



ePOD for K8 Trader Summary Factsheet

This document summaries the key features available within the ePOD for K8 Trader mobile application (app) for K8 Trader.

Overview

The ePOD for K8 Trader app enables a manifest of deliveries to be downloaded from the K8 Trader system and then enables a driver to deliver in turn to each customer. The delivery may be confirmed, capturing signatures together with images if required. This will update the K8 Trader system as outlined below. In addition, ad-hoc collections may be performed, and the user can record details of issues encountered.

These details are also transmitted back to K8 Trader and are available for reporting purposes.

Driver manifests are created utilising the standard features and functions available within the deliveries module in K8 Trader. Once the user sets the manifest status to confirmed within K8 Trader, the manifest is then available to be downloaded to the app.

The app requires a direct connection to K8 Trader to retrieve the manifest, either directly connected via the corporate network or via the internet. Deliveries may then be processed in off-line mode, but the app must be online to update K8 and to complete the manifest.

Once the manifest is marked as complete, then details of that manifest, including signatures and notes, are automatically removed from the device.

Supported Operating Systems and operating requirements:

Android

- Android 5 (Lollipop) or higher
- Camera (barcode scanning and image capture)
- Location permission (optional, geolocation updates)
- Photos/Media/Files permission (optional, gallery / camera roll access)

iOS

- iOS 9 or higher
- Camera (barcode scanning and image capture)
- Location permission (optional, geolocation updates)
- Background App Refresh

Supported transactions

- Customer Deliveries are downloaded within the manifest from K8 Trader to the app - these can then be processed as summarised in this document
- Ad-hoc Collections allows the driver to create an ad-hoc collection record within the app - this detail is then uploaded to K8 Trader and is available for reporting purposes

Each manifest has the following details visible for each drop

- Customer name and address detail
- Delivery Contact detail if provided in the original transaction
- Stock item detail, product code, description and quantity to be delivered
- Additional notes entered in the issue process

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Delivery processing options within K8 Trader and ePOD app

Complete

The driver can confirm delivery as complete and capture customer signature and images. When within range, the delivery will be updated within K8 Trader and the optional confirmation note produced. This note will contain the lines that have been confirmed and will have the signature embossed. Once completion details are uploaded to K8 Trader from the app, the delivery will be marked as completed within the system.

Failed

The driver can indicate that a line on a delivery, or the entire delivery, has failed within the app. Lines that have been marked as failed will not be updated within K8 Trader via the app, a notification will be sent to nominated individual(s) at the branch, and they will resolve the problem directly within K8 Trader. Any notes, reasons or images that may have been captured within the app will be transmitted to K8 Trader and will be stored alongside that delivery record and is available for reporting purposes.

Parked

The driver can indicate that the delivery has been parked (i.e. unable to complete, for whatever reason). No updates will be made within K8 Trader for such events, but the driver can retry the delivery at a later point in the journey.

Ad-hoc collection

The driver can create an Ad-hoc collection point in time. They can include a photo and notes. Note that such collections can be viewed and reported upon from within K8 Trader. They do not trigger any specific workflow.

Customer satisfaction survey

This allows a user to record if a customer was satisfied or dissatisfied with the delivery performance from within the app. The results of this survey will be uploaded to K8 Trader and are available for reporting purposes. They do not trigger any specific workflow.



About Kerridge Commercial Systems (KCS)

We provide specialist software, services and support to deliver fully integrated trading and business management solutions to distributive trades customers, large and small – wherever they are in the world. Immersed in the distributive trades for over 40 years, our technical experts are thought leaders in trading and management technology, and our innovative and flexible approach ensures our customers partner with us for the long-term.

Our mission is simple: to design and deliver high performance, integrated ERP solutions that enable our distributive trade customers to source effectively, stock efficiently, sell profitably and service competitively.

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