Customer Management

Comprehensive tools that store your customer's contracted rates, preferences, and history with your company.Store contracted rates with OnTime's complex price sets and allow your dispatchers to create correct orders easily. Your customers can use the OnTime Customer Web Portal for direct access to dispatching tools, order history, and personal address books.

Work Offline

Continue to work in OnTime with or without an internet connection.Internet connectivity issues should never affect your business. OnTime is the only courier software with Smart Client technology, allowing you to continue your work in our system, online or offline.

Vehicle Management

Vehicle management, including maintenance tracking and vehicle capability recommendations. Allow OnTime delivery software to track your vehicles and their required maintenance. When a scheduled mileage or date is reached, you are notified that a particular vehicle is in need of maintenance.

Customer Support

The OnTime Community, with 24/7 access to tutorials, blogs, and other community related tools. Our online support tools and resources are always available.

Tracking and Tracing

Locate, view, and edit information about a package or shipment from a common interface. Fast access to the details of any order is important to your team. This window offers that access and takes the guess work out of making changes. For instance, if a customer calls to requests a change in service, how long does it currently take to calculate the difference in price, notify the drivers, and send out notification updates? With OnTime tracking and tracing, this process is handled with a click of your mouse; the rest is taken care of automatically.

Tracking View

The tracking table displays every order in the system. Orders may be sorted, filtered, and searched. In real-time, view the status of any order in the system. Reassign packages to different drivers, while OnTime logistics software takes care of all the necessary notifications. View proof of delivery information as it is captured in the field. Cancel orders in a smart way, allowing OnTime to notify the appropriate people when such an action takes place.

Location Management

Organize all addresses that your company has either picked up from or delivered to. Generated over time by your customers and dispatchers, this list of addresses may be organized to better view your company's reach. With the smart assignment feature, OnTime can recommend the zones that addresses fall into, allowing customers to receive real-time pricing quotes later on.

Zone and Postal Code Management

Create a list of all zones, or areas, that your company serves. Associate one or more postal or zip codes with a zone and OnTime can start recommending zones for locations to dispatchers. To get a list of all zip codes in a specific area, use the dynamic data download features. Thousands of zip codes can be downloaded in seconds (U.S. only).

Route and Presence Scheduling

Configure routes that consist of routine, scheduled pickups and indicate when and where a driver will be during certain periods.OnTime will plot out drivers' routes and suggest the appropriate order to visit locations. Note what zones or regions a driver will be in at certain time periods to allow OnTime to suggest the most appropriate drivers to the dispatcher when creating a new order. You may offer customers lower rates on routine pickups scheduled in advance.

Price Sets

Maintain the prices charged to customers and the wages paid to employees and subcontractors. Price sets offer a virtually unlimited number of pricing configurations, allowing you to set up pricing exactly the way you want it. Store details of a specific customer's contracted rates. Dispatchers no longer needs to guess prices charged to a given customer; OnTime will calculate it.

Price Modifiers

Small pricing formulas act as building blocks to help you easily accomplish any combination of pricing.   Price modifiers are the fast and organized way to add all of your accessorial charges into OnTime. Tell OnTime how you want to charge for a particular option, and the software will automatically calculate the right amounts for your dispatcher. No other system offers such power and flexibility in proactive pricing.

Reporting

Meaningful reports work off of your live data, offering instant access to your company's standing. With new predefined reports being added constantly, you have easy access to reports that display valuable information. A complete report authoring environment is included. Any of the reports can also be saved as PDFs, Excel spreadsheets, web pages, or text files.

Quick Search

Every list in OnTime can be quickly searched and filtered using the Search box.You need not sift through your thousands of records to find important information. When you start typing in the search box, OnTime will instantly search across all of your records and show results in real-time.

Billing Management

Billing tools that include generating invoices and posting payments.OnTime can save valuable time with automatically generated invoices. Information already entered into the system will be automatically integrated, as you desire. You have control over manually generating invoices or using the billing cycle to gather the right shipment information for the right customer at the right time. Invoices may be customized with our powerful report authoring tool.

QuickBooks Integration

OnTime offers the most comprehensive and automated connection to QuickBooks.
Use Ontime's built-in ability to communicate with your QuickBooks accounting information. Easily post invoices and received payments from OnTime to QuickBooks. Communication between OnTime delivery software and QuickBooks requires QuickBooks Professional version 2002 or later.

