



Newspaper
Suite™ 
Dispatch Edition



Make re-delivery simpler

than ever with web-enabled mobile phones that help you improve service and increase revenue.

Driver Benefits:

- Easy to use
- Hand-held mobility
- Access to account information
- Simplified communication
- Real-time status updates

Management Benefits:

- Automated dispatches
- Real-time view of process
- Improved data access
- Custom web reports
- Increased productivity
- Enhanced quality control
- Reduced labor costs
- Low cost of ownership
- Fast return on investment

IT Benefits:

- Integrates with existing systems
- Installs and configures quickly
- Bi-directional data exchange
- Less hardware to manage
- Works with all major cellular carriers or wireless Internet service providers

Real-time Visibility into Re-delivery

When subscribers miss a paper, they don't care what it takes to get the problem fixed; they just want their paper, fast. With Synchronex, your re-delivery personnel keep customers happy while making business more profitable for you. Using data-equipped mobile phones and the wireless Internet, re-delivery communication and confirmation is instant. Customer Service is updated automatically. And you're in touch with the field every step of the way, via the web.

Decrease Headcount

Since this solution integrates with your existing circulation system, it automates dispatches, and managers can simply view the web interface to verify re-deliveries are quick and accurate.

Improve Efficiency

Get instant, time-stamped verification that a message was received by a driver. Make real-time schedule changes over the web.

Reduce Travel Costs

By more efficiently managing your re-delivery personnel, you decrease travel time. If needed, drivers can access route lists over the phone to save trips back to the distribution center.

Boost Satisfaction Rates

Using a low-cost, web-enabled mobile phone, drivers can fulfill more missed or damaged paper requests, more rapidly. And customer service personnel can access status in real-time to keep customers informed of progress.



Get more functionality with fewer

resources: Replace pagers and radios with web-enabled mobile phones to always know how your field is performing.

WIRELESS AND WEB-ENABLED
FIELD AUTOMATION

Synchronex® Newspaper Suite Dispatch Edition

Helps Increase Renewals and Lower Labor Costs

- Dispatch Edition knows who's on duty and automatically dispatches calls.
- Drivers can access route lists or previous complaints from wireless phones.
- Customer Service can know at all times the status of each re-delivery.
- Managers can access customized reports anytime from any web browser.
- Up-to-date re-delivery data can be analyzed at any time to evaluate service.

>> How Dispatch Edition Works:



1.

Customer calls about missed paper.



2.

Rep logs complaint in circulation system.



3.

Dispatch Edition notifies driver's wireless phone.



4.

Driver reports status via wireless Internet.



5.

Online re-delivery status available in real-time.

Synchronex® Newspaper Suite Dispatch Edition can help you:

- Monitor activity in real-time
- Improve customer service
- Reduce cancellations
- Increase satisfaction rates
- Lower labor costs



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