

SDI has developed new connections with major shippers like UPS and FedEx that allow **real-time delivery updates** based on tracking information.

### How it works.

When a PO is confirmed, SDI often receives a tracking number through sources such as EDI and the supplier portal – a future update will make it **easier for SDI team members** to enter tracking information as well.

### Real-time. Real convenient.

Once SDI receives tracking information associated with a PO line, the status of that order is checked **multiple times per day** through connections with our logistics partners. If the order's expected delivery date changes, or the order changes status to “carrier shipped”, “out for delivery” or “delivered” an automation will leave comments in the expedite panel reflecting the new

status, estimated dev date, as well as the tracking number for reference.

### Updates. Alerts. Notifications.

These status changes **trigger an email update** to the requester on the PO if they checked the box for email status updates while placing the order. These notifications will allow technicians to plan around more precise delivery targets and should delight SDI customers internally and externally. The impact of this automation will be measurable through KPIs that track order cycle time since **updates will happen** as soon as the system detects a status update, allowing SDI to scale more efficiently as new clients are brought onboard.

### Win-win-win for customers.

From the ZEUS app, customers receive real-time updates when orders are **shipped**, out for **delivery**, and **delivered**. All of which helps them better plan their maintenance schedules and be more proactive.

