TranSend
Mobile Delivery Management

Mobile Solutions that **drive down distribution costs** and **improve customer service**

Proof of Delivery

TranSend provides multi-dimensional delivery management information and analysis, putting you in control – reducing operational costs, improving customer service and cash flow with a 360 degree view of the delivery and collection process.

Without the need for a separate tracking device, the TranSend ePOD app also provides comprehensive, real-time tracking of vehicles, drivers, routes, delivieries and collections.

Back at the office, TranSend provides complete visibility of the route and delivery status using GPS tracking from the mobile device, capturing any events and exceptions that occur and tracking driver compliance against the planned route. This enables automated customer service updates via email or SMS and more proactive management of any delivery issues as they arise through jeopardy alerts, including predicted ETAs.

Flexible, configurable workflow means that drivers receive instructions and prompts specific to each delivery or collection along the route.

Electronic Proof of Delivery (ePOD)

ePOD manages the interaction with both the driver and the customer during the entire delivery process.

- Pre and Post vehicle/delivery checks
- Customer specific checks if required
- PDA customer signature capture for deliveries and collections
- Exception management for shortages and damaged stock
- Photographic capture for damages and queries
- Full integration to existing upstream systems
- Customers own paperwork supported
- Real-time information and centralised delivery based reporting, including on-line ePOD reporting to SKU/item level, highlighting exceptions

Drivers, including sub-contractors, can download the TranSend app on any Android device and be up an running within minutes.

The device workflow is configured to suit the specific needs of the business and can accommodate multiple flows within a single route to accommodate specific instructions for each individual stop.

Accurate, real-time information confirms deliveries and collections with signature and time of completion, automatically updating back office systems to enable same-day invoicing.

Any shortages or damages are recorded utilising item scanning and photo capability to electronically update the POD and generate customer receipts on site.

Returns and replacements can be processed the same day, improving efficiencies at the depot and customer service.



Customer Service – the customer experience

Back in the office, TranSend provides access to real-time information before, during and after delivery via PDA updates with an immediate on-screen view of job status. Customer service staff have comprehensive and accurate information to hand to be able to respond to any delivery query using a delivery management portal. Arrival at each stop is recorded together with the progress of each individual job be it delivery, collection or other service.

This includes:

- Recording of the items delivered at SKU-level, including number of each ordered, picked, dispatched and delivered.

- Recording of items collected, whether planned or unplanned collections, with photo image where appropriate.
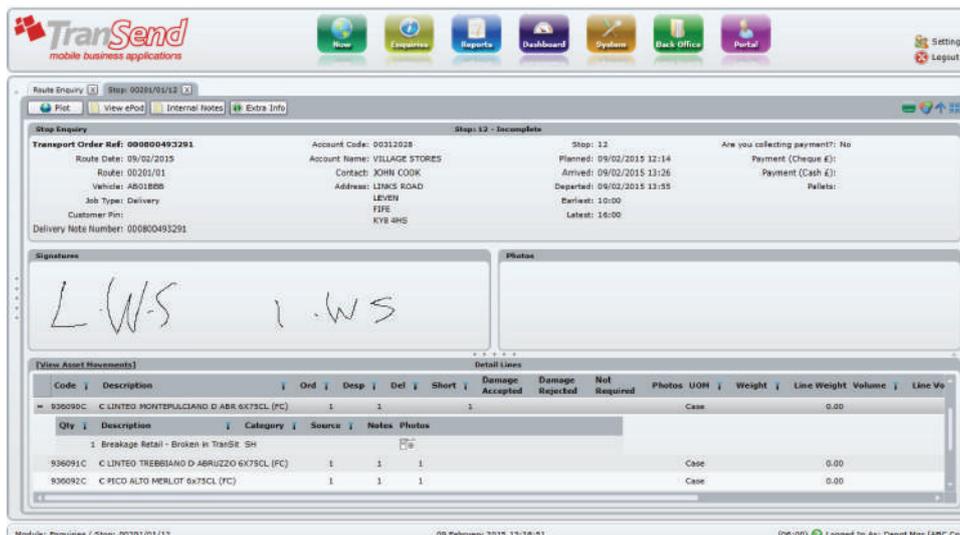
- Recording of the recipient's name and electronic signature or proof of access with time and date stamp.

- Recording of out-of-date or damaged items, with photo image, whether the damages were accepted or rejected.

