CASE STUDY

# Improved Proof of Delivery Management for Clover (Pty) Ltd

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| **Industry:** | Branded foods and beverages. |
| **Challenge:** | Handling a high volume of daily Proof of Delivery (POD) documents, which was critical for optimizing operational efficiency and ensuring customer satisfaction. |
| **Solution:** | Implementation of Metrofile's POD management solution. |
| **Outcome:** | Improved management and accessibility of POD documents, leading to enhanced operational efficiency and customer satisfaction. |

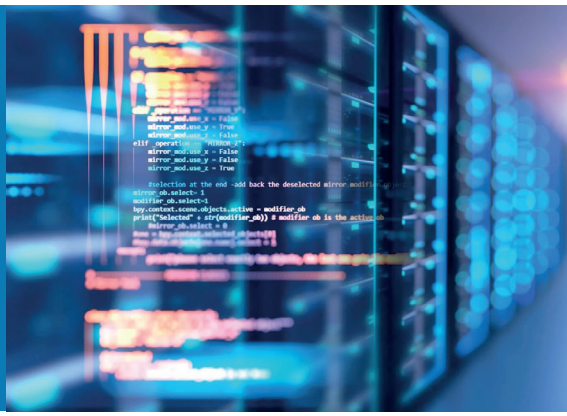
## The Challenge

Clover, a prominent South African branded food and beverages supplier, faced a significant logistical challenge. Processing a high number of deliveries each day generated a substantial volume of Proof of Delivery (POD) documents. Managing these records effectively was crucial for ensuring accurate tracking and timely confirmation of deliveries to customers. Clover required a solution that provided more than monthly exception reporting, to optimize their delivery processes.

## Objectives

**Clover sought to implement a solution that would:**

- Ensure seamless tracking of POD documents for all deliveries.
- Provide instant access to PODs to resolve disputes efficiently.
- Enable accurate daily reporting and real-time tracking, moving beyond the limitations of monthly reporting.



## The Solution

Metrofile introduced its POD management solution, tailored specifically to meet Clover's requirements. This involved:

