



## Preparation | Expectations | Implementation

### Best Practice: Managing Delivery Drivers



#### Five Questions Every Delivery Driver Manager Needs to Ask

When it comes to best practices for managing delivery drivers, an organization that can easily answer the following five questions are far more likely to have productive and accountable delivery drivers.

##### 1. How many, and what hours did my drivers work?

Have a digital account of daily driver start, end, and break times that can be verifiable by GPS tracking, and automatically sent to the office for manager review and payroll processing.

##### 2. Where are my drivers and where have they been?

Route information for both current and historical GPS coordinates need to be available in real time to ensure drivers are not using work hours or company vehicles for unauthorized personal use.

##### 3. What is the status of every delivery?

Up-to-date information on delivery job activity and statuses should be accessible at any time using mobile job dispatch information and mobile forms.

##### 4. Has the delivery been satisfactorily completed?

Proof of delivery in the form of photos or signatures can immediately be sent to the office or shared with the customer.

##### 5. Are my drivers staying on their routes?

Compare daily mileage driven to original route mileage estimates to confirm drivers are using the most efficient routes.



## Best Practice Managing Delivery Drivers

Managers that confidently answer these five questions have visibility and verification of their driver's activities. Using this best practice knowledge for managing delivery drivers, they are far more likely to have productive drivers and cost-effective routes than their counterparts who rely on manual driver reports.



## Key Requirements for a Delivery Service Mobile Workforce App

The immediacy of delivery status and driver information is important to well-run delivery operations. However, it can be difficult to gather. Using a mobile workforce app for delivery services is an easy and affordable way to maximize driver productivity and accountability. Choosing the right mobile app for your delivery service should include the following:

- ✓ All-in-one, mobile workforce app, used for Mobile Timesheets for driver payroll
- ✓ GPS services for improved worker visibility and route efficiencies
- ✓ Mobile Forms for onsite data and verifiable proof of delivery
- ✓ Automated data collection and reporting for improved analytics
- ✓ Personalized onboarding and high-quality live support for maximum uptime

A turnkey mobile workforce app for delivery drivers will increase visibility into activities, improve productivity, and raise operational efficiencies.