

# A day in the life of a smart proof of delivery



## Meet Mr. Smart Proof of Delivery.

People may not realize it but he's one of the most important workers at his company. He drives the company's revenue. Smart POD lists the description and quantity of the goods and services delivered to his customers. He's also signed by the buyer, helping him proving that the transaction was accepted. Without him, the company wouldn't know what to charge their customers!



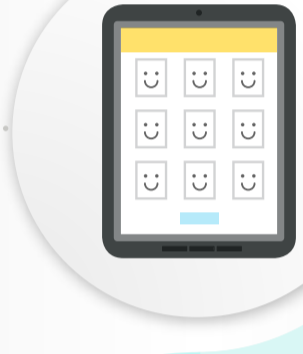
But what really makes him smart is that he doesn't rely on paper; he brings accuracy and speed to his company's processes; he's customizable, flexible and interactive!

## Want to know how he works?

Take a look at a typical day in the life of a smart POD.



The Smart POD gets ready for the day. The office employee prints as usual.



8:00 a.m.

**DID YOU KNOW?**  
60% of field service companies are not using automation software.\*

He leaves for work with his delivery driver. Instead of being printed on paper, the delivery notes are automatically sent to the driver's device.

8:05 a.m.



His driver easily takes him to see the customers. The driver no longer carries paper that can get lost.

**DID YOU KNOW?**  
82% identified optimizing their mobility as a key factor in their strategy for the year ahead.\*

It's now Smart POD's turn to present delivery details. The driver hands the tablet to the customer for review.



9:30 a.m.

9:35 a.m.



Today, he's helping deliver to a customer but one of the boxes is missing.

Smart POD notices important details. He easily changes the quantity delivered. The driver captures the customer information and adds it to the e-form:

- Notes
- Changes in quantities
- Time/Date
- Location
- Pictures
- Barcodes
- All with intelligence



9:40 a.m.

**DID YOU KNOW?**  
Fewer than 36% of companies can add visual or interactive content to the information they collect in the field, which negatively affects the customer experience.\*

In real time



Approved, he's now ready to come back to the office while his driver and co-workers go their way and keep on working. Delivery notes are sent back to the office in real time after each delivery.

Along the way, he doesn't forget to update his customer. Communications can be sent in real time to the customers for every step of the delivery: SMS, email, paper.



In real time

In real time



Once back at the office, he notifies the system there was a change to the delivery.

**DID YOU KNOW?**  
5% of delivery notes get lost and have to be resubmitted and signed.\*

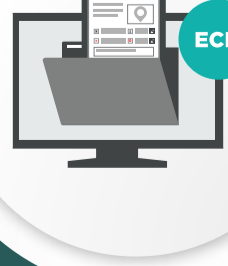
Ever the team player, it's now time for him to hand over the reins to someone else. Delivery notes can be posted back to the system automatically to kick off the invoicing process immediately.



In real time

And finally at the end of a long day, it's time for a rest. He's looking forward to going out again hopes that there will be no problems this time with his delivery. Delivery notes are sent to an ECM system for storage.

In real time



In real time

THE END

\* Source: Field Technologies' Mobility Report