

Delivery Fulfillment Planner (DFP)

Efficient delivery scheduling to the demands of customers

Developed as an add-on to Microsoft Dynamics 365 for Finance and Operations, DFP is an easy-to-use solution that helps users track and communicate tasks, and schedule order / item deliveries based on the customer's request for a preferred delivery date.

Once the customer places an order, the Master Planning module of Dynamics 365 calculates the turnaround time and provides the estimated delivery date. The customer is notified about the estimated delivery date and they can either accept that date or request for an alternative preferred date for delivery – either expedited or delayed. For a preferred delivery date, DFP allows the user to trigger the case (i.e. case for special delivery request), track and receive updated notifications, and schedule order/item deliveries based on the customer's preferred delivery date.

DFP allows the user to set priority for every order, i.e. high priority and low priority order. Depending on the priority of the order, the planner plans and schedules tasks, and ensures that priorities are met.



75%* Improved On-time Delivery



45%* Reduced Operational Cost



80%* Increased Customer Satisfaction

High-level Functionalities



Incorporation of customer-driven delivery date

DFP allows the user to choose the delivery date based on the customer's request for a preferred date.



Automatic case creation

After the user enters the order details along with the customer's preferred delivery date into the DFP, it helps notify and track the fulfillment by setting up a new case in Dynamics 365; furthermore, it also creates a sub-case for every line item in the order where there is a request for a preferred delivery date.



Automatic planner assignment

DFP automatically assigns cases to planners based on the item's default order settings, e.g. production, purchase etc.



Activity logging and auditing

As case management framework is used to define the set of activities to be carried out by DFP, once the case is triggered by the user, updates related to the activities can be managed using DFP, i.e. tracking and communication of the tasks related to an order. This helps in not only maintaining an audit trail of that particular order line but also provides further traceability in terms of return merchandise authorization (RMA) process.



Delivery tracking

DFP allows every person associated with the case to track the entire delivery journey of an order.

Key Benefits



Customer's preferred delivery date selection



Better communication of the production related activities



Improved on-time delivery



Reduced operational costs



Increased customer satisfaction

About Synoptek

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