



K8 ePOD - Delivering the goods to your customers

The K8 Delivery Management System enables you to manage all aspects of your delivery cycle, from initial planning and optimizing the route through to loading vehicles and onward delivery to customers.

A key component of this solution is K8 ePOD, an app that is installed on the drivers smartphone or other suitable device. This provides the ability for the driver to manage the customer delivery cycle, check off and confirm the delivery, capture recipient names and signatures and to automatically inform branch staff immediately of any issues that have arisen with the

delivery so that they can be resolved quickly and efficiently. If there are no problems, then it's as simple as capturing the recipient name and signature and heading off to the next job.

We know that delivering the right goods at the right time to your customer is key to ensuring that your business remains at the forefront of customer service. Ensuring that deliveries are error free, or errors that have occurred are resolved quickly and efficiently, is important for ensuring accurate and timely invoicing. Capturing customer signatures for all deliveries made and having the signed PODs instantly available is vital to ensuring that queries are speedily resolved.

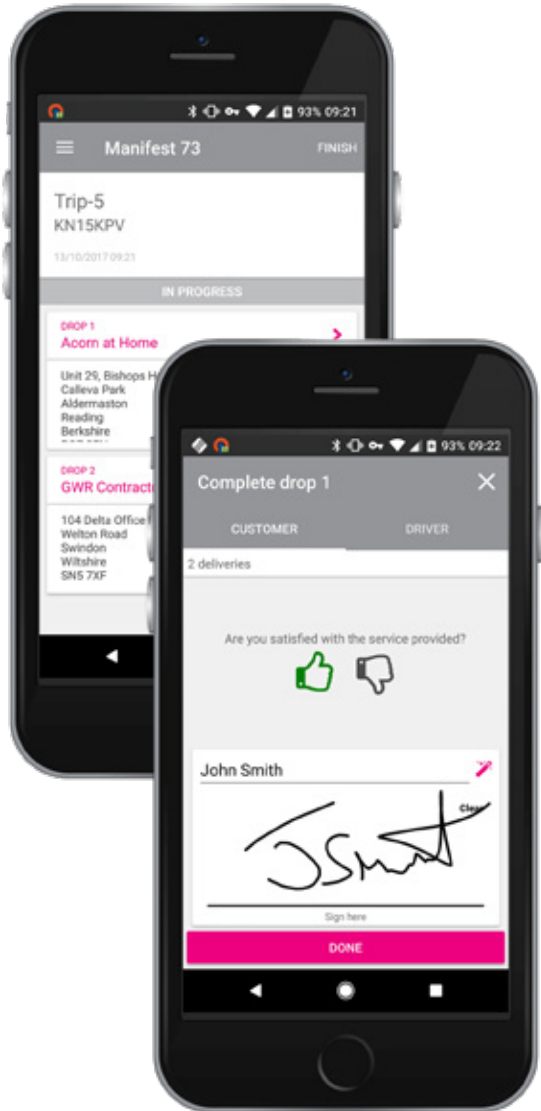
K8 ePOD enables you to optimize the functionality available to your drivers as they manage deliveries – the more experienced the driver, the more detail you may choose to allow them to capture and record in respect of issues encountered. A less experienced driver may be restricted to record some simple narrative against the delivery for you to follow up, or to record images that will be uploaded into K8 and viewed by branch staff.

With the option to deploy the ePOD solution on a smartphone or a rugged device, you can choose the technology that best supports your delivery requirements. As K8 ePOD can operate in online or offline mode, your drivers can be assured that all updates happen as close to real time as possible when they are driving in and out of network coverage.

Key Benefits

- Enhanced customer service with speedier resolution of any problems found
- Reduced invoice disputes through better tracking and recording of deliveries
- Signed PODs available immediately via email and/or via the internet
- Reduced lost inventory from collections not recorded and for failed deliveries
- Automatic notification to customers, including next delivery and abandoned deliveries and reasons
- Record damages, capturing narrative and images
- Immediate notification to branch staff of failed or abandoned deliveries
- Customer satisfaction survey, allowing you to take immediate action when notified of a dissatisfied customer

A seamless, integrated electronic proof of delivery solution



Depending on how you choose to operate, drivers can either pull a pre-prepared manifest from K8 for their route and vehicle or they may simply scan deliveries as they load the vehicle to create the manifest.

Drivers can review the manifest to ensure that all is correct, complete and then download to their device. They can then begin the journey to complete their route, selecting each drop in turn. When the driver indicates on their device that they are on their way to the next drop, automatic notifications can optionally be issued from K8 to advise the customer that they are next in the delivery sequence.

On arrival at the drop, the driver can easily scan the delivery ticket, record the recipient's name and request their signature. Once completed, the delivery is updated within K8, with a signed copy of the POD being emailed to the customer. Deliveries can also be selected directly from the device itself should the barcode be rendered unreadable.

Signed PODs are also available for the customer to view and download from within their private account section on the K8 Web Builder.

In the event that a problem arises with a delivery, the driver can record any problem lines directly on the device – issues such as shortages, damaged goods, etc, can be easily identified. Once the customer signature has been captured, then the delivery is automatically updated within K8 and problem lines are highlighted immediately to staff within the branch. They can then view the reasons, notes and any images captured by the driver and they can determine the right course of action to resolve the issue, including updating line quantities and organizing another delivery.

If the device is connected to the mobile network at the time that the drop is completed, the updates will occur immediately meaning that you can take action to resolve the problem even before the driver has left the customer's premises.

About Kerridge Commercial Systems (KCS)

KCS provides advanced, fully integrated business systems, installation and support services for the manufacturing, wholesale and distributive markets. The company has over 40 years of extensive knowledge and experience of working with wholesalers, distributors and manufacturers across many sectors. The company's class leading solutions are functionally rich and highly flexible.

The KCS product solution set has a track record of delivering wide-ranging benefits including greater operational efficiency, cost savings and resource and asset utilization, together with real-time information for management decision making.

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