

**ePOD**

**Going the extra mile for  
the final mile**

# Electronic Proof of Delivery

The technology powering  
modern logistics

Christmas, Black Friday, Cyber Monday. Events in the calendar that bring an enormous spike in the number of parcels sent and deliveries needed. Ecommerce driven home deliveries are starting to over-take traditional goods shipments in terms of customer demand and demanding customers. Your retail, wholesale and distribution customers demand fast, high quality and efficient delivery because their customers will hold them accountable via social and traditional means if there is a problem. Being at your most efficient and effective has never been more important to them or you.

---

# MEETING TODAY'S CHALLENGES

Today's supply chain is almost unrecognisable from that of 10 years ago. Just in Time, massive warehouses and handheld devices have changed the management of stock and storage at your customers end. The expectations of recipients thanks to the on-demand nature of ecommerce and online buying have changed dramatically too. Companies in the UK expect and demand higher service than ever before and in ways that offer greater value for money. With the rise of social media, companies are feeling increasingly accountable to their customers and will monitor social media channels for negative comments and complaints. Social media monitoring of this kind can make the difference when contracts are awarded and renewed.

Assuming that elements like weather, traffic, vehicle and driver availability are in hand the old ways of doing things, with sheets of paper, print outs and route maps can no longer be relied upon to deliver the standard of service that customers are demanding. It's therefore no surprise that electronic proof-of-delivery systems are becoming increasingly popular with third party logistics providers.

Maintaining a strong relationship with your customers in today's market relies on the use of automation systems. ePOD systems provide you with tools that make the job of planning routes, schedules and deliveries simpler, as well as putting at your fingertips the key performance data that your customers rely on. With tools like intelligent logistics and route optimisation, electronic proof of delivery and collection, progress monitors and barcode scanning ePOD systems place you in control of your processes and client relationships.

By implementing digital, software driven management systems for your routes, vehicles and drivers you can transform your current operation in to one that is client focused, highly efficient and running at lower cost.

A quick look at the news websites and media will illustrate how courier and logistics providers are perceived by homeowners and parcel recipients. Being able to demonstrate to your customers that your service more than meets the needs of their buyers and customers gives them the confidence they need to provide market leading delivery options.

---

## FEELING THE BENEFIT

The best laid schemes of mice and men, so we say, “gang aft a-gley” and being able to react and respond and adapt as the world around you changes is essential. Traditional route and logistics planning has always been a pen and paper task, relying on local knowledge a bit of nous and often, a bit of luck. It may have been the way that things were done, but it was inefficient, unreliable and hard to adapt when things aren’t going to plan.

Office based teams would set out a delivery route and schedule, hand it to drivers who would change it to meet their own schedules and experiences and the team back at base would have little knowledge of what was going on. On top of that, the mountains of paperwork generated would make the task of handling customer enquiries onerous to say the least.

Today, your delivery recipients demand up to minute information about their deliveries and when they can expect their parcel. To them, every problem, not matter how small is your customers’ fault and that means that you are to blame.

Electronic Proof of Delivery software puts you and your drivers back in control. ePOD software allows you to pre-plan your drivers’ routes, allowing for traffic and road conditions and allow your drivers to see their schedule alongside any special instructions or delivery requirements.

At the point of delivery, drivers can capture signatures, scan barcodes and take photographs and make notes, all of which can be passed back to your customer in case of problems, questions or simply in the name of great customer service. Any problems with a delivery or disputes can be addressed quickly and transparently because essential data was captured in real time and at the delivery location, stamped with a time and date.

And all of that extra information and real time data reduces your costs overall. Structured, up to the minute traffic and route planning has reduced some of our customers overall fuel costs by over 25% and moving across to paperless planning will reduce your back-office costs significantly also.

---

# THE POWER OF STREAM GO

ePOD software has the capacity and ability to transform your internal operations. The right system can revolutionise how you manage your customers, your inventory, vehicles and drivers. This is what Stream Go does.

Stream Go was developed to a brief written by logistics managers and drivers and has been created to specifically meet their day-to-day needs. By creating a tool that reflects logistics providers needs, Stream Go is perfect for operators who want to increase their customer service levels.

Stream Go's features include automated route planning and optimisation; real-time driver tracking; electronic proof of delivery and collection; and proactive communication with customers. It is designed to improve your customer service and business efficiency. Go also works with its sister application, Stream Check which allows you to carry out vehicle walkaround checks, keep up-to-date maintenance logs and schedule vehicle downtime for servicing. Keeping your fleet on the road for longer.

Providing additional flexibility for businesses with different delivery models, Stream Go mobile driver app enables line items to be split at the point of delivery or collection so that different statuses can be recorded. Imagine a customer has ordered three office desks to be delivered. On arrival, they find that one of the desks has been damaged in transit and the customer chooses to send it back. The driver can simply split the individual line item into two with a new quantity applied to the desks that are delivered and a separate one given to the desk that is being returned. This can be done with photos, signatures and information and notes as proof of both delivery and damage.

For instances when the final delivery or collection amount is not known (bulk haulage of fuel oils, aggregates, wood pellets and liquids for instance) the mobile app enables the order to be adjusted to the actual metered amount.

All of this additional flexibility reduces driver errors, improves communication between you and your customers and increases the overall efficiency of your operation.

When you are in greater control you are more able to respond to the demands created by spikes like the Black Friday and Christmas periods. With better communication with your clients and the increase in transparency, they're less likely to search for new partners when problems arise. Stream Go's ePOD software is an investment in your business, your customers and their customers.

# Experience the power of Stream

For a free demonstration of Stream Go and Stream Check, go to our website: <https://go2stream.com/> and request a demo.