

Bulk Deliveries

Automation Exceeds Expectations

Improved Order to Cash Cycle by 6 Days - Through the integration of rugged mobile terminals and route accounting software, this bulk chemical manufacturing firm implemented a streamlined, efficient, cost effective method that encompassed the numerous business processes associated with the delivery of their products.



Delivery of water treatment chemicals requires a multitude of business processes and incorporates a number of truck and container types. Deliveries can range from the drop off of a 10 gallon tank, a 55 gallon drum, all the way up to pumping of thousands of gallons from the truck to a tank.

Distribution Companies are consistently searching out and developing new and innovative technologies that enable them to provide their customers with the highest quality products available in the market, at a fair and equitable market price, while maintaining outstanding service and customer support.

From a company viewpoint, the goal is to develop a streamlined, efficient, cost effective method that encompasses and integrates all business processes.

Situation

One of the top 5 manufacturers and distributors of water treatment chemicals was looking to automate its field deliveries with hand held terminals and receipt printers.

The manual method was cumbersome, prone to data errors, which required management time and attention to identify and fix, that ultimately resulted in a billing cycle of 7 to 10 days.

Primary Objectives:

- Reduce the current 7 to 10 day billing cycle
- Streamline and automate the current manual reconciliation process
- Improve quality of the data captured in the field
- Eliminate redundant data entry
- Allow management to focus on variance exceptions versus all transactions
- Provide proof of delivery via electronic signature capture



Solution

Looking to improve their delivery process, the company met with Compsee representatives who conducted a needs analysis study of their current delivery practices. Upon review, Compsee recommended a solution that included software that integrated with their back office system, along with rugged mobile terminals with label and receipt printers.

Recommendations

- Proceed with a deliberate, phased implementation of a mobile solution starting with a batch system that enhances the current process and moving on to a real-time, wireless access solution.
- Utilize rugged, palm held terminals
 - Scalable from batch to wireless
 - Communicates with a mobile printer for labels and receipts
 - Full alphanumeric keyboard
 - Color screen
 - Integrated laser scanner
 - Touch screen with signature capture capabilities
- Implement BizSpeed's goRoam mobile platform on the terminals
 - goRoam will be configured to capture specific data, follow the companies' business rules and integrate with their back office systems
- Streamline the process one step further and implement scale integration to automatically import into the palm held terminal the weight transaction, including a timestamp.



Process

Pre-Trip

- Synchronize server data with the palm held terminal. Data on a terminal is specific to the logged on user and only contains one user's trips at any one time.
- Pre-trip inspection form completed on palm held terminal – condition, mileage, etc.
- Load truck and scan the truck and trailer combination identifiers.
- Handheld queries the scale wirelessly to retrieve the last scale transaction. Driver confirms and loads the transaction into the handheld, which now has his electronically entered weight, batch etc.
- Wireless web interface on the scale reads the scale transaction files and publishes it to the mobile terminal.
- Print label with starting weight info – attach to trip sheet. Note, this is stored electronically and is synchronized at the end of the trip.

Delivery

- Scan delivery ticket to read customer # and ticket #.
- Manually enter start and stop tank levels and quantity delivered.
- Obtain the customer signature on the terminal
- System calculates totals for the customer and the trip.
- Print the customer receipt.
- Print delivery label which is affixed to customer copy of the paper ticket.

Post-Trip

- Re-weigh truck.
- Re-print closing trip label.
- Upload interface – post handheld data to central server: trip sheet
- Post-trip inspection form completed on the palm held terminal – enter vehicle condition, mileage, etc.

Benefits

- ▶ Reduced Order to Cash Cycle
- ▶ Reduced the billing cycle to 1day – versus the previous 7-10 days
- ▶ Streamlined through automation the reconciliation process
- ▶ Improved the quality of the data, eliminated redundant data through the collection of data in the field by the drivers
- ▶ Automation of the application allowed management to focus on variance exceptions versus all transactions
- ▶ Eliminated paper Proof of Delivery (POD) via electronic signature capture



The goRoam.Delivery solution provides an easy to install, easy to operate answer for companies looking to optimize their delivery schedules and automate the paper processes in the field. Through optimization of pickup and delivery with best in class enhancements and scheduling designed to automate mobile dispatch and electronic proof of delivery, goRoam provides a comprehensive solution.

The components of the delivery solution are modular. goRoam easily interfaces with existing order management systems to optimize delivery schedules based on driver or vehicle constraints. Orders are pushed to drivers wirelessly where they can view their route stops, complete the stop, record products/services delivered, and get an electronic signature for Proof of Delivery (POD). A customer copy can be printed on-site and an electronic copy sent to customer service. The net result is a significantly streamlined Order to Cash (OTC) cycle.

goRoam.Delivery features:

- ✓ Pre-trip checklist
- ✓ Vehicle inspection
- ✓ View route stops with Estimated Time of Arrival (ETA) and estimated duration
- ✓ Barcode scan or enter items delivered
- ✓ For bulk deliveries - force recording of bulk tank readings
- ✓ Electronic signature capture
- ✓ Take payments
- ✓ Print a fully customizable delivery ticket
- ✓ Automatically email customer service delivery exceptions
- ✓ Log events such as flat tire, waiting on dock, accident, etc. with rollup analysis
- ✓ Post-trip checklist and completion
- ✓ Central dispatch board to view status





Today's companies are looking for partners with the strategy and the resources to integrate systems, processes and people for improved safety, reliability, customer satisfaction and productivity. When seamless information flow is the issue, Compsee is the partner to whom they turn. We listen, we learn about their application needs, and then we help provide them with a strategy solution.

Compsee is a leading full service integrator of wireless and mobile computing and network solutions. Compsee will design, integrate and support an end-to-end wireless solution - from the backbone to the mobile worker. The company's unique blend of best-of-breed hardware and professional services provides solutions for a full range of demanding mobile environments.

Mobility Service and Support: Because today's competitive environment requires companies to rely significantly upon their information-based systems, Compsee Solutions Group provides the Mobility Services to design, develop, implement and support these mission-critical systems. Mobility Services from Compsee assure that the correct hardware, software and support plan are put in place to maintain a cost effective and productive system.

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BizSpeed >>

BizSpeed is an enterprise software and services company focused on extending business applications to mobile, wireless and web users. Our solutions provide and collect information at the point of need, which helps our clients achieve a "faster business", or "biz speed". BizSpeed provides complete mobile solutions for field sales, field service, pickup and delivery, asset management and inspections.



goRoam is BizSpeed's line of mobile products designed to automate key field operations. goRoam includes mobile modules and a web-based suite of server modules, each of which can be configured to meet specific business process requirements.

goRoam.Sales

Route accounting, sales orders and invoices

goRoam.Delivery

Delivery/pickup of bulk and packaged products

goRoam.Service

Work orders, parts and material

goRoam.Assets

Asset audits and tracking

goRoam.Inspections

Create and conduct inspections

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