



IMPROVE CASH FLOW, PREVENT LOSS OF REVENUE AND DELIVER HIGH QUALITY CUSTOMER SERVICE EVERY TIME

20/20 Delivery® is the Industry Leading Mobile Supply Chain Product for Foodservice Distribution



20/20 Delivery is a fully featured, easy-to-use mobile supply chain product for delivery and collection in the foodservice industry, reliably connecting drivers on the road via mobile handheld devices to operations staff and computer-based information systems in the back office. 20/20 Delivery puts you in control via its web-based Dashboard, providing detailed, real-time visibility into your supply chain so you can create a first-class customer experience that ensures long-term customer satisfaction and loyalty.

20/20 Delivery will help you efficiently transfer time-sensitive and perishable products more cost-effectively, improving productivity, increasing cash flow and shortening invoice cycles.



The market's leading Proof-of-Delivery product that is easy-to-deploy, 20/20 Delivery has a wide-ranging feature set that makes it ideal for the sophisticated logistics requirements in wholesale and retail foodservice distribution markets. Complete proof-of-service information includes quantities, item scan codes, customer contacts, electronic signatures and metrics such as stop, break and drive times. The system also expertly manages aspects such as multi-item delivery stops, exceptions, payment processing (including catchweight), pallet pick and breakdown deliveries, unscheduled collections, product location on the truck - and much more.

20/20 Delivery™

Traceability in the Food Supply Chain

Under the regulations governing the Bioterrorism Act, companies that distribute food are required to establish and maintain records of the immediate previous source and the immediate subsequent recipients of food.

The Office of the Inspector General (OIG) for the Department of Health and Human Services recently conducted an exercise to examine traceability in the food supply chain, and found that many companies are not complying with the record keeping requirements of the Act. The International Foodservice Distributors Association commented that, "Given the increased attention food safety is receiving and the more aggressive efforts on the part of FDA and USDA, the food industry must make more effective traceability a priority."

To aid such efforts, 20/20 Delivery can provide a complete and verifiable audit trail for Traceability Compliance from depot to customer.

The 20/20 Delivery Advantage

Utilizing 20/20 Delivery to improve the efficiency of your operation gives you unparalleled competitive advantages. Relied upon daily by both Fortune 1000 companies and SMEs, 20/20 Delivery enables foodservice distributors to deliver a better service at every stop, ensuring the highest levels of customer satisfaction. With 20/20 Delivery you can:

- **Quickly create a Clean Invoice** for every delivery, in real-time, via electronic manifests, barcode scanning and printing on-demand receipts 'in-the-field' (with real-time confirmation to back office systems and customers)
- **Easily manage Over, Short & Damaged items** as they happen, at each stop, without calling the office on every occasion to report variances
- **Swiftly process payments** at any delivery point, thus improving invoice cycles and reducing DSO (Days Sales Outstanding), through using electronic signature capture, field-printed receipts and automated e-mail confirmations
- **Greatly reduce inventory shrinkage** - and your costs - by barcode scanning at load, upon delivery and customer return, and again at check-in
- **Instantly get up-to-the-minute delivery status** with detailed visibility into your supply chain, and send new or updated jobs to a driver, wherever they are, within seconds
- **Eliminate paperwork and data entry errors** in the field, for more efficient and consistent workflow - eliminating the need for scanning paperwork at the distribution center or home office

Unrivalled Benefits

- Visibility into all aspects of delivery and collection operations
- Empowers management, drivers and operations personnel
- Yields immediate competitive advantages, cost savings and rapid ROI

Foodservice Distribution



Comprehensive Features

20/20 Delivery has many unique features.

- **Payment Processing:** Calculates invoices in real-time for complex scenarios, including specification of item level pricing, multiple tax rates, and per item/per order allowances and charges, including the ability to apply partial credits (e.g. for a single broken jar in a case), and adjust catchweights during service. Comprehensive payment detail is transmitted back to the Dashboard to assist with billing and reconciliation of service.
- **Printed Receipts:** Easily configured to meet your requirements, receipts can detail exceptions, payments, customer information, signatures - even including your company logo - and can be printed on-demand to meet your customer's needs during servicing. Additionally, payment receipts can be printed to provide drivers with a reference for completing bank deposits, or generating an end-of-day report to assist with warehouse reconciliation.
- **Pallet-Level Fulfillment:** Scan entire contents of pallets with a single barcode, or 'break' pallets to scan items individually.
- **Trailer Mapping:** Graphically view the location of items and pallets within a trailer, or search for items by customer, location on trailer, or specific item number - this assists drivers in quickly locating missing items, or re-ordering their route.

- **Archive Receipts:** Capture images such as receipts via the handheld for viewing through the Dashboard, or storage in a back-end document retrieval system. This aids the transition from a paper-based system to 20/20 Delivery and enhances customer service by providing additional information for any customer queries.
- **Load Confirmation:** Eliminate costly errors by enabling a driver to confirm the trailer they are departing with matches the information they have downloaded to their device.
- **Configurable Workflow:** 20/20 Delivery provides 'out the box' functionality for the foodservice sector, but it is easily configured to match your workflow. This could include collecting data on damaged items, or undertaking a customer survey or vehicle inspection.

Complete Capabilities

- **Integrated Barcode Scanning:** Know the location of all products and assets at all times, and assist pre- and post-trip reconciliation.
- **Electronic Signature Capture:** Provide indisputable Proof-of-Delivery by capturing signatures of both the driver and customer at the time of delivery or service.
- **Automatic Timestamps:** All driver activities automatically receive timestamps for billing and payroll, including non-service activities such as breaks, meals and fuelling.

- **Unsurpassed Customer Service:** Provide customers with order status via self-serve portals on your web site, and/or send automated e-mail updates to reduce customer queries and improve satisfaction.
- **Real-time Communication:** Proven, reliable wireless data networks keep drivers connected and data synchronized, enabling urgent dispatches and ongoing communication, including text messaging as well as voice calling.
- **Payment Tracking:** Easily trace payments, credits and re-bills for complete accountability.
- **Exception Reporting/Handling:** View all service exceptions and unscheduled activities by distribution center, route or driver to quickly identify problems.
- **Reporting:** Measure performance metrics such as mileage, scan and signature capture rates, and conduct comparisons of planned vs. actuals. Utilize reports to document operational compliance, and view proof of service and payment details.
- **End-to-end Tracking:** Data imports/exports enable full integration with other systems, allowing 20/20 Delivery to serve as a central reporting portal.

Optional features include Location Based Services to provide turn-by-turn driving directions, and to track assets and monitor vehicle locations.

AirVersent is the global leader in providing visibility and control across the mobile supply chain. Specifically designed for use 'outside the four walls' in the 'last mile', AirVersent's software products transform costly, error-prone, paper-based processes into a highly efficient automated workflow that improves cash flow, prevents loss of revenue and ensures service compliance.



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