

# Case Study: Electronic Proof of Delivery

*Major Bedding Manufacturer*

## Company Stats



Major Bedding  
Manufacturer

40+  
Manufacturing  
Locations



\$1.4B+  
Annual Revenue



2,700+  
Employees



## Business Challenge

- Hampered by a very manual, paper-intensive invoicing process taking days from delivery to invoice, causing inaccuracies and further delays
- Timing delays to revenue recognition as recognition dependent on invoicing
- Customer satisfaction damaged due to inaccuracies and heavy paper dependency for deliveries invoicing and returns process that could take 30-60 days for credits
- Lack of visibility towards deliveries status intra-day as well as customer rejects/backorders

## Our Solution

- Designed analysis and strategy for project approach including base requirements and gap analysis
- Managed development of Sales Return & EPOD Apps
- Provided domestic US execution of the program framework based upon uniform milestones including:
  - Ownership of testing, training creation and execution and project management leadership towards vendor solution
  - Managed selection, acquisition, setup and support of deployment of Sales (250) and Logistics (390) devices
  - OCM leadership supporting rollout of Sales and Logistics across 31 US Plants and 640 Individuals.
  - Development of support and management plans

## Results & Impact

- Created industry-first manifest login process negating need for user names and passwords for drivers
- Improved invoicing timing and accuracy to less than 48 hours
- Created industry-first customer instant credit program to allow customers to receive instant credit via mobile sales return app solution
- Created intraday capabilities to manage and monitor deliveries success and issues
- Improvements to customer satisfaction in instant credits as well as delivery accuracy
- Improved driver/ Logistics satisfaction as entire group received cutting edge smart phones to support