

DIGITAL PROOF OF SHIPMENT



THE OPTIMIZERS

TEAM: THE OPTIMIZERS

READY FOR GROWTH?

PROJECT NAME: DC GOING GREEN— PAPERLESS DELIVERIES

Target Achievement:

“ To achieve 100% reduction in the use of paper in our inter-store deliveries from the Distribution Centre from the year 2022 and have a paperless warehouse environment”

PROJECT TEAM

THE OPTIMIZERS:

KAVIT SWAMY – DISTRIBUTION CENTER PLANNER

SAILESH KUMAR – DISTRIBUTION CENTER & LOGISTICS MANAGER

SAIYED DEAN – WMS ANALYST

DIPPIKA RAJ – GROUP LEARNING & DEVELOPMENT OFFICER HR.

JANINE PILLAY – GROUP SENIOR HR. OFFICER





DIGITAL PROOF OF SHIPMENT - DPOS

Why Digital?

Running a warehouse on 85% paperless innovated the DC management to completely remove the usage of paper within the DC and take its operations to the next level of becoming the only Distribution Centre in the country with paperless environment. DPOS is an electronic proof of delivery in a digital format replacing the traditional paper delivery note and shipping manifest documents.

DPOS app-based solution can be installed in different mobile devices and facilitates paperless data capture. It is essential for subsequent billing of the customer/store and serves as an important acknowledgement to mark the delivery as completed.

The DPOS solution can be easily integrated with any ERP and WMS platform via API integration.

PROBLEM SELECTION

- ❖ Brainstorming
- ❖ Problem ranking
- ❖ Cause & Effect diagram (Fishbone)
- ❖ Decision Matrix



PROBLEM RANKING

Process Types:

- Receiving
 - ASN
 - Inbound
- Stock Replenishment
 - Cross – dock
 - Move
- Auditing / Cycle Counts
 - Stock take
- Order Management
 - Order Picking
- Shipping
 - Pack & Load
- Stock Delivery
 - Manual
 - STO Copies



PROBLEM SELECTION : DECISION MATRIX

| Process Types | Efficiency/ Effectiveness 1 – 5 (20%) | Process (Manual / Automated) 1 – 5 (20%) | Stock Management 1 – 5 (20%) | Traceability / Maintenance 1 – 5 (20%) | Data Retrieval 1 – 5 (20%) | Total (100%) |
|---|---|--|------------------------------------|--|-------------------------------|-----------------|
| Receiving Type: ➤ ASN ➤ Inbound | 2 | 2 | 2 | 1 | 1 | 8 |
| Stock Replenishment ➤ Cross – Dock ➤ Move | 2 | 2 | 2 | 1 | 1 | 8 |
| Auditing / Cycle counts ➤ Stock take | 2 | 2 | 2 | 1 | 2 | 9 |
| Order Management ➤ Order Picking | 1 | 2 | 1 | 1 | 1 | 6 |
| Shipping ➤ Pack & Load | 4 | 5 | 4 | 4 | 4 | 21 |
| Stock Delivery ➤ Manual ➤ STO Copies | 5 | 5 | 4 | 5 | 5 | 24 |

1 = Excellent (Pass) 2 = Very Good (Pass) 3 = Good (Pass) 4 = Weak (Fail) 5 = Unacceptable (Fail)

PROBLEM RANKING

| Process Type | Total Points 100% | Ranking Order |
|---|-------------------|---------------|
| Stock Delivery <ul style="list-style-type: none">➤ Manual➤ STO Copies | 24 | 1 |
| Shipping <ul style="list-style-type: none">➤ Pack & Load | 21 | 2 |
| Auditing / Cycle counts <ul style="list-style-type: none">➤ Stock take | 9 | 3 |
| Stock Replenishment <ul style="list-style-type: none">➤ Cross – Dock➤ Move | 8 | 4 |
| Receiving Type: <ul style="list-style-type: none">➤ ASN➤ Inbound | 8 | 5 |
| Order Management <ul style="list-style-type: none">➤ Order Picking | 6 | 6 |

PROBLEM STATEMENT

High paper usage in the Pack & Load / Shipping Dept. and Transport Dept.

