

# ◦ HAVE YOU ◦ BEEN ASKED?

  
**WHERE'S  
MY TRUCK?**

  
**WHERE'S  
MY ORDER?**

  
**WHERE'S  
MY REP?**

The cost to  
answer **ONE**  
of these calls:

**\$18.17**

**50%**   
of customers contact  
vendors and ask,

 "Where's  
my order?"

## COST PER CALL BREAKDOWN



Customer service agent  
**10 MINUTES**

**\$3.75**

Transportation manager  
**5 MINUTES**

**\$3.18**

Router  
**10 MINUTES**

**\$3.75**

Driver  
**5 MINUTES**

**\$2.29**

**OVERHEAD**

**\$5.20**

Cost per  
10-stop route:

**\$90.86**

Daily cost  
per 10 routes:

**\$908.60**

Annual cost per 10 routes:

**\$237,152.68**



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or call us at **800-348-7277**.

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