



Delivery Management

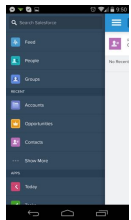
Proof of Delivery

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Business Use Case and Pain Points



No Mobile Interface to capture data

Too much time spent tracking the deliveries



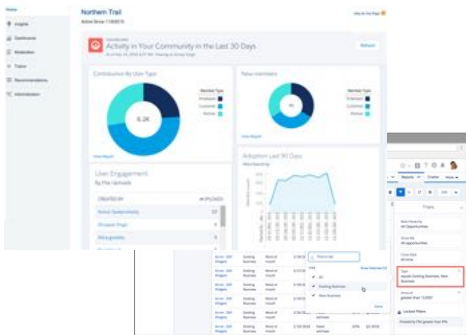
How to use Salesforce to solve this problem?



Performance impact and Driver productivity Impact



No Executive Dashboards to get 360 degree view



How to report on Delivery?

Where should you invest your custom dev resources to get the best ROI?



Delivery Management App – Use Case

Pain Points

- Too much paper work for Driver and Staff to track deliveries
- Information exists in multiple systems
- Using Excel to track deliveries  information and duplicate copies
- Not an easy way to track deliveries confirmation and address deliveries issues

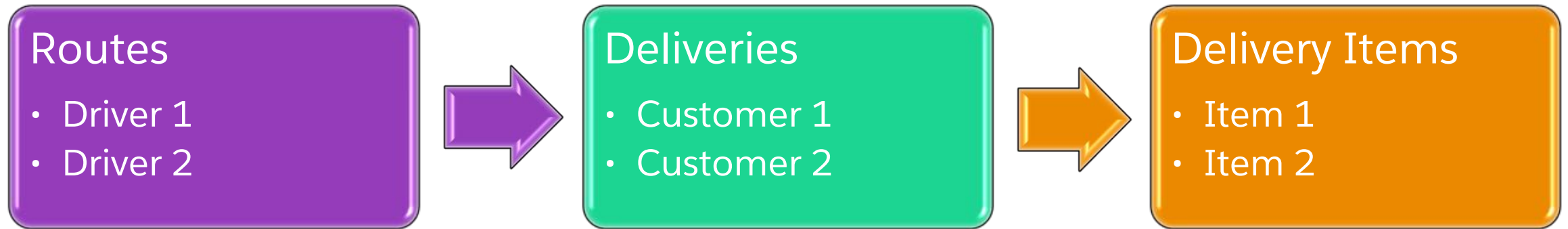


Desired Solution

- Reduction in Paper and get away from Excel
- Delivery Confirmation – Electronic Signature and tracking
- Better Customer Service
- Access to up-to date information when needed
- Mobile and Device agnostic
- 360 degree view of Successful Deliveries vs. Deliveries with Issues

Delivery Management App Overview

Daily Route > 1 or more Deliveries > 1 or more Delivery Items



- Daily Routes assign to a driver
- Route contains date, transit time, and shipment information
- A Route could have one or more deliveries associated

- Each Delivery is associated with a customer and a Route
- A Delivery could have one or more Delivery Items associated
- Delivery auto update to **'Delivered'** once all items status = delivered

- Each Delivery Item has customer address, quantity, and item description
- Driver capture customer esignature, item image, and updated status to delivered when completed



<http://kashiahmed.com/deliverymgmtapp>



<https://github.com/kashiahmed/DeliveryManagementApp>



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thank you



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