Kerridge Commercial Systems

K8 ePOD - Key functionality Summarised

This document summarises the key features available within K8 ePOD, the electronic proof of delivery application (app).

The drivers manifest is created utilising the standard K8 Delivery Management System functionality, which must be in use in order to deploy the app. Once completed within K8, an authorised user may then request the export of the manifest from K8 to the app.

The app must be on-line to the K8 system, either on the corporate network, or public internet, to receive the manifest.

Deliveries and collections may then be processed in off-line mode, but the app must be online to update K8 and to complete the manifest.

Supported Operating Systems and operating requirements:

Android

- Android 4.4 (Kit Kat) or higher
- Camera (barcode scanning and image capture)
- Location permission (optional, geolocation updates)
- Photos/Media/Files permission (optional, gallery / camera roll access)

iOS

- iOS 9 or higher
- Camera (barcode scanning and image capture)

- Location permission (optional, geolocation updates)
- Background App Refresh (optional, keeps K8 in sync with progress while app is not visible – this is also done while app is displayed)

Supported Transactions:

- Customer deliveries
- Customer collections
- Inter-branch deliveries
- Collection from supplier for onward delivery to customer (semi direct)

K8 ePOD Driver Manifest

The manifest is created utilising the standard K8 Delivery Management System functionality and is exported for use on the app.

If ad-hoc manifest creation is in use, a user may scan an advice note and automatically move the delivery advice from the unallocated group onto their current manifest within K8.

The user may confirm that they have accepted the manifest from within the app, or they may reject it. Once confirmed within the app, the manifest is flagged as exported within K8.

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The manifest (drivers manifest) is created utilising the standard K8 Delivery Management System functionality and is exported for use on the app.

Once exported to the app, the user may view the following detail for each drop:

- Customer name and address detail
- Delivery contact detail (if specified on original order)
- Lines on the advice, including product code, description and quantity to be delivered
- Lines on the collection, including product code, description and quantity to be collected
- Notes (recorded as order-level external text within K8)

Using K8 ePOD for managing deliveries

Selecting the drop

If a drop is selected then the full customer name and delivery address will be visible with the list of advice documents applicable to the drop. Any delivery instructions (external) will also be visible.

- The driver may select an advice document from the list
- The driver may select an advice document via a barcode scan
- The driver may input an advice document
- The driver may browse the list of advices documents and select

If a drop is selected out of sequence the driver will be warned but will be allowed to continue.

Delivery processing options within the K8 ePOD app

Complete – The driver can confirm delivery as complete and capture customer signature. When within range, the advice will be updated within K8 and the optional confirmation note produced. This note will contain the lines that have been confirmed and will have the signature embossed.

Failed – The driver can indicate that a line on an advice, or the entire advice, has failed within the app. Lines that have been marked as failed will not be updated within K8 via the app, a notification will be sent to nominated individual(s) at the branch and they will resolve the problem directly within K8.

Any notes, reasons or images that may have been captured within the app will be transmitted to K8 and will be stored against that advice for information support purposes.

Parked – The driver can indicate that the delivery has been parked (i.e. unable to complete, for whatever reason). No updates will be made within K8 for such events, but the driver can retry the delivery at a later point in the journey.

Creating CRM Tasks within K8 via K8 ePOD

CRM tasks may be automatically created within K8 for events that can be recorded within the app. These events are:

Customer satisfaction survey – if a negative result is recorded, a CRM task will be automatically created and subsequently managed within K8. A notification will also be triggered within K8.

Ad-hoc collection – if the user records an ad-hoc collection, a CRM task will be automatically created and subsequently managed within K8. Any notes or images captured within the app will be uploaded and appended to the task.

Record incident – if a user records an incident (e.g. damage to vehicle or customer premises), a CRM task will be automatically created and subsequently managed within K8. A notification will also be triggered within K8.