



PROOF OF DELIVERY SOLUTION



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What is the proof of delivery solution?

Proving that something was delivered correctly and to the right location can sometimes seem an unnecessary task. Surely the person receiving the delivery would know what they have taken delivery of? Or if it was not supposed to be delivered to them?

Large companies receiving deliveries often do not know what they are receiving at any time and in any instance when large amounts of stock enter into the facilities there is a need to know where it came from and if it is correct. In any situation where a discrepancy is encountered the delivering company will be approached for a proof of delivery (POD), which can prove problematic for some. Regardless of what market a company specialises, the difficulties they come across are likely to be similar, For example:



Right delivery, wrong location

As a supplier what happens when you deliver the correct items, but to the wrong location? Is it possible you were misinformed of the delivery address, or that an authorised member of staff accepted the goods by providing a signature? If so, how do you prove it?



Can't find the documents?

Maybe you are certain that you sent the right items to right destination, but what if the company you sent them to is claiming that they have not received them? You would be required to provide POD documents, however, what happens if they have been misfiled or lost in transit?



Can you prove it?

Even the most confident and accurate suppliers are regularly approached for proof of deliveries. However, locating such documents in most instances proves timely, and what happens if you can't provide the relevant information?

These listed scenarios are merely a selection of issues that may be encountered when dealing with a proof of delivery system. In any of the above situations both the delivering and receiving companies could experience losses in revenue due to inability to substantiate delivery of the product.

The Intellident proof of delivery solution simply eliminates and corrects such weaknesses by ensuring all delivery information is stored electronically and accessible within seconds.

Intellident have hundreds of installations live around the UK today, verifying that proof of delivery can be a key component of supply chain processes.

Who can benefit from the proof of delivery solution?

Any part of the supply chain that is required to provide verification or evidence that goods have been delivered to the correct location, in the correct quantities and signed for by an authorised member of staff. It is installed to enhance the delivery and intake process, by ensuring that evidence can be provided quickly and efficiently.

Who is using the proof of delivery solution?

Over 300 suppliers around the UK have taken advantage of the solution to support their delivery accuracy and validation. These range from fresh food suppliers to automotive part producers and high-street manufacturers. In each case the benefits have been realised immediately and solution pay-back has typically occurred in less than six months.



proof, verb
the act of validating



proof, adjective
validated

The benefits of proof of delivery

The proof of delivery solution has been designed to support existing dispatch and delivery processes. Offering a range of functional benefits to meet most common requirements, the POD design allows the system to be deployed across a range of vertical sectors.

Some of the key benefits our customers have realised are illustrated below:

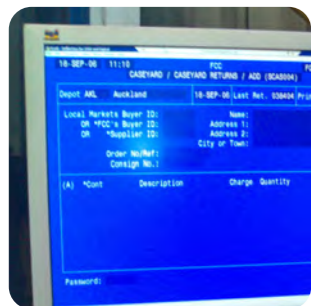


Reduction in costs

The proof of delivery solution is a cost effective application for a business of any size, that can save end-to-end processing time. Electronic storage of data means there is less storage space required, along with less money having to be spent on printing documents for delivery drivers to collect written POD's.

Accurate delivery information

Ultimately the key benefit to be derived from the solution is the ability to provide 100% accurate evidence of each individual delivery. If required, the system can produce a receipt, showing the date, location, signature and time of delivery, which can be sent to the customer within seconds.



Reduction in time spent locating documents

Unlike old paper based proof of delivery systems, the Intellident solution is designed to store all POD information electronically. As a result the delivering company can provide relevant evidence to support any discrepancies within seconds. Why is this important? Because in most cases delivering companies lose valuable time locating such data when in paper form, often not being able to find documents at all.

The benefits that can be derived from proof of delivery systems are often very specific to the dispatch solution that is already in place or due for installation. However, the broad range of solution benefits that are illustrated in the table to the right can be used to assess how you can benefit directly from the proof of delivery solution.

