

The customer is one of the most preferred online grocery chains in the industry, operating in the New York City Metropolitan area. They required a mobile application that would ensure their delivery team efficiently picks the orders and delivers them in a faster and simpler way, thereby increasing customer satisfaction.

Challenge

Struggling with limited visibility and tracking order requests due paper-based process for sales orders



Cherrywork® Proof of Delivery for an e-Grocery chain in US

Solution

POD enabled delivery administrators to scan the trip, download the order details, and deliver it to the correct address providing an admin workbench to manage drivers effectively.

Outcome

- Eliminated paper-based processes
- Improved visibility
- Optimized driver productivity
- Improved employee communication
- Reduced delivery cost



Business Impact

100%

Dependence on paperwork eliminated

360°

Visibility of delivery cycle, stock and collections