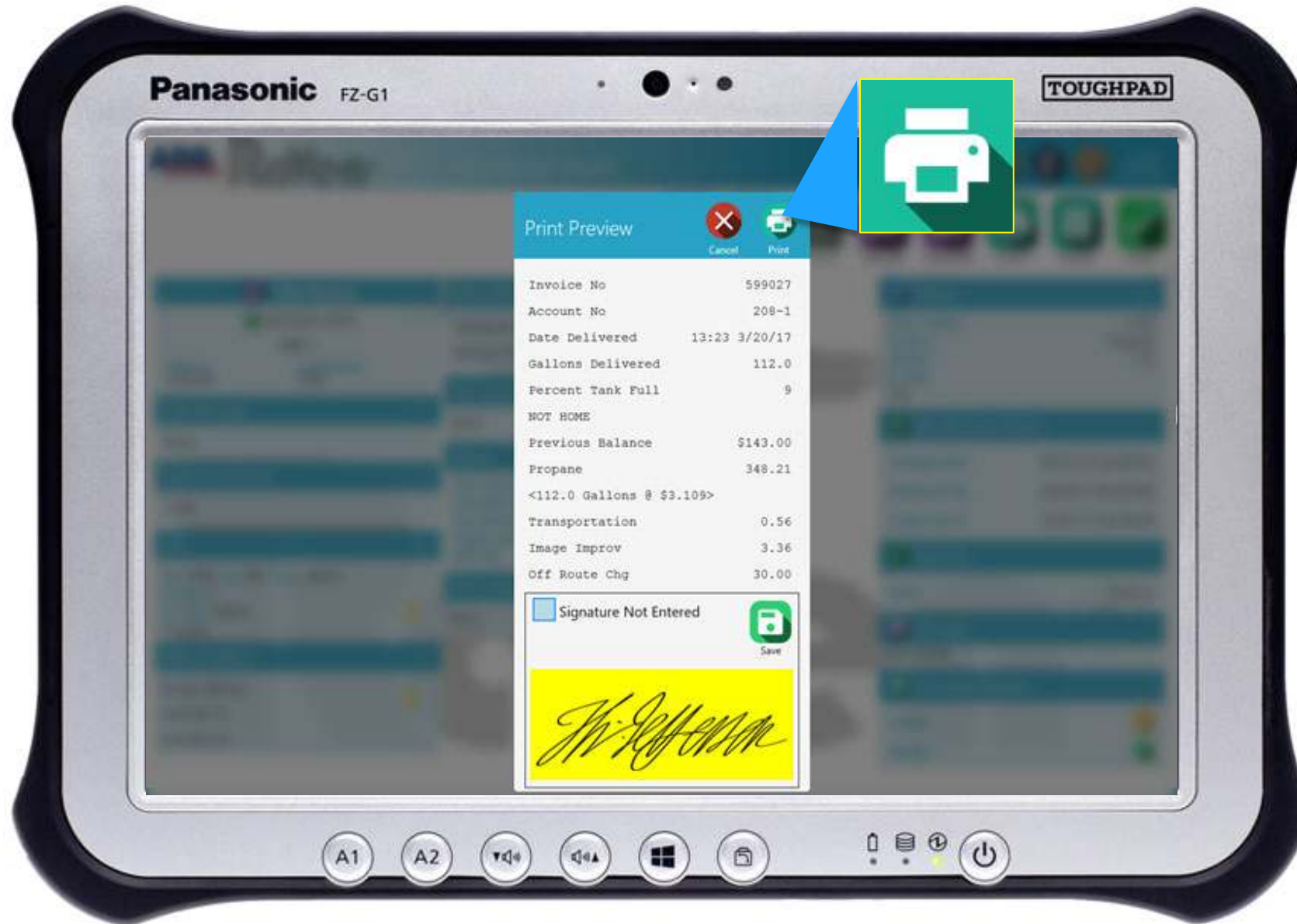


Here's a new phone order

I'm taking a lunch break now



View & Print Invoice with Signature Capture

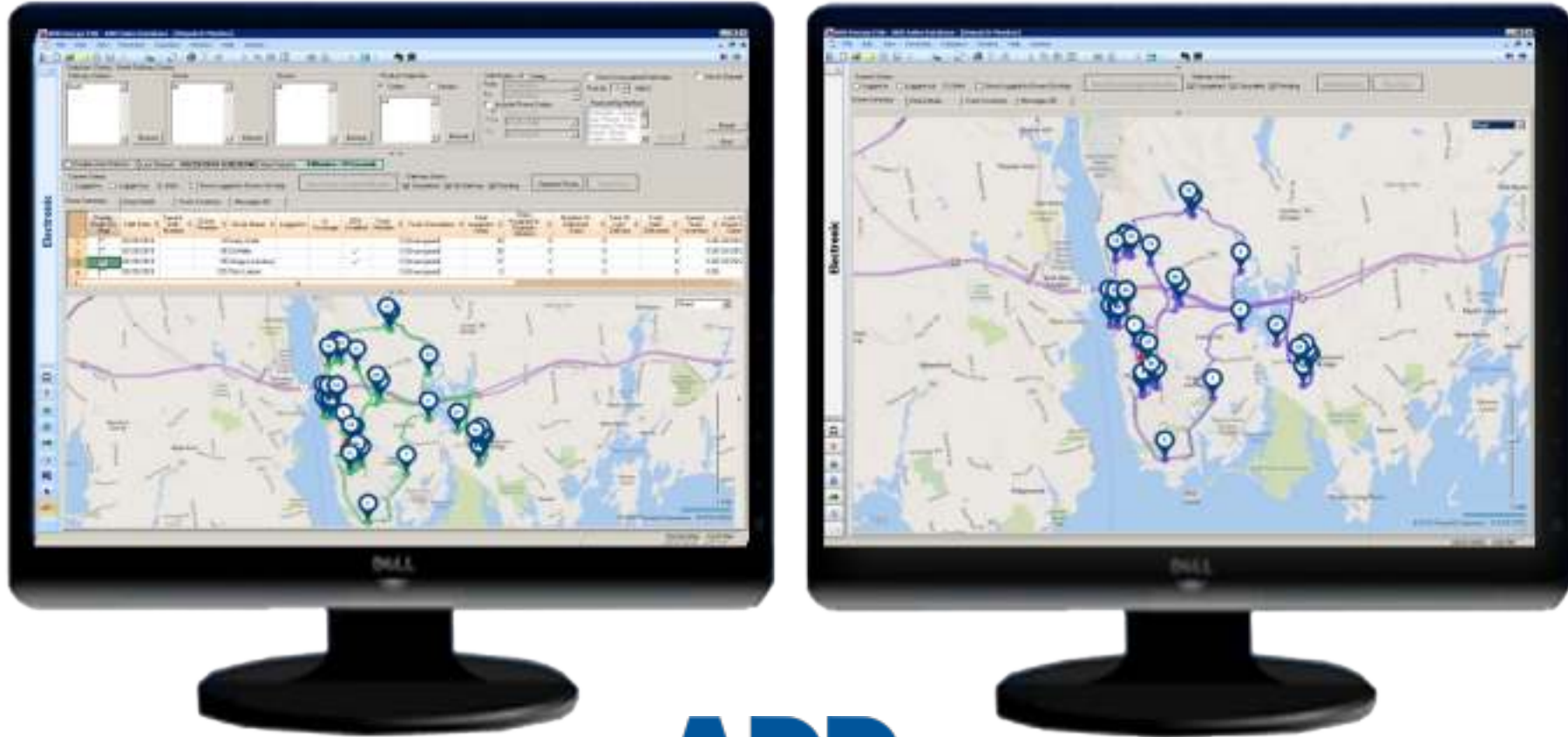


Benefits of Mobile Delivery – Back Office

- Tracking the truck with GPS
 - Dispatcher and CSR know where trucks are now and where they will be
- Two-way communication between the driver and dispatcher
- Ability to handle more “same day” phone orders
- Reduced posting effort with automation
- Faster billing reduces AR
- Real-time information for easier customer support

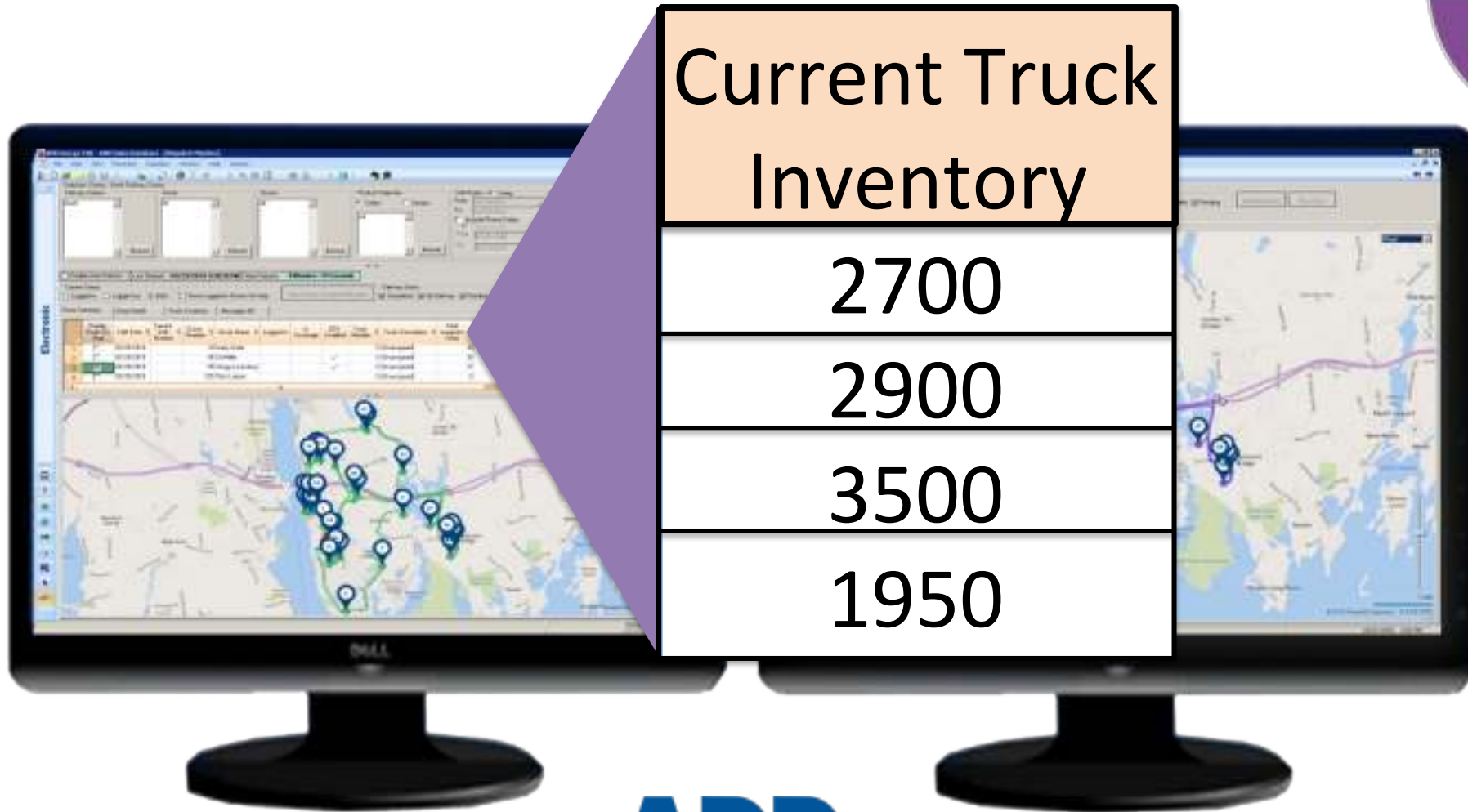


Wireless Dispatch



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Monitor Truck Locations & Inventory Levels



Two-Way Communication Between Office & Driver

The screenshot displays the 'Dispatch Monitor' application interface. At the top, there's a 'Raven Wireless License: 2' indicator. Below it, a 'Current Status' section shows 'Logged out' selected. The main area is divided into several panels: 'Driver Selection' on the left, 'Current Messages' in the center, and 'Message Text' on the right. A 'Message List' table is visible, showing columns for 'Mark as Read', 'Urgent', 'Driver', 'Message Date', and 'Message Time'. A 'Message History' section is also present. In the foreground, an 'Outgoing Messages' dialog box is open, showing 'Selection Criteria' for 'Anita912 dont touch' and a 'Transmit message up to date/time' set to '07/31/2018 7:49:13 PM'. The dialog also includes a 'Message Text' field with the text 'from dispatcher anita' and a 'Send' button. A circular diagram in the top right corner illustrates the 'KEY AREAS FOR EFFICIENCY GAINS' with segments for 'MANAGEMENT', 'CUSTOMER', 'TRUCK', and 'OFFICE'. The bottom of the screen features the 'Energy E3' logo and the text 'Powered by Microsoft .NET'.

