DESCARTES™

Electronic Proof of Delivery:

Improving Performance and Productivity



As the delivery market expands and competitive pressures increase, distribution companies are challenging transportation and operations management to be more efficient and meet changing customer expectations.

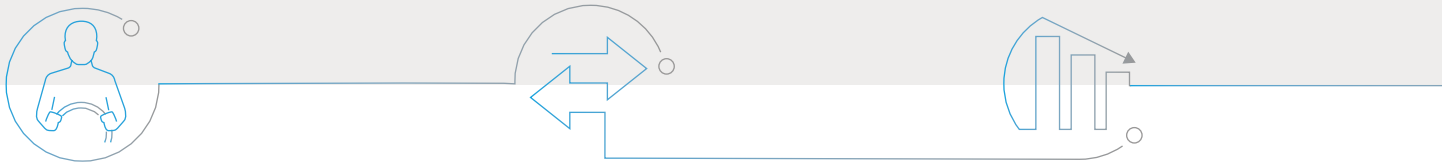
Mobile workforce software solutions are a cost-effective way to streamline supply chain and logistics processes. By automating operational workflows with electronic proof of delivery (ePOD), operations can improve service quality, increase productivity and ensure customer service level compliance.

Electronic proof of delivery can move an organisation closer to achieving the perfect delivery, where orders are problem free, customers get the correct inventory at the right time, and delivery is easily verified. Here's how.

Electronic Proof of Delivery (ePOD) At-a-Glance

With ePOD, drivers have the tools, information and defined workflow needed to do their jobs, all on a smartphone or tablet. Workflow tasks range from scanning an order for verification and taking a photo of the delivered product, to capturing a customer's signature and producing a final invoice at delivery.

Electronic Proof of Delivery creates value by reducing errors and increasing efficiency. As a result, transportation and operations teams can improve performance, boost productivity, lower costs, and enhance the customer experience.



Increase Delivery Accuracy

Manual processes increase the chance for inaccurate customer orders and the subsequent shipping, delivery, and payment issues that degrade the customer experience. When drivers have the route, stop and invoice information available on their mobile device, the chance for errors is minimal.

With mobile scanning in place, drivers can ensure each shipment is complete with the correct products and quantities, and can document overages, shortages and damages (OSDs). Errors are automatically detected when pallets and cases coming off the truck are scanned, alerting the driver to mark exceptions and update the order.

Scanning also allows drivers to unload by temperature zone and confirm when the compartment has been fully unloaded to ensure no cases are left behind and thereby reduce redeliveries. Providing a complete chain of custody effectively eliminates any credits associated with driver- or customer-related shrinkage, and minimizes revenue leakage.

Operate More Efficiently

An effective electronic Proof of Delivery solution streamlines workflows and accelerates processes for employees in the field and the back office. Because the stop, invoice and associated pricing for each customer are downloaded in stop sequence order on the mobile device, drivers can quickly re-order stops without missing a beat.

Using their smartphone or tablet, the driver is automatically reminded when they arrive at a Cash on Delivery (COD) account. If there is a short or a damage, the driver will mark the exception and the COD amount will be automatically recalculated. Then the driver can produce a clean electronic invoice at the point of delivery and capture any required signatures. By eliminating paperwork, time-per-stop can be reduced.

At the end of the route, returns can be scanned and either returned to inventory or disposed of via a company's returns management process. This enables tighter management control over inventory and assets.

With drivers capturing and transmitting more accurate data and POD evidence in real time, back-office processes will also be streamlined. Staff can spend less time reconciling invoices, resolving disputes, auditing payment received and verifying proof of delivery after the fact.

Keep Costs Down

By scanning and digitising delivery tickets, all paperwork and related expenses are either eliminated or greatly reduced. That includes paper, print cartridges, storage and destruction costs, plus overhead costs associated with back-office employees managing, scanning, imaging, and archiving completed paperwork from the field.

Electronic Proof of Delivery solutions drive efficiencies in transportation that lower costs including reduced mileage, decreased fuel usage and increased asset utilisation. Other operational savings are realised through increased driver productivity and labor reduction.

Lower customer service costs are another benefit of electronic Proof of Delivery. When a delivery is delayed or an invoice is generated, back-office systems are updated with real-time status information to proactively alert customers. As a result, customer service receives fewer inbound calls and lowers its cost per contact.



