

# Direct Store Delivery



## INDUSTRY CHALLENGES

Few operational challenges industries such as Manufacturing/Distribution/Dealership face today are :

- Manual processes include route planning, time-intensive routing, inefficient vehicle loading
- At least 3 hours per day spent on manual route planning
- Customers are left waiting without knowledge of delivery arrival time
- No vehicle inspections, resulting in unnecessary delays over time
- No consolidated delivery order list with order details
- Difficult to digitize and are difficult to track during customer complaints
- Delivery acknowledgments are difficult in digitizing and hence hard to trace during customer grievances
- Status of the jobs and the inventory is updated in the central system only after the actual work is completed, resulting in delayed invoicing, stock mismatch and lack of transparency

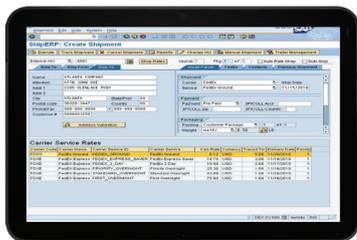
# SOLUTION

- Crave InfoTech's Asset Tracking and Direct Store Delivery mobility solution can help you meet your needs to achieve the highest level of asset security, driver safety and customer satisfaction through on-time delivery and paperless delivery process
- The solution is aimed of manufacturer/distributor/dealer to keep track of the vehicle and material movement along with the route assigned
- The solution has been enabled with Google and ESRI maps and is available on SAP HANA for database and business object reporting
- Our Electronic Proof of Delivery software offers and optimum solution for Delivery Tracking, Return, New Sale, Truck Inventory, Job Location on Map, Route Optimization, Real-time Integration with ERP, Vehicle Inspection, and Mobile Printing
- Barcode, RFID scanning for managing inventory in trucks.
- Image Capture and Signature Capture
- Guided vehicle inspection before day starts
- Integrated with IoT and sensor devices for compliance with cold chain delivery processes
- Guided procedure for loading and stacking material, combined with mobile inventory reconciliation and material shortage report.
- Over deliver, under deliver, and customer refusal options for driver
- Capture the delivery confirmation, delivery image capture, signature capture, and customer feedback
- Built-in route optimization engine to help cut depot time.
- Updates system and sends receipt to customer automatically.
- Application is fully integrated with ECC, SAP Business One, and Payment Gateway



## ERP

## Connected Vehicles



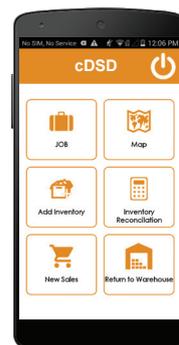
- **JOB**
- **EMPLOYEE**
- **EQUIPMENT**
- **ASSIGNMENT**



- **MONITOR**  
(Vehicle, Asset, Job, Employee)
- **ROUTE OPTIMIZATION**
- **ASSIGNMENT**

- **JOB**
- **DELIVERY**
- **SALES ORDER**
- **SERVICE ORDER**

**COMPLICATION**



- **cDSD**
- **JOB**
- **MAP**
- **INVENTORY**
- **SIGN CAPTURE**
- **DELIVERY**
- **RETURN**
- **NEW SALE**

## AUTOMATED ROUTING AND DISPATCH

- Planned routes/customer visits
- Driver stops for picks ups
- Alert Management (Route deviation, missed stops, harsh driving, etc.)
- Change/addition of non-completed trips/segment
- Geo-fence



### KPI/VARIANCE REPORTING

- Planned Vs Actual miles
- Planned Vs Actual route
- Trip detail report
- Driver Scorecard
- Vehicle health scorecard
- Breadcrumb trail



### ALERTS

- Route deviation
- Excessive idling
- Speeding
- Potential theft
- Safety and emergency situations



### DRIVER MANAGED DATA

- Hours logged
- Certification
- Contact information
- Employee roster

## VEHICLE DIAGNOSTICS

- Vehicle maintenance scheduling and recording three result
- Vehicle health scorecard to make replacement
- Maintenance decisions



## MOBILE APPLICATION - DIRECT STORE DELIVERY

Crave InfoTech's Direct Store Delivery system or cDSD offers an optimum solution to monitor deliveries in real time on the handheld device.

Not only does it confirm the specifications, date, time and address of delivery but also records the name of the person receiving the goods along with his/her electronic signature thereby simplifying the whole process manifold.

- Offers an optimum solution to monitor deliveries and service calls real-time on any handheld device
- Confirms specification, date, time and location address and allow to capture the items delivered and services performed
- Capture delivery confirmation along with signature capture
- Delivery personnel can track the delivery inventory which gets updates with deliveries made
- Fully integrated with ECC and SAP Business One
- Completely configurable application through back-end to best match business specific UI and functional requirement

