



Technical Details & Limitations

In order to manage customer expectations and ensure WorkWave Route Manager is the right solution for your prospective customer and their specific use case, it is important to keep in mind the software limitations that exist.

1 Difference between WWRM and WWRM 360:

- WWRM:
 - No Execution Events & Lighter Driver Mobile App
- WWRM 360 & 360+:
 - Includes Execution Events
 - Includes mobile features, Proof Of Delivery, Barcode Scanning, and Mobile Virtual Tracking
 - 360+ includes everything PLUS WWGPS (Dr. Behavior, GPS Reports, ELD)

2 Login User Hierarchy:

- Multiple logins with hierarchy are supported
 - i.e. Administrator, Planner, or Viewer only at this time
- 1 Administrator per WWRM Account
- Unlimited Planners/Viewers

3 Vehicle Limitations:

- No specific limitations
- Limit to 70-80 orders per vehicle
 - If the ratio increases, the Routing Algorithm may publish inefficient routes and may take longer to optimize since it's trying to put a high number of orders compared to vehicles available

4 Max. Visualization Horizon:

- The visualization horizon represents the maximum number of days a user can open on the interface
- 31 days (default value and it can be configured in the Admin Panel)
 - 31 days is the maximum number of days that can be visualized at once by selecting them from the date picker inside WWRM web application
 - Any request over 31 days requires submission to Support and approval from Engineering

5 Max. Optimization Horizon: (same as Max Visualization Horizon)

- The optimization horizon represents the maximum number of days (starting from today and including not-yet-archived days) a user can optimize
- 31 days (default value and it can be configured in the Admin Panel)
 - 2 days in the past (if this is the # of not-yet-archived days), current day, 31 days in the future
 - This is the maximum number of days that can be optimized at once

6 Max. Number of Orders (Waypoints) Optimized Per Territory:

- For a single WWRM account with a single territory
 - 2 days in the past (if this is the # of not-yet-archived days), current day, 31 days in the future
 - No approval needed: 3,000 Pick-up or drop-off and 1,500 with P&D
 - Anything over this limit requires responses to be filled out (see the end of the document) and submitted via a support ticket
 - With approval: 6,000 pick-up or drop-off and 3,000 with P&D

7 Max. Archived Days of Operations:

- Plans in Operations are archived after 2 days as default and are accessible from the date picker (days with archived info are marked in with lock symbol)
 - The limit can be changed to a maximum of 5 days or brought down to 0 days
 - Archived plans with related data (proofs of delivery, etc.) are saved on our servers for 13 months, after which period they are deleted and can't be recovered

8 How long do we keep Archived plans?

- By default Archived plans are saved for 13 months
- Through request, a user can ask for Archived plans to be deleted sooner Options:
 - Immediately
 - < 7 Days
 - 14 Days (2 Weeks)
 - 31 Days (1 Month)
 - 60 Days (2 Months)
 - 182 Days (6 Months)

9 Max. Number of Simulations:

- 100 Simulations per territory

10 Function Of “Apply Now” & Editing Mode:

- Any editing action (edit, reschedule, drag & drop) puts Route Manager in the editing mode
- This means that a 2-minute countdown starts, at the end of which the changes are automatically approved and saved
- Changes can be approved and saved at any time by clicking on the button before the countdown finishes
- The countdown timer can be reset any time
- While in editing mode, driver mobile apps are not updated with the change. If orders are being added via API, they will not show in Route Manager until the countdown is finished, or the “Apply Now” button has been pressed
- When the countdown finishes and/or the button is pressed, the undo list is cleared and so are the KPIs that refer to preceding actions

11 Max. Routing Profile (Car, Bike, Pedestrian) Per Territory:

- 1 Per Territory

12 Max Vehicle Start Distance (i.e. depot) From Territory Center:

- Default: 400km or ~275mi (Approx. distance from Naples to Calabria, Italy)
- Max: 1,500km (Approx. distance from Bern, Switzerland to Calabria, Italy)
 - These are default settings that can be changed at the creation of every single account and modified at any moment in the Admin Panel
 - Please reach out to Support to revise
- This distance is usually lower vs. the territory radius size as orders can be displaced all across a territory, however, it’s not efficient for vehicles to run across the entire territory
- It may be more efficient to have more vehicles in a large territory vs. fewer vehicles

13 Max. Radius Size of Territory (Order Radius):

- Max: 1,500km
- Default: 550km (340mi) for Orders and 400km (250mi) for vehicles
 - These are default settings that can be changed at the creation of every single account and modified at any moment in the Admin Panel
 - Please reach out to Support to revise

14 Max. Distance Between Orders:

- When optimizing Orders, the distance between each pair of orders cannot exceed 1,000km (600mi)

15 Depots:

- Once created, only the name and color can be edited on a depot
- The reason is that editing a depot's address or setup costs/times would impact on all historical data linked to that depot (past routes, archived or not, would change - throwing off all analytics)
- The solution is creating a new depot with the modified characteristics

16 What is the number of optimization concurrencies per Territory?

- Operations: 1 optimization in Operations
- Simulations: 1 optimization in Simulations
 - Both Operations and Simulations can concurrently optimize
 - Two separate simulations can concurrently optimize

17 How are time zones managed inside of WWRM?

- Each territory has its own time zone inside a single WWRM account

18 How many days in advance can you dispatch Orders?

- Current day plus 4 non-consecutive days in the future

19 Limit of API Keys

- One API Key per WWRM Account
- Once reset, the old API key can't be recovered

20 Expanded Order Approval Process:

1. Submit responses to the below via a support ticket to the WWRM team
2. Expand Order Limit (Trigger at 1.5K P&D or 3K P/D)
 - Account Name
 - Account admin username
 - Number of vehicles in the territory (if multiple, list all + allocations for each)
 - Has 360, MGPS, or GPS?
 - How large is their territory? (so many orders over a very large geographical area may lead to computational problems, including how many km from the Admin Panel)
 - Is it a scenario of simple pickups or drop-offs, or do they need to do p&d (so that the order steps are actually 10k and not 5k?)
 - Are they using a standard routing profile or a custom one? If so, which one? (can be found in the Admin Panel)
 - Are they using traffic regions and/or roadblocks? Login to the account and check. List all including if slowdowns on vehicle settings as well.
 - Are they using feature layers?
 - What is the use case for the increase? Why do they need this; provide specifics - are they adding more vehicles, are they planning ahead, is this a one-time testing, etc?