

# Electronic Proof of Delivery



## REVOLUTIONISE THE WAY YOU SERVICE YOUR CUSTOMERS

ePOD from VSc is a powerful Delivery Management Solution which fully automates your delivery operation, customer service reporting and billing operations to improve service levels, streamline administration and present indisputable documentation to customers for on-time payment.

ePOD from VSc links delivery and order information to a driver-based PDA device that communicates using secure real-time GPRS mobile data. The PDA device comes with a scanner, camera and phone to provide complete instructions to the driver for his route. It records exactly what a customer received in comparison to what was ordered and whether the delivery was made to plan. An optional mobile printer is also available to provide the customer with a printed receipt.

A comprehensive reporting suite lets you understand what exceptions are occurring and what the root cause is, enabling you to drive up service and drive down costs. Optional real-time service exception alerting provides Customer Services with the information they need to rectify delivery issues promptly.

## A TOTAL DELIVERY MANAGEMENT SOLUTION

ePOD from VSc is scalable to suit a range of customers from small business owners to large distribution companies. The system combines innovative mobile communication technology with a variety of state-of-the-art PDA devices and an advanced Delivery Management reporting suite to offer you a total Delivery Management Solution (DMS), from distribution execution through to route monitoring, delivery/collection monitoring and reporting. This enables organisations to ensure enhanced customer service levels, ensure accurate billing and drive cost out of the distribution operation.

## Benefits of ePOD from VSc

- Reduced stock loss on the road, and improved delivery accuracy through closed loop audit:
  - Ensuring correct product goes to each customer
  - Management of planned and ad-hoc collections
  - Asset management of roll cages, containers, pallets
  - Control and audit trail of returns
- Accurate billing based on POD which cannot be disputed later, improving debtor days and ensuring all revenue due is collected
- Monitoring of customer service levels and provision of Management Information:
  - OTIF levels (on time in full)
  - Missed/failed delivery by reason
  - Order accuracy
  - Customer returns analysis
  - Damages analysis by reason

## ACHIEVE A QUICK RETURN ON YOUR INVESTMENT

ePOD from VSc consists of a PDA-based Driver Management system, integrated in real-time using secure mobile-data communications with the VSc ePOD reporting suite and integration services to send and receive data from a customer's planning, warehousing and accounts systems.

This pre-mapped integration ensures accurate real-time route and order information is sent to the driver PDA, and real-time information on what has been delivered/collected, together with any service exceptions and the reasons behind it are sent to the appropriate departments. This ensures fast accurate invoicing, optimal execution of the routes and facilitates improvements in the level of customer service provided.



## PDA-BASED DRIVER MANAGEMENT

The PDA device is designed to provide complete command and control of the driver during the execution of his route for the day.

- Driver logon/logoff accurately records which driver operated which vehicle on which route
- The route details tell the driver the exact customer location and delivery time window. Satellite Navigation ensures the most effective route to take between drops, so minimising wasted miles and time
- Arrival and departure time is automatically recorded at each drop together with any time window exception
- The on-board scanner enables the unit to record what has been loaded onto the vehicle at the start of the day, what has been delivered/collected at each customer and what is on the vehicle when it returns to the depot. Reason codes for any failures are recorded which can be analysed in the ePOD Reporting Suite
- This ensures that each delivery/collection is accurately recorded and the correct quantity billed
- An electronic signature is recorded by the PDA device which can be included on the printed receipt

- Once the delivery/collection is complete all information can be sent back to the ePOD Reporting Suite, either in real-time or at the end of the day
- Driver logoff enforces an end-of-day routine which reports what items are still on the vehicle, and records the driver as having ended either the route or his working day

## KEY OPERATIONAL REPORTS

A number of operational reports are available with summary statistics, which allow the route supervisor to analyse different aspects within the distribution operations and monitor for trends and meeting service levels.

### *Electronic Proof of Delivery record*

This report enables an authorised person to examine the details of a particular delivery/collection electronically. Details include order date delivery address date and time, recipient, items/SKUs loaded/delivered/returned, photographs of any damage, and electronic signature.

### *Delivery Time Window Analysis*

This report provides real-time statistics on the vehicle's actual arrival time against the planned earliest/latest time. This report can be run in real-time to determine the current service level or can be used to analyse daily/weekly service levels.

### *Service Level by Route/Day*

This report enables the detailed examination of the number and severity of service exceptions for a particular route/driver on a specific day.

### *Bypassed Deliveries*

Customers deliveries bypassed are recorded together by the reason for bypass and if appropriate identification of the person who authorised the bypass.

### *Incomplete Deliveries*

This report details the incomplete deliveries by date range including the reason code (short, damaged, missing, refused etc) and the items/SKUs affected.

### *Damages Report*

The damages report identifies by route and driver what damages have been reported and the reason code.



"Here at Barwick, we are constantly looking for ways to improve our business processes to gain greater efficiencies and provide improved services to our customers. In implementing VSc's ePOD solution we have noticed a substantial reduction in driver and administration staff activities, along with a decrease in time taken to resolve customer-delivery-driver queries. This approach to our delivery processes has enabled us to simplify and reduce the number of activities taken to complete our deliveries and ensures that future growth can be obtained without the need to increase our workforce."

- Richard Bower, Financial Director, Barwick Bathroom Distribution LLP

## VSc Solutions is proud to deploy the following Technology Solutions

### Transport Solutions



### Supply Chain Consulting



### Systems Integration



### CONTACT US

VSc Solutions  
Executive House  
27 Impala Road, Chislehurst  
Sandton, Gauteng

t: 0861 933 393  
f: 086 686 3854  
e: [info@vscsolutions.co.za](mailto:info@vscsolutions.co.za)  
[www.vscsolutions.co.za](http://www.vscsolutions.co.za)

