CIVICA

TranSend ePOD

Simplify delivery management and boost efficiency

Helping logistics operators to reduce the time and costs involved in managing deliveries and collections.

Customers demand instant access to delivery status information. But with social distancing guidelines and driver skills shortage, logistics operators must be more proactive in managing their delivery processes.

Work smarter, do more
Our electronic proof of delivery (ePOD) cloud software removes paper for drivers and administrators, saving time and cost while increasing productivity.

Better customer service
Specify driver instructions for each delivery to provide consistent customer service, whether you're using experienced, new or external agency drivers.

15m
Deliveries per year

Boost cash flow with real-time data
Capture indisputable proof of delivery (POD) for same day invoicing. Drivers can record confirmation with location, date and time, signature and image with Android or iOS mobile devices. This automatically updates the office to allow same-day invoicing based on goods delivered.

Proactive delivery management
TranSend gives you full control of your delivery process so you can make informed decisions. You can capture all events and exceptions as they occur and track drivers' compliance against planned routes.

You can manage delivery issues as they arise and predict ETAs using live traffic information. Using this accurate data you can keep your customers up to date by generating automated customer updates by email or SMS.

Why choose TranSend ePOD?

- Remove paper to save time & cost
- Proactively manage all your deliveries to increase efficiency
- Simplify and speed up invoicing
- Deliver a better customer service
- Record indisputable POD to reduce claims
- Better data insight to improve planning.

"TranSend has greatly improved our processes. It gives us complete visibility of the working day, helps us monitor jobs effectively and increased our ability to make decisions."

Mark Coleby, Service Director at Hughes

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TranSend ePOD key features

Workflow that suits your business needs
Provide drivers with clear step-by-step instructions for each delivery to support your business processes. Configure the workflow to meet any delivery or collection requirements, such as secure delivery of valuable goods, delivery asset management, cash on delivery or temperature control.

Accurate vehicle loading
Make sure all relevant goods are loaded on the correct vehicles. Drivers can use the TranSend app to scan and load against the route manifest.

It removes paper handling and inaccurate loading, and allows for verification of secure or controlled items such as drugs.

At the depot, drivers can simply scan collections and non-deliveries off the vehicle. Helping you quickly identify returns to the warehouse, so you can process refunds timely and ensure damaged items are not returned to stock.

Keep track of your deliveries, at all times
A simple map view of vehicles' current and previous locations allows you to track all deliveries, at any time.

It also simplifies trailer management as you can track trailers and vehicle hook-up and drop-off.

By using real-time location data captured by the drivers' PDA, you can compare the actual route taken against the route plan, highlighting any differences. It allows you to monitor drivers' performance to improve compliance and efficiency.

Keep customers up to date
Confirm delivery slot, en-route and planned arrival time for customers via an email or SMS.

Notify the relevant department or individual when issues arise, such as informing the transport office when a delivery window is going to be missed or informing customer services when there's a delivery issue.
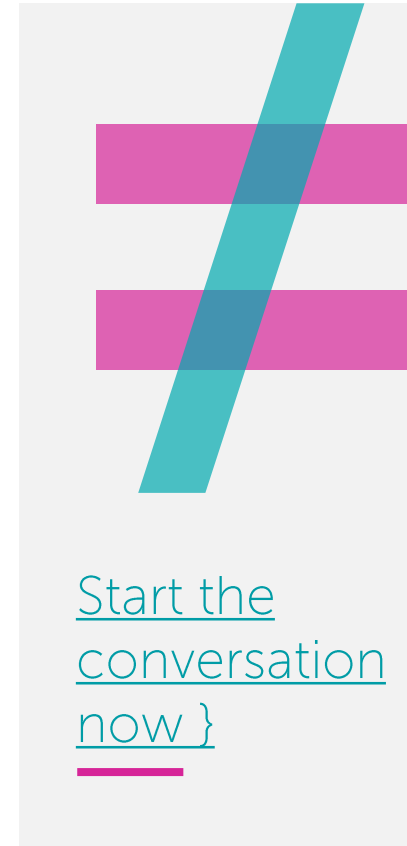
Indisputable proof of delivery
Record any shortages or damages with scanning and photo capability. Update your POD in real-time and generate customer receipts on site. It allows returns and replacements to be processed the same day, improving customer satisfaction, invoice payment and cash flow.

A single view of delivery performance
Our app captures key performance data during operation. Plus it integrates with third party systems such as Warehouse Management Systems (WMS), Route Planning, Customer Relationship Management (CRM), Truck-based satnav and Enterprise Resource Planning (ERP). You can access all your delivery data in real-time, saving you time and money.

Complete fleet and delivery management
Take a look at our Fleet Management and Route Planning cloud software, and see how you can get the most out of your fleet asset and boost operations efficiencies through automation.

Start the conversation now }