

# SmartTrans e-PoD™

## A Practical Description

***“We were expecting some resistance to change, however our drivers have embraced this.”***



*Intelligent Transport Solutions*

## The Delivery Black Hole

Many companies have the feeling they could improve their delivery operations, but are not sure how. For many companies, delivery is not seen as part of their core function and many, otherwise well-run companies, still have a myopic view of their delivery operations. What happens when the vehicle and driver leave the warehouse until they return in the evening is a bit of a “black hole”.

Are the delivery drivers doing a good job? Are they taking the shortest route? Are they meeting the requirements of our customers? Most companies don't really know. For those drivers doing a good job, working hard and trying their best, it can be frustrating to see other colleagues “playing the system”. For the logistics management, it can be even more frustrating.

Even those companies who outsource the delivery function to an expert transport company don't know if the contractor and his staff are doing a good job or not.

SmartTrans e-PoD™ is a system designed to properly manage the delivery function. It works equally as well if it is a service being delivered (such as cleaning bathrooms or a night security patrol) or if it is goods being delivered to a retail shop or a building site.



## SmartTrans e-PoD™

The delivery plan for each vehicle/driver is downloaded to the PDA (Personal Digital Assistant), usually either a standard consumer device or an industrial ruggedised device, when the unit is first activated for the day.

The data system used for communication to the devices is generally the data service of the digital cellular system (GPRS), which these days gives excellent coverage around major towns and cities for a low monthly fee. For rural applications, the CDMA system provides better coverage.

The driver is presented with the deliveries to be made. At each delivery point, the driver removes the device from the cradle in the vehicle and starts the delivery. This provides a position report from the in-built GPS system and a time-stamp for the delivery start.

The goods to be delivered or the service to be performed will be itemised on the PDA (in line with the information provided from the client's computer system). If required, the goods can be barcode scanned to confirm correct delivery.

On completion, a signature from the customer can be captured electronically on the device or a delivery-point barcode scanned or a photo taken (for example for damaged goods or if no-one is present to witness the delivery).

On returning to the vehicle, the unit is replaced in the cradle - providing an additional completion time-stamp validation. The driver then proceeds to the next delivery.

The data relating to the delivery will be uploaded immediately to your computer system, providing evidence of delivery and allowing the job to be invoiced straight away.

At any time real-time communications is possible between your office and the driver using voice or SMS (GSM mobile) and additional urgent jobs can be sent to the driver if applicable.

If required, the PDA can also provide maps and in-vehicle navigation (for new or casual drivers). For valuable or hazardous cargo, or for security patrols, the unit can be set to track the vehicle at regular, specifiable intervals.

Paperwork is all but eliminated (many customers use e-Solution as the driver timesheet as well) - the driver is prompted for information as it is required, which is captured electronically and entered once only. Even this function alone is a major cost saving and improvement to efficiency.

The problem of disputed deliveries or attendance is vastly reduced. The customer who claims "the driver never turned up" can be sent a PoD sheet (physically or by email) which states when the driver attended, a GPS position on a small map, a time stamp from the satellite (indisputable), a signature, a barcode swipe or even a photo. That will prove the attendance one way or the other, but quickly and without searching for wrongly filed (or non-existent) delivery notes.

In service industries, the option to start the route at the driver's home becomes a manageable possibility.

SmartTrans e-Route™ is routing optimisation software that is used to prepare an optimal route with expected times for driving and deliveries. When this is used in conjunction with SmartTrans e-PoD, the effectiveness of the combined system is greatly enhanced. Please see SmartTrans e-Solution™ for further details.



# SmartTrans e-PoD Reporting

SmartTrans e-PoD provides management with powerful reporting tools.