Dispatch Monitor

☐ Disable Auto Refresh Refresh Interval (sec.): 60

Raven Wireless License: 2

Current Status:
☐ Logged in ☒ Logged out ☐ Both

Driver Summary Stop Details Truck Inventory Messages (0)

Driver Selection

- 911 - Anita911 dont touch (0)
- 912 - Anita912 dont touch (0)

Current Messages

Drivers Anita911 dont touch Browse

Message List

Mark as Read	Urgent	Driver	Message Date	Message Time
--------------	--------	--------	--------------	--------------

Message Text

Message History

Selection Criteria

Outgoing Messages

Selection Criteria

Drivers: Anita912 dont touch Transmit message up to date/time: 07/31/2018 7:49:13 PM Browse

Message Type
☐ Incoming ☐ Outgoing ☒ Both

Message Date: ☐ Today From: 02/01/2018 To: 07/31/2018

Message Text

from dispatcher anita

*** Please call the office after the next delivery!!!

☒ Urgent Send

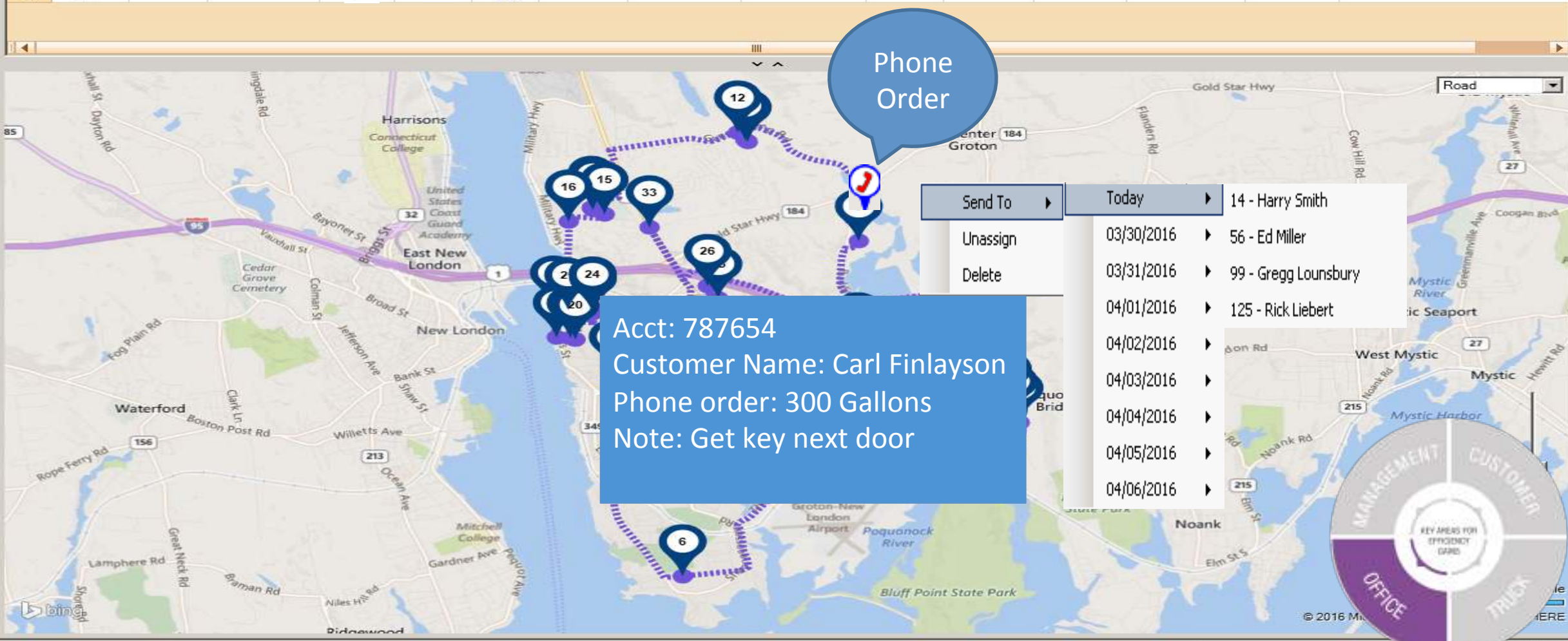
Energy E3

Powered by Microsoft .NET

Dynamically Assign Phone Orders

Electronic

	Display Route On Map	Driver Number	Driver Name	Logged In	In Coverage	GPS Enabled	Total Assigned Stops	Assigned In Dispatch Monitor	Number Of Delivered Stops	Time Of Last Delivery	Total Units Delivered	Current Truck Inventory	Last Raven Route Update Date/Time	Raven/System In Sync	Route Progress
1	<input type="checkbox"/>	14	Harry Smith	✓	✓	⚠	22		11	11:37	800.4	2700	11:37		50%
2	<input checked="" type="checkbox"/>	56	Ed Miller	✓	✓	✓	23		6	10:45	900.5	2900	11:11		26%
3	<input checked="" type="checkbox"/>	99	Gregg Lounsbury	✓	✓	✓	37		5	11:53	669.5	3500	11:15		13%
4	<input type="checkbox"/>	125	Rick Liebert	✓	✓	⚠	19		7	10:32	1550.0	1950	11:10		36%

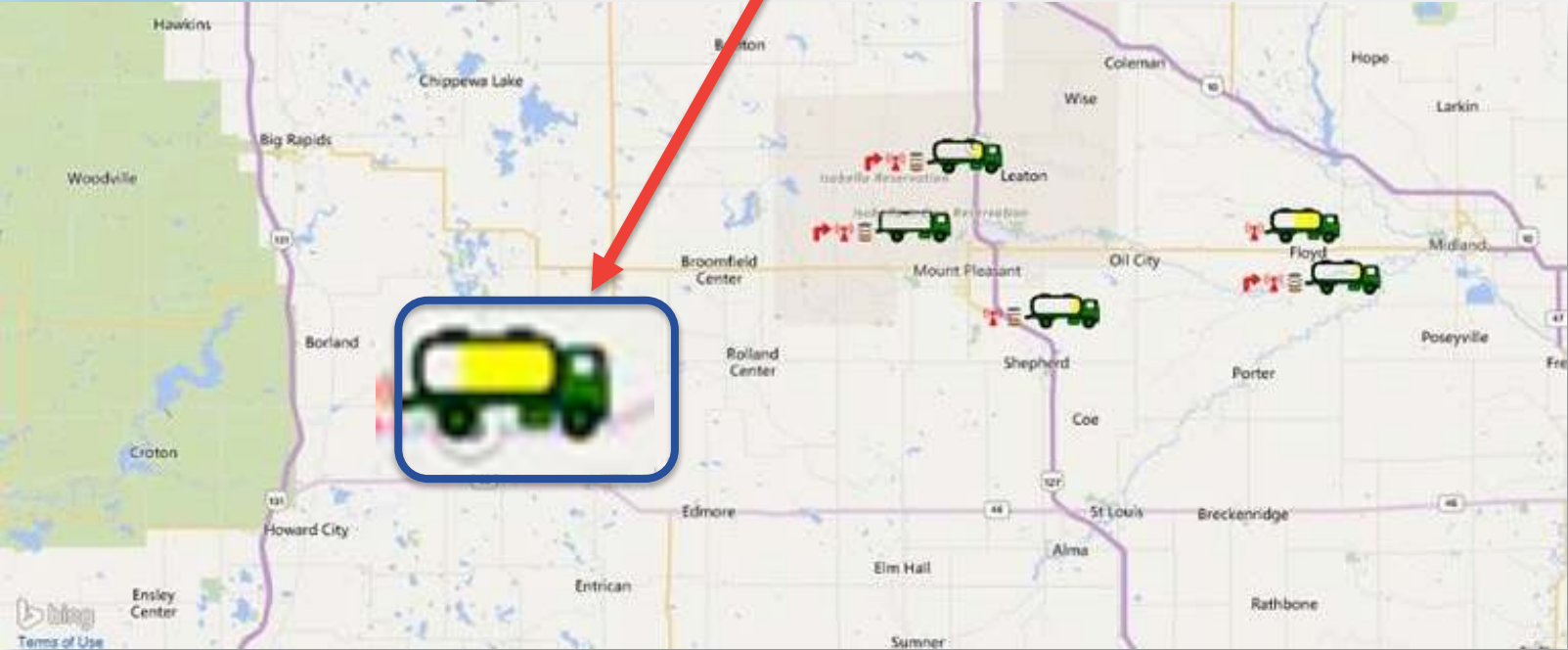


Current inventory

Driver Number	Driver Name	Logged In	GPS Enabled	Truck Number	Truck Description	Total Assigned Stops	Stops Assigned In Dispatch Monitor	Number Of Deliver ed Stops	Time Of Last Delivery	Total Units Deliver ed	Current Truck Inventory
103	Dale Meister			222	Tw22	6	0	0	10:22:08	0	0.00
107	Mike Campbell			111	PO11	13	0	9	11:22:15	1987	520.00
108	John McCann			143	PO43	18	0	17	11:28:33	2965	522.00
112	Jeff Myers			224	Tw24	3	0	1	09:52:40	930	0.00
121	DAVE HIPKINS			131	PO31	8	0	6	10:43:46	1286	1238.00
215	Steve Fenton			122	PO22	14	0	3	11:15:04	525	2066.00
222	DEE CLARK			116	PO16	17	0	13	11:22:54	2212	493.00
302	MARK TURNER			141	PO 41	6	0	5	10:29:07	911	268.00
310	LANCE SANDEL			315	CMP #15	0	0	0		0	1664.00