DRIVERS MANUALLY MARK OFF
TOTES USING A SHIPPING MANIFEST



TOTES LOADED IN DELIVERY RUNS
WITH THE USE OF SHIPPING
MANIFEST.



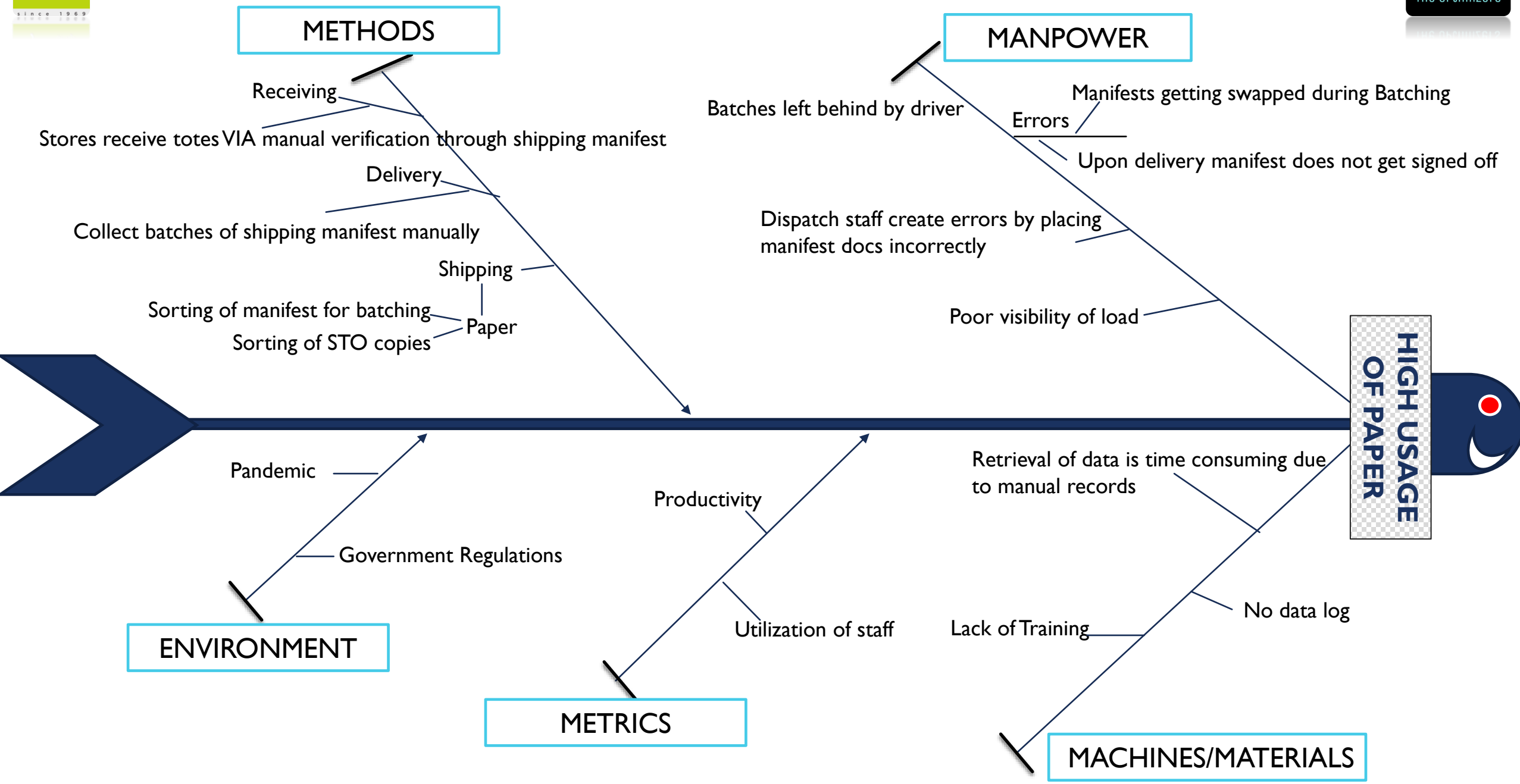
STO COPIES PRINTED OUT AFTER PACK
& LOAD AND SHIPPING



