Proof of delivery

Transparency during the "last mile" of the supply chain

Körber's electronic proof of delivery solution is designed to keep transport organizations and their customers informed about shipment progress right up to the point of delivery. Our cloud-based solution effectively provides complete visibility during the "last mile" of the transport supply chain.

Manual delivery systems present major challenges
In today's world of same-day delivery expectations, manual paper-based delivery systems present major challenges for transportation companies and their customers.

For starters, once a truck leaves your warehouse you have no idea where the driver is at any given point during the journey. How will you know if your delivery is delayed due to heavy traffic, for instance, and how will you inform your customer? Unless your driver has the customer's cellphone number, you can't communicate any last-minute changes in delivery arrangements or time.

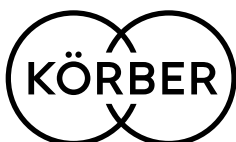## Key benefits

Transparency for all stakeholders
Customers, recipients and other stakeholders receive real-time status information, including delivery notes, pictures of damages, and various reports through the customer portal.

Actionable insights
Total transparency during the "last mile" of the supply chain allows you to optimize deliveries, improve associated processes and increase productivity of your drivers.

Driver-friendly functionality
The app is designed to make truck drivers' lives easier via a range of functions, such as documenting loads with photos, while the touchscreen makes it easier to scan barcodes and record signatures.

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In addition, if your driver is manually writing notes on the road, vital information such as delivery status and delivery times will not be made available until the driver has returned to your depot. But your customers demand real-time delivery information, especially during the timeframe immediately before delivery.

Also, any additional customer requests or complaints are much more difficult to deal with if you don't have up-to-date information.

Proof of Delivery optimizes delivery processes
Our Proof of Delivery solution digitizes and collects information about the delivery progress, including digital signatures, and then makes it available in real time to all stakeholders.

Drivers use a mobile application to record, communicate and transmit all activities related to deliveries, returns and returnable goods. This information is then shared, via a secure web portal, with transportation providers, customers and recipients. They also receive continual updates of the delivery status, from the distribution center to the point of delivery.

The resulting transparency allows you to optimize delivery processes, and also enables accurate invoicing and processing of customer complaints.

Körber's Proof of Delivery solution also offers complete deployment flexibility: it is available as a standalone solution, or it can be integrated into your existing supply chain applications from Körber, SAP or other vendors. Customers can host the solution's backend and web-based portal in Körber's cloud or on their premises.

Transportation service providers who have already deployed a proof of delivery solution can use our EDI component to exchange data with customers.

The Körber difference
Our proven, mature Proof of Delivery solution offers extensive functionality for B2B and B2C deliveries. Unlike solutions from many other vendors, it can be integrated seamlessly into supply chain solutions from Körber, or other vendors, to enable end-to-end visibility of your supply chain processes, all the way to the point of delivery.

Whatever deployment scenario you choose, the resulting transparency and actionable insights provide significant benefits for you, your customers and your supply chain partners.

"One benefit is the platform-independent availability with which proof of delivery could be seamlessly integrated into the existing system landscape. Another is the operational readiness for mobile equipment based on iOS and Android."

Massimo Acquasanta
Head of SAP Application at Braas

Proof of delivery in use

Braas
Germany's leading roof system provider relies on Körber's proof of delivery app, which enables the company's drivers and freight carriers to deliver goods to around 80,000 construction sites per year.

Ferros Puig
A specialist retailer of high-quality steel and iron goods based in Spain, Ferros Puig uses proof of delivery as an integral part of their overall supply chain solution, based on a warehouse management system and transport management system from Körber. This integrated system enables the organization to monitor activities across its entire transport and supply chain.

SIG Germany
This leading supplier of building materials implemented an innovative transport management and shipment tracking solution, which incorporates digital proof of delivery to highlight exact delivery locations via our mobile app.