

The customer is one of the most preferred online grocery chains in the industry, operating in the New York City Metropolitan area. They required a mobile application that would ensure their delivery team efficiently picks the orders and delivers them in a faster and simpler way, thereby increasing customer satisfaction.

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## Challenge

Customer was facing major difficulties in tracking order requests and achieving streamlined scalability. They were struggling with limited visibility and increased chances of errors due to paper-based sales order creation.



# Cherrywork® Proof of Delivery for an e-Grocery chain in US

## Solution

POD enabled delivery administrators to scan the trip, download the order details, and deliver it to the correct address providing an admin workbench to manage drivers effectively.

## Outcome

- Eliminated paper-based processes
- Improved visibility
- Optimized driver productivity
- Improved employee communication
- Reduced delivery cost



## Business Impact

**100%**

Dependence on paperwork eliminated

**360°**

Visibility of delivery cycle, stock and collections



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### About Incture

We are a digital systems company and a community of passionate, purpose-led individuals seeking to enhance people's lives with technology. We deliver digital solutions including Cherrywork® digital applications and intelligent platforms and technologies with speed and at scale to address our customers' complex business challenges. We are one of the largest providers of Digital Applications and Technology Solutions on SAP Cloud Platform and SAP On-Premise Platform.

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