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.

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

Challenge

- Struggling with limited visibility and tracking order requests due paper-based process for sales orders

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% Dependency on paperwork eliminated

360° Visibility of delivery cycle, stock and collections