

DESCARTES™

Mobile Proof of Delivery:

Improving Performance, Productivity
and the Bottom Line





DESCARTES™ Mobile Proof of Delivery

Mobile POD At-a-Glance

Reduce costs

Increase Delivery Accuracy

Improve Billing Efficiency
and Accuracy

Operate More Efficiently

Improve the Customer Experience

A Cost-Cutting Success

Additional bonuses of introducing
a mobile POD

How Descartes Can Help

As the delivery market expands and competition pressures increase, companies are looking for cost-effective ways to improve processes and meet changing customer expectations.

Mobile workforce software solutions are an efficient way of helping companies align their supply chain and logistics processes with their revenue assurance and risk mitigation initiatives. Automating operational workflows such as proof of delivery (POD) can reduce

revenue leakage, manage inventory chain of custody, increase productivity and ensure a high customer service level.

When coupled with a routing and scheduling solution for deliveries a mobile electronic POD system can move an organisation closer to achieving the perfect delivery, where orders are problem-free, customers get the right inventory, at the right time and delivery is easily verified.

Mobile POD at-a-glance

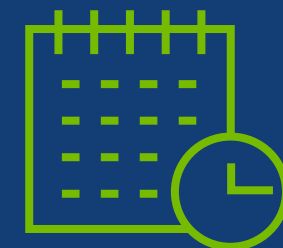
With mobile POD, drivers have the tools, information and defined workflow needed to do their jobs, all on a smartphone or tablet. Workflow tasks range from scanning an order for verification and taking a photo of the delivered product, to capturing a customer's signature and printing a final invoice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

Mobile electronic POD leads to fewer errors and greater productivity. As a result, a company can lower costs, reduce credits, increase invoice efficiency and accuracy while enhancing the customer experience. Once a mobile solution for POD is implemented, additional

applications may be added to the mobile devices that will further enhance the efficiency and safety of the delivery drivers and their vehicles.



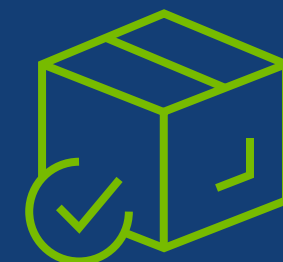
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Reduce costs

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.

With an electronic POD (ePOD) solution in place, workflows are streamlined for employees in the field and the back office. Because drivers can capture more accurate data and POD evidence, less staff time is spent reconciling invoices, resolving disputes, auditing payments received and verifying proof of deliveries after the fact. This frees up office resources for other processes/activities.

Lower customer service costs are another benefit of ePOD. 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 centres receive fewer inbound calls checking up on deliveries.

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 of 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 items coming off the truck are scanned, alerting the driver to mark exceptions and update the order.

Scanning also allows drivers to confirm when the truck's compartment has been fully loaded to ensure no cases are left behind at the warehouse or when a delivery of multiple items is complete, thereby reducing the number of redeliveries. Providing a complete chain of custody effectively eliminates any credits associated with driver or customer related shrinkage and minimises revenue leakage.



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Improve billing efficiency and accuracy

Manual invoicing processes can be unnecessarily lengthy and lead to extended order-to-cash cycles that can impact cash flow and profitability.

With mobile-enabled technology, complete invoice information, including all the pricing, is available, if required, on a driver's 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 damaged item, the driver will mark the exception and the COD amount will be automatically recalculated. The driver can electronically capture any required signatures and print a clean electronic invoice at delivery. Because correct financial data has been automatically transmitted to the billing system in real time, invoicing is not only quicker, but more accurate. While eliminating extra paperwork also reduces the time-per-stop.

Operate more efficiently

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.

At the end of the route, damaged, rejected or general 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 ePOD evidence in real time, back-office processes will also be streamlined.



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Improve the customer experience

Today's customers are more tech savvy, they expect fast, accurate order fulfilment, plus they demand detailed information on when and how their deliveries are completed. A mobile ePOD solution makes this possible. The result is an improved service and a positive customer experience.

Mobile ePOD 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 ePOD solutions also provide a company's website with real-time delivery information, allowing customers to track their own orders. A delivery window can be provided to customers based on a vehicle's current location.

As delivery data is collected by drivers, it's transmitted to billing systems in real time. As a result, billing is quicker and more accurate, 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.”



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

Here's how.

- Reduced invoice credits by improving overage, shortage and damage 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.



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Once mobile devices have been introduced to the workforce for ePOD there are additional solutions that can be added to mobile devices, such as vehicle safety checks or navigation modules.

Drivers can conduct walk around safety checks of their vehicle, as required by the DVSA, recording the state of the vehicle and noting any matters for future correction. A complete audit trail of checks is maintained and allows fleet mechanics to plan for any repairs before the vehicle returns to base.

While the navigation module on a delivery driver's mobile device not only assists drivers with route guidance, but also allows dispatchers to monitor real-time updates of deliveries. Events such as arrivals, departures and delays are captured and transmitted to provide an accurate status of the delivery schedule. These updates provide the dispatcher with the knowledge and ability to dynamically alter routes, rescheduling deliveries when time critical deliveries are at risk.

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-enabled electronic POD solution:

- Eliminates paper & streamlines operations.
- Supports signature capture, confirmation of product counts, pictures of damages, and much more all in a paperless environment.

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.

- Reduces billing cycles by automatically transmitting essential financial and logistics data to your customer service and billing systems.

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