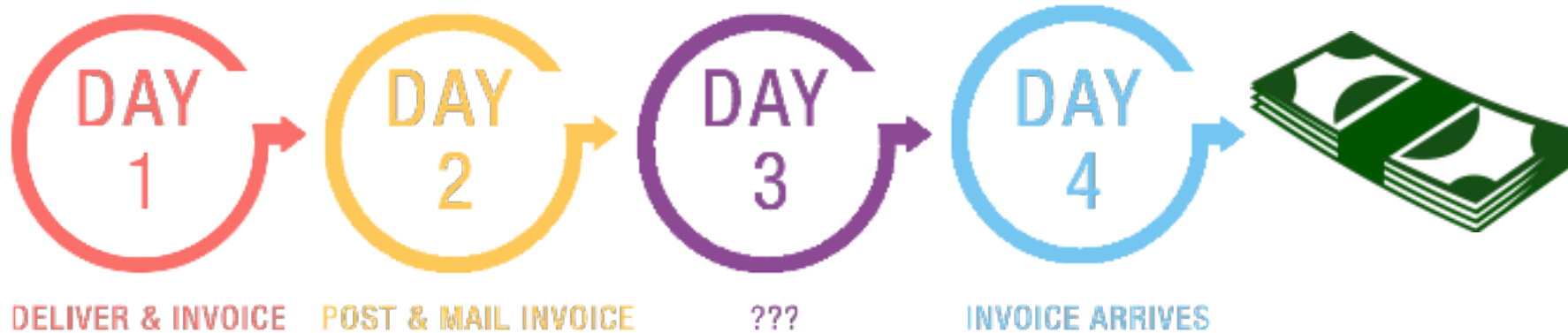
Grid View

Visual



Reduce “Order to Cash”

Invoice Timeline without Mobile



Invoice Timeline with Mobile



Benefits of Mobile Delivery — End Customer

- Enhanced communication with customers
 - Delivery confirmation via text message or email
 - Non-Delivery Notice (and why) via text message or email
 - Real-time information on web portal
 - Real-time information through CSR
- Invoices are available upon completion of delivery
- Improved customer relationship through delivery of last minute orders



Phone Order Confirmation



Order Confirmation:

Phone order received.
Delivery scheduled for 8/10.

Delivery Confirmation

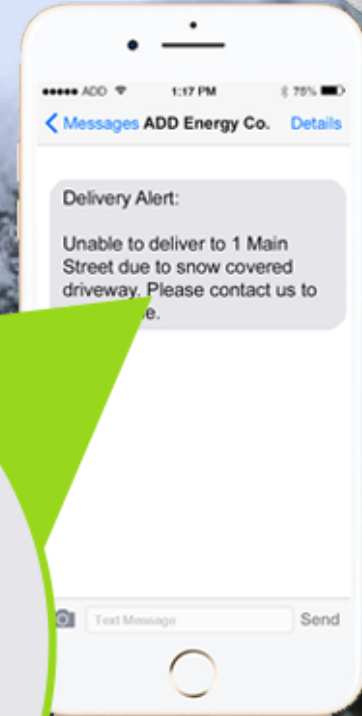


Delivery Alert:

50 gallons were successfully
delivered to 1 Main Street.
Thank you for your business!

Delivery Alert:
50 gallons were successfully
delivered to 1 Main Street.
Thank you for your business!

Text Non-Delivery Notification



Delivery Alert:

Unable to deliver to 1 Main Street due to snow covered driveway. Please contact us to reschedule.

Real-Time Information Via Web Portal



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Invoices Available Upon Completion of Delivery



INVOICE NO	QUANTITY	DESCRIPTION	AMOUNT
988 559004	43.2 gallons	PROPANE @ \$2.500/GALLON	\$108.00
	43.2	Transportation	0.22
		Previous Balance	\$0.00
		INVOICE SUBTOTAL	\$108.08
		TOTAL COST	\$108.08

ADD PROPANE & FUEL OIL CO. INC.

John Dyer
98 Rock Hill Dr
Rock Hill NY 12775

ACCOUNT NO: 988-00000787

☐ CHECK HERE IF name address telephone or usage has changed
Item# 1515384 CPR 5208 0608

ADD PROPANE & FUEL OIL CO. INC.
PO# _____
Name: John Dyer
ACCT# 988-00000787-001 Driver ID
Tank Serial# 111 56

*If Safety P&T is noted above see "Fees" on reverse for a description of this Safety & Training Practices Fee

For Inquiries, please call 800-968-9999 or your local office 908-968-9999

Liquefied Petroleum Gas, 2.1, UN 1075, Product: Propane, Non-Corrosive

WHERE REQUIRED: LP Gas Volume has been corrected to standard

DELIVERY NOTICE

Delivery Date: 11/11/12 14:40
Ticket No: 988-559004

AMOUNT DUE: XXXXXXXX

DUE DATE: XXXXXXXX

Amount Enclosed: _____

WILL BE BILLED BY STATEMENT

If you would like to make your payment by credit card, please visit us at www.company.com or call us toll-free at 800-968-9999 to take advantage of our Pay by Phone option. Thank you

RECEIVED BY

[Signature]

Customer Please see reverse side for safety information

Item# 1515384 CPR 5208 0608

DUPLICATE

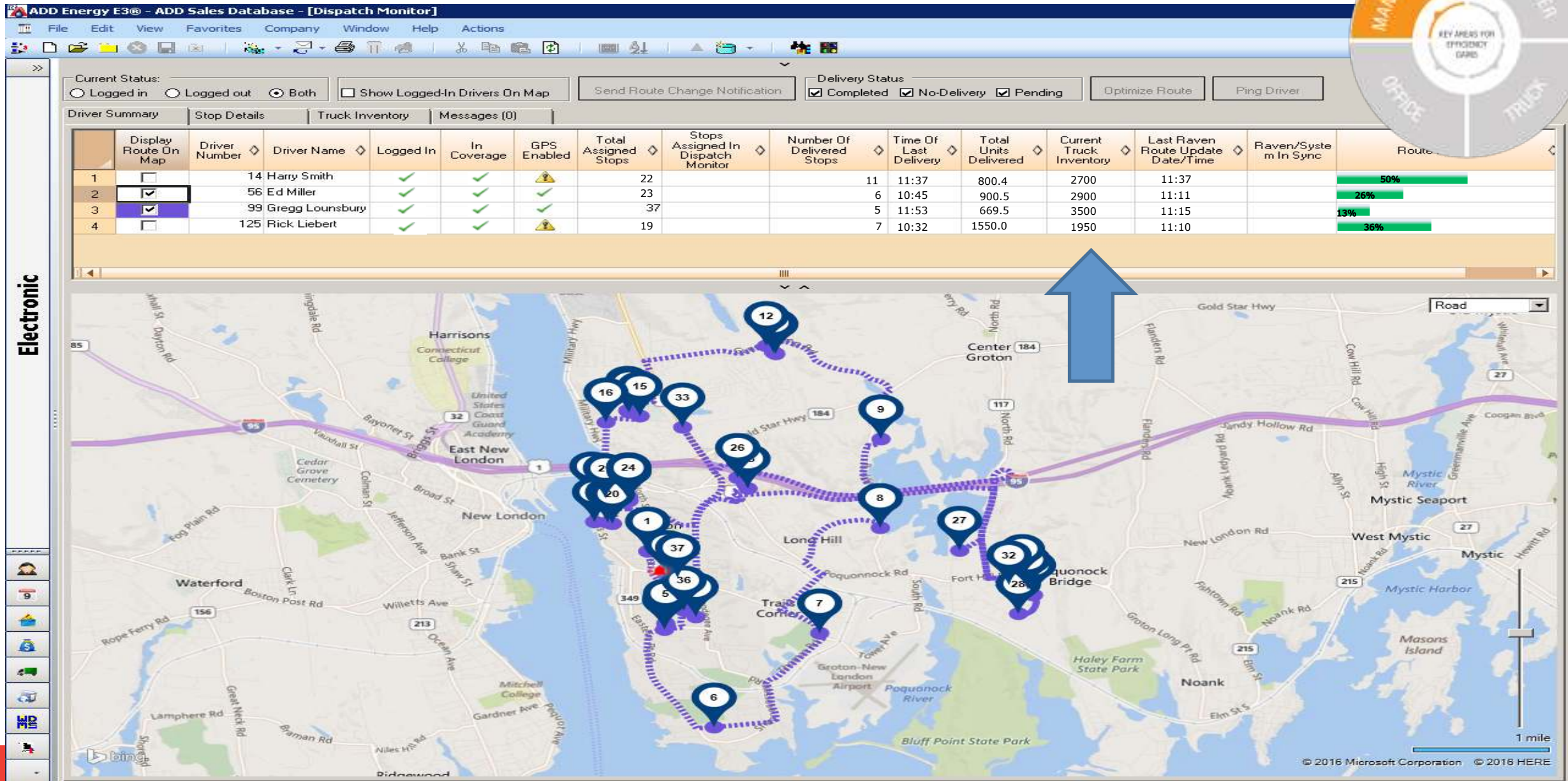
Thank You For Your Business!

Benefits of Mobile Delivery — Management / Ownership

- Tracking the truck with GPS
 - Routing
 - Risk Management
- Improved cash flow with faster invoicing
- Fewer miles driven — savings per mile
- Increased production from same fleet
- Increased customer satisfaction
- Easier onboarding for new drivers
- Driver productivity reporting
- Overtime management



Monitor Truck Locations & Inventory Levels



Reduce “Order to Cash”

Invoice Timeline without Mobile



Invoice Timeline with Mobile



Driver Productivity Reporting



DRIVER > 14

HAND-HELD DRIVER REPORT

TRUCK > 10

DOWNLOAD > 019240144

RV VERSION > V020399

RV SERIAL NUM > ???????

ACCT TNK NAME

TOWN, STATE

ZONE PRODUCT GALLONS

SIZE START END

STOP TIME DRIVE TIME MILES

<< PRODUCT LOADING >>

START OF SHIFT >

07:50

LOCATION: 10 NET: 210

5 LP GAS

2590.0

08:38 08:39

00:01 00:48

100 08:52 08:55

00:03 00:13

48 08:59 09:03

00:04 00:04

900 09:10 09:22

00:12 00:07

200 09:26 09:38

00:12 00:04

100 09:40 09:52

00:12 00:02

1600 09:52 10:00

00:08 00:00

100 10:01 10:05

00:04 00:01

70 10:10 10:20

00:10 00:05

200 10:20 10:25

00:05 00:00

500 10:32 10:43

00:11 00:07

163 10:59 11:13

00:14 00:16

147 11:21 11:34

00:13 00:08

48 11:40 11:49

00:09 00:06

200 11:57 12:03

00:06 00:08

50 12:10 12:24

00:14 00:07

48 12:27 12:30

00:03 00:03

100 12:33 12:37

00:04 00:03

200 12:40 12:46

00:06 00:03

200 12:48 12:51

00:03 00:02

48 12:54 13:21

00:27 00:03

70 13:21 13:25

00:04 00:00

24 13:37 13:39

00:02 00:12

400 14:00 14:18

00:18 00:21

200 14:18 14:32

00:14 00:00

100 14:32 14:37

00:05 00:00

48 14:45 14:48

00:03 00:08

100 14:50 14:53

00:03 00:02

200 14:58 15:00

00:02 00:05

=====

03:52 03:43

=====

115.0

SUMMARY SECTION:

