

Work Smart

Transform your proof of delivery process from paper to digital

Automate and optimise your proof of delivery (POD) process

Paper is often the cause of many inefficiencies in the delivery process. These days, the transmission of paper documents can pose a safety concern as well! Physical forms are susceptible to loss or destruction, which could interrupt the delivery processing flow. Documents may need to be reproduced in order to properly record and invoice the delivery, adding delays and complication. Customers suffer negative experiences, while delivery companies may lose money due to a lack of proof, even when the order is physically delivered.

Eliminate paper processes

By moving POD procedures to a digital platform, processing time is reduced, potential delays avoided, additional costs eliminated, and customer experience enhanced!

Use time more efficiently

Because delivery notes need to pass through many hands before they are safely recaptured in a system, the process is time-consuming and error-prone. Matching purchase orders, indexing, and data entry can take days. Document scanning helps optimise the process but it still relies heavily on human intervention. It's a waste of valuable time, which could be better spent on more profitable activities.

Enhance customer service

Customer service is the key to customer retention. A delivery is a customer interaction opportunity; a chance to make it a great experience for everyone. By showing delivery details on a tablet instead of a paper form, we're working safe and working smart. Confirm and update any required details in real-time, tag a GPS location, and even take a picture, to complete a touchless proof of delivery.

60%
of field service companies are not using automation software.*

82%
identified optimising their mobility as a key factor in their strategy for the year ahead.*



Proof of Delivery Workflow

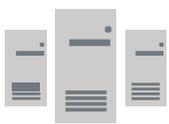
Operations' Experience

PORTAL



Delivery & exception information for operations management

COMPANY



Create delivery notes and print as usual

WORKFLOW



Delivery notes are sent to the system for storage, approval, and workflow

OL Connect

- Converts print to web forms on mobile devices
- Data flow management between mobile devices
- Real-time management portal

OL[®] Connect

- Transaction line item detail changes
- Completed delivery notes sent to system workflow
- Real-time communications sent to customer

Driver Experience

CAPTURE



The driver captures the customer acceptance



NO INTERNET SERVICE?
NO PROBLEM!
Capture data whether you're online or offline

Customer Experience

- Order
- Confirmation
- Order Processing
- Delivery Status

ACCEPTANCE



DELIVERY PREFERENCE*



*May require integration.