Quick Access to the Customer Web Portal

Access to your OnTime Customer Web Portal is always a click away. See what your customers see. OnTime courier software offers access to your Customer Web Portal directly from within OnTime Management Suite.

Import Data

Import Excel and CSV files. OnTime logistics software can automate the transfer of bulk information from another system.Import your data as a Microsoft Excel file or even CSV file to OnTime to automatically transfer information regarding customers, locations, shipments, zones, and more.

Dimensional Weight

Generate dimensional weight factors and use those in your pricing.Dim weight is a necessary calculation in most courier businesses and OnTime helps automate that process by allowing you to generate dim weight factors not just once, but for as many situations as you need them in.

Custom User Defined Fields

Create up to 50 additional fields to collect the exact data your business needs.You may create additional fields that specifically address the needs of your business. These fields will appear to all of your users and customers across OnTime.

Workflow Designer

Exclusive workflow technology allows you to change the way certain functions of OnTime work. Because every courier business is different, OnTime is a flexible software. Our exclusive workflow technology allows you to customize how certain actions occur across the system. For instance, instead of having a single way of sending notifications, OnTime workflow designer allows you to change every aspect of those notifications from content to delivery method to what triggers sending. You are in total control.

International Support

OnTime has been designed to work internationally with all major currencies, date/time formats, and other regional settings.OnTime has been designed from the ground up to work for logistics companies worldwide. Features such as global Unicode support and regional formatting adaptation ensure that you can enter data in any language and see all numbers, currency, dates, and time appear in the regional format of your choosing. OnTime formally supports nearly 300 different countries.

Features for Customer Service Representatives and Dispatchers

Designed for efficiency, OnTime Dispatch makes use of the latest in UI design. OnTime Dispatch is easy to learn and use. The application uses a very visual interface that adapts to power users. This interface helps to dramatically reduce the learning curve for dispatchers.

Driver Tracking

View real-time information about your drivers.See at a glance which drivers are currently clocked in; where they are located; what assignments they have queued up; when they last interacted with the system. Real-time updates regarding the status of field personnel allow the dispatcher to make more informed driver assignments for new orders. This functionality helps to even workloads and allow your company to run more efficiently.

Messaging

Communicate seamlessly between dispatcher and driver.Multiple methods of communications (email, text messages, and internal messaging) allow dispatchers to stay in tight communication with couriers even when voice communication is not possible or practical.

Order Entry

Comprehensive order entry tools.Every customer has unique needs, including pickup/drop off points, pricing, notifications, and options. With OnTime delivery software, managerial users may set up a customer one time with all of their specific needs. Afterwards, when a dispatcher starts to type in the customer's name, auto complete will suggest a matching customer. When the dispatcher selects a customer, the customer's profile will load and all unique requirements will be set. Our dispatchers will be better informed and able to offer a higher level of service to customers.

Tracking and Tracing

View and, in many cases, edit information about a package or shipment from the common interface.Your team has fast access to the details of any order, ensuring speed and accuracy when making changes. For instance, if a customer calls to requests a change in service, how long does it currently take to calculate the difference in price, notify the drivers, and send out notification updates? With OnTime tracking and tracing, this process is handled with a click of your mouse; the rest is taken care of automatically.

Tracking View

The tracking table displays every order in the system, with the ability to sort, filter, and search. In real-time, view the status of any order in the system. Reassign packages to different drivers, while OnTime takes care of all the necessary notifications. View proof of delivery information as it is captured in the field. Cancel orders in a smart way, allowing OnTime to notify the appropriate people when such an action takes place.

Time Clock

Dispatchers and drivers can clock in and out using the OnTime applications. The system will track exact time logged, distance driven, and orders processed.Using the powerful wage calculation tools in OnTime, the system can calculate the exact wage that a dispatcher or driver should receive for any given period. This functionality simplifies payroll and will adapt to any pay period schedule: once a week, once a month, every other Friday. Based on virtually any combination, OnTime logistics software will provide the exact calculations that you want.

Status Color Coding

In various views, colour coding is used to visually indicate when an order is past due or is impending.Colour coding allows users to quickly see urgent items and prioritize others. Lead times are adjustable and colours are customized by you.

