Route Manager Professional Services Menu

On-Site Training: $2,500 per day, per person plus flight, hotel, and rental car/taxi cost

Overview of what is included:

- (1) 45-minute pre-visit call with customer point of contact to understand business needs and to review data to be imported.
- (1) 4-hour lecture and/or working session for Route Manager admins/end users with set agenda for WorkWave Route Manager initial setup and configuration.
- (1) 3-hour working session of route building and route adjustments; using real or sample data provided by customer. Provided same day as lecture session.
- WorkWave Route Manager initial setup and configuration agenda:
  - Business needs review
  - Depots
  - Vehicles
  - Drivers
  - Regions
  - Traffic
  - Road Editor
  - Order import
  - Order manipulation
  - Optional: Simulations
  - Optional: Static Routes
  - Optional: Existing route import
- WorkWave Route Manager route building and adjustments agenda:
  - Build routes
  - Review routes for efficiency and adjustments
  - Dispatch routes
- Agenda for multiple day sessions will be evaluated and built around the number of users/offices/branches/depots to be trained. Example: (2) 4-hour sessions on day 1 for initial setup and configuration with (2) 4-hour sessions on day 2.
- Post-visit recap email.
- Requirements:
  - Customer point of contact(s) to be determined prior to on-site session. Email and phone number to be provided.
  - If multiple offices/branches/depots are present for training, 1-3 may be selected for route building and adjustment working session.
  - Dedicated meeting space with:
    - Tables and seats to accommodate users being training
    - Projector or TV screen with HDMI in for presentation
    - Large rooms/over 15 users being trained: microphone and speakers

- Order/route data from source system must be exportable.
- Data to import into WorkWave Route Manager must be accessible and in workable condition.
- If importing/exporting order/route data via WorkWave Route Manager, API development must be completed before on-site training session.

Train the Trainer Remote Training: $800 for 4 hours.

Overview of what is included:
- 4 hour training. Delivered via GoToMeeting.
- Divided into (5) 45 minute sessions or (4) 60 minute sessions, or (2) 90 minute sessions and (1) 60 minute session
- 1-3 designated points of contact ("Trainers") to be assigned by customers.
- For up to 3 hours, Trainers will be instructed in:
  - Depots
  - Vehicles
  - Drivers
  - Regions
  - Traffic
  - Road Editor
  - Order import
  - Order manipulation
  - Build routes
  - Route manipulation
  - Optional: Simulations
  - Optional: Static Routes
  - Optional: Existing route import
- Hour 4 held in reserve for review of routes that have been run in the field.
- Additional 4 hour blocks of time may be purchased in order to accommodate multiple groups and/or routing reviews after the system is live.

Routing Process Documentation + Workflow Videos: $150 per hour

Overview of what is included:
- Custom video and process documentation, branded for the customer. This will document their unique workflow inside of WorkWave Route Manager. This can be used repeatedly for internal trainings and continuity as staff changes or expands.
- WorkWave Onboarding Specialist will document business processes related to WorkWave Route Manager and convert that to a process document and training video(s).

- Business processes defined as:
  - Actions taken inside of WorkWave Route Manager or the WorkWave Route Manager mobile app.
  - Manipulation inside of Microsoft Excel/Apple Numbers in order to prepare data for import into WorkWave Route Manager.
- $150 non-refundable consultation fee and 45 minute consult session. $150 consultation fee will be deducted from the total cost of the project upon agreement of Statement of Work.
- Statement of Work to be provided and agreed upon prior to commencement of hourly work.
- Logo and branding to be provided by customer.