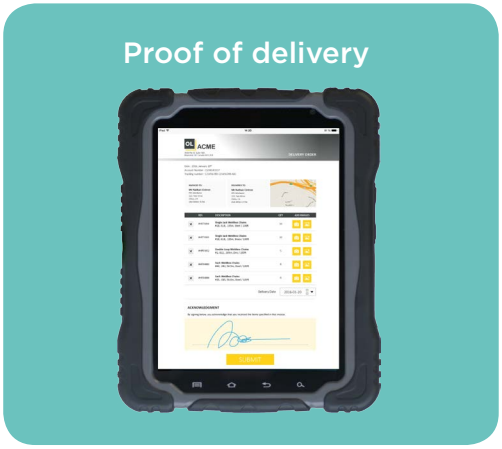
What is proof of delivery?

Proof of delivery (POD): A Proof of Delivery is usually achieved by having a customer sign a Delivery Note accepting a delivery. These are usually printed documents that the customer signs. It establishes the fact that the recipients received their order. Delivery notes are usually used to document the transaction.

Delivery note: A document that lists the description and quantity of the goods and services delivered. A copy of the document, signed by the buyer, is returned to the seller as proof of delivery.



Why is POD critical?

The delivery note is the basis for payment to the company by the customer. The management of PODs, their handling and storage is of the utmost importance for companies managing their delivery logistics. This is a key process because, every time a POD is lost or damaged, orders cannot be invoiced and the company loses money. The POD, with the customer's signature on it, literally drives the company's revenue.

Target industry

Supply chain: chain of trading partners (manufacturers, wholesalers, warehouses, logistics organizations and distributors) involved in moving a product or service from supplier to customer. Supply chain activities involve the transformation of natural resources, raw materials, and components into a finished product that is delivered to the end customer.

Here's a typical supply chain:

Specific type of company

The best ROI can be found where the Company, our customer, have their own fleet of 25 to 500 trucks and need to track deliveries. Having their own fleet is important because the delivery note is produced and managed by the same company. We can work with 3PL's (Third Party Logistics) companies but this is more complex because the delivery note is not produced by our customer.

What is the typical process?

After an order is received, it needs to be processed. The truck driver receives the delivery notes for each delivery on his run. This is usually a printed stack of paper. For every delivery, he needs to collect the signature indicating that the merchandise has been received at its destination. The customer can make changes to the note (such as change in quantity), scratch an entire line item, indicate damages, or order something else.

In many cases, when a delivery is not accepted in full, the delivery ticked is marked up by hand with notes and changed quantities and then signed. This is in effect changing the transaction between Purchase Order and

Invoicing. At the end of the day, the delivery person brings the completed delivery notes back to the office and a clerk manually enters the required changes in the line of business or ERP system.

When the original purchase order does not match the delivery note, these changes need to be posted before an invoice can be produced. Manually handling exceptions that are based on changes to delivery notes made in the field generates errors, which in turn creates bad invoices that increases the DSO (Days Sales Outstanding) and makes for unhappy customers.

What are the main problems?

The process is error-prone and time-consuming because the delivery note needs to pass through several hands before it's safely captured back in the system.

According to Field Technologies' mobility report:

60% of field service companies are not using automation software

82% identified optimizing their mobility as a key factor in their strategy for the year ahead

Processes are still manual and mostly depend on paper. Papers often get lost or damaged during transportation and handling and quickly stack up in messy piles back at the office.

5% of delivery notes get lost and have to be resubmitted and signed, not well for customer confidence.

Since posting delivery notes cannot start until the truck is back, real-time communication with the customer is not possible. Changes in the order or the inventory have to be keyed in manually. Processing delivery notes takes days, and handwritten scribbles make adjustments unreliable and difficult to scan.

Wanting to reduce paper, some organizations have bought mobile computer based systems. Mobile computers are robust and are usually integrated with ERP systems. But they are expensive, restricted for specific uses and not user-friendly. They don't allow interaction, personalization or dynamic content.

They prevent real-time data access, which is vital to rapid and effective problem resolution. Drivers cannot easily add content to the POD (visual content, notes, etc.).

In fact, according to Field Technologies' mobility report less than 36% of companies can add visual or interactive content to the information they collect in the field, which negatively affects the customer experience.

Mobile computers are yesterday's technology, being quickly replaced by low cost open tablet and phone based technology.

Target buyers and what they want:

1. The operations manager looking toto eliminate paper and go mobile.
2. The accounting manager is looking to increase accuracy.
3. The IT manager wants a solution that easily adapts to their systems and processes and that requires no changes to the current ERP system.
4. The CFO expects to lower the operational cost and improve the customer experience.

Why choose OL Connect?

- Connect to ERP with ease, continue printing delivery notes, but have them directed to tablets for interaction by the delivery driver and customer.
- Stay digital, stop using paper, eliminate scanning.
- Send delivery notes back to the office in real time after each delivery
- No need for an internet connection, works off-line
- Manage exceptions in real time
- Improve the customer experience

How OL Connect works?

1. Delivery notes are printed as usual, the print job is intercepted and turned into a web application that can be runs as an application on a tablet or phone.

2. The driver authenticates into the App on his tablet or phone and delivery notes for the day's deliveries are automatically downloaded.

3. If changes need to be made, they can be made directly on the delivery note that is now on the tablet.

   These may include:

   a. Taking photo evidence of damaged boxes
   b. Taking notes
   c. Changing quantities
   d. Capturing GPS coordinates
   e. Capturing signature, date and time

4. Delivery notes when complete are automatically send hack for processing. If there is no internet connection, they can be queued so that whenever a connection comes back, they're synced right away.
5. Delivery notes can be sent back to the office in real time after each delivery. Back at the office, the signed electronic delivery notes are matched to the original and the order. If everything matches perfectly, the invoice can be created and sent right away, cutting days and even weeks off the collection time.

Key benefits:

- No change to current ERP system, process remains the same
- Completely customizable and adaptive design for phone or tablet
- Generates PDF format for EDM and metadata for automatic upload into ERP

What to ask?

1. Do you lose delivery notes? If so, how much labour is required to replace them?
2. Have you ever delivered something twice to the same customer because you lost the delivery note?
3. Do you need to transition to digital?
4. Can you easily modify your delivery note design?
5. Can you add visual or interactive content to the information collected in the field?
6. Do you know where each delivery is in the process and can you send automatic messages to customers?
7. Are delivery notes entered manually into your system? If so, what is the labour cost?