The Desired Results. Achieved.

- Speed up delivery and invoicing
- Faster response to customer delivery queries
- POD quickly available electronically

COBWEBB MOBILE POD eliminated manual scanning of over ½ million delivery notes a year.

THE BACKGROUND

Headquartered in Stockport, with a history of providing great quality and value since its creation in 1923, TN Robinson is a family owned electrical wholesaler with eight branches throughout the North West of the United Kingdom.

TN Robinson is a customer focused organisation that continually raises the bar by using current technology to provide superior customer service.

THE CHALLENGE

The management at TN Robinson needed to be able to track the delivery of thousands of items daily, eliminate the cost of scanning thousands of paper documents and speed up the delivery process. They needed a process that would feed delivery information directly back to their document management system without having to scan or file paper. The device would need to be easily implemented into the field and provide accurate and timely information for customer service.

THE SOLUTION

COBWEBB MOBILE POD is a customer driven solution for cost effective proof of delivery.

COBWEBB MOBILE POD is an industry strength mobile application for teams in the field needing to be able to quickly capture proof of delivery and upload it back to the office remotely.

This android based app allowed TN Robinson's transport fleet to focus on delivering product while the device took care of the paperwork. By storing the critical receipt sign off and associated key data, the driver could then focus on the next delivery on the route. Once he had completed the drops, he then could automatically upload the data to the archive to link up to the delivery notes, completing the receipt of delivery.

As a result, all the information was accessible for customer service enquiries from within the ERP system. The customer service team back at the office could then search/view all captured data, respond to enquiries and fulfill any customer communication required.

INDUSTRY
Retail

ERP SYSTEM
Infor ERP System21 Aurora

SOLUTION
Cobwebb Mobile POD (Proof Of Delivery)

CASE STUDY // TN ROBINSON

TN Robinson added 30 devices to the field sales team and saved over 4 hours a day in scanning time. As a result, TN Robinson saved over 80 man hours each month.

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The device also featured finger signature capture helping improve customer service relations. Cobwebb Mobile POD increased TN Robinson's industry credibility by utilising the best available technology.

CHRIS DRAKE
PURCHASING DIRECTOR

COBWEBB MOBILE POD resides on any android device with camera, touchscreen and WIFI.

The simple steps to Cobwebb Mobile POD:

- Scan barcode
- Capture signature and signees name
- Upload POD to Cobwebb Document Management
- Retrieve electronically

The signature image, name, date and time are input via android mobile device then indexed with barcode data (to link in **COBWEBB DOCUMENT MANAGEMENT** with the despatch note already reformatted by Cobwebb).

THE NEXT STEP

All Cobwebb products are developed with business efficiency improvements and cost saving at the core of the solution. **COBWEBB MOBILE POD** positively affects the bottom line, while delivering measurable enhancements in delivery processing and customer service. TN Robinson can now look to automatically populate System 21 with the POD data to further save time.

Cobwebb Communications Ltd. has been providing paperless process management solutions for the IBM mid-range servers since 1986. A complete IBM i Document Management Solution, the **COBWEBB DOCUMENT MANAGEMENT** suite of products allows the capture, creation, distribution and archiving for documents electronically and directly from your ERP system.

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