TOTALIZER

ODOMETER

TIME

PRODUCTIVE: 07:35 TOTALS >

28

<STOPS/HOUR>

END 348,723.00

127,189.80

15:25

NON-PRODUCTIVE: 00:00

LOADING

1

PRODUCTIVE: 3.7

START 346,568.00

127,074.30

07:50

METERS:

0

TOTAL: 3.7

DIFFERENCE 2,155.00

115.5

PAYMENTS:

0

STOPS/MILE: 0.2

SIZE #STOPS UNITS

UNITS/STOP

#PAYMENTS

CASH:

0

MILES/STOP: 4.1

100 15 545.8

36.4

0

CHECK:

0

200 9 683.0

75.9

0

CREDIT CARD:

0

300 0 0.0

0.0

0

500+ 4 919.3

229.8

0

TOTAL 28 2148.1

76.7

0

TOTALIZER/DELIVERED VARIANCE: -69

PRO UNITS DOLLARS

5 2,148.10 3,752.46

TOTAL 2,148.10 3,752.46

LIST OF SCHEDULED TICKETS WHOSE TANKS WERE NOT DELIVERED

ACCOUNT	TANK	ACCOUNT	TANK	ACCOUNT	TANK	ACCOUNT	TANK
42199	007	7888	002				

Driver Productivity Reporting



Automatic alert
when driver performance
falls outside “normal”

falls outside “normal”

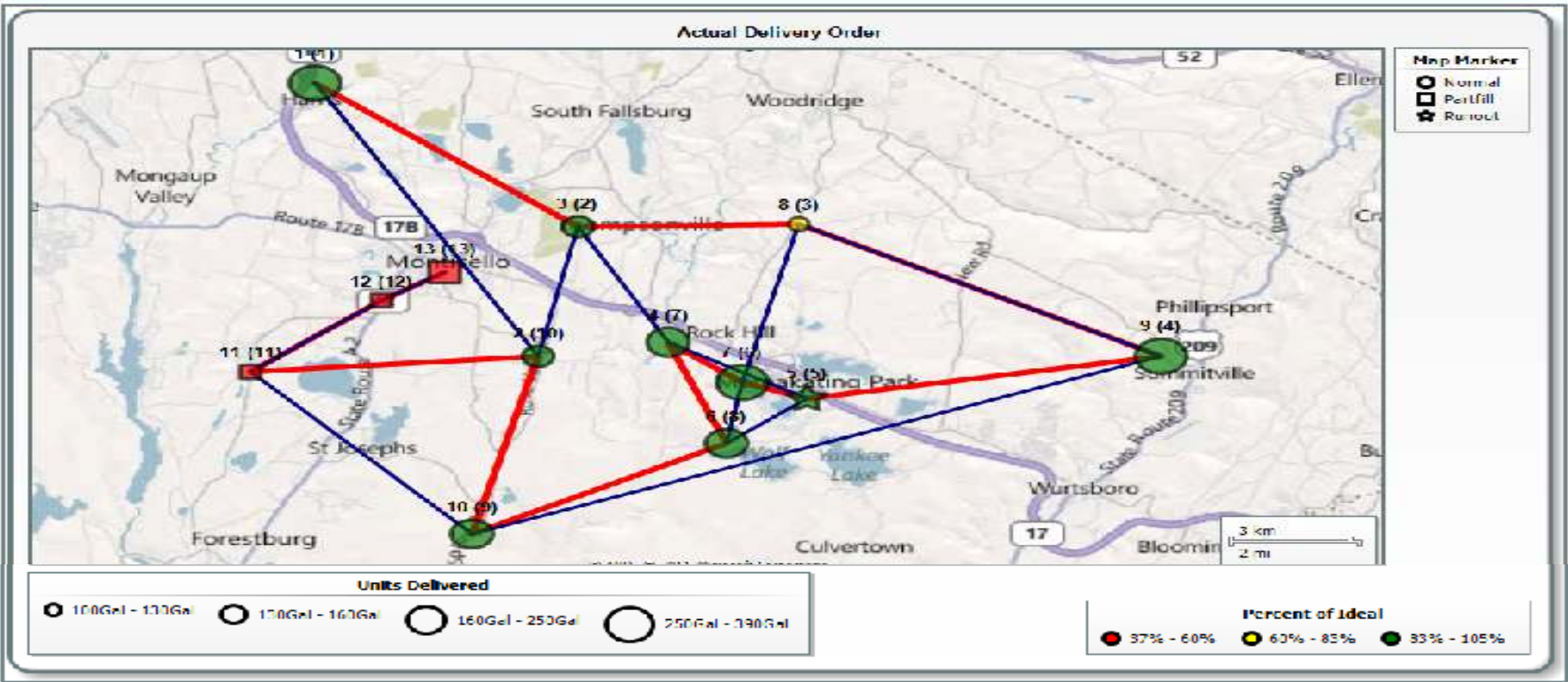
						Drop Pct of Ideal	Partial Fill	Phone Order	Runout	Start Time	End Time	Duration (Minutes)									
						96.23%	N	N	N	09:59:00	10:10:00	11									
PAT SAPP	1		1	50	147.00	170	86.47%	N	N	N	11:06:00	11:14:00	8								
CHARLES BEAUMONT % MYSTIC SHIPYARD INC	1		1	500	159.80	190	84.11%	N	N	N	11:22:00	11:29:00	7								
SOUTHEASTERN ENTERPRISES	1		1	50	164.40	190	86.53%	N	N	N	10:53:00	10:59:00	6								
KENNETH HAZLIN	5		1	500	201.10	190	105.84%	N	N	Y	09:15:00	09:21:00	6								
ERA SHELTER SHOPPE	5		1	500	171.20	190	90.11%	N	N	N	09:00:00	09:14:00	14								
H & L INVESTMENTS % HAROLD WALLACH	5		1	110	300.60	340	88.41%	N	N	N	10:31:00	10:44:00	13								
DONALD & LYNNE CHIECO	9		1	110	120.40	190	63.37%	N			:00	08:37:00	6								
BEATRICE C HOPPMAN	6		1	50	365.40	400	91.35%				:00	09:51:00	11								
EDWARD SKINNER	5		1	110	168.60	190	88.74%				:00	10:20:00	6								
WALTER LAHUE	OC04		1	50	100.60	185	54.38%				:00	06:09:00	9								
EARL A WILLIAMS	OC07		1	50	100.60	185	54.38%				:00	08:49:00	7								
David Tappen	5		1	500	150.60	400	37.65%				:00	08:19:00	8								
						12	58	3,708.1	0	0	0	7.0	\$91.00	0.0	63	629.7	63.9	309.0			
☐ 4/25/11						12	58	3,708.1	0	0	0	7.0	\$91.00	0.0	\$0.00	\$0.025	\$1.569	\$7.583	629.7	63.9	309.0
						14	137	2,276.4	0	0	0	7.0	\$98.00	0.0	\$0.00	\$0.043	\$0.715	\$7.000	325.2	16.6	162.6
☐ 4/25/11						14	137	2,276.4	0	0	0	7.0	\$98.00	0.0	\$0.00	\$0.043	\$0.715	\$7.000	325.2	16.6	162.6

