A Driver’s Journey to Making The Perfect Delivery

**Challenges:**
- Enable more accurate and better processes at the dock
- Need to increase overall efficiency and decrease costs
- Enable real-time visibility throughout the delivery process
- Reduce or eliminate manual processes

**Benefits:**
- Eliminate paper manifests, optimize routes and dispatching
- Ensure that the right items are received and loaded
- Prove what, when and how much is delivered at each stop
- Confirm chain-of-custody
- Enhance the overall customer experience

**Driver’s Journey:**
1. Driver conducts pre-trip vehicle inspection and completes Electronic Driver Inspection Report (eDVIR) using Descartes Perform™
2. Driver begins the journey to make the perfect delivery
3. Driver notices a broken case and notes the exception in the solution, which automatically updates the invoice
4. Dispatcher automatically sees estimated time of arrival (ETA) updates and is able to notify the customer if there are any changes in the delivery
5. Driver scans each item and records a temperature reading to ensure food compliance requirements are met
6. Driver arrives at destination
7. Driver continues to scan the items. The solution enables the driver to validate that the correct items have been delivered to the customer
8. The solutions have the capability to collect important details about the delivery
9. Driver continues the journey until all of the deliveries have been completed
10. Driver uses the solution to collect and record assets
11. Driver conducts post-trip vehicle inspection using eDVIR
12. Driver returns to the center
13. Driver prints payment receipt for CODs and reconciles the items

**Items and device information are a match**
- Item and device information are a match

**Exception Managed**
- Driver scans, and electronically compares an item, to confirm it is the correct load

**.Data Collection**
- Driver conducts post-trip vehicle inspection using eDVIR

**Destination Ahead**
- Driver uses the solution to collect and record assets

**OS&Ds**
- Pallet Management
- COD Collection
- Clean Invoice
- Signature Capture
- Catch Weights
- Photo Capture

**Clean Invoice**
- Driver conducts post-trip vehicle inspection using eDVIR

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