



# cDSD – Direct Store Delivery

## Expedite the Procure-to-Payment Process through Digital Receipts



### Situation

Existing paper based delivery process usually results in refunded and unconfirmed deliveries, fewer deliveries per day, complaints and unhappy customers, and higher costs to the organization.

### Challenges

- Manual processes include route planning, time-intensive routing, inefficient vehicle loading
- At least 3 hours per day spent on manual route planning
- Customers are left waiting without knowledge of delivery arrival time
- No vehicle inspections, resulting in unnecessary maintenance delays over time
- Lengthy process for Proof of Delivery to get back to company and processed

### Solution Innovation

- Crave’s Direct Store Delivery (cDSD) solution offers an optimum solution for Delivery Tracking, Return, New Sale, Truck Inventory Job Location on Map, Route Optimization, Realtime Integration with ERP, Vehicle Inspection, and Mobile Printing
- Barcode RFID scanning for managing of inventory in truck
- Image Capture and Signature Capture
- Guided vehicle inspection before driver's day starts
- Integrated with IoT and sensor devices for compliance with cold chain delivery processes
- Guided procedure for loading and stacking material, combined with mobile inventory reconciliation and material shortage report
- Over-delivery, under-delivery, and customer refusal options for driver
- Capture the delivery confirmation, delivery image capture, signature capture, and customer feedback
- Built-in route optimization engine to help cut depot time
- Updates system and sends receipt to customer automatically
- Application is fully integrated with ECC, SAP BI, Payment Gateway

### Value Drivers

- 30% time saved on order-to-cash process
- 20% less time spent preparing deliveries
- Increased customer satisfaction due to real-time updates for change in appointment
- Reduce paper consumption by at least 80%
- 20% more deliveries made per day
- A disruptive app, pre-packaged to expedite the implementation time, ROI realization, and reduction in TCO up to 80%
- Completely scalable technology that grows with the business
- Fully configurable, user-friendly UI from the back-end
- Multi-lingual capabilities
- Fully responsive with iOS, Android, Tablet, etc. out of the box

### Industry

- All Industries (Using SAP Sales and Service Order Process)

### LoB

### GTM Focus

- Americas
- APJ and GC

- EMEA
- MEE

### Solution Environment

- SAP Cloud Platform (SAP CP) & SMP 3.0
- SAP ECC 6.0 and above.
- S/4 HANA ,SAP B1 9.1 and above.

### References

- Success Story
- App Walkthrough Video
- Brochure



Users • Delivery Personnel • Back office staff • End Customer

Check local availability and get app via SAP App Center

