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Civica TranSend ePOD moves TPN's 100+ members to the frontier of IT in the pallet network sector

TPN all about performance

TranSend ePOD cloud software has been fully integrated with TPN's Member IT system, TPN Connect, resulting in a one-stop-shop solution that automates and simplifies the delivery process for TPN Members with a low cost of deployment on their own choice of mobile device.

The challenge

TPN – The Pallet Network – handles in excess of 60,000 pallets a week through its central hub in the West Midlands and Northern distribution Hub near Preston. TPN boasts a membership comprising over 100 of the best independent hauliers in the UK together with 28 companies in TPN Ireland.

TPN operates a 'hub and spoke' distribution model where members operate within an allocated region, handling palletised freight through the central TPN Hub, which handles over 12,000 pallets each day, TPN needed an ePOD solution capable of tracking high volumes of trans-shipped pallets from their collection point to final delivery.

The solution

TranSend ePOD provides members, typically operating up to 50 vehicles, with comprehensive proof of delivery software for the distribution of TPN pallets.

The ePOD mobile app tracks the complete delivery process from the point of driver log-on, through customer deliveries and collections, capturing mobile signatures with location, timestamp and any relevant photographic evidence. This data provides indisputable proof of what has been delivered to whom, where and when.

Visibility of live data gives TPN and members greater operational efficiency by making drivers and vehicles more efficient and speeding up the resolution of any delivery issues.

The resulting reduction in customer claims and delivery queries reduces the operational overhead for TPN members.

Using barcode scanning on the smartphone speeds up the collection and delivery process.

The benefits

▶ 104 members (110 depots) - individual businesses - all have a common area of operation on TPN Connect and can be measured on performance centrally.

▶ Centralised, integrated data enables accurate member billing.

▶ TPN can be more responsive in monitoring delivery compliance, more can be done centrally, without the need for paperwork.

"TranSend ePOD provides our members with real value through transparency of information to improve performance and reduce operation costs; indisputable and immediate electronic proof of delivery; immediate response to customer queries; manages and monitors compliance with customer service levels."

Mark Duggan, Managing Director at TPN

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TPN Connect ePOD (TranSend) enables TPN and its members to:

▶ Save time and reduce costs by automating. manual, paper-based processes, eliminating human error and making more efficient use of driver time.

▶ Reduce admin costs in time and paper processing, scanning and storage.

▶ Improve customer service by providing accurate, immediate information on the status of all deliveries, including ETAs, to ensure that time-windows are not missed.

▶ Provide photographic evidence that provides indisputable proof to the customer.

▶ Reduce credit claims and customer queries with faster, accurate billing.

▶ Leverage the power of smartphone devices and deploy the TranSend app with a low cost of entry on their own choice of mobile device.

▶ Track actual versus planned routes and deliveries, through the planned route optimisation technology and to provide visibility of member performance throughout the network.

▶ Provide delivery intelligence to improve and maintain high levels of customer service.

Innovative solution, deployment and licensing

TranSend ePOD gives TPN complete control over deployment to its members, and members control of its deployment to their sub-contractors and drivers. Deployment is immediate on any smartphone, tablet or rugged device.

This provides added flexibility for members as subcontractors can use exactly the same ePOD app, managed by the TPN member.

The licensing model accommodates fluctuations in the peaks and troughs of delivery cycles and operates to support the whole TPN community.

Ease of implementation

For TPN, TranSend ePOD was implemented within 10 weeks, ahead of the planned timescale.

The TranSend ePOD app is very intuitive to use and, being deployed on 'familiar' smartphone devices, it only takes five minutes to get a driver up and running and ready to go.

With, on average, eight member transport businesses going live each week, the complete rollout was completed within 3 months.

> "Aside from all the efficiency gains, the reduction in paperwork across the network is huge. Previously, an average depot was printing between 100 and 350 A4 sheets per day."
>
> **Mark Duggan,** Managing Director at TPN

There has been a massive impact on operational efficiency that enables TPN members to grow their business through improved customer service.

> "We have elevated the value we add to existing and new clients by now providing a 'smarter' customer service. For example, delivery jeopardy alerts, driven from the driver's device, allow us to keep customers informed of any issues as they arise and better meet any specified time-windows."
>
> **Trevor Eddon,**
> Managing Director at Banbury-based TPN member TWE Haulage

Outcomes:

Improved efficiency
through delivery intelligence

Increased customer satisfaction
with tracking and control