ePOD - Delivering the goods to your customers

The IQ Delivery & Collections Module enables you to manage all aspects of your delivery cycle, from initial planning and optimisation of the route through to loading vehicles and onward delivery to customers.

A key component of this solution is ePOD, an app that is installed on the driver's Smartphone or other suitable device. This provides the ability for the driver to manage the customer delivery cycle, check off and confirm the delivery, capture recipient names, obtain signatures and to automatically inform staff of any issues that may have surfaced

during the delivery so that they can be resolved quickly and efficiently. If there are no problems , then it's as simple as capturing the recipient name and signature and heading off to the next job.

We know that delivering the right goods at the right time is key to ensuring that your business delivers excellent customer service. Ensuring that deliveries are error free, or when errors have occurred that they are resolved quickly and efficiently, is important for ensuring accurate and timely invoicing. Capturing customer signatures for all deliveries made and having the signed PODs instantly available is vital to ensuring that queries are resolved.

With the option to deploy the ePOD solution on a Smartphone or a ruggedised device, you can choose the technology that best supports your delivery requirements. As ePOD can operate in online or offline mode, your drivers can be assured that all updates happen as close to real time as possible when they are driving in and out of network coverage.

Key Benefits

- Enhanced customer service with quick solutions of any issues

- Reduced invoice disputes through better tracking and recording of deliveries

- Signed PODs available immediately via email and/or via the internet

- Reduced lost stock from collections not recorded and for failed deliveries

- Automatic notification to customers, including next delivery and abandoned deliveries as well as the reasons

- Record damages, capturing narrative and images - provides immediate notification to branch staff of failed or abandoned deliveries

- Customer satisfaction survey, allowing you to take immediate action when notified of a dissatisfied customer

A seamless, integrated electronic proof of delivery solution
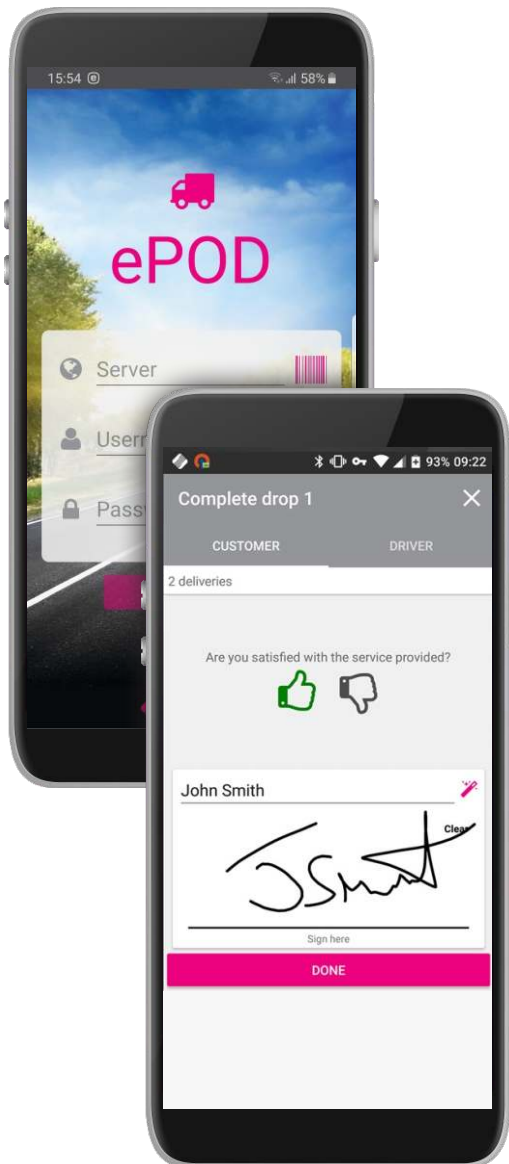
Depending on how you choose to operate, drivers can either pull a pre-prepared manifest from IQ for their route and vehicle or they may simply scan deliveries as they load the vehicle to create the manifest.

Drivers can review the manifest to ensure that all is correct, complete and then download to their device. They can then begin the journey to complete their route, selecting each drop in turn. When the driver indicates on their smart phone that they are on their way to the next drop, automatic notifications can optionally be issued from IQ to advise the customer that they are next in the delivery sequence.

On arrival at the drop, the driver can easily scan the delivery ticket, record the recipient's name and request their signature. Once completed, the delivery is updated within IQ, with a signed copy of the POD being emailed to the customer. Deliveries can also be selected directly from the device itself should the barcode be rendered unreadable.

In the event that a problem arises with a delivery, the driver can record any problem lines directly on the device – issues such as shortages, damaged goods, etc, can be easily identified. Once the customer signature has been captured, then the delivery is automatically updated within IQ and problem lines are highlighted immediately to the staff. They can then view the reasons, notes and any images captured by the driver and they can determine the right course of action to resolve the issue, including updating line quantities and organising another delivery.

If the device is connected to the mobile network at the time that the drop is completed, the updates will occur immediately meaning that you can take action to resolve the problem even before the driver has left the customer's premises.

We'll be happy to tell you more about ePOD, call us on +27 (0) 21 880 0420 or email iqretail@kerridgecs.co.za

About IQ Retail (Pty) Ltd
IQ Retail, a Kerridge Commercial Systems Company, is a software development company that provides expertise in complete financial and business administration solutions. IQ Retail has been active in the development of business systems specialising in the accounting and retail management environment since 1986. In this highly competitive market, IQ Retail has grown to become one of the premier providers of innovative and strategic business solutions.