RouteBase

GUIDE

Getting started with RouteBase

From an empty workspace to drivers on the road in about 15 minutes.

RouteBase International · useroutebase.com

Your first route in six steps

Follow these steps in order. Each one takes a few minutes. You can always come back and change things later.

1 Set up your workspace

2 min

Give your company a name and set your depot — the place every route starts and ends.

- Use the AI setup chat or the simple form.
- You can change the depot later in Settings.

2 Add vehicles

2 min

Add each van with its model name (e.g. Opel Combo) and how much it can carry.

- The licence plate is optional.
- Capacity helps the planner split work fairly.

3 Add drivers

3 min

Add the people who drive. Create a driver login so they can use the phone app.

- Drivers sign in at /driver with the login you made.
- Link a driver to their usual vehicle.

4 Add deliveries

5 min

Type a customer, pick the address from the list, choose a date and the number of boxes. Or import a spreadsheet.

- Saved customers fill in automatically next time.
- Plan ahead: pick any future date or repeat weekly.

5 Plan the routes

2 min

Open the Planner and press Optimize. Drag stops between drivers, add breaks and adjust times.

- Lock a route to keep it as it is.
- Click a route's ETA to see driving, unloading and break time.

6 Send to drivers

1 min

Press “Send times to drivers”. Every driver sees their trip on their phone straight away.

- Download a PDF list per driver if they prefer paper.
- Follow progress on the Live map.

Quick answers

The most common questions from new teams. Find more at useroutebase.com/help.

1 Import deliveries from a spreadsheet

Deliveries

Bring in hundreds of orders at once from Excel or CSV.

- Open Deliveries and press Import.
- Choose your CSV file and match the columns (customer, address, boxes, date).
- Check the preview and press Import. Addresses are located automatically.

2 Edit or remove a delivery

Deliveries

Change details or delete orders, one by one or in bulk.

- Click a delivery to open its details.
- Change any field and save, or press Delete.
- Select several rows to delete them together. They are removed from their route too.

3 Plan ahead and repeat deliveries

Deliveries

Schedule orders for future days or every week.

- When adding a delivery, pick a future date.
- Turn on Repeat and choose how often.
- Repeated deliveries appear on each chosen day.

4 How route optimization works

Planner

Why the planner groups and orders stops the way it does.

- Stops are grouped by area so each driver stays in one region.
- Each group is ordered to keep driving as short as possible.
- Road times are used where available; otherwise distances are estimated.

5 Add breaks and change times

Planner

Fit lunch breaks and customer time slots into a route.

- On a route card, press Add break and set its length.
- Drag the route on the timeline to change its start time.
- Click a stop's time to set it by hand. Send times to drivers when ready.

6 Assign work to a driver

Planner

You decide who drives what — not the computer.

- Drag a delivery onto a driver's route.
- Or use the driver menu on a delivery to pick a route.
- Press New route and choose a driver to start a fresh route.

7 Create a driver login

Drivers

Give a driver access to the phone app.

- Open Drivers and choose a driver.
- Press Create login and set an email and password.
- Share the login. The driver opens /driver on their phone and signs in.

8 Follow drivers on the live map

Tracking

See where each van is, its speed and arrival time.

- Open Live map.
- Point at a route line to see the next stop and estimated arrival.
- Positions come from the driver's phone while a trip is running.

9 Invite your team and set roles

Workspace

Owners and admins can change settings; members can view.

- Open Settings → Team & roles.
- Invite a colleague by email and pick a role.
- Transfer ownership under Ownership & danger.

10 Use an access code

Account

Unlock a workspace for life with a code from RouteBase.

- Open your locked workspace, or use the code box on the homepage.
- Type the code and press Unlock.
- You get a confirmation and can download your proof of access.

11 Find your invoices

Account

Download receipts for paid plans and access codes.

- Open Account & billing → Plan & payment.
- Press Manage billing to download paid invoices.
- Access-code receipts can be downloaded right after redeeming.

12 Change the language

Account

RouteBase speaks English, Dutch, German, French, Spanish and Turkish.

- Use the language picker at the top of any page.
- Drivers can change it under Account in the phone app.

Together we make things deliver!

Questions? Visit useroutebase.com/help or contact your RouteBase team.