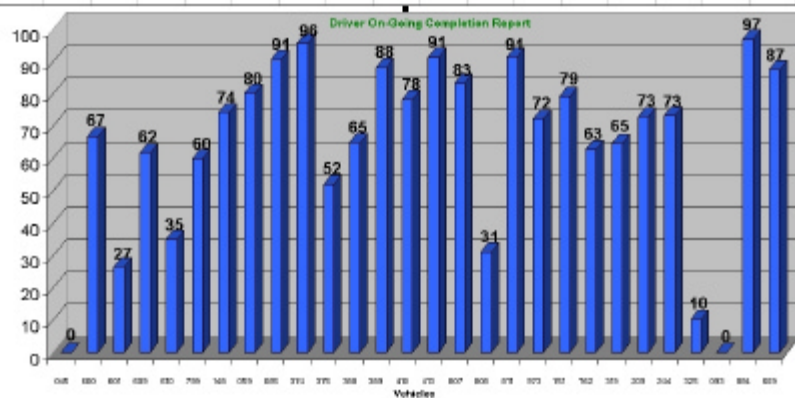
Too much data does not help unless it is organised into information. e-PoD provides simple reports with orange-green-red highlighting for “Job allocated, job completed or job missed” respectively. Exception reporting allows focus on problems as they occur. The driver is also prompted to provide a reason for jobs not completed correctly.

Daily, weekly or monthly summary reports provide details on vehicle and driver utilisation, actual performance, cost per delivery, kilometres travelled, etc.

The Finance Director can get information on costs per vehicle, per driver, per delivery, per customer and, of course, on the payback on the SmartTrans e-PoD investment.

Status	Picked	Loaded	Delivered	Units	Sched Start	Actual Start	Actual End	Site	Name	Address	Suburb	C
Allocated	Allocated	Allocated	Allocated	1	9:00 AM	9:25 AM	9:38 AM	00:03	Yarralla Society Of Victoria	25 Woodie St	Caulfield East	EC
Allocated	Allocated	Allocated	Allocated	1	9:06 AM	9:26 AM	9:36 AM	00:01	FIN Mitchell Pty Ltd	Gate 17, 120 Norman Rd	Caulfield	EC
Allocated	Allocated	Allocated	Allocated	1	9:14 AM	9:44 AM	9:49 AM	00:05	Yarralla Society Of Victoria	184 George Rd	Oliver Harby	EC
Allocated	Allocated	Allocated	Allocated	1	9:20 AM	9:50 AM	10:05 AM	00:07	Omond Primary School	Wheatley Road	Omond	EC
Allocated	Allocated	Allocated	Allocated	1	9:30 AM	10:23 AM	10:24 AM	00:01	Networks Products Pty Ltd	222-225 McClellan Rd	CAULFIELD	EC
Allocated	Allocated	Allocated	Allocated	1	9:33 AM	10:19 AM	10:19 AM	00:01	Signatures - Web Page Dating	222-225 McClellan Rd	CAULFIELD	EC
Allocated	Allocated	Allocated	Allocated	1	9:37 AM	10:59 AM	10:59 AM	00:02			CAULFIELD	EC
Allocated	Allocated	Allocated	Allocated	1	9:43 AM	11:05 AM	11:08 AM	00:03			CAULFIELD NORTH	EC
Allocated	Allocated	Allocated	Allocated	1	9:47 AM	11:10 AM	11:12 AM	00:02			NORTH CAULFIELD	EC
Allocated	Allocated	Allocated	Allocated	2	9:52 AM	11:25 AM	11:27 AM	00:02			CAULFIELD NORTH	EC
Allocated	Allocated	Allocated	Allocated	1	9:57 AM	11:16 AM	11:19 AM	00:03			CAULFIELD	EC
Allocated	Allocated	Allocated	Allocated	1	10:02 AM	11:30 AM	11:31 AM	00:01			CAULFIELD NORTH	EC
Allocated	Allocated	Allocated	Allocated	1	10:08 AM	11:36 AM	11:36					
Allocated	Allocated	Allocated	Allocated	4	10:12 AM	11:57 AM	12:08					
Allocated	Allocated	Allocated	Allocated	1	10:24 AM	12:15 PM	12:11					
Allocated	Allocated	Allocated	Allocated	1	10:27 AM	12:13 PM	12:21					
Allocated	Allocated	Allocated	Allocated	1	10:30 AM	12:25 PM	12:21					
Allocated	Allocated	Allocated	Allocated	1	10:33 AM	12:31 PM	12:31					
Allocated	Allocated	Allocated	Allocated	2	10:36 AM	12:35 PM	12:41					
Allocated	Allocated	Allocated	Allocated	2	10:43 AM	12:45 PM	12:49					
Not allocated	Not allocated	Not allocated	Not allocated	1	10:59 AM	2:58 PM	3:11					