Drop %
of Ideal

37.65%

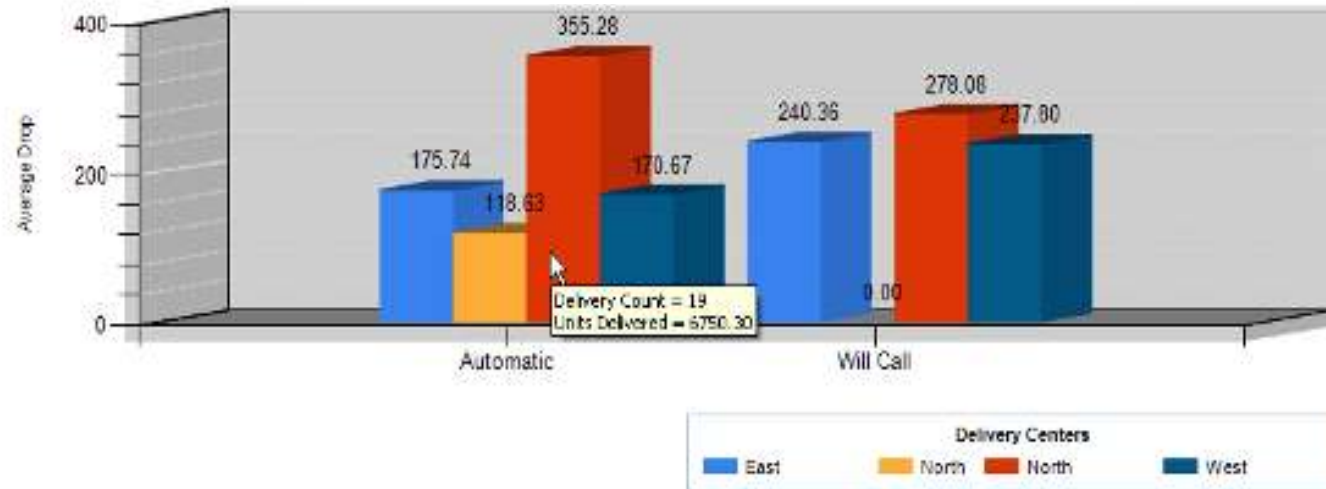
Drop %
of Ideal
37.65%

Planned vs. Actual Route

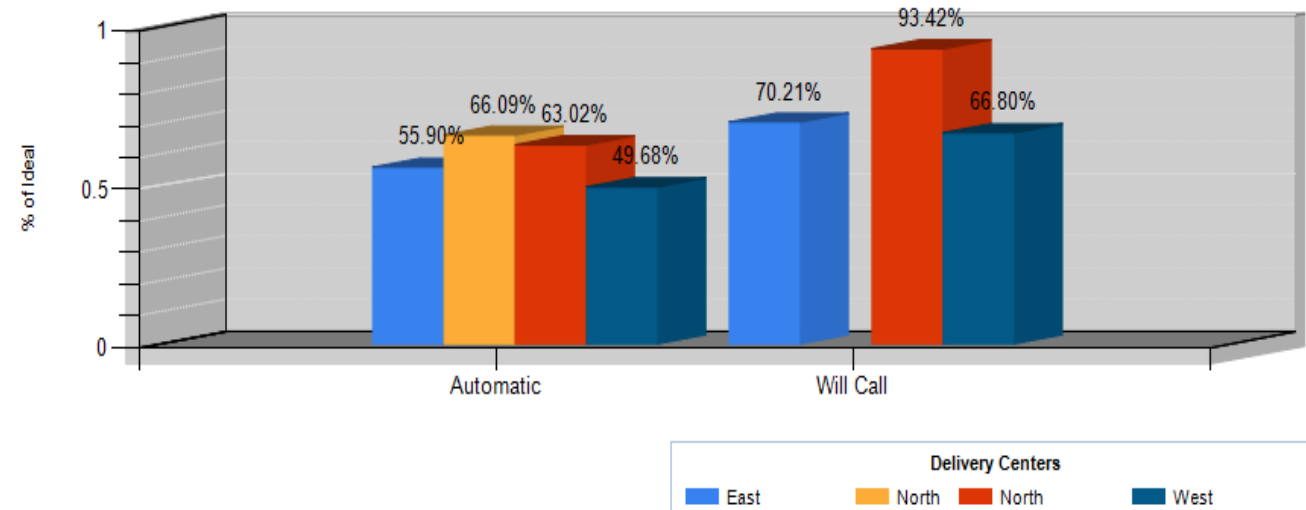


Planned
Actual

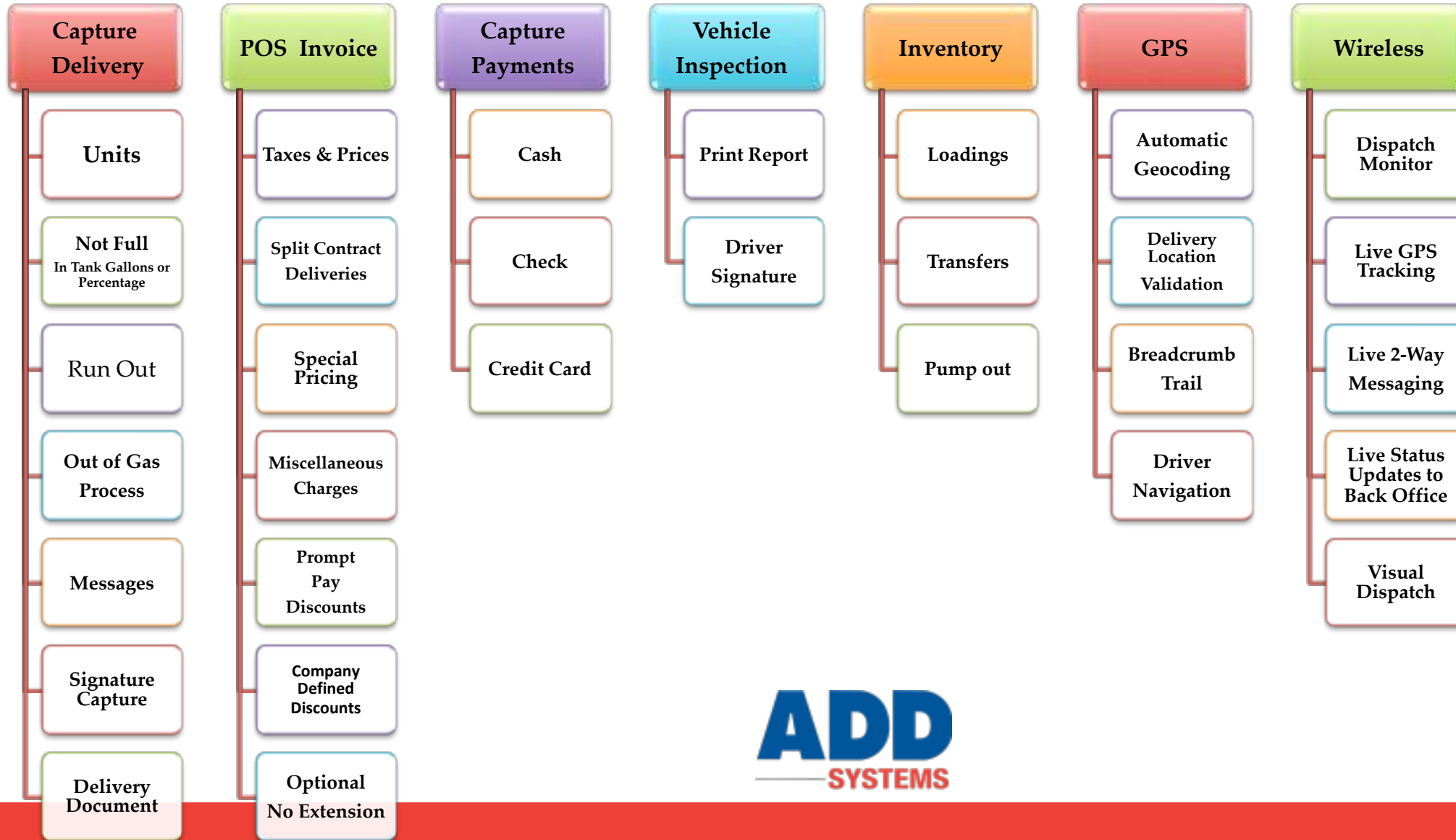
Average Drop



% of Ideal



What the Right Mobile Solution Should Offer



Advanced Features

- Asset / Tank Verification with QR code scanning



Advanced Features

- Signature Capture



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Advanced Features

- Invoice copy is stored electronically including signature



ADD Energy L30 - ADD Energy/Wholesale Service - [Customer Document Viewer - 11/01/2012]

File Edit View Favorites Company Window Help Actions

Customer #: 787 Mr. Preston J Dyer Jr.
Location type: All Locations From date: 04/12/2008 To date: 05/10/2012
Document type: All Find

Date Document
07/30/2012 Ref: 41
07/29/2009 Ref: 41
Tank #11

Main Report

INVOICE NO	QUANTITY	DESCRIPTION	AMOUNT
888-588384	432 gallons	PROPANE @ \$2.52/GAL. LON	\$108.96
	432	Transportation	0.22
		Previous Balance	\$0.00
		INVOICE SUBTOTAL	\$109.18
		TOTAL COST	\$109.18

ADD PROPANE & FUEL OIL CO., INC.
PO: Name: John Dyer
A/CCT# 988-00000787 001 Driver ID
Tank Serial # 111 58
For inquiries, please call 800-899-0000 or your local office 888-588-3889

Liquid Petroleum Gas, 2.1 L.M. 1075
Product: Propane, Non-Condensate

WHERE REQUIRED: LP Gas Volume has been corrected to standard volume at 60 degrees Fahrenheit

ADD PROPANE & FUEL OIL CO., INC.
John Dyer
26 Rock Hill Dr
Rock Hill NY 12775
ACCOUNT NO: 988-00000787
☐ CHECK HERE if name address telephone or usage has changed Item# 1111384 049-5208 0605
ADD PROPANE & FUEL OIL CO., INC.
614 US 61 DRIVE
FLANDERS, NJ 07036
(973) 584-4006

DELIVERY NOTICE
Delivery Date: 11/1/12 14:48
Total No: 888-558004

AMOUNT DUE: \$1000.00
DUE DATE: \$1000.00
Amount Enclosed: \$1000.00

WILL BE BILLED BY STATEMENT

If you would like to make your payment by credit card, please visit us at www.company.com or call us toll-free at 800-899-0000 to take advantage of our Pay by Phone option. Thank you.

RECEIVED BY: [Signature]
Customer: Please see reverse side for safety information
888-588384 049-5208 0605
DUPLICATE

Thank You For Your Business

3886401121120000C10300000C13360000C800785

System Maintenance

Current Page No.: 1 Total Page No.: 1 Zoom Factor: 95%

Cylinder Exchange



Panasonic 1001

Cylinder Exchange

Price/Cylinder
22.500

Delivered Full
22

Returned Empty
22

Returned Full
0

Cancel Clear OK

Panasonic 1001

Print Preview

Employee No 599253
Account No 52523-1
Date Delivered 03/11/07/06
208 COLUMBIA Packed up 10kgly 22
208 COLUMBIA (2/2/2007/06)
208 208 208/208 14x 22
Temp Temp 1 22
WATER & WATER DELIVERY 6475 22
Balance 6475 22
Delivered No 22 Truck No 22

Signature Not on file

Bill

Cancel Print

Wholesale Deliveries



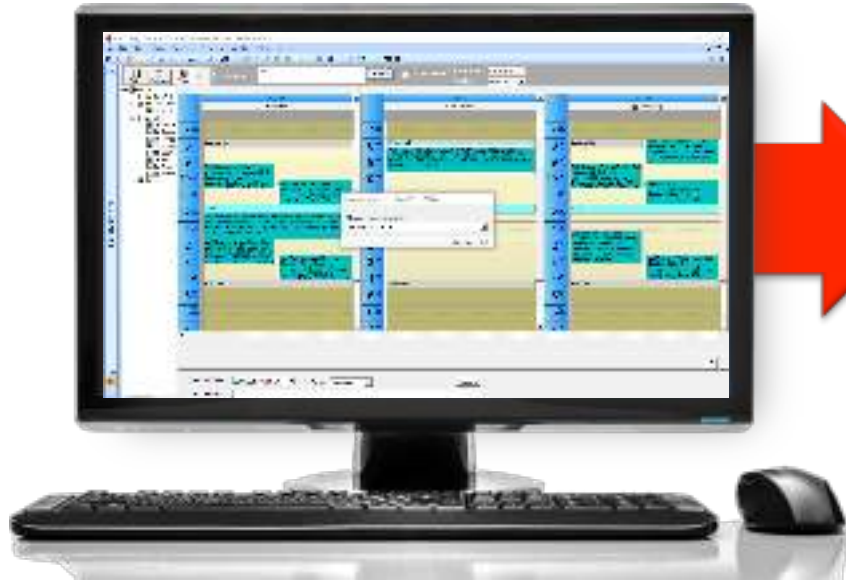
Rugged / Non-Rugged



MOBILE SERVICE



Mobile Service



SCHEDULING

DISPATCHING



TECHS

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Service Management

- **Work order scheduling**
 - Manpower availability
 - Technician skill set
 - Geography
- **Work-in-Progress tracking**
 - Tied to Job ID
 - Profitability
- **Installation profiles**
- **Gas Check**
 - Marketing data



Why Mobile for Service?

Efficiency gains in key areas:

1. Van
2. Office
3. Customer
4. Management



Benefits of Mobile Service — Van/Technician

- Auto pricing the job — less work for the tech
- Tech communication to the office
- Reduce miles driven with improved scheduling
- Flexibility of schedule
- Tracking of parts used
- Access to service history
- Digital Gas Check record keeping



Auto Pricing the Job

On-Site

Workload Call Detail Mailbox Cancel Call End Call Print Gas Test Media New Activity Help

Summary

ROBERT HOCH
Account Number: 1173 - 1
Phone: (201)555-9725
Service Address: 12 W Main St Middletown NY
On-Site Summary
Total Billed: 132.50
Total Payment: 0.00
Estimate Printed: No
Invoice Printed: No
Call 106951

General

In-Transit Begin: 10/20/2015 2:03 PM
In-Transit End: 10/20/2015 2:11 PM
On-Site Begin: 10/20/2015 2:11 PM
Actual Call Reason: Heat Distribution
Duration: 3
PMT Performed: No
After Hours: ☐
Bill in Office: ☐
Reset Cancel Apply Send Actual Call Reason/Duration

