

Proof of delivery

Transparency during the “last mile” of the supply chain



Körber’s electronic proof of delivery application 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

Optimized tracking and tracing

Proof of delivery generates total transparency during the “last mile” of the supply chain with digitalized delivery information. This optimizes deliveries by improving processes and increasing the productivity of your drivers.

Collaboration

The proof of delivery portals allow digital interaction with your service providers. Customers can get status information, delivery notes, pictures and much more through the customer portal.

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.



In addition, if your driver is manually writing notes on the road, vital information such as delivery notes 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.

Digitalizing delivery information

Körber's proof of delivery solution digitalizes and collects delivery information, including digital signatures, to optimize delivery processes. So invoicing becomes more accurate and customers receive the right quantities first time. Digitalizing delivery information also improves the process for handling empties, reporting damage (drivers can simply take pictures of damaged deliveries), and processing customer complaints.

In addition, Körber's proof of delivery solution keeps transport departments and customers updated with the delivery status of a shipment in real time.

The system comprises two web-based components.

Firstly, a highly secure web portal allows your organization to collaborate with your transportation service providers and enables your customers to access delivery status information at every stage – from distribution center to point of delivery.

Secondly, an app will enable your drivers to provide real-time communication and status updates relating to outbound deliveries, pickups and returns. This device-agnostic app is available for iOS, Android and Windows platforms.

Transportation service providers, with their own solutions in place, can also use our electronic data interchange component to exchange data.

The Körber difference

Proof of delivery is available as a single solution, which can easily be integrated into your existing logistics processes and systems. We can provide proof of delivery either as part of an end-to-end Körber system or an SAP solution. Whatever you require – standalone or integrated – we provide a mature solution that meets your supply chain requirements.

“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, Android and Windows.”

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.



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