

# 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**

Learn more at [omnitracs.com](https://omnitracs.com) or call us at **800-348-7277**