Auto-Complete Data Entry

Start typing and automatically see and select the suggested records.OnTime significantly streamlines data entry by suggesting customers and locations as you type. This feature offers minimal reliance on the mouse and allows an order to be dispatched in 15 seconds.

Quick Quotes

Quotes offered to your customers can be placed on hold for later submission.When someone calls in for a quick price quote, fill out an order in OnTime Dispatch with the basic information to calculate a price. The place on hold feature will generate a unique reference number that may be provided to the customer. When customers call in about quoted orders, any dispatcher will be able to take the call from any location, using the reference number to complete te order.

Exact Distance with Geocoding

OnTime includes mapping and routing services that calculate the exact distance, by road, from point A to point B.OnTime can automatically calculate exact mileage between two points. This functionality is a web service that is included in OnTime courier software; you never have to pay extra for the service, there's no extra software to install, and it's always up-to-date. We source maps from 68 different providers, so you can choose the map that works best for you in your area.

Zip to Zip Mileage

Get quick calculation between two postal codes.For quick distance calculations, use the built in zip to zip calculator. This functionality is a web service that is included in OnTime; you never have to pay extra for the service, there's no extra software to install, and it's always up-to-date.

Place to Place Distance

Get quick calculation between two general locations.For quick distance calculations without zip codes, use OnTime's built in place to place calculator. Type in the name and state of the place and OnTime delivery software will automatically handle the rest. This functionality is a web service that is included in OnTime; there's no extra software to install and it's always up-to-date.

Control User Workload

Tools for balancing workloads among drivers.Balancing workloads among drivers is an ongoing task. OnTime Dispatch assists in creating this balance by offering a live view of where drivers are and how much work is currently assigned to them. This information is updated in real-time.

Unassigned Queue

Orders submitted into the system that are not associated with a driver are placed into the unassigned queue.OnTime has an unassigned order queue where orders appear when a driver is yet to be assigned. This queue makes shipments that need quick attention visible. Drag a driver over a shipment to assign that order to that driver.

Features for Couriers, Messengers, and Drivers

OnTime is compatible with nearly every mobile device.OnTime Mobile works with thousands of devices on the market. Virtually any internet enabled mobile device can empower your drivers with real-time work assignment information at their fingertips. Learn more about supported devices.

WAP Device Support

Even non-smartphone devices with internet can use OnTime Mobile WAP Edition.
Avoid purchasing expensive equipment up front. OnTime courier software allows you to use tens of thousands of internet enabled mobile devices. For over ten years WAP has been a standard for handset makers. Today, there are more than 350 companies who officially support WAP in the mobile devices they engineer.

Support for Smartphones

Tested support for Apple iPhone, Google Android, and Palm Pre mobile devices.
Modern smartphones offer the compelling ability to handle many business related tasks from a single mobile device. OnTime Mobile Web offers an experience optimized for drivers using the Apple iPhone, Google Android devices, and BlackBerry.

Rich Support for Windows Mobile

OnTime Mobile is a first class experience on Windows Mobile devices.Allow your drivers to tap into the full power of the Windows Mobile platform. OnTime Mobile for Windows Mobile is a certified application that takes full advantage of these devices. Hundreds of models are supported. These devices tend to be less expensive than specialty devices and you may already be using some within your organization. These devices do not require specialty services from your cell carrier beyond data and text. This application often translates into significant savings.

Work Offline

Continue to work in OnTime Mobile with or without an internet connection.Unreliable cellular service shouldn't slow drivers down or stop them from carrying out their work. The OnTime logistics software platform allows drivers to continue working, even without an internet connection. Once they regain a signal, all outstanding data will be synchronized automatically.

Use Finger or Stylus

Use your finger or a stylus to navigate through the application.OnTime mobile applications support finger and/or stylus input. The stylus is necessary for some functions, such as signature capture; however, general navigation may be significantly sped up by using the finger instead.

3 Assignment Queues

Work assignments are separated into direct assignments, route stops, and unassigned orders. Organize your driver's assignments into three different lists: assignments, route stops, and unassigned orders. Assignments and route stops contain orders directly assigned to the driver. The unassigned orders queue shows orders that have yet to be assigned to a driver and allows drivers to assign themselves those shipments from the field. These queues work especially well in organizations where drivers are entrusted with that decision making.

Customer Lookup

Lookup a specific customer global database.Find customers quickly with the customer search. Drivers may find details on any customer online or offline.