MILESTONE CHART

[illegible]

FISHBONE DIAGRAM



FISH BONE ANALYSIS

| Items | Category | Impact Rating | Significance |
|--------------------------|-------------|---------------|--------------|
| Productivity | Operational | Medium | Medium |
| Lack of training | Training | Medium | Medium |
| Shipping | Process | High | Medium |
| Delivery | Process | High | High |
| Receiving at store level | Process | Medium | Medium |
| Batches left behind | Process | Medium | High |
| Errors | Training | Medium | High |
| Poor visibility of load | System | High | Medium |
| Utilization of staffs | Operational | Low | Low |
| Retrieval of data | System | High | Medium |
| No Data Logs | System | Medium | High |
| Government regulations | Operational | Low | Low |
| Pandemic | Operational | Medium | Low |

PROPOSED SOLUTIONS

❖ Operations

- ❖ Increase productivity level
- ❖ Comply with Government Initiatives - Go Green
- ❖ Set up future plans to avoid backlog
- ❖ Have an automated delivery system

❖ Processes

- ❖ Have a fully digitalized & semi automated warehouse operations

❖ System

- ❖ Paperless delivery
- ❖ Have a live visibility of drivers and shipments on the go
- ❖ Have access to delivery data in an App & eliminating traditional use of delivery manifest (paper)
- ❖ Retrieve data on the go & track n trace as and when required by store with a click of a button

❖ Training

- ❖ Provide in-house training
- ❖ Awareness to all staff
- ❖ Monthly reviews

PROPOSED SOLUTION – DECISION MATRIX

| Process Types | Efficiency/ Effectiveness 1 – 5 (20%) | Process 1 – 5 (20%) | Stock Management 1 – 5 (20%) | Traceability / Maintenance 1 – 5 (20%) | Data Retrieval 1 – 5 (20%) | Total (100%) |
|--|---|------------------------|------------------------------------|--|-------------------------------|-----------------|
| Operations | 5 | 5 | 5 | 5 | 5 | 25 |
| Increase productivity level Comply with Government Regulations Set up future plans to avoid backlog Have an automated delivery system | | | | | | |
| Processes | 5 | 4 | 5 | 5 | 5 | 24 |
| Have a fully digitalized & semi automated warehouse operations | | | | | | |
| System | 4 | 4 | 5 | 5 | 5 | 23 |
| Paperless delivery Have a tracker in place for orders Have access to data in an App Get visibility on data in the App | | | | | | |
| Training | 4 | 4 | 4 | 5 | 5 | 22 |
| Provide in-house training Awareness to all staff Monthly reviews | | | | | | |

5= Excellent (Pass) 4 = Very Good (Pass) 3 = Good (Pass) 2 = Weak (Fail) 1 = Unacceptable (Fail)

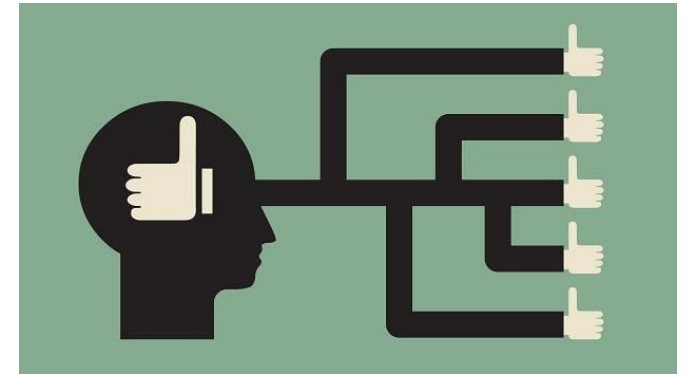
TANGIBLE BENEFITS

- Enhanced data collection
- Encourages digital culture (with improved collaboration)
- Improved productivity
- Total savings per year on paper & toner \$ **34,944.00**
- Enhanced employee morale
- Lower operational cost



INTANGIBLE BENEFITS

- Brand reputation in the market - Strong brand awareness
- Respect in the industry
- Customer and professional satisfaction
- Employee morale
- Enhanced user experience




STANDARDIZATION

For effective digitalization, first you need standardization.

