

◦ HAVE YOU ◦ BEEN ASKED?



WHERE'S
MY ORDER?



WHERE'S
MY TRUCK?



WHERE'S
MY REP?

To answer

one

“Where's
My Order?”

call costs

\$18.17

50%

of customers
contact a vendor
and ask the question,



“Where's
My Order?”



10MIN

for the Customer
Service Agent



\$3.75

5MIN

for the Transportation
Manager

\$3.18

10MIN

for the Router

\$3.75

5MIN

for the Driver

\$2.29

Overhead

\$5.20

Total Per Route

\$90.86

Based on 10 stops per route

10 Routes per day

\$908.60

At 100 stops per day

10 Routes for 1 year
\$237,152.68



Source: RTI Research, 2013



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