Easy POD Entry

POD is automatically generated for the driver.While you can always override the POD information, OnTime can also automatically generate it based on the information in the order. Usually, drivers click "Done" and the order is instantly marked. If the driver is connected to the internet on his device, the POD information will be instantly sent. Delivery completion notifications will often be sent out before the driver even gets back into the vehicle; that's real-time communication in OnTime.

COD and Digital Signature Capture

First class reminders for digital signature capture and COD collection.If options for COD or digital signature capture are selected during the dispatch of an order, the driver will be prompted to collect them at pickup, delivery, or both. Recipients can sign right on the mobile device. Again, this POD information is submitted back instantly.

Time Clock

Drivers can clock in and out using OnTime applications. The system will track exact time logged, distance driven, and orders processed.Using the powerful wage calculation tools in OnTime, the system can calculate the exact wage that a dispatcher or driver should receive for any given period. This functionality simplifies payroll and will adapt to any pay period schedule: once a week, once a month, every other Friday. Based on virtually any combination, OnTime will provide the exact calculations that you want.

Barcode Scanning

Process barcodes with or without a scanner.OnTime Mobile allows you to key in the barcode or scan it with a barcode scanner. OnTime then lists all matching shipments. Shipments assigned to the driver will be located. OnTime courier software will also access the server and find all matching shipments. A list of matching orders, along with the details of each order, will be accessible right from the mobile device.

GPS

Track driver location with a global positioning device.OnTime Mobile supports GPS tracking with GPS enabled devices (Windows Mobile, iPhone, BlackBerry, Android). When enabled, OnTime's GPS connectivity will transmit the driver's position to dispatch throughout the day.

Customizable Home Screen

Customize the OnTime Mobile home screen with the items each driver uses most. Depending on your business and the preferences of the driver, the main items on the home screen may be customized and organized. This personalization can simplify the interface for drivers, allowing them to see important data first.

Real-Time Data Access

Maintain prices charged to customers and wages paid to employees and subcontractors. Access to order and customer data in real-time empowers your business to run in an on-demand, flexible manner. This accessibility reduces the need for voice communication. Because most OnTime Mobile operations include a confirmation, your team can be sure that members are doing what they need to be.

Customer Web Portal

A website for customers. Ready out-of-the-box as an addition to our website.Gives customers direct access to dispatching tools, order history, and personal address books. As a part of OnTime, the web portal is updated in real-time, allowing customers to enjoy a higher level of service.

Customizable Site

Based on ASP.NET Master Page technology, the Customer Web Portal can be customized to match the design and layout of your existing web site.With OnTime, you can embed the OnTime Customer Web Portal directly into your website and match your existing design. This website often helps to improve companies' images and raise customer satisfaction.

Extensible Platform for Site Integration

API made available as a set of SOAP based XML Web Services built on open standards. OnTime is a scalable platform that will grow in all directions with your business. The OnTime API allows an OnTime account to be connected with other software systems. The API can be used to create, update, and track orders in real-time. Learn more about the OnTime API.

Customer Self Dispatching

Allow customers to dispatch their own orders through your OnTime Customer Web Portal. OnTime courier software allows customers to schedule pickups and create orders themselves through the OnTime Customer Web Portal. Validation prevents mistakes, allowing you to have confidence that the orders enter by your customers are viable.

Real-Time Tracking and Tracing

Allow customers to view the status of their shipments through your OnTime Customer Web Portal. Customers can view a multitude of shipment-related information in real-time: the status of an order; the assigned driver; the recipient; the drop off time; and other proof of delivery information, including the recipient's signature. The tracking grid may be searched, filtered, and rearranged to parallel customers' wants and needs. The results can be exported to Microsoft Excel.

Shipping Label and Other Reports

Allow customers to view print a variety of reports through your OnTime Customer Web Portal. Customers may print out their own shipping labels, waybills, and bills of lading. Your customers will be able to view information quickly, without contacting your company directly. Additionally, customers can print out shipping labels, along with barcodes, to affix to their shipments before your driver arrives.

Address Book

Allows customers to add their own list of addresses through your OnTime Customer Web Portal. OnTime saves all locations in your account, whether they are created by dispatchers or customers. Dispatchers will see all locations. Each customer will see only their own, personal address book locations. Customers can perform bulk imports from address list files. These may be imported directly through the OnTime Customer Web Portal.