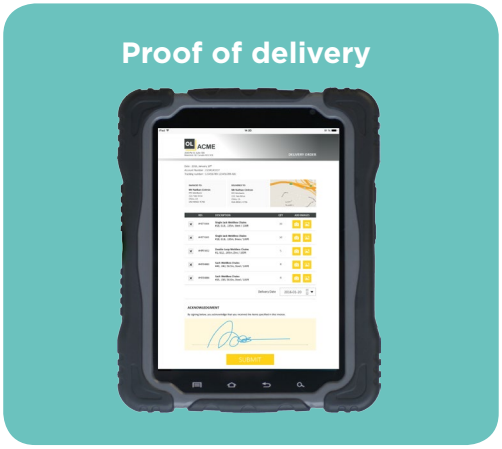
What is proof of delivery?

Proof of delivery (POD): A Proof of Delivery is usually achieved by having a customer sign a Delivery Note accepting a delivery. These are usually printed documents that the customer signs. It establishes the fact that the recipients received their order. Delivery notes are usually used to document the transaction.

Delivery note: A document that lists the description and quantity of the goods and services delivered. A copy of the document, signed by the buyer, is returned to the seller as proof of delivery.



Why is POD critical?

The delivery note is the basis for payment to the company by the customer. The management of PODs, their handling and storage is of the utmost importance for companies managing their delivery logistics. This is a key process because, every time a POD is lost or damaged, orders cannot be invoiced and the company loses money. The POD, with the customer's signature on it, literally drives the company's revenue.

Target industry

Supply chain: chain of trading partners (manufacturers, wholesalers, warehouses, logistics organizations and distributors) involved in moving a product or service from supplier to customer. Supply chain activities involve the transformation of natural resources, raw materials, and components into a finished product that is delivered to the end customer.

Here's a typical supply chain:



Specific type of company

The best ROI can be found where the Company, our customer, have their own fleet of 25 to 500 trucks and need to track deliveries. Having their own fleet is important because the delivery note is produced and managed by the same company. We can work with 3PL's (Third Party Logistics) companies but this is more complex because the delivery note is not produced by our customer.

What is the typical process?

After an order is received, it needs to be processed. The truck driver receives the delivery notes for each delivery on his run. This is usually a printed stack of paper. For every delivery, he needs to collect the signature indicating that the merchandise has been received at its destination. The customer can make changes to the note (such as change in quantity), scratch an entire line item, indicate damages, or order something else.