- Recording of any damage to the delivery vehicle, other vehicles or customer premises during the delivery/collection process, including photo image capture.
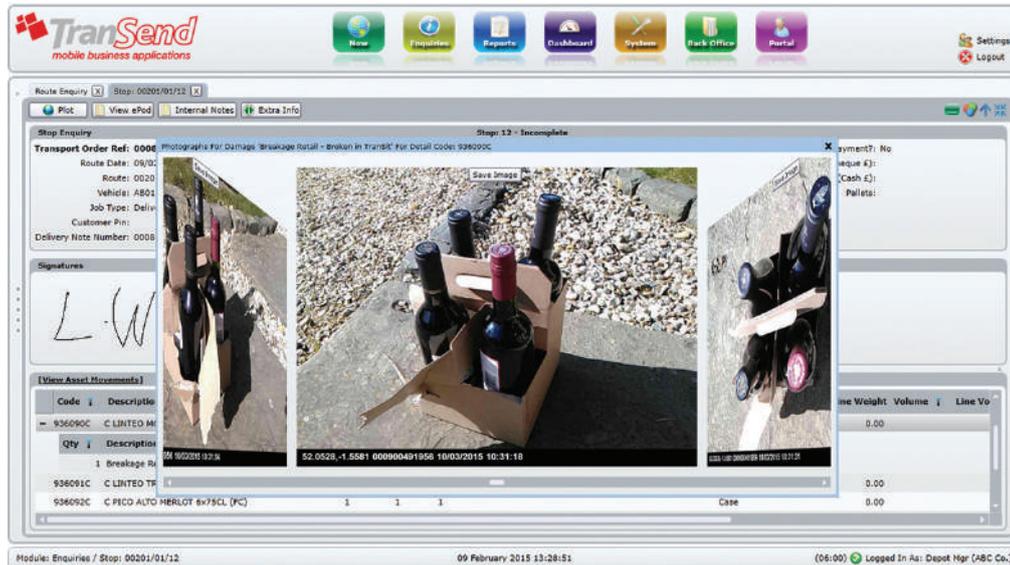

Any delivery exceptions are visible on screen with the ability to drill-down to reason and photographs. An end-of-day debrief report is generated with both summary and detailed data captured at all stops on the route with any exceptions recorded.

Customer self-service ePOD Portal

The Customer Portal provides customers with self-service, real-time information on the status of their own deliveries.

The system is configured to allow access to specific information before, during and after delivery, such as expected time of arrival and whether early, on time or late as well as the ability to print out their own POD and view full delivery history.

The POD information captured by the PDA is wholly accurate, recording what item quantities were ordered, despatched, delivered, refused and collected.
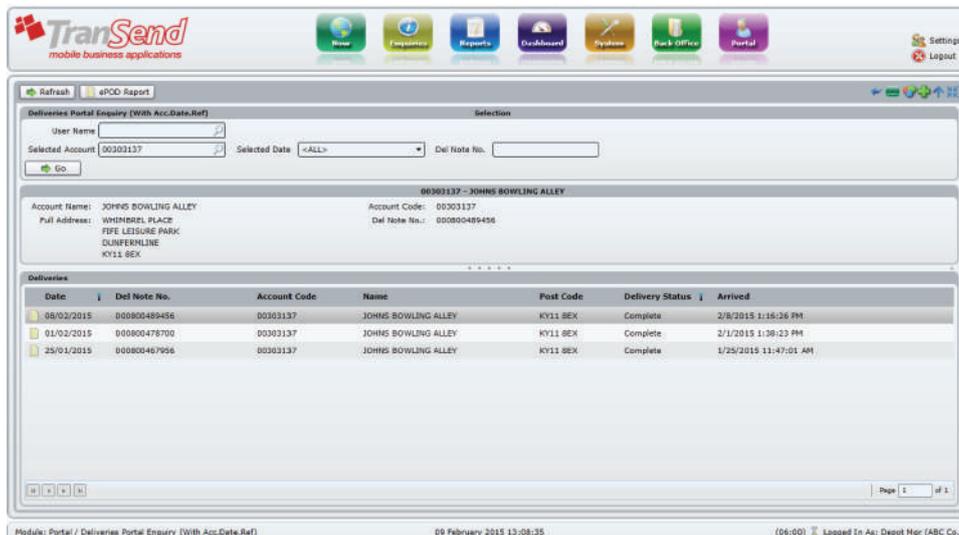
Delivery Assets

TranSend includes an optional Delivery Asset Management module to help track ancillary items such as roll cages, pallets and kegs. This overcomes the complexity of knowing what assets are with which customers or royalty group and the net balance of these assets for collection or charging purposes.

The PDA accurately records all delivered and collected delivery assets and the information is sent back via GPRS as soon as the job is completed.

Benefits

Electronic, real-time tracking of deliveries and collections

- Accurate billing based on indisputable delivery data
- Less paperwork, scanning & storage
- Right product, right person, right time

Monitor customer service levels

- OTIF levels (on time in full)
- Missed/failed delivery by reason
- Order accuracy
- Customer returns analysis
- Damages analysis by reason

Pro-active account management

- Monitor service levels
- Prompt response to queries
- Reduce claims by 5%

Customer self-service ePOD portal

- Access information on the status of deliveries
- Print POD
- View full delivery history

What our customers say . . .

"TranSend provides us with valuable, real-time information and visibility of our delivery operation using our own workflow processes and performance measures and working practices to better manage exceptions."

JD Sports

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