



Detailed information about specific deliveries is available in real time which allows customer services staff to quickly find out the latest status of a particular delivery. The query process offers the flexibility to search against one or more of the order parameters, such as order number, customer name, delivery date etc.

By having direct access to the order delivery information in a simple web based system, the customer services team can respond to the majority of customer delivery queries without reference to any other systems or having to contact the operations team.

### CUSTOMERS AND SUBCONTRACTORS

If required, the portal can also be made available externally to be accessed directly by the customer to track their delivery online and in turn this reduces the number of calls to customer services for delivery updates.

*CALIDUS* TTM can also be used to manage subcontractors more effectively providing the same tracking and visibility of transport work, ensuring the subcontractor is delivering to schedule and confirming delivery conditions of product with your customer.



### ELECTRONIC PROOF OF DELIVERY

The improved visibility in real time of your operation provided by implementing *CALIDUS* TTM with *CALIDUS* ePOD for signature capture and delivery confirmation brings many benefits to your business.

Driver debriefing of driver is more accurate and deliveries are more accurate and are executed on time and in full. Tracking of deliveries, real time exception alerts and proactive resolution management all contribute to improved service level adherence and a satisfied customer.