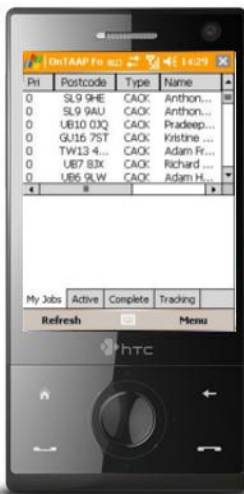




# TAAP Courier



Designed specifically for anyone who needs to make deliveries and collections, where proof of delivery is essential, TAAP Courier is the mobile app for you.



Delivery schedule screen shows all collections and deliveries in a driver's list. Details such as date and time of delivery/collection, postcode, client, address etc. are all easily accessible. Drivers can also view type of job and the status.



Electronic proof of delivery - signature capture enables delivery drivers to collect instant proof of delivery which is also time and date stamped. This data is included in receipts sent to customers via email or sms.

## Benefits



**Reduced costs** - eliminate paper processing and associated administration costs. Efficiency is increased so delivery capacity or speed of delivery can improve.



**Information visibility** - managers can choose to view jobs via a website or PDA, and route deliveries from a website or PDA through to a driver's PDA/handheld device.



**Time savings** - eliminate time spent processing paper, collecting or returning paperwork, chasing missing information or re-keying data.



**Improved customer service** - provide clients with updates on the delivery status of their items, and an electronic proof of delivery note containing their signature and a time & date stamp.

## Features



**Electronic proof of delivery** - signature capture ensures that the customer has signed for the delivery, and is validated further by an automatic time and date stamp.



**Built-in postcode look-up** - no need to key in the customer's whole address as the postcode look-up tool is built-in to the software application.



**Job allocation** - allocate jobs to drivers using a PDA or a website. Roles can be assigned so that managers can view and allocate jobs, whereas drivers can only see jobs allocated to them.



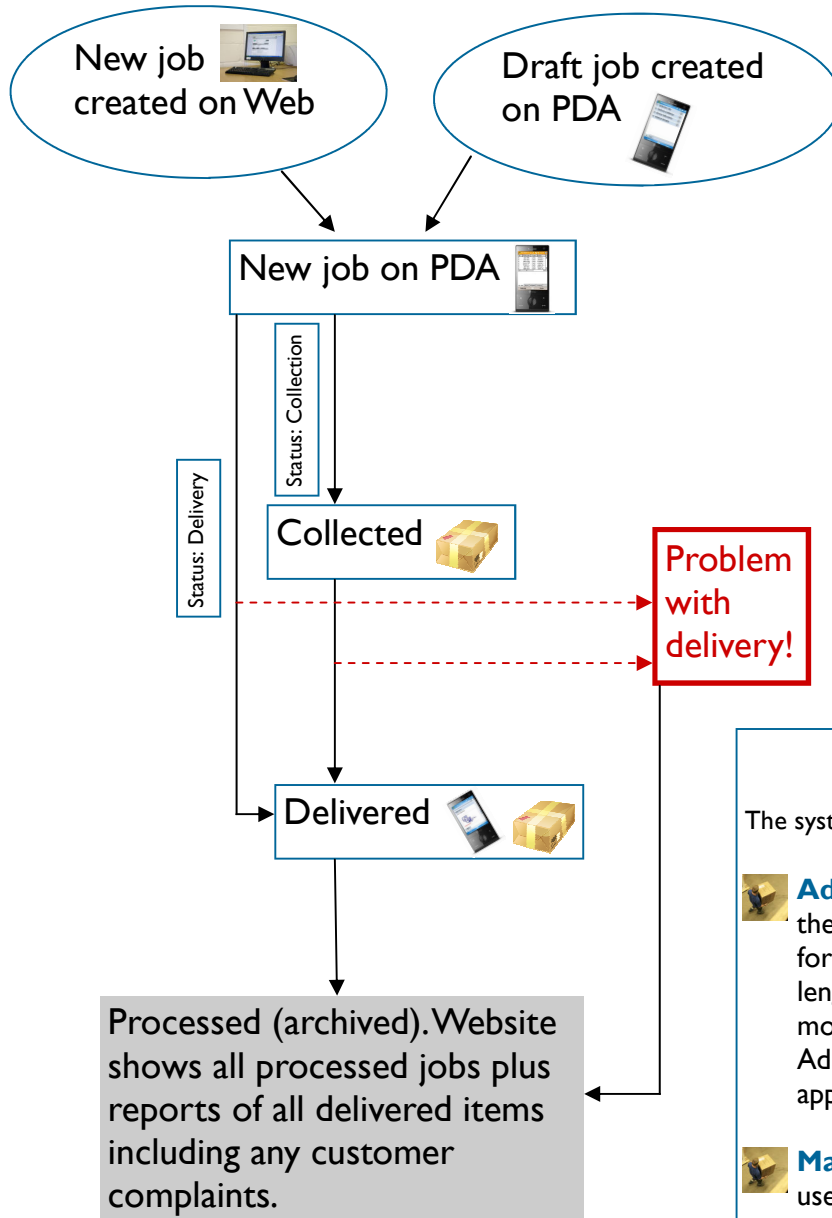
**Email or SMS receipts** can be sent directly to customers from a driver's PDA, following a delivery or collection. All details including the signature captured can be contained in the receipt.



**Delivery tracking** - view transaction details about any delivery via a website. Delivery companies can use this to track items using unique reference numbers.





# Collection and Delivery Process




## Roles

The system is role-based for ease of use:

 **Administrator** - this role allows the user to set-up new accounts for managers/drivers and to specify length of time for user access (i.e. monthly, quarterly, annually). Administrators access the application via a website login.

 **Manager** - this role allows the user to create, allocate and view all jobs and job status indicators, as well as all processed jobs. Managers can choose to access the app using a website or a PDA.

 **Driver** - the driver role operates directly from the PDA handset, and ensures that the user only sees jobs allocated to them.



# Views and reports

## Views



Real-time management views are available with the TAAP Courier application. This enables managers to see a quick up-to-date overview of the progress at any one time via the web:

- Job status views - new jobs, in progress, delivered
- Issues - i.e. any damage issues or customer complaints

## Reports



Reports can be exported by administrators or managers directly from the TAAP Courier application into Excel or .csv for ease of analysis:

- Export jobs with 'delivered' status - see when and where jobs were undertaken, which customer they were for, the allocated driver etc.
- Export customer complaints or damage issues - these will contain a hyperlink to the application so all information including photographic evidence can be viewed in detail.