



Mobile Proof of Delivery:

Improving the Bottom Line

As the delivery market expands and becomes more competitive, distribution companies are looking for cost-effective ways to improve processes and meet changing customer expectations.

Mobile workforce software solutions are helping companies align supply chain and logistics processes with their revenue assurance and risk mitigation initiatives. Automating operational workflows such as proof of delivery (POD) can reduce revenue leakage, manage inventory chain of custody and speed up the order-to-cash cycle.



Mobile POD At-a-Glance

With mobile POD, drivers have the tools, information and defined workflow needed to do their jobs, all on a smartphone or tablet. Workflow tasks range from scanning an order for verification and taking a photo of the delivered product, to getting a customer's signature and printing a final invoice at delivery.

Mobile POD leads to fewer errors and greater productivity. As a result, a company can lower costs, reduce credits, increase invoice efficiency and accuracy, and grow its customer base. Let's take a closer look at the financial benefits driven by mobile POD solutions.



Keep Costs Down

By scanning and digitizing delivery tickets, all paperwork and related expenses are either eliminated or greatly reduced. That includes paper, print cartridges, storage and destruction costs, plus overhead costs associated with back-office employees managing, scanning, imaging, and archiving completed paperwork from the field.

With a POD solution in place, workflows are streamlined for employees in the field and the back office. Because drivers can capture more accurate data and POD evidence, less staff time is spent reconciling invoices, resolving disputes, auditing payment received and verifying proof of delivery after the fact. This frees up office resources that can be reassigned or eliminated to cut costs.

Lower customer service costs are another benefit of mobile POD. When a delivery is delayed or an invoice is generated, back-office systems are updated with real-time status information to proactively alert customers. As a result, customer service receives fewer inbound calls and lowers its cost per contact.

Reduce Customer Credits

With mobile scanning in place, drivers can ensure each shipment is complete with the correct products and quantities, and can document overages, shortages and damages (OSDs). Errors are automatically detected when items coming off the truck are scanned, alerting the driver to mark exceptions and update the order.

Scanning provides a complete chain of custody so any credits associated with driver- or customer-related shrinkage are effectively eliminated.

As a result, revenue leakage is minimized.

Improve Billing Efficiency and Accuracy

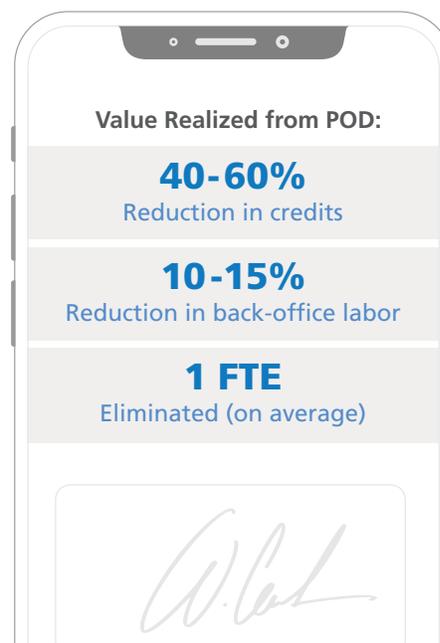
Manual invoicing processes can be unnecessarily lengthy and lead to extended order-to-cash cycles that impact cash flow and profitability.

With mobile-enabled technology, complete invoice information, including all the pricing, is available on a driver's device. This allows them to generate, receive sign-off and print a clean electronic invoice at delivery.

Because correct financial data has

been automatically transmitted to the billing system in real time, invoicing is not only quicker, but more accurate.

Accelerating the order confirmation process also improves cash flow by speeding up time to revenue.





Reduce Customer Credits

With mobile scanning in place, drivers can ensure each shipment is complete with the correct products and quantities, and can document overages, shortages and damages (OSDs). Errors are automatically detected when items coming off the truck are scanned, alerting the driver to mark exceptions and update the order.

Scanning provides a complete chain of custody so any credits associated with driver- or customer-related shrinkage are effectively eliminated. As a result, revenue leakage is minimized.

Improve Billing Efficiency and Accuracy

Manual invoicing processes can be unnecessarily lengthy and lead to extended order-to-cash cycles that impact cash flow and profitability.

With mobile-enabled technology, complete invoice information, including all the pricing, is available on a driver's device. This allows them to generate, receive sign-off and print a clean electronic invoice at delivery. Because correct financial data has been automatically transmitted to the billing system in real time, invoicing is not only quicker, but more accurate.

Accelerating the order confirmation process also improves cash flow by speeding up time to revenue.

A Cost-Cutting Success

One leading food service distributor eliminated millions of dollars in annual operational expenditures after implementing Descartes' advanced mobile solution incorporating proof of delivery. Here's how.

- **Reduced invoice credits** by improving OS&D management
- **Reduced re-deliveries, inventory shrinkage and mis-deliveries** with better chain of custody management
- **Increased the order-to-cash cycle** by enabling real-time, clean invoicing at the time of delivery
- **Eliminated POD paper** and paper processing expenses
- **Reduced manual data entry** from their billing-invoicing (ERP) system



How Descartes Can Help

Descartes is the global leader in providing cloud-based solutions focused on improving the productivity, performance and security of logistics-intensive businesses.

We understand the challenges facing financial management in the distribution industry, and have developed innovative solutions to reduce costs, increase operational efficiency and enhance customer service. Our leading-edge technology is flexible and modular.

Our mobile solutions can help create value to meet your financial targets by automating the operational workflow for your field and back office resources. We leverage advances in affordable tablets (iOS/Android) to support your unique needs, budgets and technology strategies.

Our mobile-enabled POD solution:

- Eliminates paper & streamlines operations
- Supports signature capture, confirmation of product counts, pictures of damages, and much more all in a paperless environment
- Reduces billing cycles by automatically transmitting essential financial and logistics data to your customer service and billing systems

To learn more:

DESCARTES™

www.descartes.com

info@descartes.com