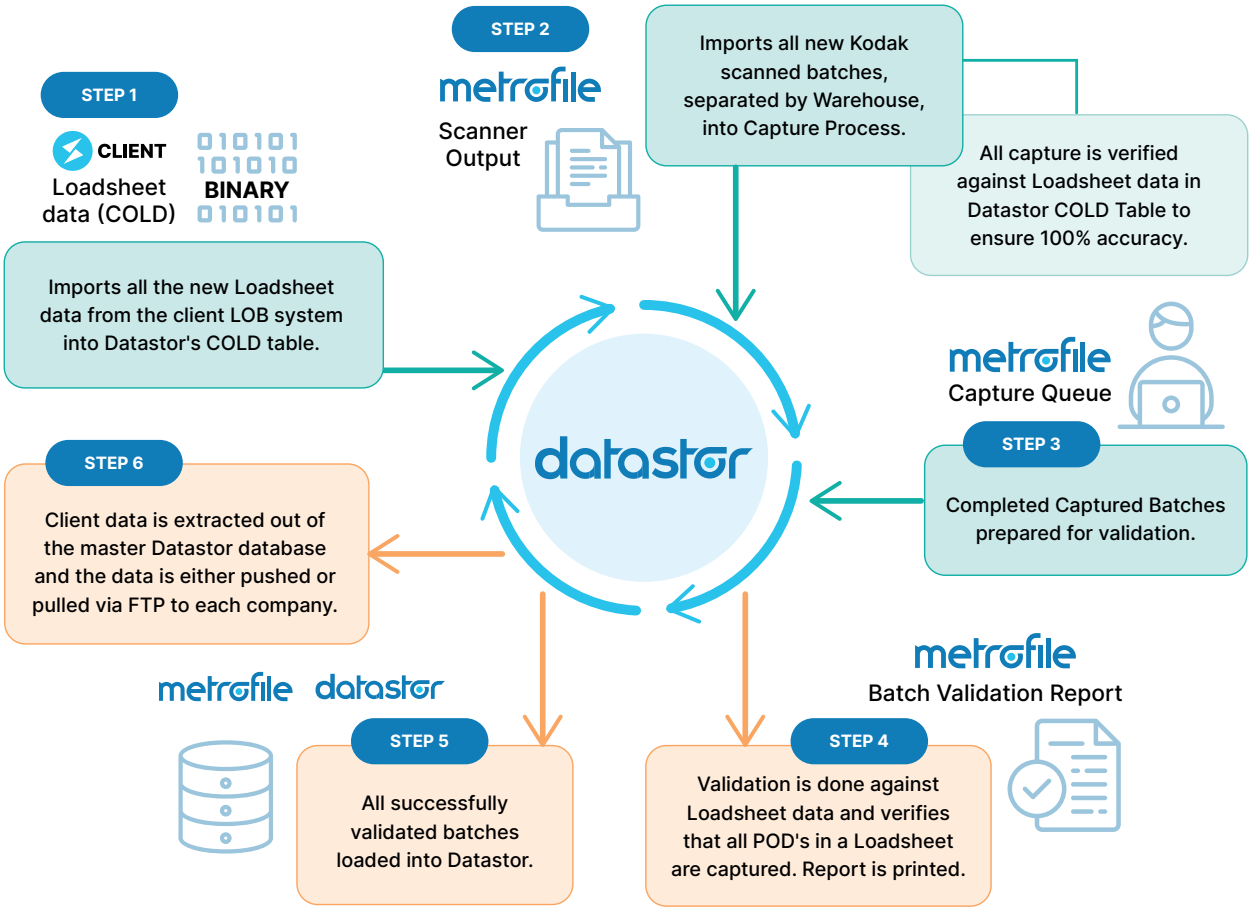
- Integrating Clover's Loadsheet data from its business system into the Metrofile platform.
- Scanning POD documents in organized batches based on warehouse operations.
- Verifying scanned PODs against Loadsheet data to ensure unmatched accuracy.
- Validating completed batches to confirm that all Proof of Delivery records had been captured correctly.
- Securely storing validated POD batches within the system for effortless retrieval and management.

## The Results

With the POD management solution fully implemented, Clover experienced noticeable improvements:

- Daily exception reporting replaced monthly reporting, speeding up the resolution of delivery disputes.
- Efficient indexing and accurate data capture streamlined the retrieval process, enabling quick access to PODs.
- Operational efficiency was enhanced by ensuring reliable proof of delivery to customers, while employees were freed from the time-intensive task of manually searching through paper records.

Initially deployed at Durban's Queensburgh branch, Clover scanned an average of 70,000 PODs per month with the help of one production scanner and three Metrofile employees. The success at Queensburgh prompted Clover to expand the system to seven additional sites across Southern Africa, including Johannesburg, Pretoria, Port Elizabeth, Cape Town, Botswana, and Namibia. The expanded solution now processes approximately 340,000 PODs monthly, involving 14 Metrofile employees and seven production scanners.

