axis diplomat 2016 Despatch & Delivery Modules

Mobile Devices Delivery Interface

Improve efficiency by transferring delivery information electronically between axis diplomat and the handheld mobile computers carried by your fleet of delivery vehicles.

Want to avoid lost delivery paperwork? Lost Proof of Delivery paperwork? Like to capture Proof of Delivery (PoD) signatures and short or over shipment details electronically? Need to tell a customer when and how their delivery was despatched? When it's expected to arrive? The **axis diplomat** Mobile Devices Delivery Interface gives access to delivery information quickly and easily.

Key Benefits

- Speeds the despatch process – Taking the address and other delivery information from **axis diplomat** and passing this directly to a delivery driver's mobile computer.

- Eliminate paper (& lost paperwork!) – Since delivery details are passed to the mobile computer electronically and PoD information is captured electronically you can elect to eliminate the paper trail from your delivery process.

- Real-time information – Provides other users of **axis diplomat** in your organisation with real-time information on what deliveries have (or have not) been despatched, and stops all of those time-wasting phone calls to your despatch desk!

- Decimates the time spent providing delivery and PoD information to customers – Empowers your customer services staff by providing quick and easy access to delivery information. Access PoDs just minutes after delivery has occurred!

How does it work?

Most carriers, logistics companies and postal services (which we collectively refer to as Delivery Service Providers) provide a method of sending information on consignments directly into their systems electronically. In the case of your own delivery vehicle fleet, **axis diplomat** interfaces directly with handheld computers over the mobile network of your choice to provide similar facilities.

Instead of using a paper delivery note and PoD system, **axis diplomat** transfers information about a delivery directly into a driver's mobile computer over the mobile phone network.

Information such as the PoD signature is passed back to **axis diplomat** in the same way and is stored to provide future access to this information quickly and easily.

To consign a delivery to a vehicle/driver you'll need to pass information such as:

Delivery address: axis diplomat already has all of these details held against your delivery, having obtained them either from the customer account or during order entry.
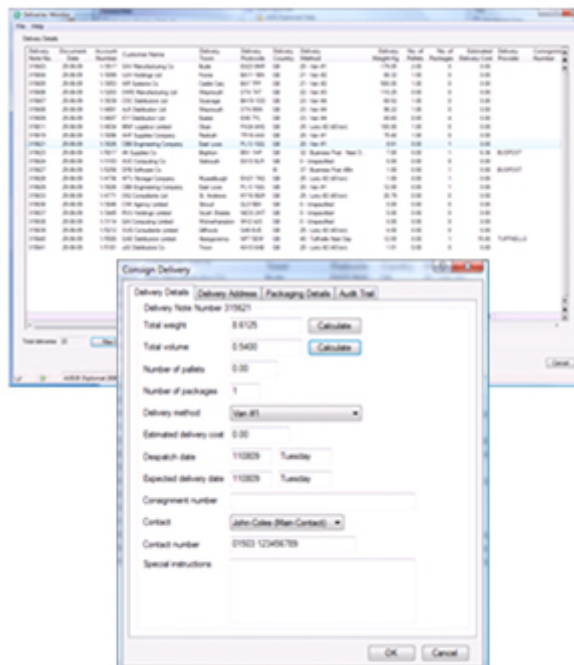
Number of packages or pallets: axis diplomat records the number of packages or pallets and passes this information through the interface.

Weight & volume: Default values for these are calculated from information held against the stock records for items on the delivery. These values can be accepted or overridden prior to being passed through to the interface. Totals are provided to assist in managing vehicle loading capacities.

Contact name and phone number: axis diplomat uses the customer contact set against the sales order, together with phone number information to automatically provide this information to the interface.

Package Labels

You can tell **axis diplomat** to automatically print a label for each package in each delivery as you consign it thus avoiding issues with identification at your despatch desk!

POD

Delivery & PoD Capture

A list of deliveries consigned to a given vehicle/driver are shown on their mobile computer. The driver uses the mobile computer to confirm their arrival at the delivery address, then to input any shortage information and capture a PoD signature.

This information is transmitted back into **axis diplomat** which can then automatically send the customer a delivery note email complete with the PoD signature image.

Historical Delivery Information & PoD

If you're faced with any volume of customer delivery queries, you'll appreciate the ease of use and speed of access to delivery and PoD information which the interface can provide. A simple right-click option from the customer enquiry "Deliveries" tab, allows access to the delivery note including the PoD signature image.

Purchasing Information

The **axis diplomat** Mobile Devices Delivery Interface feature is available for **axis diplomat** 2008 or later. Part code AXDC1AF501. You will also need the **axis diplomat** Delivery Service Provider Interfaces Foundation feature (part code AXDC1AF497). Plus, of course, some mobile devices and a suitable mobile network data tariff.

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