



# ePOD for IQ Retail Summary Factsheet

This document summaries the key features available within the ePOD mobile application (app) for IQ Retail.

## Overview

The ePOD app enables a manifest of deliveries to be downloaded from the IQ Retail system and then enables a driver to deliver in turn to each customer. The delivery may be confirmed, capturing signatures together with images if required. This will update the IQ Retail system as outlined below. In addition, ad-hoc collections may be performed, and the user can record details of issues encountered.

These details are also transmitted back to IQ Retail and are available for reporting purposes.

Driver manifests are created utilising the standard features and functions available within the deliveries module in IQ Retail. Once the user sets the manifest status to confirmed within IQ Retail, the manifest is then available to be downloaded to the app.

The app requires a direct connection to IQ Retail to retrieve the manifest, either directly connected via the corporate network or via the internet. Deliveries may then be processed in off-line mode, but the app must be online to update IQ Retail and to complete the manifest.

Once the manifest is marked as complete, then details of that manifest, including signatures and notes, are automatically removed from the device.

## Supported Operating Systems and operating requirements:

### Android

- Android 5 (Lollipop) or higher
- Camera (barcode scanning and image capture)
- Location permission (optional, geolocation updates)
- Photos/Media/Files permission (optional, gallery / camera roll access)

### iOS

- iOS 9 or higher
- Camera (barcode scanning and image capture)
- Location permission (optional, geolocation updates)
- Background App Refresh

## Supported transactions

- Customer Deliveries are downloaded within the manifest from IQ Retail to the app - these can then be processed as summarised in this document
- Ad-hoc Collections allows the driver to create an ad-hoc collection record within the app - this detail is then uploaded to IQ Retail and is available for reporting purposes

## Each manifest has the following details visible for each drop

- Customer name and address detail
- Delivery Contact detail if provided in the original transaction
- Stock item detail, product code, description and quantity to be delivered
- Additional notes entered in the issue process

The ePOD for IQ Retail app enables a manifest of deliveries to be downloaded from the IQ Retail system and then enables a driver to deliver in turn to each customer.

### Delivery processing options within IQ Retail and ePOD app

#### Complete

The driver can confirm delivery as complete and capture customer signature and images. When within range, the delivery will be updated within IQ Retail and the optional confirmation note produced. This note will contain the lines that have been confirmed and will have the signature embossed. Once completion details are uploaded to IQ Retail from the app, the delivery will be marked as completed within the system.

#### Failed

The driver can indicate that a line on a delivery, or the entire delivery, has failed within the app. Lines that have been marked as failed will not be updated within IQ Retail via the app, a notification will be sent to nominated individual(s) at the branch, and they will resolve the problem directly within IQ Retail. Any notes, reasons or images that may have been captured within the app will be transmitted to IQ Retail and will be stored alongside that delivery record and is available for reporting purposes.

#### Parked

The driver can indicate that the delivery has been parked (i.e. unable to complete, for whatever reason). No updates will be made within IQ Retail for such events, but the driver can retry the delivery at a later point in the journey.

#### Ad-hoc collection

The driver can create an Ad-hoc collection point in time. They can include a photo and notes. Note that such collections can be viewed and reported upon from within IQ Retail. They do not trigger any specific workflow.

#### Customer satisfaction survey

This allows a user to record if a customer was satisfied or dissatisfied with the delivery performance from within the app. The results of this survey will be uploaded to IQ Retail and are available for reporting purposes. They do not trigger any specific workflow.



IQ\_Retail\_ePOD\_V1\_15042025

### About IQ Retail Retail (Pty) Ltd

IQ Retail Retail (Pty) Ltd is a software development company that provides expertise in complete financial and business administration solutions. IQ Retail Retail has been active in the development of business systems specialising in the accounting and retail management environment since 1986. In this highly competitive market, IQ Retail Retail has grown to become one of the premier providers of innovative and strategic business solutions.

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