	Automotive OEM	Beverage	Chemical and offshore	DIY & Homewares	Fresh food supply chain	Health & beauty	Pharmaceutical	Retail and apparel	White goods wholesale
Asset logging	•	•	•	•	•	•	•	•	•
Automated status of deliveries	•	•	•	•	•	•	•	•	•
Customs and audit verification	•	•	•	•	•	•	•	•	•
Date life verification		•		•	•	•		•	•
Destination check	•	•	•	•	•	•	•	•	•
EDI order check	•	•	•	•	•	•	•	•	•
Electronic data storage	•	•	•	•	•	•	•	•	•
Electronic data scanning	•	•	•	•	•	•	•	•	•
Monitor issue and return of pallets	•	•		•	•	•		•	
Quantity	•	•	•	•	•	•	•	•	•
Reconcile daily manifests	•	•	•	•	•	•	•	•	•
Signature storage	•	•	•	•	•	•	•	•	•
Supplier verification	•	•	•	•	•	•	•	•	•
Time and date (wave cycle)	•	•	•	•	•	•	•	•	•
Transaction monitoring and reporting	•	•	•	•	•	•	•	•	•

The above table illustrates a selection of significant benefits that can be derived from installing the POD solution. For more information please visit www.intellident.co.uk/pod

Case study : Worldwide Fruit



Worldwide Fruit is one of the leading suppliers of a wide variety of fresh fruit product to major supermarkets in the UK, in particular Marks and Spencer. With two office locations in the UK, Worldwide Fruit has the sector leading skills in fruit procurement, sourcing and category management that allow them to supply ranges of ready to eat fruit from over 250 local growers.

The problem - As with all suppliers to Marks and Spencer, Worldwide Fruit experienced difficulties in delivering 100% accurate orders to their customer for a variety of reasons, mainly due to mis labelled products and wrong delivery quantities.

As a result they were approached for proof of delivery (POD) on regular occasions. Providing such information to Marks and Spencer proved problematic as there was no POD system in place. Without being able to provide PODs for each individual order, and with the combination of delivery accuracy issues, collective costs amounted to over a six figure sum per annum.

The solution -Worldwide Fruit were not the only supplier to have no POD structure in place, often suppliers cannot afford the storage space to keep such data. It is for this reason that Intellident developed the POD solution, which provides a series of benefits around better access to and storage of proof of deliveries. For Worldwide Fruit the key benefits of the solution include:

Automated reporting - proof of each individual delivery complete with destination, signature, time and quantity sent can be accessed and transferred to the customer within seconds.

Elimination of paperwork - all PODs are scanned and saved electronically onto the system, meaning that Worldwide Fruit no longer need to store or accumulate paper PODs or delivery notes.

Increased delivery accuracy - as a result of implementing a POD system Worldwide Fruit are able to assess and analyse where discrepancies originate and therefore eliminate them from happening in the future.

Monitor issue and return of containers - Worldwide Fruit utilise a returnable container system, whereby each container that stores individual fruit is sent to the customer with the items in, and then returned for reuse. The solution provides a report of how many containers were sent and also how many have been returned by the supplier, allowing for a reduction in container loss and increased asset visibility.

Implementing the proof of delivery solution means that Worldwide Fruit can now verify that all deliveries were received by an authorised member of Marks & Spencer immediately. In addition, it is now possible for them to access statistics which confirm that what they have sent is the correct product, quantity and on the necessary date to the required location.

The results - Worldwide Fruit have gone from having no POD system, to implementing a highly effective electronic tracking solution. Since adopting the POD solution the company has been able to significantly improve the delivery verification and accuracy. With definitive proof of what they dispatched and when, Worldwide Fruit can be confident that if there is ever a discrepancy between their delivery volume, time or the facility that it was sent to, they can provide evidence of the individual that accepted the order.

As a result of the solution, Worldwide Fruit became the first supplier to be awarded Gold Status from Marks and Spencer, providing them with a “no questions asked” intake guarantee - although if there ever are discrepancies, proof of delivery can be instantly provided.

“Before we had the solution we had no way of proving what had been sent to our customers...now that we have Intellident’s proof of delivery solution in place we can select any POD document and send it on to the customer within seconds”.

Neil Collishaw
Worldwide Fruit



Project summary

Pre-implementation losses	£ six figure
Post-implementation	£ six figure saving
Key benefits	Electronic POD
	Immediate access
Pay-back period	3 months

The Total Supply Chain

The proof of delivery solution is part of a suite of application systems available from Intellident that are designed to improve operations at various points within the supply chain. Each module has been developed individually to provide maximum benefits at each stage, however, many customers are also able to benefit from combining multiple 'point solutions' within their supply chain.

To help understand where each point solution is capable of delivering benefit, we have developed the model to the right, which illustrates at each point within the supply chain the range of solutions that can be applied to increase efficiency and ultimately improve bottom-line performance.

Production

The initial point in the supply chain where products and components are made, packed or assembled ready for direct sale or further processing down the line.