Work Performance

Prefix 1
Code 1
Prefix 2
Code 2
Prefix 3
Code 3
Clear All

Print Estimate
Print Invoice
Print Receipt

Tasks

Task (id)
Diagnostic
Task Type
Quantity

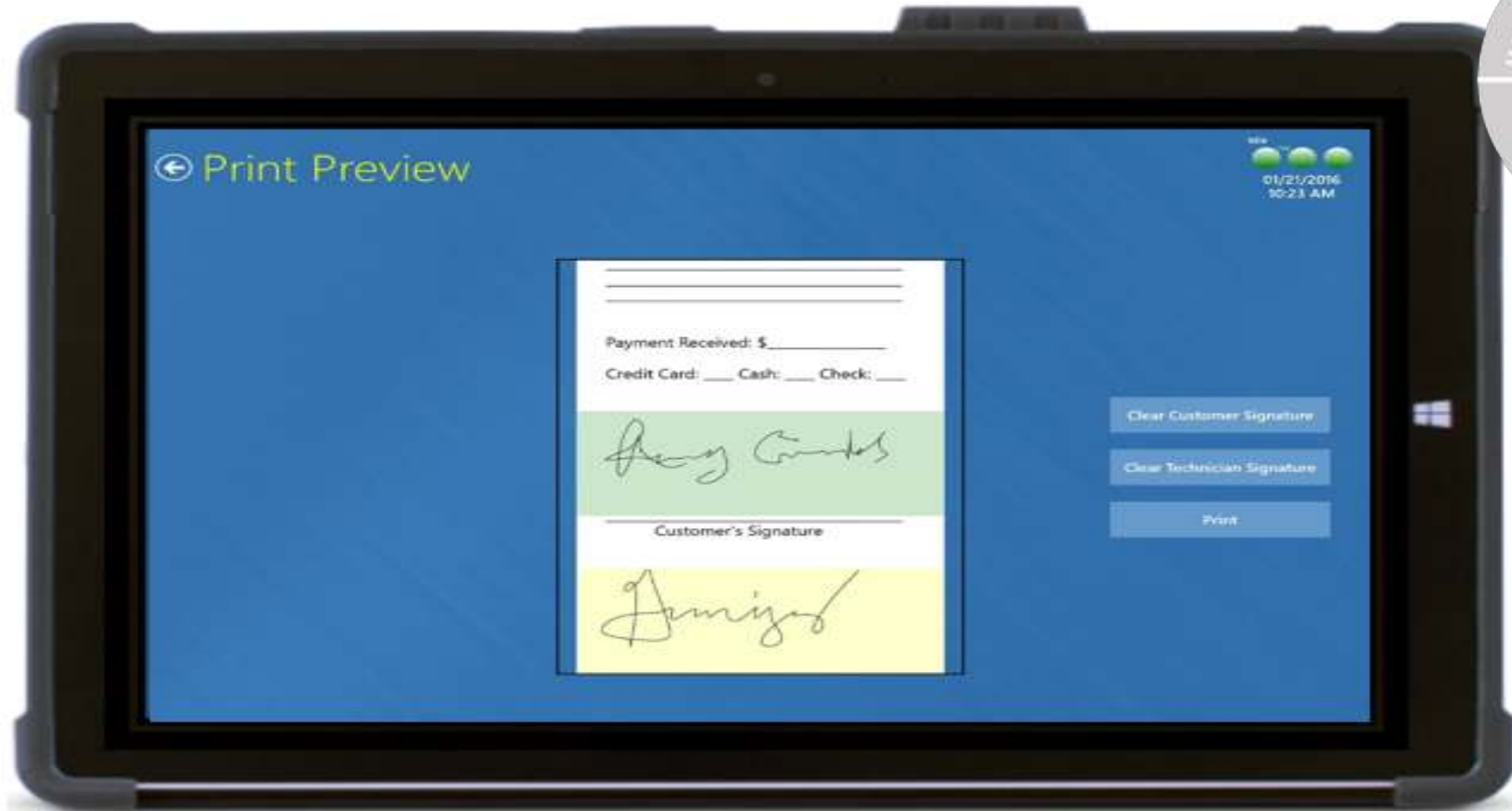
10/20/2015 2:32 PM



Print Preview & Create Email Document



Signature Capture



Email Document(s)



Gas Check — Ready for Emailing

← Capture Gas Check Document

11/18/2016 9:47 AM

Technician's Name
Gregg L.

Technician's Signature

Clear

Customer's Name
Loren Benton

Customer's Signature

Clear

1. ORIGO Technician

Certify that I have completed the System Check as prescribed.

- ☐ Max Delivery Pressure tested
- ☐ Pressure tested entire system
- ☐ Pressure tested Leak test
- ☐ Pressure tested Pressure Test
- ☐ Pressure tested Safety
- ☐ All Customers Safety Information and Material
- ☐ AS 91 80902

Signature

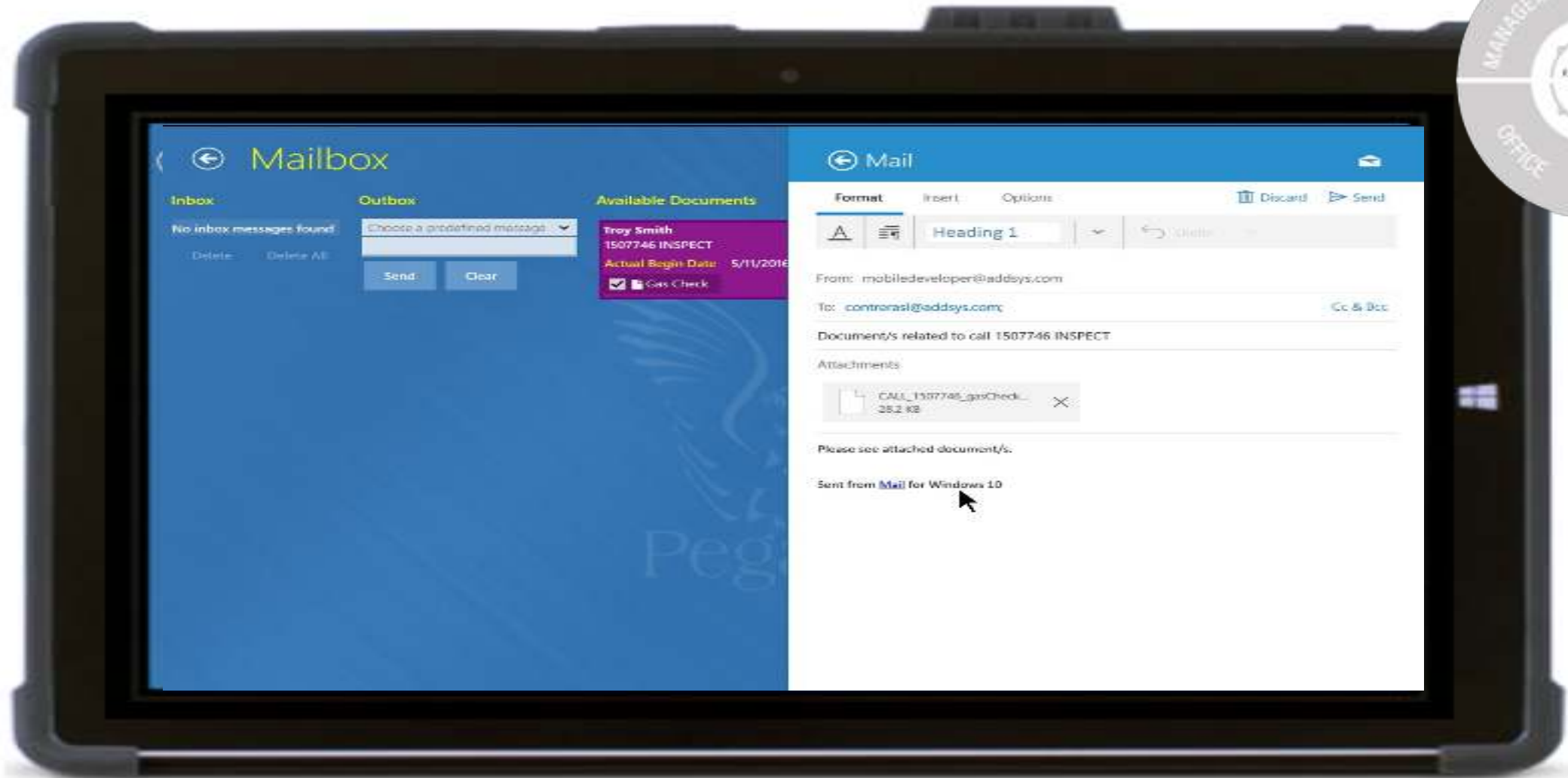
2. Benton Customer

- ☐ Turned flow to use of the gas if safe to do so in emergency
- ☐ Have received payment and/or debit in order
- ☐ Have received the consumer safety information and labels
- ☐ Have given customer instructions on the use and safety of the equipment to use
- ☐ See working order and customer work performed
- ☐ Agree all job applications are listed on the label

Signature



Gas Check — Email Completed Document



Benefits of Mobile Service — Back Office

- Tracking the tech with GPS
 - Dispatcher and CSR know where techs are and are going to be
- Two-way communication with the technician
- More techs handled by less dispatchers
- Ability to handle more same day calls
- Call Create feature for “after hours”
- Reduced posting effort with automation
- Faster billing reduces AR — GET PAID on-site



Create & Assign Calls

ADD Energy E3® - ADD Energy/Wholesale Service - [Customer 688 - Mr Joe Demaio]

File Edit View Favorites Company Wi

Service Call Scheduler - Work Order #: [New]

Customer #: 688 Name: Mr Joe Demaio Service Location: 1 - /471 High St./Odessa DE Zone: 189 - Augusta

Call Information

☐ Priority Customer ☒ Do Call Today Created On: Created By:

Call Reason

Primary Call Reason: 1 No Heat Service Technician Preferred Tech: <Any> Assigned Tech:

Priority: Critical

Additional Call Reason 1: 0 Additional Call Reason 2: 0

☐ Phone First (201)555-9324 ☒ Send to Pegasus ☐ Bill In Office ☐ After Hours ☐ Cleaning Ticket ☐ Print Print To: <Default Printer>

Call Note: This is where you can type notes

	Day Of Week	Date	Zone Match Type	Actual Zone Match Count	Linked Zone Match Count	No Zone Match Count
1	Thursday	03/31/2016	Linked	0	2	1
2	Wednesday	03/30/2016	None	0	0	12
3	Friday	04/01/2016	None	0	0	12
4	Monday	04/04/2016	None	0	0	12
5	Tuesday	04/05/2016	None	0	0	12
6	Wednesday	04/06/2016	None	0	0	12

	Technician Code	Technician Name	Arrival Begin	Arrival End	Home Zone	Zone Match Type	Linked Zone	Linked Order	Unassign
1	15	Rick Liebert	13:45	14:45	007	Linked	014	2	
2	50	Ryan Lounsbury	15:00	16:00	003	Linked	007	1	
3	10	Bruce Bott	10:30	11:30	007	None		0	

Job ID: Attach Job Cancel Call Insert Component Pegasus Details Select Slot OK Cancel

Customers

Billing Contact

Name: Mr Joe Demaio

Address: 3724 Kirkwood Hwy

Wilmington, DE 21598-0013

Summary

Billing

Delivery

Service

Locations

Log

Transactions

Equipment Summary

Documents

Contact Info

Delivery:

1. -Propane [Delivery ins...]

Service:

1. 471 High St. Odessa DE [Service instruction: Co...]