Improve the Customer Experience

Today's customers are more tech savvy. They expect fast, accurate order fulfillment. And, they are demanding detailed information on when and how their deliveries are completed. An electronic Proof of Delivery solution makes this possible. The upshot is improved service and a positive customer experience.

Electronic Proof of Delivery gives employees immediate access to delivery details. When monitoring route progress, dispatchers and customer service reps can see updated ETAs in real time and proactively alert customers if time windows will be missed. Effective POD solutions also provide a company's website with real-time delivery information, allowing customers to track their orders. A delivery window can be provided to customers based on a truck's current GPS.

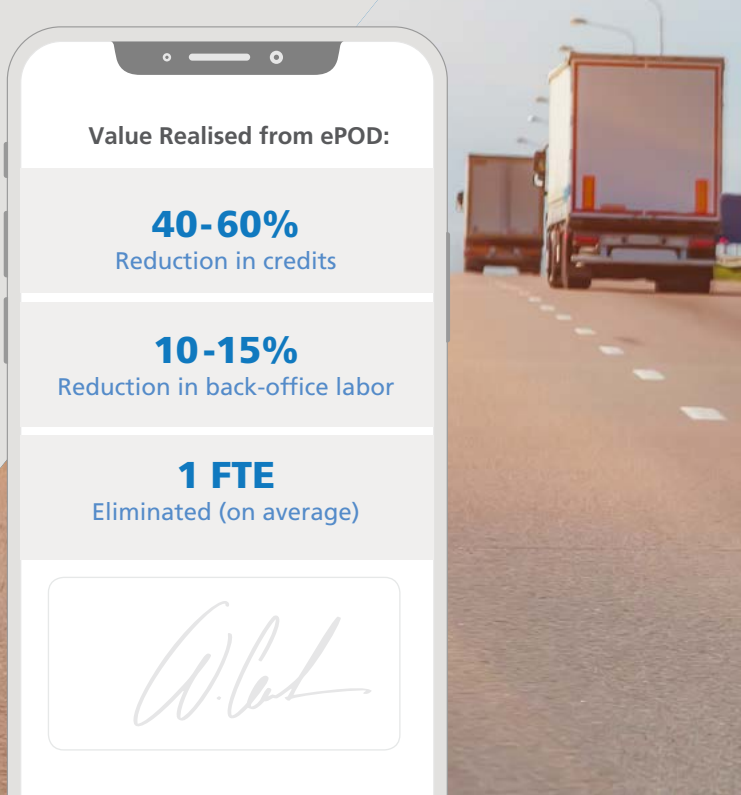
As shipment data is collected by drivers, it's transmitted to billing systems in real time. As a result, billing is quicker and more accurate, and customers are less likely to be frustrated by billing errors. If any concerns or challenges arise, employees can proactively take care of them
and turn a potential business risk into an opportunity. Increased responsiveness and accurate record keeping generated via mobile POD can create a superior customer experience that provides a competitive differentiator.

Descartes customers who conducted comprehensive time studies reported an average 2-minute reduction per stop by drivers using paperless scanning versus manual processing.

A Cost-Cutting Success

One leading food service distributor eliminated millions of dollars in annual operational expenditures after implementing Descartes' advanced mobile solution incorporating electronic proof of delivery. Here's how.

- **Reduced invoice credits** by improving OS&D management
- **Reduced re-deliveries, inventory shrinkage and mis-deliveries** with better chain of custody management
- **Increased the order-to-cash cycle** by enabling real-time, clean invoicing at the time of delivery
- **Eliminated POD paper** and paper processing expenses
- **Reduced manual data entry** from their billing-invoicing (ERP) system



How Descartes Can Help

Descartes is the global leader in providing cloud-based solutions focused on improving the productivity, performance and security of logistics-intensive businesses.

We understand the challenges facing transportation and operations management in the distribution and business services industries and have developed innovative solutions to increase operational efficiency and improve customer service while reducing costs. Our leading-edge technology is flexible and modular.

Our mobile solutions create value to help you reach performance targets by automating the operational workflow for your field and back office resources. We leverage advances in affordable tablets and smartphones (iOS/Android) to support your unique needs, budgets and technology strategies.

Our mobile-enabled Electronic Proof of Delivery solution:

- Eliminates paper & streamlines operations
- Supports signature capture, confirmation of product counts, pictures of damages, and much more all in a paperless environment
- Reduces billing cycles by automatically transmitting essential financial and logistics data to your customer service and billing systems

To learn more: CLICK HERE

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