- With such significant cost savings and innovative ideas to improve on the warehouse standards, this will soon be applied to JOF inter companies for invoicing and proof of shipment notification.
- Moving from a semi- automated to a fully automated Warehouse

DPOS DASHBOARD



- Dashboard
- Company
- Branches
- Teams
- Delivery Agent
- Customers
- Products
- Delivery Orders
- Load Orders
- Track your Deliveries
- Handling Units
- Settings



Load Orders

Search

Assign Driver

Create Load

5128

All

218

Unassigned

183

Pending

35

Accepted

148

Picked

4691

Delivered

4691

R. Delivered

53

Rejected

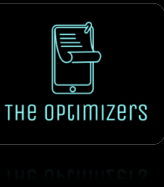
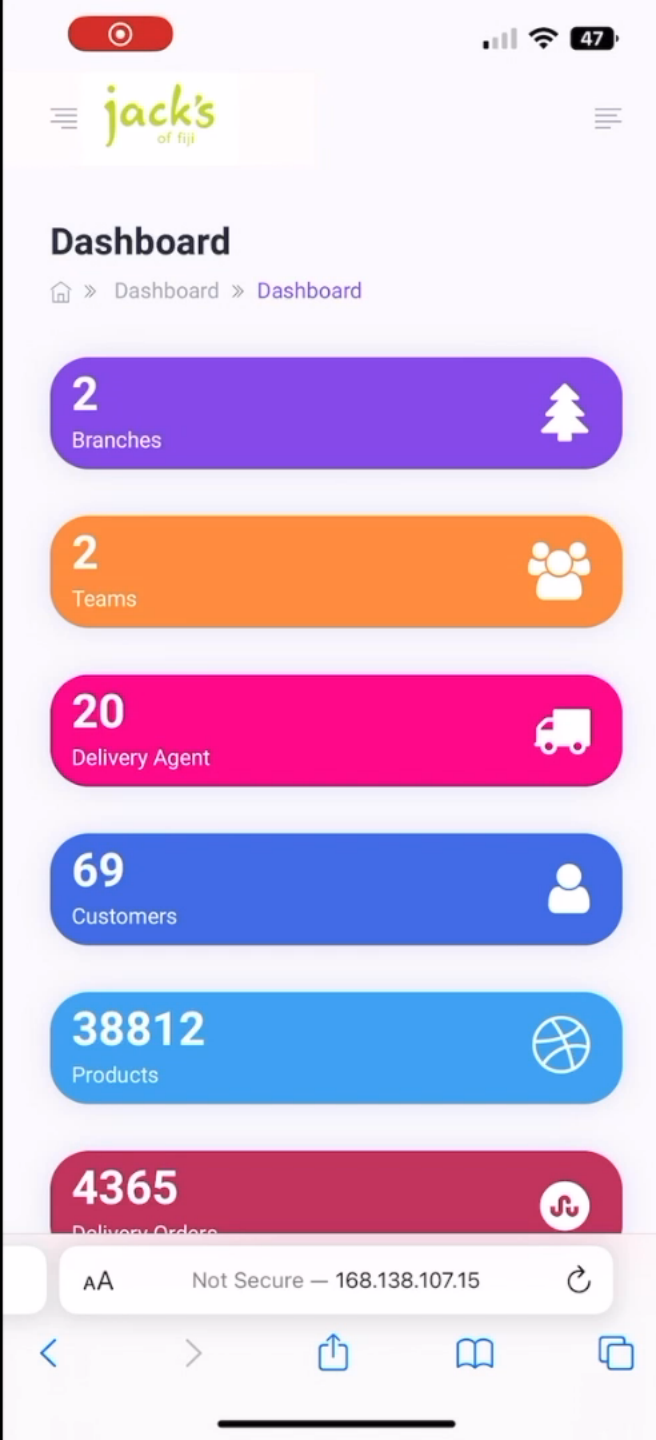
17

