



Electronic Proof of Delivery (ePoD)

DATA SHEET

Our **ePoD** software application is a powerful solution for any company that is involved (either partly or wholly) in distribution.

It's ideal whether you're delivering your own products or someone else's items.



The benefits include:

- **Reliable and accurate proof of delivery and collection in real time, enabling you to bill customers quickly and with confidence**
- **Human error is minimised and the reports enable you to resolve invoice disputes**
- **Easy integration with your existing systems, with the use of web services or file import / export**

The application

Although the ePoD 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** – When a delivery van arrives, ePoD can be booked in to a pre-determined location in the warehouse. When the items are ready for delivery, your operatives will use the handheld device 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 will lead the operator through checks to ensure that the vehicle is fit for use. Reports are available on the dashboard and the handheld device, enabling the driver to produce evidence that they have complied with regulations.
- **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. 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 enables the quick resolution of customer delivery / invoice questions.

- **Return to depot** – When items are returned to the depot, they will be booked off the vehicle via the ePoD application.
- **Customer surveys** – The ePoD application can also be used to obtain feedback from customers.

The platform

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

Implementation

Our ePoD 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

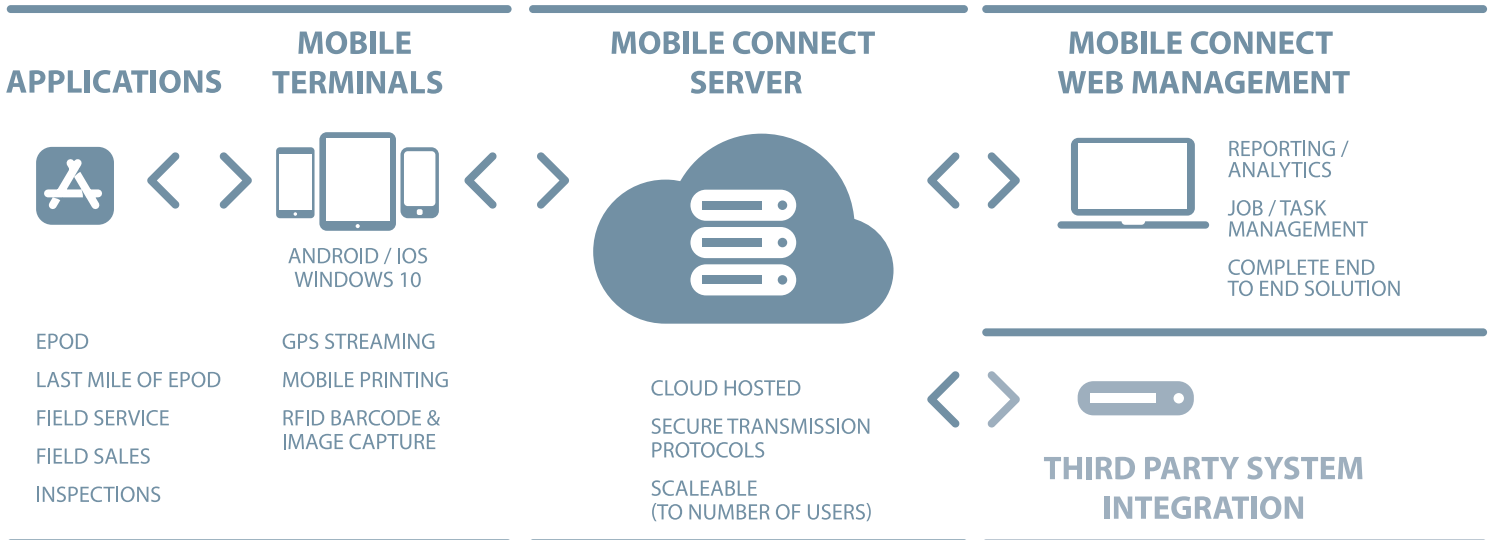
We offer two methods of integration between the host system and Mobile Connect, using developer APIs or web services. Because the ePoD application is modular, we can develop integration modules for most third-party systems, depending on customer needs. We've successfully integrated with systems such 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 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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