Assigned Technician

Management

Customer

Office

Van

KEY AREAS FOR EFFICIENCY GAINS

Tech Tracking

Pegasus Processing - pegasus

File Edit Customer Call Technician System Company Help

Service Monitor

Call #	PMI	CR	Priority	Status	InTrans.	Arr.	Scheduled	Age	Duration	Zone	CP	C/B	F/C	Service Address	Technician:	Customer Name	Service Center	Call
106998	Due	18	Low	Unassigned	6:49	7:04	Y		1:00	1105	L	N	N	45 Holly Dr/ Earville MD		Mr John Bayalis	Main	(201)
106997	Due	22	Med.	Unassigned	6:49	7:04	Y		1:00	1028	L	N	N	63 Scott Rd/ Warwick MD		George Bailey	Main	(201)
106995		15	Med.	Unassigned	6:49	7:04	Y		1:00	1210	L	N	N	46 Cabot Ct/ Warwick MD		Mr Harry Black	Main	(201) 555-1202
106999		67	Med.	Unassigned	6:49	7:04	Y		1:00	1140	L	N	N	236 Church Rd/ Warwick MD		Mr Joe Brown	Main	(201) 555-1202
106982		36	Med.	Unassigned	5:49	6:04	Y		1:00	1014	L	N	N	105 N.E. 2ND St/ Milford DE		Mr Sam Colvin	Main	(800) 922-0951
107000		09	Med.	Unassigned	6:49	7:04	Y		1:00	1021	L	N	N	429 Mill Ln/ Earville MD		Mr Sam Cook	Main	(201) 555-1202
107001		38	Med.	Unassigned	6:49	7:04	Y		1:00	1056	L	N	N	556 Mill Ln/ Galena MD		Dr Richard Crabb	Main	(000) 000-0000
107002		03	Med.	Unassigned	6:49	7:04	Y		1:00	1189	L	N	N	471 High St/ Odessa DE		Mr Joe Demaio	Main	(201) 555-9324
106994	Due	32	Med.	Unassigned	6:49	7:04	Y		1:00	10	L	N	Y	113 Main St/ Warwick MD		Mrs Laben Benton	Main	(201) 555-6806
106996	Due	01	Crit.	Unassigned	6:49	7:04	Y		0:45	1035	L	N	N	149 Fulton Ct/ Warwick MD		Mrs Jack Adam	Main	(201) 542-7181

Map

File Edit View Tools

40.7892-74.2627
Technician: Gregg
Current Status: Idle
Date: 02/08/2016
Time: 17:30:01

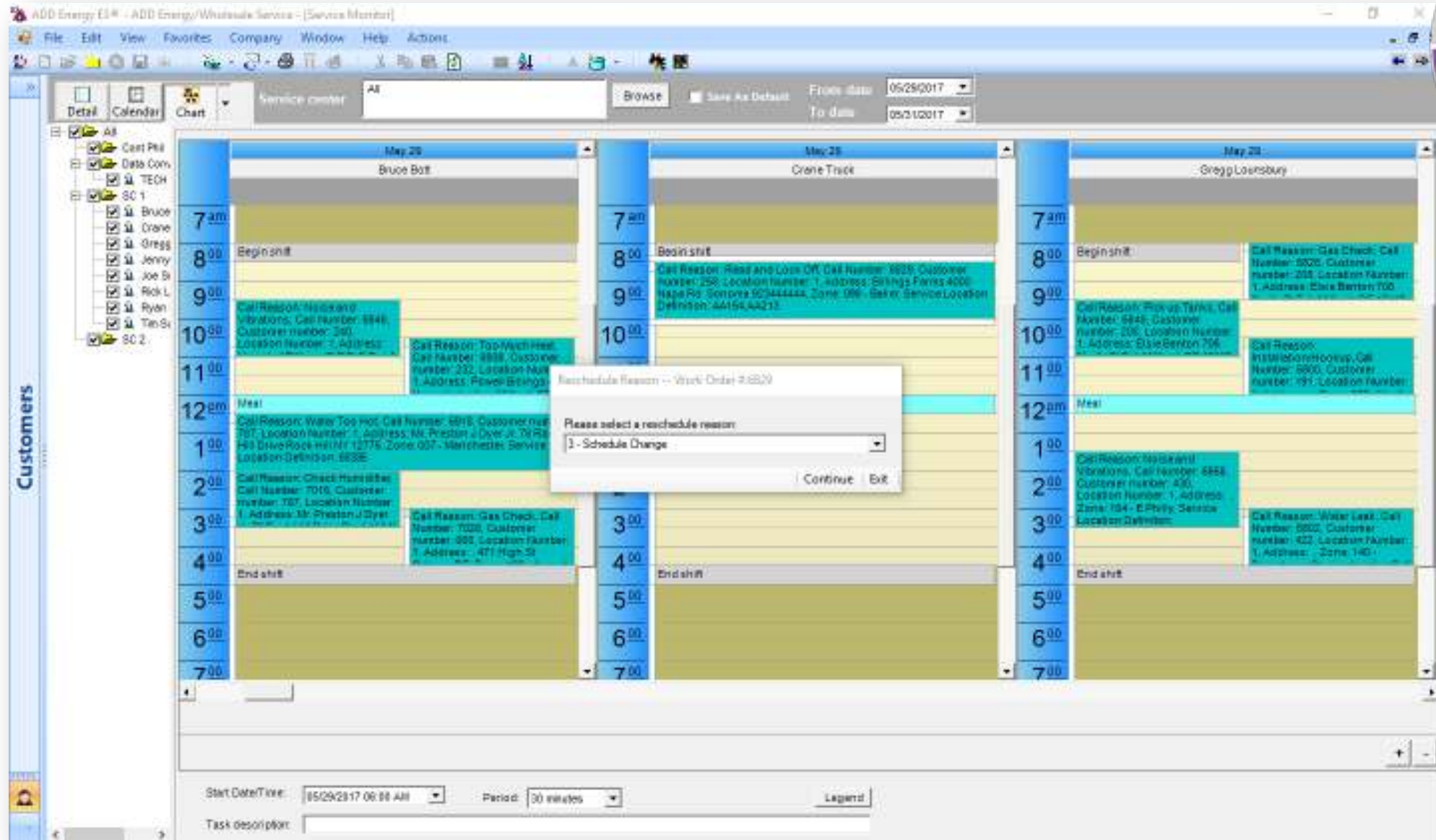
0 Calls 10 Unassigned: 10 Conflicts: 0 Next Alert Techs: 1 Refresh in: 999 Last: 10:56 Size 100%

Refresh Sort Order Exit

0 Msgs Mode: Processing

ADD
SYSTEMS

Dynamic Tech Scheduling

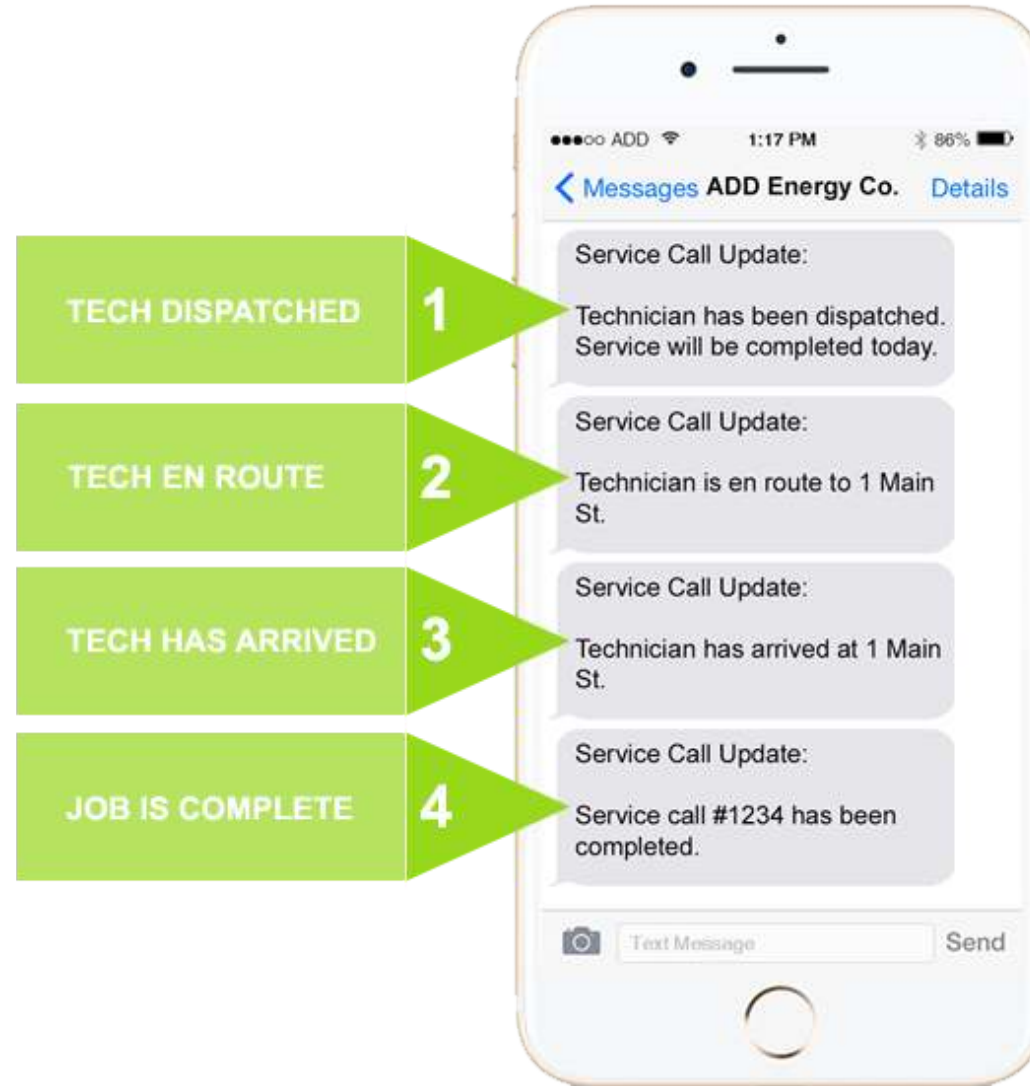


Benefits of Mobile Service – Customer

- Text message or email notifications to customers
 - Tech is dispatched
 - Tech is en route
 - Tech has arrived
 - Job is complete
- Invoices can be available same day / on-site



