Automate and Optimize Your Proof of Delivery Process

OL™

Reduce paper processes

Eliminate repetitive tasks and accelerate processing

Improve the customer experience throughout the ordering and delivery process

Proof of delivery drives a company's revenue. Every time a proof of delivery is lost or damaged, orders cannot be invoiced and the organization may lose significant income.

Do you struggle with paper-based processes?

Paper is often the cause of many inefficiencies in processing. Every time a piece of paper is lost or damaged, orders cannot be invoiced and you lose money. Lost documents need to be reproduced and customers contacted to obtain a second signature. Companies often have to credit customers because they can't prove the delivery or they deliver the goods a second time in order to be able to invoice.

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.*

Not enough time to do it all?

Because delivery notes need to pass through many hands before they are safely captured back into a system, the process is time-consuming and error-prone. Matching purchase orders, indexing, and data entry can take days. Scanning helps optimize the process, but the process still relies heavily on human intervention. Your employees lose time that could have been better spent on profitable activities.
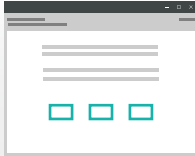
Want to offer better customer service?

Customer service is the key to customer retention. When you deliver a product, it's an opportunity to interact with your customer and make it a great experience. Show the proof of delivery on a tablet. Enable customers to change quantities and have them sign the revised document immediately. With no keying, invoicing is always accurate, meaning no complaints!

DATA

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SMS

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Proof of Delivery Workflow

Customer Experience

Portal

Delivery & exception information for operations management

COMPANY

Create delivery notes as usual
Print as always

Workflow

EDM

ECM

OL Connect

OL Connect

- Converts print to web forms on mobile devices (iOS, Android and Windows 10)
- Manages data flow to and from mobile devices
- Manages real-time management portal

- Manages transaction line item detail changes
- Sends completed delivery note to EDM / ECM workflow
- Sends real-time communications to customer

Driver Experience

Capture

- Signatures
- Changes in quantities
- Time/Date
- Location
- Pictures
- Barcodes
- Notes

The driver captures the customer acceptance

Off-Line?

System works online and offline. No internet service? No problem.

Your Customer's Experience

Offer real-time delivery status and improve your customer communications.

- ☑ Order
- ☑ Confirmation
- ☑ Order Processing
- ☑ Delivery Status

CUSTOMERS

Acceptance

SMS @ www

View the POD Demo on YouTube