

TranSend ePOD

Achieve efficiency gains and improve customer service

Intelligent proof of delivery software manages the last mile of complex supply chains.

Demand for instant access to delivery status information, combined with the impact on service delivery of the current driver skills shortage, is increasing the imperative for fleet and delivery operators to effectively manage the efficiency and safety of vehicles and drivers. TranSend helps to reduce the cost, time and paper involved in managing deliveries and collections.

TranSend's intelligent delivery management cloud software supports your complex business delivery and collection processes. with tailored, customer-specific workflow for each delivery or collection job. It increases efficiency, enforces compliance and manages customer service levels, while providing proactive management information on a 'need to know' basis.



Improves customer service



Ensures compliance



Drives efficiencies

Key benefits of Transend ePOD

Real-time tracking of deliveries & collections

- ▶ Visibility and tracking of routes and deliveries in progress.
- ▶ Accurate billing based on indisputable delivery data means faster payment and reduced claims.

Monitoring service performance

- ▶ OTIF levels (on time in full).
- ▶ Customer returns analysis.

Delivery Intelligence

- ▶ Performance dashboard with drilldown to investigate exceptions.
- ▶ Multi-level view of performance at business or depot level.

Customer Service

- ▶ Complete jobs to customer-specific process.
- ▶ Provide accurate ETAs and Jeopardy alerts.
- ▶ Self-service ePOD portal.

Compliance

- ▶ Force driver and vehicle checks, for duty of care compliance, before leaving the depot.
- ▶ Comparison of the actual route taken against route plan.

Why Civica?

- ▶ Over 10 years' experience in delivery management solutions.
- ▶ Experience in supply chain integration.
- ▶ Business process and operational expertise to underpin service delivery.
- ▶ Systems and modern technology which enable streamlined processes.
- ▶ Financial and operational stability backed by strong investment partner.

"TranSend enables us to provide a more flexible and efficient delivery service across both our Wholesale and Foodservice businesses with real-time information that enables us to proactively manage our delivery process."

Pat McGarry, Logistics Director, Henderson Group

TranSend manages all aspects of the delivery management process and is offered as a single-source solution including, software, hardware, technical infrastructure, communications and device management - guaranteeing system uptime and data accuracy for business critical operations.

TranSend ePOD

- ▶ Electronic proof of delivery via any Android or iOS device
- ▶ Route and driver compliance
- ▶ Vehicle checks & defect management
- ▶ Job and vehicle tracking
- ▶ Delivery compliance
- ▶ Delivery asset monitoring
- ▶ Real-time customer service information
- ▶ Customer service analysis and reporting
- ▶ Management dashboard information
- ▶ Predictive ETAs with live traffic
- ▶ Alerts, notifications and exception management

Integrates with

- ▶ Route planning
- ▶ ERP
- ▶ Warehouse management
- ▶ CRM
- ▶ Truck-based satnav
- ▶ Trade counter
- ▶ Third party couriers
- ▶ Spreadsheets

Working with customers in the UK & Ireland, who operate their own fleet or in close partnership with a 3PL, across the following sectors:

- ▶ **Transport & Logistics**
- ▶ **Food & Drink**
- ▶ **Utilities & Waste**
- ▶ **Retail Home & Store Delivery**
- ▶ **Wholesale Distribution**

15 million
deliveries per year



Deployment

- ▶ The TranSend app is device agnostic and can be deployed on a variety of Android and/or iOS devices including ruggedised PDAs, smartphones and tablets.
- ▶ Using cloud software ensures access to real-time information is available anytime, anywhere through standard browsers on desktop and mobile.

To find out more about Civica ePOD and delivery management, please contact us on: **01642 701610**