RTO

0

Cancelled

| S.No. | <input type="checkbox"/> | Actions | Load No | Load Date | Branch Name | Customer Name | Customer Location | Driver | Load Order Status |
|-------|-------------------------------------|---------|----------|-------------|---------------------------|--------------------------|-----------------------------------|-------------------|-------------------|
| 1 | <input checked="" type="checkbox"/> | | L0015074 | 25-Oct-2022 | Jacks Distribution Center | JACKS SUVA | Western Division - Vatukarasa | Hamendra Prasad | Delivered |
| 2 | <input type="checkbox"/> | | L0015023 | 25-Oct-2022 | Jacks Distribution Center | JACKS SIGATOKA | Western Division - Vatukarasa | Ravikash Sharma | Pending |
| 3 | <input checked="" type="checkbox"/> | | L0014748 | 21-Oct-2022 | Jacks Distribution Center | JACKS SHERATON | Western Division - Denarau Island | Nilam Reddy | Delivered |
| 4 | <input checked="" type="checkbox"/> | | L0014727 | 21-Oct-2022 | Jacks Distribution Center | BABY JACKS STORE | Western Division - Vatukarasa | Hamendra Prasad | Delivered |
| 5 | <input checked="" type="checkbox"/> | | L0015021 | 19-Oct-2022 | Jacks Distribution Center | JACKS NAKASI (RUPS MALL) | Central Division - Suva | Hamendra Prasad | Picked |
| 6 | <input checked="" type="checkbox"/> | | L0015020 | 19-Oct-2022 | Jacks Distribution Center | JACKS NAKASI (RUPS MALL) | Central Division - Suva | Hamendra Prasad | Picked |
| 7 | <input checked="" type="checkbox"/> | | L0015014 | 19-Oct-2022 | Jacks Distribution Center | JACKS HILTON | Western Division - Vatukarasa | Gyaneshwar Prasad | Picked |
| 8 | <input type="checkbox"/> | | L0015112 | 18-Oct-2022 | Jacks Distribution Center | JACKS LABASA | Western Division - Vatukarasa | Labasa Admin | Pending |



BENEFITS OF DPOS SYSTEM

- **Remove paperwork and paper cost** – DC approximately used - 1500 – 2000pcs (3 – 4 reams) of A4 paper per day. Equivalent to 730,000 pcs of paper per year
- **Enhance communication and notifications** – Pre delivery notification to stores via email once DC driver begins deliveries. Delivery tracking; pre delivery notification will have an estimated delivery time allowing clients to trace the route of their parcel
- **Proof of delivery** - Drivers can capture signature and photo proof from within the app and submit real time confirmation for the delivery
- **Electronic signature & Traceability** - E-Signature for confirmation of delivery taken on real time. Electronic documents are store online for further traceability and search purposes after the delivery process is complete
- **Beneficial for Other Jacks Businesses** - The DPOS system has a functionality of generating real time invoices for a third-party customer for any delivered consignment from within the app itself and can be send to the customer on real time basis with the signature details

DC PERFORMANCE

- With our Distribution Centre fully run by the WMS, this has enabled us to enhance our performance and take it to the next level in terms of :
 - Order turn around time (within 8-12hr)
 - Stock shrinkage
 - Variance level overall stands at 0.01%
 - Enhance receiving of inventory within the warehouse- ASN (Advance Shipping Notice)
 - Overall stock management

Through this project..

- We wanted to fully eliminate the usage of paper and be 100% a paperless warehouse environment
- Enhance shipping and delivery process by having a fully digital platform
- Set a benchmark for the warehouse operations in the country

CONCLUSION

- To conclude this project we would like to acknowledge the Directors, management and all stakeholders of Jacks of Fiji in investing into such systems and giving us this opportunity to implement world class technology for a very modern warehousing environment in the nation.



THANK YOU