Driver On-Going Completion Report





Welcome to ISS Smart Service



> HOME > REPORT MENU > SELECT VEHICLE > VEHICLE REPORT

Activities

[Zoom All](#)
[Zoom In](#)
[Zoom Out](#)
[+ Pan](#)
[Identify](#)
**SmartTrans**



- ▲ Signature Location
- Barcode Scan
- Vehicle Locations
- Highways
- Street
- Park

Customer Number	63005339		
Customer Name	Elegance Of Essendon		
Property	109 Buckley Street , Essendon 3040		
Start Date	14/02/2006 10:27:00 AM	Scheduled Date	14/02/2006 10:25:00 AM
End Date	14/02/2006 10:29:00 AM	Site Time	00:02:00
Status	Completed	Comment	Completed OK
Driver	TCC 209		

Signature

				Services			
				S-Bins (#)			
Washroom Description	Status	Comment	B/Code	N-units	A-units	Ch-units	
New Washroom	serviced		Yes	1	1	0	>>

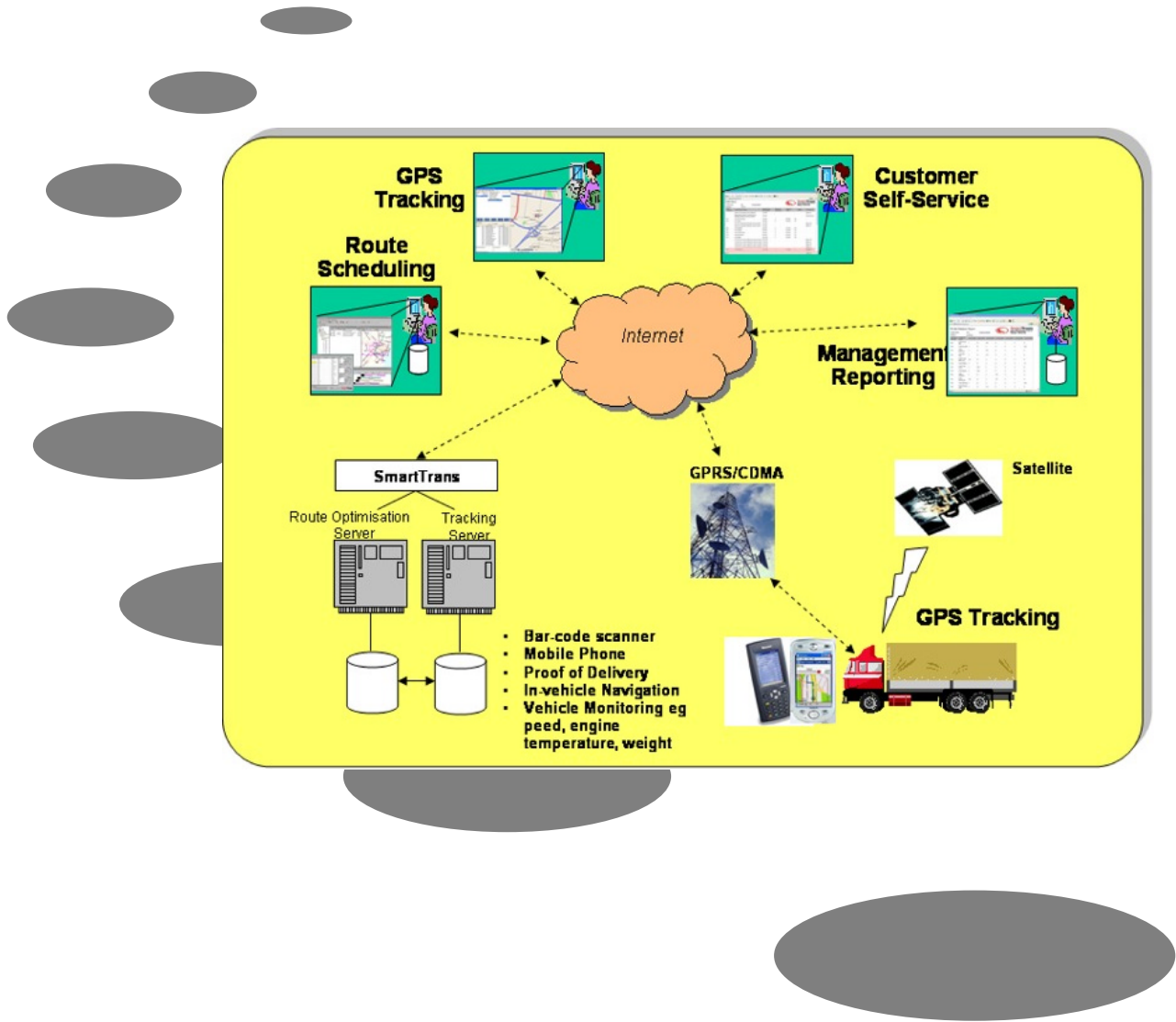
# e-PoD Integration with Existing Systems