Transit

The movement of product from Production to Distribution Centre. Typically product will be shipped in large quantities and potentially over long distances at this point.

Distribution Centre

The initial receipt and consolidation of product from the supplier. At this point bulk product is usually broken-down into smaller units suitable for picking and delivery.

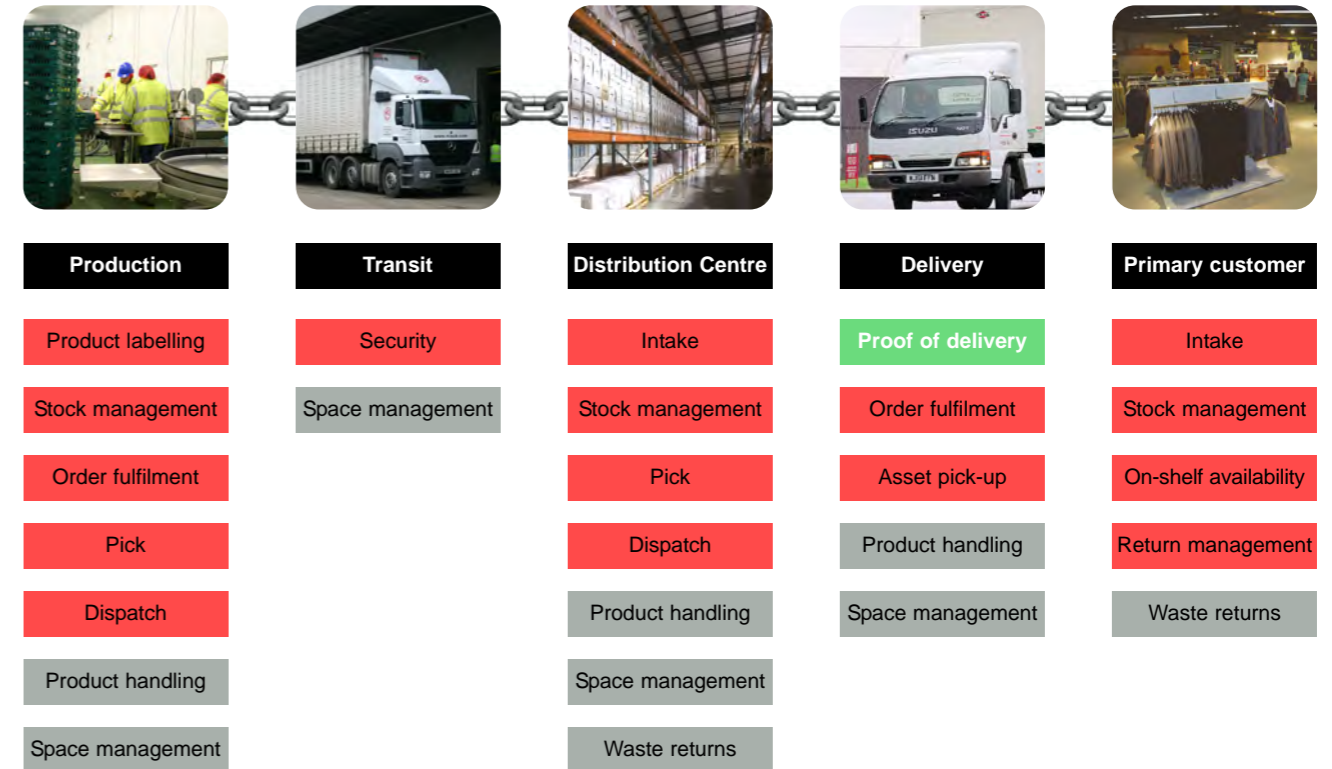
Delivery

The movement of product in smaller and more defined orders from the Distribution Centre to the primary customer. This is usually the last movement of goods and is typically over much shorter distances, certainly within the same geography.

Primary customer

The recipient of the finished product from the primary supply chain. With fresh food this will be the retail outlet, where product is distributed direct to shelf. For the automotive supply chain this will be the manufacturing line.

Importantly the solutions can be adopted in many areas across this supply chain, but deliver very different benefits. In this case, proof of delivery is utilised at Delivery, however, the intake of the product and dispatch for delivery will likely be different at each stage.



The point solutions provided by Intellident form part of the Total Supply Chain offered by LINPAC Allibert. The model above highlights those solutions provided by Intellident (in red and green) and those complimentary products that are available from within the group (gray).

Offering a different and unique approach to asset and item tracking...

