

Essential Features of Courier Management Software

Finding the right [courier management software](#) for your business is vital for success. Courier management software allows companies to manage driver tracking, route optimization, and automatic notifications all from one location.

Choosing the right platform is about finding software that fits your needs. In this article, we'll cover some of the most important features courier management software can offer your business.

Route Optimization

[Route optimization](#) organizes your driver's stops so that they are as efficient as possible, which leads to savings on vehicle maintenance, fuel, and hours worked. Route optimization also considers delivery time windows, geography, and more. These factors can have a huge impact on the effectiveness of route optimization. And with the right courier management software, you can send optimized routes out to drivers in a single click.

Driver Tracking

In order for your dispatchers to make informed driver assignments, it's important that they have real-time data. With courier management software, you can immediately see which drivers are clocked in, what assignments they have queued up, where they are located, and more. This functionality can help dispatchers to balance their drivers' workloads and run more efficiently. Tracking can also be accessed by customers, allowing them to monitor the progress of their deliveries.

Automatic Notifications

Customers often want instant status updates on their deliveries, such as when an order is received, in-transit, and delivered. [Courier management software](#) allows you to set up automatic notifications to alert customers to any changes to delivery status, keeping your customers in the loop and saving your dispatchers' time. It not only reduces the likelihood of failed deliveries, but best of all, it increases customer loyalty and satisfaction.

Integrations

If your customers use their own internal software, with the right solution, you may be able to integrate directly with them. Many courier management systems today allow for some degree of integration, meaning that they can communicate with other software by importing and exporting data. For example, with the right software, it's possible to integrate with your accounting software, allowing you to automate the movement of data directly from your courier management software.

For even more flexibility, look for a courier management system that offers API integration. API integrations can accomplish a lot. With OnTime, you can process bulk orders quickly and accurately by connecting with your shipper's software system, allowing you to automatically transfer thousands of orders within seconds. Not only can an API help you to improve the lives of current customers, but you can also win new contracts by advertising your ability to integrate.

OnTime's [courier management system](#) is easy-to-use, has a modern API, and boasts a robust feature set. If you'd like to learn more, contact us for more information.