Straatos BPM Platform

Proof of delivery solution
for supply chain management

CumulusPro

It is common practice that delivery of physical goods or services is accompanied by a delivery note, a document that lists the description, and quantity of the goods or service delivered. A copy of the delivery note, signed by the customer or consignee, is returned to the seller or consignor as a proof of delivery. These documents are then processed and uploaded to any content management system (e.g. Microsoft SharePoint) for secured storage and easy retrieval.
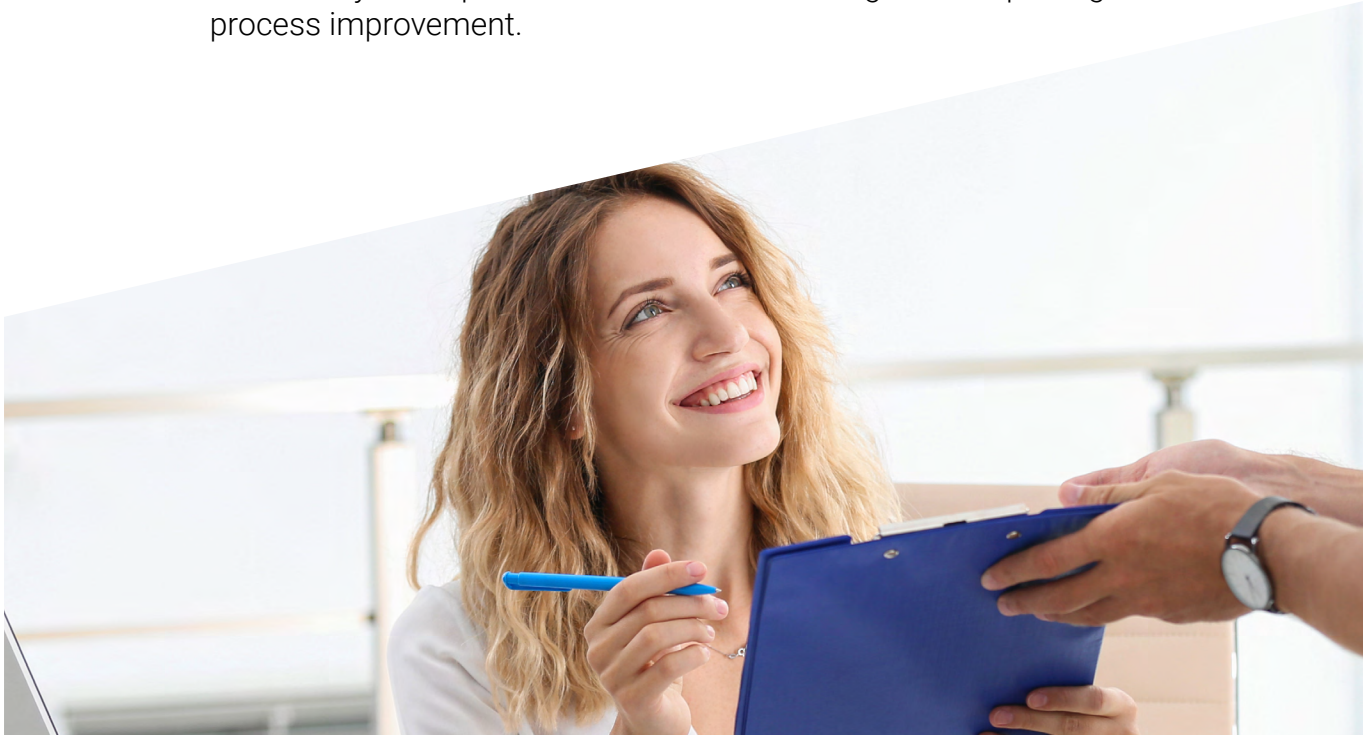
The challenges

Companies face constant operational issues from human errors during data entry or the loss of paper delivery notes on a daily basis. These issues often resulted in the inability to issue an invoice or receive payment from their customers. When it cannot be proven that a delivery was made, the company has to deliver the items a second time at their own expense.

Are you faced with these challenges when dealing with physical paper delivery notes?

- Manual processing is expensive, slow and prone to human error.
- High manpower costs for dealing with customer queries.
- Loss of physical delivery notes that leads to delayed payment, claims against you for lost goods and losing a valued customer.
- No visibility with updated information for management reporting and process improvement.

What can be done to improve the situation, bringing speed and accuracy to your proof of delivery process?

The solution

CumulusPro Proof of delivery (POD) solution helps supply chain management operators to intelligently capture and validate large volumes of delivery notes.

Built on Straatos BPM Platform, the solution automates information capture of physical delivery notes and validation against master delivery schedules. Offered as pay-as-you-go service, there are no software license user fees and annual maintenance fee required.

Automated information delivery from delivery notes to back-office system

Using the app, huge volumes of delivery notes are intelligently captured, validated, and automatically updated into either a logistics or ERP systems with no delays.

- Automated capture of data in the delivery notes.
- Automatic uploading of this data to the relevant finance and business system.
- Automated daily reconciliation of missing delivery notes.
- Ready integration to any content management system (e.g., Microsoft SharePoint) and ERP systems for easy retrieval.
- Provides reporting functionality for KPIs and SLAs.

Convert IT expenditure (CAPEX) to a pay-as-you-go expenditure (OPEX)

With no limitations on the number of user licenses, you have the flexibility of adding users or even designing the process flow that sends the delivery notes back to the buyer to add a missing signature electronically, at no extra cost.

New user accounts can be added in a fraction of the time needed in traditional systems, with little or no professional services required.

Built natively on Microsoft Azure

Hosted and built natively on Microsoft Azure, Straatos BPM Platform builds business apps that are optimised for the cloud making it accessible from any location with an internet connection.

Straatos leverages the scalability of the Azure cloud infrastructure and can support any number of accounts and concurrent business processes.

Benefits at a glance

Decrease cost with improved cash flow management

- Cost savings by reducing number of headcounts needed to process delivery notes manually.
- Shortens shipment-to-cash cycle or DSO (days sales outstanding) and improves cash flow.

Improve employee work performance and morale

- Improves employee efficiency and ensures compliance.
- Improves employee productivity from precise query handling.
- Improves operational traceability and enhances customer service.
- Higher employee morale as decreased need for repetitive manual tasks.
- Enrichment of work by rotating existing employees dealing with manual processing to other areas of responsibility.

Improve operational productivity and efficiency

- Eliminates human error from data entry.
- Easy access and quick retrieval of digital documents for smooth disputes resolution.
- Increased transaction efficiency and traceability.
- Provides precise management reporting on the effectiveness of process within the organisation.
- Centralised and structured electronic information is easily retrievable.

CumulusPro

About CumulusPro

CumulusPro helps businesses rapidly transform into digital enterprises by connecting people, processes and applications. Our cloud-based Business Process Management Platform-Straatos is designed to revolutionise how organisations and public institutions digitally communicate and collaborate with their customers, citizens, and partners. Digital enterprises typically improve their customer experience, increase customer satisfaction, business efficiency and productivity while reducing cost and time to market.