Customer Experience – Notification of Tech Status



Benefits of Mobile Service — Management / Ownership

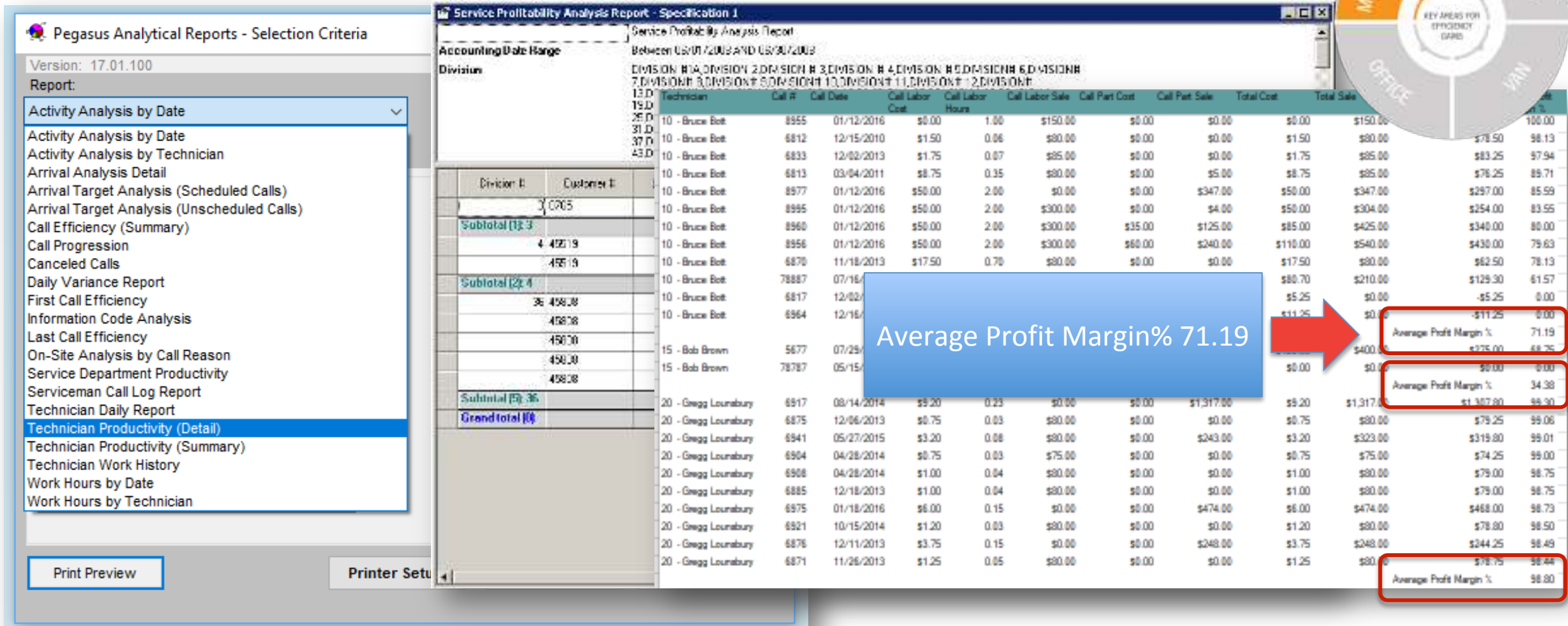
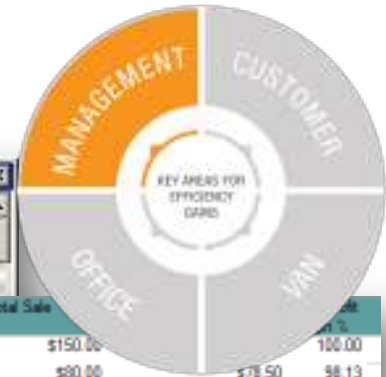
- Tracking the techs with GPS
 - Routing
 - Risk Management
- Improved cash flow with faster invoicing
- Fewer miles driven — savings per mile
- Increased production from same tech fleet
- Increased customer satisfaction with better communication
- Technician productivity reporting
- Reduce shrink with tighter parts control
- Increase number of service calls



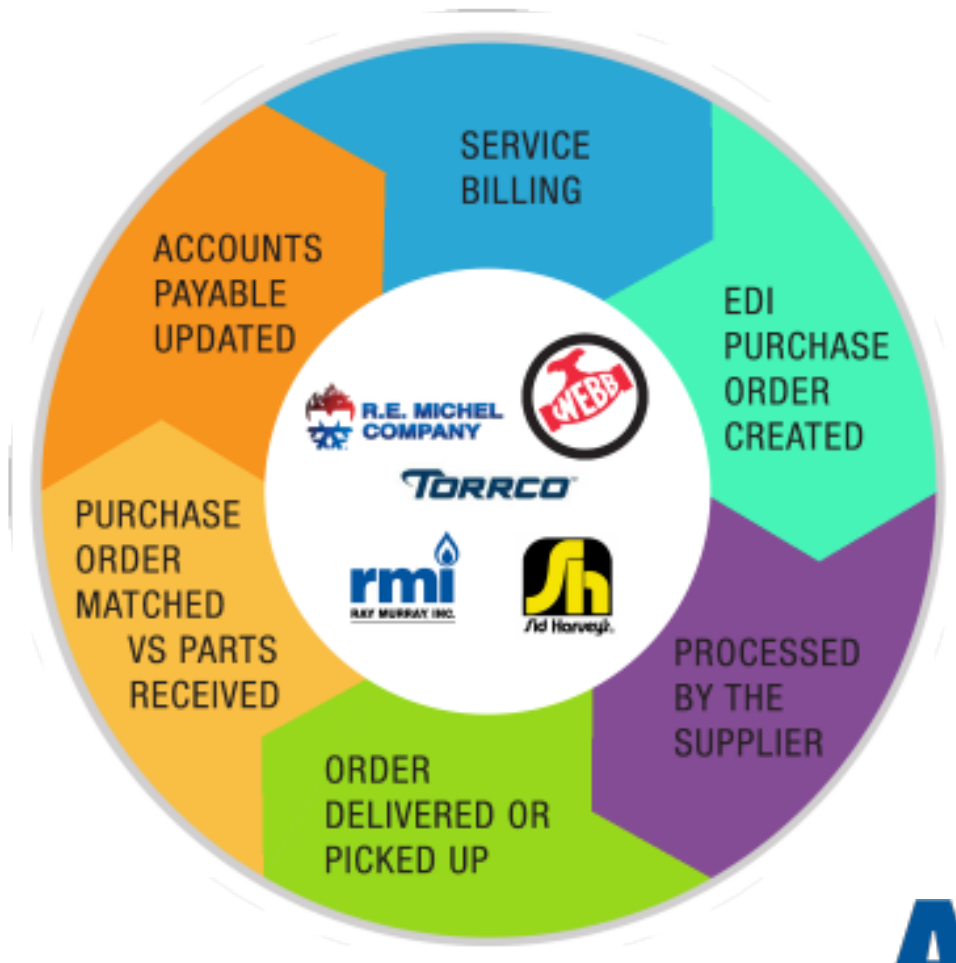
Pre-assigned Workload



Tech Productivity Reporting



Automatic Parts Replenishment



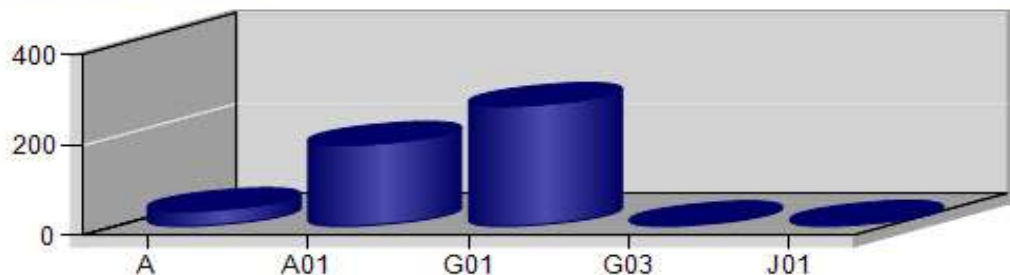
- **Typical Stock Room**
 - 30k – 200k Value Of Parts
 - 5-20% Annual Shrinkage
 - Some Parts 5+ Years Old
 - Costly Counter Person
- **Typical Service Van**
 - Over / Under Stocked
 - Critical Parts Not Stocked
 - 5-20% Annual Shrinkage
 - Hoarding Of Parts

*** Based On Customer Survey ***

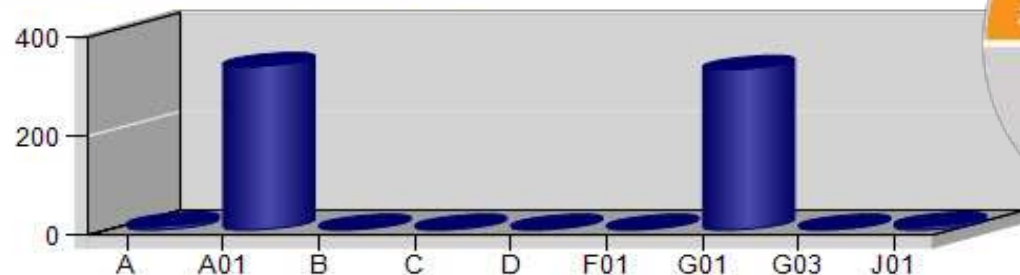
Service Contract Dashboard



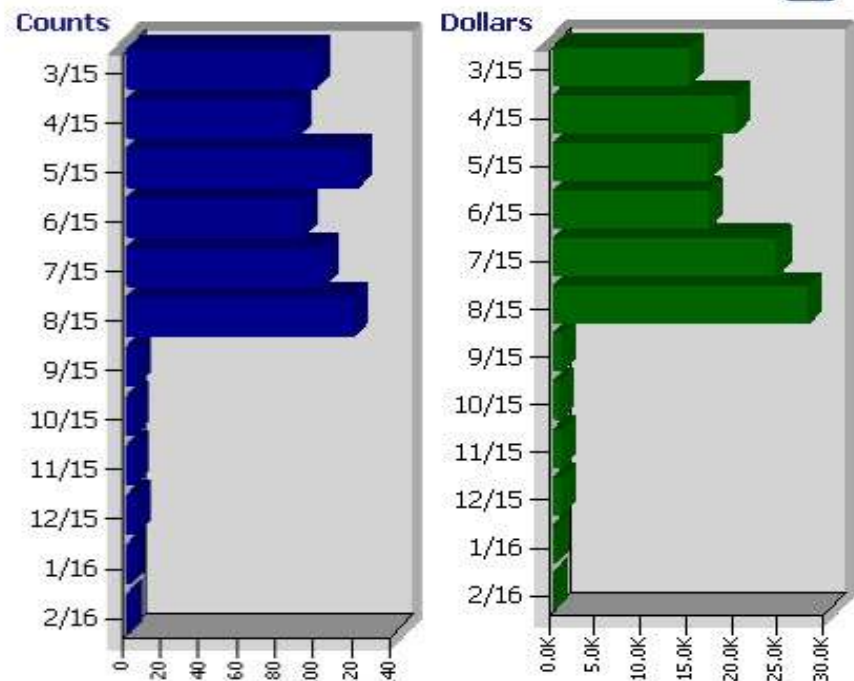
Active Service Contracts



Contracts not Renewed (Last 12 Months)



Expected Contract Renewals - Next 12 Months



	Count	Dollars (Annual)	Average Dollars
<u>Active Contracts:</u>	485	\$122,523	\$253
<u>Contracts not Renewed in the last 12 Months:</u>	680	\$188,552	\$277
<u>Contracts Renewing in the next 12 Months:</u>	644	\$129,383	\$201

Active Contract Details	Count	% of Total	Avg Days Since Cleaning	Service Locations w/No Cleaning	Avg Days Since Last Service	Service Locations w/No Service
<u>Atlas 2 (2753)</u>						
<u>A</u>	33	6.80%	Not Covered	33	246	5
<u>A01</u>	180	37.11%	Not Covered	180	2,665	29
<u>G01</u>	266	54.85%	249	200	1,984	5
<u>G03</u>	1	0.21%	No Cleanings	1	254	0
<u>J01</u>	5	1.03%	246	4	648	0



CHALLENGES

Implementation Challenges

UPFRONT HARDWARE
COSTS



INSTALLATION AND
TRAINING TIME



BUY-IN FROM
DRIVERS / TECHS



Strategies to Overcome Challenges

- Start small
- “Train the trainers”
- Demonstrate the direct benefits to drivers / techs





BACK OFFICE INTEGRATION

Image by Markus Spiske temporausch.com

Why is Back Office Integration Important?



STREAMLINE OPERATIONS

***AUTOMATE TIME INTENSIVE
PROCESSES***



***KEEP ALL IMPORTANT INFO
IN ONE PLACE***

***MAKE DECISIONS BASED
ON ALL AVAILABLE INFO***



***MINIMIZE HUMAN ERROR
FROM MANUAL ENTRY***

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- Visit us at the **NPGA Show Booth #649**



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Thank You

- Questions?



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