



The Config Team™
SAP Logistics Specialists

Mobile SAP Proof of Delivery (POD) App

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A completely integrated solution, our Mobile Proof of Delivery (POD) App enables you to remove paperwork to improve deliveries.

With the ability to generate real-time proof of deliveries, the app allows efficient customer invoicing, visibility of customer orders, processing of customer returns and managing packaging inventory movements all within the app. Information is then available within SAP for immediate analysis, to allow proactive action to be taken.

Business Challenges



Process Delays

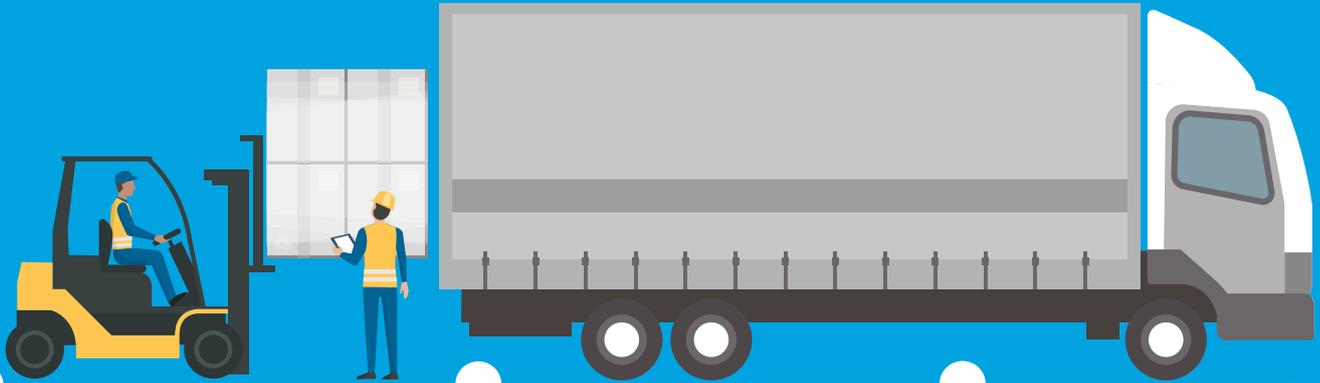
There is a range of information deriving from deliveries that needs to be logged within SAP including damages, shortages, delivery notes and queries. If these need to be entered into SAP manually, it can delay the necessary action being taken, leading to process bottlenecks.

Cash Flow

Manual data entry can lead to paperwork backlogs that can make it difficult to resolve invoice queries quickly and efficiently. This can result in payments being put on hold, leading to cash flow issues and lost customers.

Customer Satisfaction

Poor delivery processes that result in inaccurate, damaged or late shipments can contribute to poor customer satisfaction.



Remote Operation

Logging into SAP can be time-consuming, especially if you are using a traditional desktop configuration and inputting data from delivery paperwork is often not a priority.

Process Agility

In a fast-moving market, it is important to be able to instantly react to customer requirements, including short delivery times or changes in delivery requirements. Failure to deliver on requests always runs the risk of losing customers.

Compliance

All delivery vehicles are legally required to undergo thorough checks before deliveries can commence. Not all drivers are carrying out the necessary checks before they leave the depot, which could result in unroadworthy vehicles on the road and the company being issued with fines.

Business Benefits

Reduce Delivery Paperwork

The POD App eliminates the need for manual input into SAP. Real-time proof of delivery data is recorded using the driver's device and is instantly visible in SAP, to allow any delivery issues, queries, damaged goods and shortages to all be actioned immediately.

Full Traceability

Track and monitor delivery progress in real-time. GPS coordinates are recorded via the driver's device so that you can see any live delivery status at any time, to ensure customer updates can be provided.

Full Audit Trail

Images, comments and signatures are attached to the proof of delivery document and recorded within SAP, ensuring there is a full audit trail to allow quick and efficient handling of customer queries.

Improve Delivery Speeds

The POD app can save drivers valuable time by removing the manual inbound and outbound vehicle checks. The driver's mobile device will record all necessary information and save directly into SAP to let drivers get on the road quicker, while allowing vehicle data to be continually monitored to ensure it is roadworthy.

Real-time Invoicing

With all delivery confirmation notes integrating directly into SAP in real-time, it allows more accurate and efficient invoicing.

Promotional Marketing

The POD App offers the functionality to allow promotional product marketing information to be viewed by customers directly through the driver's device.



Application Features

GPS

Efficient multi-drop route planning is available through integration with Google Maps.

Media Support

Allows the display of supporting documents such as PDFs, images and videos.

Device Agnostic

Works on most mobile devices including smartphones, barcode data capture terminals, tablets and ruggedised mobile devices.

Sign On Glass

Documented authorisation and electronic proof of delivery.

Image Capture

Record discrepancies, damaged items and comments to support proof of delivery documentation.

Offline Functionality

A cellular signal is not required as the app is self-contained within the mobile device.

Customer Feedback

Direct customer feedback can be gained from a selection of sliders, check boxes and open text fields.

Customer Calling

A contact number is populated ready for direct calling through the device's dial button.