Through offering a range of point solutions that accurately control the movement of objects at unique stages within the supply chain, we can therefore effectively monitor the movement of the items across the entire supply chain - but not in the traditional sense of asset tracking. For example, if we know what has accurately been produced and dispatched from a supplier and what has been received at DC intake, we can build up a powerful set of information relating to the movement of items.

The benefits of each point solution are discussed in detail in the individual solution brochures, which are available in hard copy or PDF from the Intellident website. For more information please visit www.intellident.co.uk/totalsupplychain

Utilising the latest technologies

Although the solution has been designed to interface with a range of technologies, the power of Radio Frequency IDentification (RFID) can provide dramatic differences in the speed and accuracy of information processed across the supply chain. Some of the significant benefits that RFID can provide include:

Wireless identification of objects

The real power and versatility of all solutions can be maximised when utilising the extensive capabilities that RFID offers. As the name suggests, RFID uses invisible radio waves to communicate with 'intelligent labels' applied to items in order to determine what the item is, where it has come from and where it is going. This wireless method of communication means that the label does not need to be seen to be read, therefore allowing complete pallet stacks of items to be detected and integrated.

Ultra-fast read speeds

Unlike barcodes, hundreds of RFID labels can be read simultaneously and within a fraction of a second, which can provide significant benefits in terms of volume of throughput and capacity of a supply chain. Companies using RFID have demonstrated up to 400 per cent improvements in dispatch and intake time compared to barcode those using technologies.



Secure, mobile content

Each label contains a unique identification number. In addition, information can also be stored directly on the label itself, which allows intelligent systems to query the information directly and without the need to interface to others systems in the supply chain. For example, using nothing more than a hand-held scanner, a box or tray can be read and the operator will know immediately the details relating to the content.



Accuracy of information

Information pertinent to the item or asset is stored on the RFID label in digital format at the point of attachment or filling. This information is then retrieved at various points across the supply chain in digital format and fed directly to a range of systems. Importantly, at no point does any human intervention prevent this secure data from being mis read or mis represented in any way - providing the ultimate in supply chain accuracy.

Packaging the tag

The enormous benefits that RFID can offer are only tangible if the label is capable of being read. In its raw form a label can be designed of sufficient robustness to last a single trip (on cardboard for example). Alternatively, the label can be packaged to a much more durable degree and attached to a returnable asset for the life of the container. Being part of the LINPAC Allibert group of companies, and having deployed over 8 million RFID-enabled returnable assets, gives Intellident unparalleled experience in this area.

What technology choice to make?

If you need to ask yourself which technology to purchase then you are either in the business of buying technology or you are not working with the right solution provider. The intricacies of the technology and how it is configured is largely irrelevant to the application and the benefits that can be derived from it. The important questions to ask should therefore be "does the technology conform with global industry standards?" and "does it deliver benefit in areas where I currently have problems?".

Global adoption and support

RFID is now being adopted around the world in a range of industries and, not surprisingly, has warranted the development of international standards to ensure global compliancy and consistency of data. For many industries EPCglobal is the most convenient and logical numbering system, which is an extension of the widely adopted and utilised EAN barcode system.

EPCglobal is coordinated by the GS1 organisation, and provides member organisations with the confidence that RFID tags can be not only read, but also understood by supply chain partners regardless of geography.

As part of our commitment to standards and industry adoption, Intellident are long-serving members of both GS1-UK and EPCglobal, allowing us to deliver 100% EPC-compliant solutions to our customers.



About Intellident



Intellident are Europe's leading provider of control systems based on the use of Radio Frequency IDentification (RFID) and barcode-technologies, with experience that extends across multiple vertical markets and solutions.

We specialise in supplying complete systems, which provide our customers with immediate benefit and rapid pay-back on their investment.

Together with our supply chain solutions, Intellident also provide a specialised barcode print, apply and verification package; a sophisticated document management solution, and are the UK's leading provider of RFID-based self-service solutions to public, academic and private library sectors.

Our philosophy is to offer our customers a complete end-to-end service, which is why we have dedicated and qualified staff capable of assisting at every step, from pre-sales advice all the way through to project management and after-sales support.

In October 2003, the company joined the LINPAC Allibert group, a global organisation with core business interests in the provision of returnable plastic packaging and material handling equipment to the retail and automotive sectors - a perfect fit for Intellident. LINPAC Allibert has an annual turnover of over €1.7 billion, manufacturers in all five continents, has over 11,000 employees and sells products in almost every single country in the world.

www.intellident.co.uk/pod