AirVersent

DELIVER THE HIGHEST QUALITY OF CUSTOMER EXPERIENCE – EVERY TIME

AirVersent helps 3rd Party Logistics (3PL) providers to dramatically accelerate cash flow with its easy-to-use Proof-of-Delivery product, *20/20 Delivery for 3PLs*.

Creating complete visibility of operations 'outside the four walls', *20/20 Delivery* provides detailed real-time views of workflow in the last mile of the supply chain. Enabling a 3PL to prevent revenue loss and fully manage revenue flow from end-to-end, *20/20 Delivery* will also help to improve the levels of service, and the quality of experience, provided to enterprise clients, and their customers.

Solving The Critical Business Issues

Enterprise organizations are increasingly using 3PLs, and with this comes a growing demand for greater accuracy and visibility of delivery status at every step in the supply chain, all the way to the end customer. *20/20 Delivery* helps a 3PL to:

- **Eliminate errors** by handling OS&D in real-time, at receipt and delivery
- **Shorten 'time to revenue recognition'** for clients, reducing their DSO
- **Prevent disputes** on deliveries and pick-ups, enhancing customer service

Offering a single point of visibility and control, with the ability to provide detailed metrics and measurements of performance, *20/20 Delivery* reliably connects drivers on the road via mobile handsets to operations staff and computer systems in the back office: *20/20 Delivery* can enable a seamless flow of information across the boundaries between a 3PL, its enterprise clients, and its clients' customers.

The result for a 3PL is significantly improved operational efficiency and cost reductions plus increased customer satisfaction via features such as the provision of delivery ETA.

Create a Better Quality of Customer Service

With comprehensive capabilities designed specifically for 3PLs, *20/20 Delivery* offers everything needed to provide high quality customer service at every pick-up and delivery.

- Electronic signature capture and barcode scanning
  - * Fully documented Proof-of-Delivery
- Exception handling
  - * Deal with OS&D as it happens
- Electronic manifests and work orders
  - * Eliminate data entry errors in the field
- Dispatcher, Loader, Receiver
  - * 'Role'-based functionality

Get It Right First Time

'Out of the box', highly cost-effective and with an extremely rapid deployment time, *20/20 Delivery* creates a more consistent workflow within a 3PL's operations, delivers reduced costs 'in depot' for receiving, storing and loading items, and greatly improves truck utilization.

AirVersent's *20/20 Delivery for 3PLs* guarantees accuracy and compliance in the field, eliminating errors, so you do it right, first time, every time - and deliver a better service.

Linking to the Enterprise

Using *20/20 Delivery for 3PLs* gives a 3PL its own *20/20 Delivery* 3PL system, providing PoD functionality to the drivers in its fleet via the Core Feature set, extending this where needed with optional add-ons such as Dispatcher.

An enterprise client will often use multiple 3PLs, and to help manage their 'network' of 3PLs the enterprise may operate an AirVersent *Open Enterprise Network*. An enterprise uses this system to electronically send jobs to and receive status from its 3PLs. When a 3PL uses *20/20 Delivery for 3PLs* it can gain access into an *Open Enterprise Network* - it gets jobs from an *Open Enterprise Network*, and its own *20/20 Delivery* 3PL system handles the pick-ups and deliveries to the end customer, plus the 'in depot' receipt, dispatch and return if needed.

To link a *20/20 Delivery* 3PL system into an *Open Enterprise Network*, a 3PL needs to register and subscribe to *Enterprise Network Services*: these Services, provided by AirVersent, enable information to flow seamlessly between the enterprise client, a 3PL, and the end customers.

3rd Party Logistics

Service is the Key

"Changing 3PL business models … means that links among (3PL) industry members are being tested. The business decisions executives in this industry make this year will affect their business for the next decade and beyond.

The issue of poor service *was identified as being the key reason for non-renewal of 3PL contracts by both 3PLs and 3PL users.*

When manufacturers/retailers were asked a series of questions about what they look for when choosing a new 3PL, and 3PLs were asked about what they think manufacturers/retailers are looking for, ***"best quality service"*** *was one of the two main factors highlighted (lowest price being the other)."*

"The North American 3PL Market", eyefortransport, February 2009

Comprehensive Features

Core Features

- Driver Start-of-Day
- Driver Manifest: view and review Customer Details and Delivery Address, Order ID/ Description/ Items
- Order Details: view Customer Details, Order Details, Order Fulfilment Details (Order Items)
- Pick-up and Delivery functions
- Signature Capture
- Barcode Scanning
- Exception Handling: variance between planned versus actual, Reason Codes plus notes
- Order Fulfilment: delivered versus planned at Order Item level
- Return Undelivered Order
- Create New Job: ad hoc pick-up or delivery; customer (new or existing stop), order and fulfilment details

Optional Features

Dispatcher

The function of this Role is to enable a business to have a holistic view across all orders, drivers and trucks.

- View assigned, unassigned and completed orders
- Build of routes and allocation to vehicles
- Filter and sort capability
- Make assignment decisions and edit previous decisions

Loader

This Role locates packages that are listed on the manifest and loads these onto the vehicle: either loading to a manifest or driver departure reconcile.

- Use Item ID, Customer Details and Description to locate each package
- Once located, scan the bar code on the package to confirm the package has been located and loaded

Receiver

This Role verifies that the inbound packages are as expected: either without a manifest or reconciliation against a manifest on arrival.

- Receipt of packages onto the dock
- Capturing electronic identification
- Description of packages, associate with customer

Other optional features include:

- Printing
- Location Based Services
- SatNav driving directions
- Load and/or Arrival confirmation
- Route Optimization

AirVersent is the global leader in providing visibility and control across the mobile supply chain. Specifically designed for use 'outside the four walls' of an organisation, 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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Automating the Mobile Supply Chain