## MAP

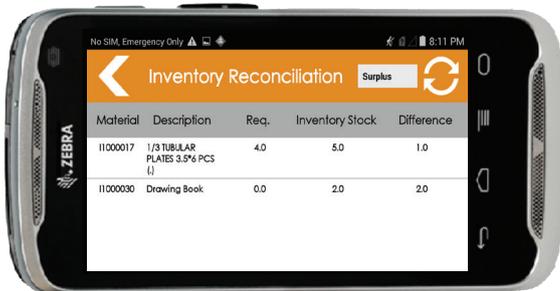
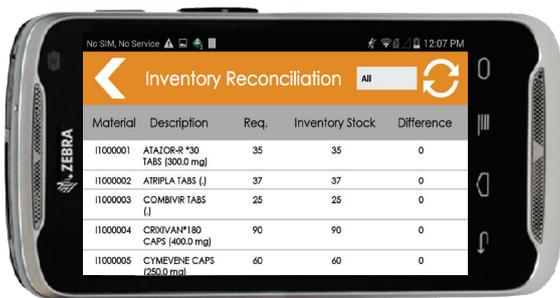
cDSD's mapping module displays the current location of the delivery representatives along with all the deliveries on a map.

## REAL-TIME CONNECTIVITY

Based on the types of hardware and wireless network connectivity, cDSD can work effectively in real-time as well as offline.

## TRUCK INVENTORY

Daily activities of delivery representatives can be managed with extreme ease with cDSD. They can either scan the barcode or QR code or manually enter the item in their inventory while loading the truck or delivering goods to the customer. This makes real-time inventory management on handheld devices very convenient.



## NEW SALES

The application has an inbuilt module that allow field representatives to carryout additional sales to customers who are already assigned to them for deliveries.

## INVENTORY RECONCILIATION

This cDSD module provides delivery representatives with summary reports that alert them towards any shortfall related to their deliveries. This helps to avoid unnecessary trip as well as customer dissatisfaction. On the other hand, in the case of goods are found to be in excess, delivery representatives could choose to sell on the spot to meet additional customer needs if they are permitted to do so.

## BARCODE SCANNING

Barcode scanning speeds up the loading and unloading processes, procedures accurate records and reduces the manual paper-based workload for warehouse, drivers, and customer.

## REAL-TIME INTEGRATION

To realize even greater benefits from your cDSD system, Crave provides seamless integration with other back-office and operational system to create an end-to-end supply chain solution.

Using data from customer management, order processing, and route planning, crave helps to greater efficiencies in the delivery process, improving vehicle and driver utilization, management of delivery assists and customer satisfaction.

## ADDED SAVINGS

Due to the electronic medium, cDSD maximizes the return on investment by eliminating administrative and handling cost and time spent on manual procedures. It also minimizes errors and facilitates a quicker response to the same. The Item Tracking function, on handheld devices, is automatically updated function with every confirmed delivery and collection thereby providing an accurate picture of every delivery vehicle.

## FEATURES

Addressing the key industry challenges, the Asset Tracking solution offers following key features.

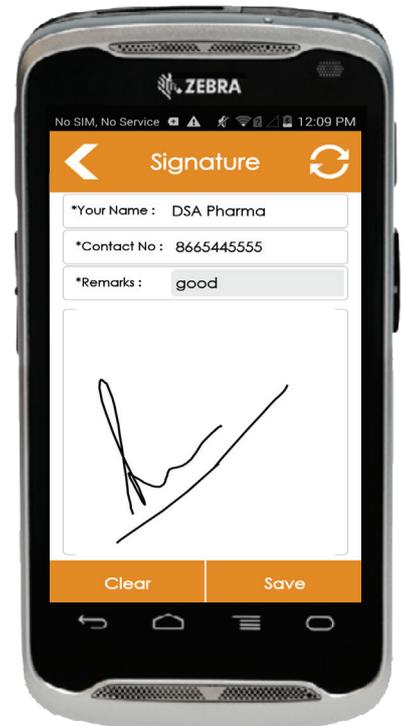
### AUTOMATED ROUTING AND DISPATCH

- Real-time location tracking

## SIGNATURE CAPTURE

Mobile capture of signature, name, timestamp and location provides undisputable proof of what has been delivered to whom, where and when. The resulting reduction in customer claims and when.

The resulting reduction in customer claims and delivery queries can drastically reduce your operational overheads.



## IMPROVED CUSTOMER SERVICE AND SATISFACTION

Since time is not wasted on lengthy manual data entry procedures and unnecessary paperwork, customer service and satisfaction can be optimized. Easily accessible electronic record of every delivery, support proactive issue management and resolution. It also makes easier to answer queries related to damage or missing deliveries.

## IMPROVE VEHICLE PERFORMANCE

The map-based delivery schedule helps in route optimization which in turn enhance fuel efficiency. The application also provides a clear picture of the maintenance schedules for each vehicle thereby ensuring that there are no delays caused by predictable breakdown. It also helps in quick decision-making process when it comes to replacement or maintenance of vehicles.

## PROMOTES SUPERIOR EMPLOYEE BEHAVIOR

Since the application records every detail of each delivery schedule, it helps promote a sense of responsibility among delivery representative. It not only ensures that they don't divert from the route assigned but also helps in curbing changes of rash behavior and negligent driving.

## UNLOADING SCHEDULE

Once a route is complete, cDSD provides a list of all delivered articles and a schedule for deliveries that were rejected/returned/failed due to any reason

# GLOBAL PRESENCE



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## Global Partnership

