

## Electronic Proof of Delivery (ePoD) ) in the Last Mile

DATA SHEET

If you're a local company that deals in the final stage of delivery by taking over from a nationwide distributor, you're likely to have special needs – which is why we've developed our ePod in the Last Mile software application.

This can make the difference between failure and success at such a critical stage of the delivery process.



### The application's benefits include:

- Greater reliability and efficiency of the final stage of the delivery process
- Increased speed and consistent quality of parcel deliveries
- Enhanced accuracy of delivery data, leading to higher customer satisfaction
- Fewer manual errors, false claims and customer complaints
- Cost and time savings
- Easy integration with your existing systems, with the use of web services or file import / export

### The application

Although the ePoD in the Last Mile application is off-the-shelf, it's also customisable, so that it can meet your individual requirements. As it's modular, you can pick which modules you need for your specific needs. Modules include:

- **Warehousing** – The nationwide distributor will typically ship a container of parcels to your company for onward delivery to their final destination. You can then use ePoD in the Last Mile to scan the parcels into your depot, sort them, and load them onto delivery vans, on a 'first in, last out' (FILO) basis. When the items are ready for delivery, your operatives will be instructed to pick them for loading onto a van. This process applies to both individually identifiable items and batches, with the application showing the quantities (expected vs. actual) of goods or stock on the vehicle.
- **Vehicle inspections** – ePoD in the Last Mile will lead the operator through checks to ensure that the vehicle is fit for use and will produce a report.
- **Task management** – Our application includes GPS for location and route planning. This includes the configuration of routes, drivers and vehicles. Co-pilot is used for sat nav and route optimisation. Route and manifest planning are carried out in your own warehouse / stock / third-party systems. The application will schedule the jobs for a particular driver, who will also confirm the arrival of an item on the handheld device (Deliver, Fail or Card Left). Using customisable reasons, the driver can quickly record the cause for any failure to deliver an item. New jobs can be entered via the system's dashboard or imported from a file.

- Deliveries** – When items are being delivered, a customer signature is captured. The handheld device can also be used to take a photo of the goods for proof of delivery and lack of damage. The application records delivery failures, and automated triggers can be generated to send to customers. The device can also be used to capture the customer's signature and to provide photographic proof of delivery, watermarked with the time, date and GPS location. This will help to mitigate any possible complaints.
- Return to depot** – When items are returned to the depot, they will be booked in via the application.
- Customer surveys** – The ePoD in the Last Mile application can also be used to obtain feedback from customers.

### The platform

This application was developed using our flagship software platform, Mobile Connect™. We use modern development technology running on iOS, Windows Embedded, Windows UWP and Android.

### Implementation

Our ePoD in the Last Mile application is installed on your handheld terminal. It's device and operating system-agnostic: we can provide versions in Android, iOS and Windows. Communication is via Wifi and / or GPRS, depending on the device configuration. The handheld application communicates

directly with our hosted server rather than your systems. Most operations take place in a 'store-and-forward' mode to offset connectivity issues, with near-real-time updates being available at the server and dashboard when the devices have a signal.

### Integration

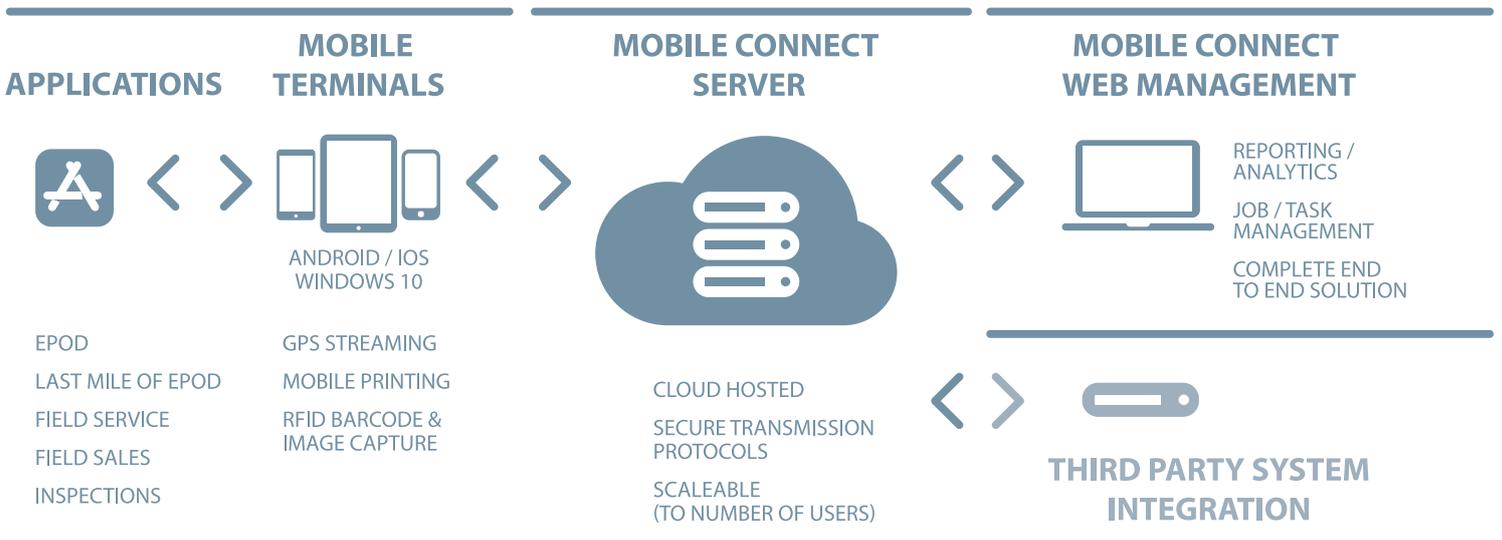
We offer two methods of integration between the host system and Mobile Connect, using developer APIs or web services. Because the application is modular, we've been able to develop integration modules for most third-party systems, depending on customer needs. We've successfully integrated with systems such as Microsoft Dynamics AX and NAV, Agresso, InspHire, Oracle DB tables, MS SQL DB Tables, Ortec, and numerous other systems via CSV, FTP and web services.

### Storage

We'll store, archive and configure your data on secure servers, for retrieval as and when required. For customers with a large volume of photo data and needing cost-effective storage, our system will offload photos from the database to cloud-hosted bulk storage.

### Support

Our Managed Services team looks after our systems and works with our third-party and customers' IT network teams to establish secure VPN tunnels between the systems as required for integration.



## Other key features

- **Hosting** – Mobile Connect is hosted in an off-premise third-party UK data centre, using Windows Server stack.
- **Dashboard** – The web dashboard is served by IIS and the back-end database is MS SQL Server. The dashboard can be used to manage users, tasks and locations, and to send messages to the driver.
- **Branding** – The dashboard and application can be customised with your company's brand, logo and colours.
- **Printing** – You can print from your handheld device straight to a mobile printer (including barcode labels).
- **Reporting** – Any details of the status of the delivery can be confirmed in real time on the system's dashboard and appropriate reports compiled. ePoD in the Last Mile can produce graphs, tables and printed PDFs as well as customised reports.



Warehousing

Vehicle inspections

Task management

Deliveries

Return to depot

Customer surveys



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