

Datatrak

There's no time like the present... and your customers demand it.

In the pick-up and delivery industry time is money, and there's just no time like the present. Because your customers expect instant information, lightning fast service, and unfailing accuracy, the ability to communicate shipment information in real-time is more critical than ever. That's why so many transportation companies in North America rely on **Wireless eTrac** to keep them connected. Whether they use Datatrak's **COPS**, **STATIS** or **eXchange** systems, or have their own business operating system, Wireless eTrac helps your dispatchers, drivers and customers communicate in the present-time. Wireless eTrac simplifies dispatch communications, improves customer service and boosts the productivity of your entire staff by communicating electronically.

Wireless eTrac puts a proven powerful solution in the hands of your drivers using affordable phones. Our solution has been tried and tested in the market place for over 10 years with hundreds of satisfied customers.

"100% of our drivers use Wireless eTrac. They are much better informed and the dispatchers love it because everyone is more productive. We've noticed calls from the field clarifying jobs have dropped 95% with wireless eTrac."

— RDS Delivery Service



How It Works

Wireless eTrac puts real-time information exchange capabilities right in your dispatchers' and drivers' hands. It transmits data between your dispatch office and drivers' cell phones, delivering complete job information and eliminating costly radio wait time. Drivers can then use their phones to communicate status updates back to dispatch with a few keystrokes. Wireless eTrac has been designed as a simple, easy-to-use interface with busy drivers in mind.

In addition to making your dispatchers and drivers more efficient, Wireless eTrac enhances the work environment. It reduces telephone traffic, creates more jobs per day, and



Datatrak

lowers noise in vehicles and dispatch offices. With Wireless eTrac, your staff has more time to take care of your most important assets: your customers. There's no time like the present to keep those customers satisfied and away from the competition.

Wireless eTrac includes:

- Faster, easier dispatching of jobs with no re-keying of data
- "Fire and forget" messaging – the ability to send messages and updates even when you are out of coverage. Updates are then transmitted once coverage is resumed
- Improved message accuracy
- Elimination of radio wait time
- Reduced dispatch or customer service workload due to driver input of delivery times and POD information
- Quicker response to customer inquiries
- More on-time deliveries
- Streamlined billing
- Integrated email ability to exchange information between dispatchers and drivers

Datatrak's unique messaging infrastructure lets your dispatcher even know the moment the job was received by the phone and when your driver read it resulting in improved dispatching decisions and customer service

No matter what system you use for dispatch, Wireless eTrac can be integrated as part of your solution set. Datatrak will work with you to connect the two systems and allow you to use wireless technology without large capital investments in programming.



With Wireless eTrac, there's no time like the present. And present time visibility and access is exactly what your customers demand.



Datatrak offers an array of products designed to make your company more profitable. Ask a representative how one or more of these products can help you.



Datatrak Corporation

200 Hannover Park Road • Suite 200 • Atlanta, GA 30350 • Tel: 770-552-3866 • Toll Free: 800-827-2677 • Fax: 770-552-3880

www.datatrak.com