## IT Systems Integration

SmartTrans e-PoD is provided under an Applications Service Provider (ASP) model and allows you to run the system as often as required, allows access to multiple parts of your organisation (or to your key customers) and provides the security of off-site storage in a secure data centre with continual, uninterrupted operation.

Files can be uploaded or downloaded to your IT system in a number of formats, but we generally recommend a flat-file exchange to begin with, as this is easier and more controllable.

SmartTrans provides you with a template of required information and then works with your IT Department to determine the information to be provided in uploads and downloads.



## Features and Benefits of e-PoD

Feature	Benefits
Real-time recording of deliveries	<ul style="list-style-type: none"> <li>• Faster invoicing, improved cash-flow</li> </ul>
Electronic Proof-of-Delivery (e-PoD)	<ul style="list-style-type: none"> <li>• Reduced invoice disputes</li> <li>• Provide documentation to the customer</li> </ul>
Barcode or signature on delivery	<ul style="list-style-type: none"> <li>• Proof &amp; audit trail that the customer really got the product or service</li> <li>• Available immediately in your system</li> </ul>
Capture information and eliminate paperwork in real-time	<ul style="list-style-type: none"> <li>• Less processing time and effort</li> <li>• More accurate data capture</li> </ul>
Provide comprehensive reports	<ul style="list-style-type: none"> <li>• Provide a report to the customer on his delivery – minutes after it happened</li> <li>• Concise, exception reports</li> <li>• Web-based reports accessible from wherever they're needed</li> <li>• Full cost &amp; performance summaries</li> </ul>
Clear, concise instructions for delivery personnel	<ul style="list-style-type: none"> <li>• No more paperwork</li> <li>• Easy-to-follow plan</li> <li>• Prompted for information as needed</li> </ul>

SmartTrans e-Solution, SmartTrans e-Route, SmartTrans e-PoD, SmartTrans e-CoR, SmartTrans e-Track and SmartTrans e-Sales are all trademarks of SmartTrans Limited, ACN 088 637 352

**For further information, please contact the following:**

**Tim Herring                      Chief Executive Officer                      03 9866 7333**

*“Companies are not changing what they do, they are changing how they do it, by using mobile data, GPS and other smart applications to improve overall operations. SmartTrans provides its clients with a competitive advantage in their market place.”*

**Bryan Carr                      Chief Operating Officer                      03 9866 7333**

*“New technology brings new opportunity for the logistics and service related industries, using intelligent systems and mobile data to improve productivity and reduce costs. SmartTrans provide data in real time, which has enabled us to be a leader in joint government initiatives such as the ground breaking Intelligent Access Project, which is set to revolutionise the logistics industry in terms of compliance.”*

**Stephen Walsh                      National Sales Manager                      03 9866 7333                      0425 703 892**

*“SmartTrans’ scope of services and product offering is unmatched in the market place. Our competitors struggle to reach the level of collaboration we regularly engage with clients. We ensure we provide the client with a bespoke solution to their specific needs, which imparts the customer with information and knowledge to reduce costs, improve productivity and provide better service to their client base.”*

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