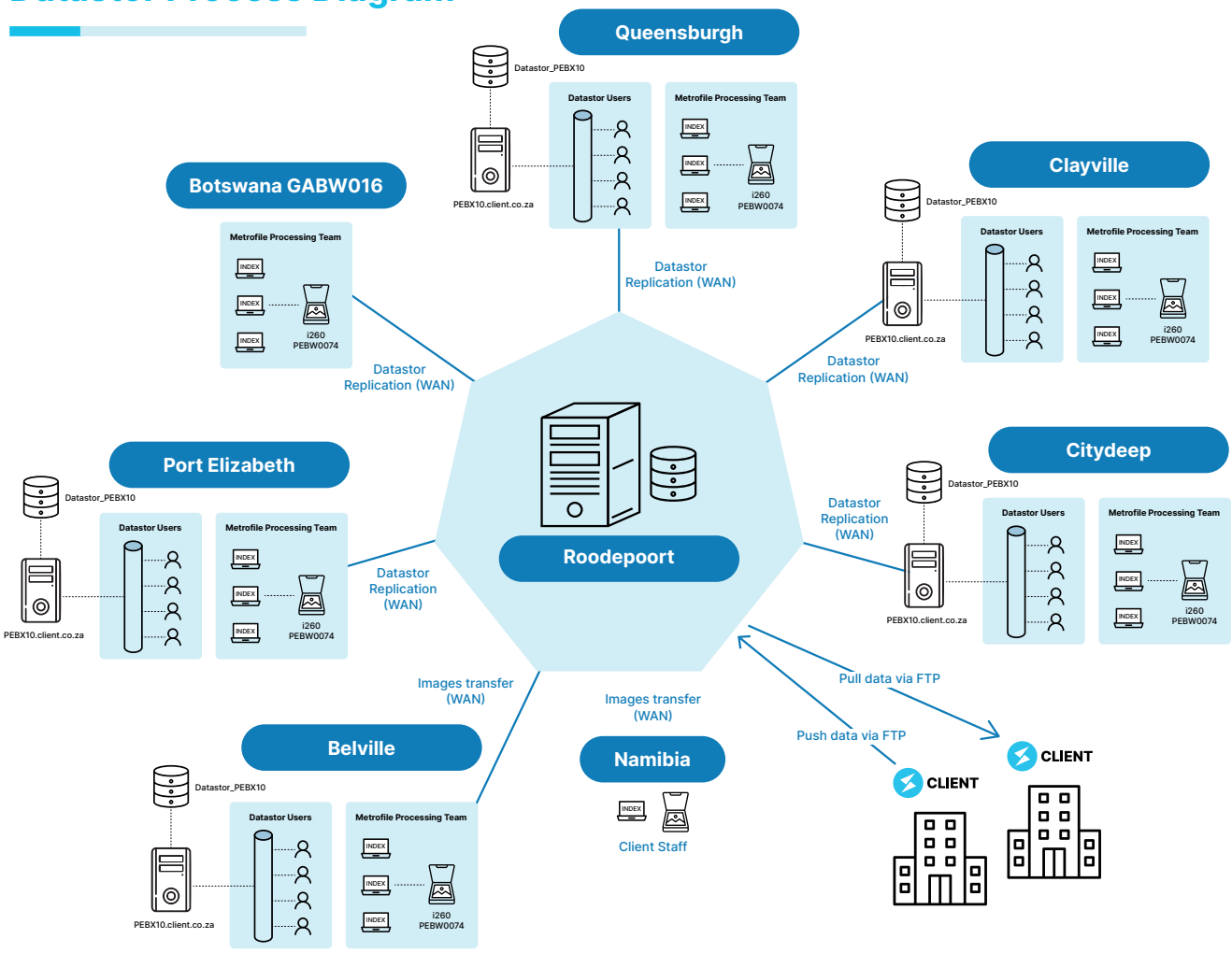



## Conclusion

Metrofile's POD management solution addressed Clover's challenges of Proof of Delivery document tracking, enabling better accessibility and management across multiple locations. This implementation has streamlined processes and improved operational efficiency.

Clover's case highlights Metrofile's ability to deliver tailored solutions for managing PODs in operations, ensuring businesses can overcome logistical challenges while enhancing reliability and productivity.

# Datastor Process Diagram




## Testimonial for Metrofile's Proof of Delivery Management Solution

*Before partnering with Metrofile, Clover faced significant challenges managing our Proof of Delivery documents. Due to the high volume of transactions we process daily, it was crucial to have efficient access to accurate and reliable POD data. Metrofile transformed our operations with their customized Proof of Delivery management system. Their solution seamlessly integrated with our existing processes, immediately improving our document handling and accessibility. This system not only enhanced our ability to promptly confirm deliveries but also provided us with the important capability of daily exception reporting, an improvement over our previous monthly reporting system.*

*We have reduced our financial discrepancies, increased our operational efficiency, and most importantly, improved our response time to customer inquiries. Our successful initial implementation in Durban has led us to expand this solution across multiple locations in Southern Africa, Botswana and Namibia, allowing us to maintain consistency and reliability in our delivery process across the board.*

**Clover S.A**