# Manufacturers Supply Company

Providing production fasteners and supply items for industry

## Introduction

Established in 1928, Manufacturers Supply Company (MANSCO) specialize in providing production fasteners and supply items for industry. With the company's long standing commitment to total customer satisfaction, MANSCO adds value to their customers' products by providing quality parts, on-time deliveries and superior service.

## Goals & Objectives

MANSCO has continually strived to improve its processes and services through employee training and input. Moving forward, the company's primary objective was to go paperless. The previous system of storing and retrieving proof of deliveries (PODs) was all paper-based filing at multiple locations, but MANSCO recognized the possibility of increased ROI if the company had the ability to retrieve and send out delivery documents electronically.

Furthermore, the company required a better way of tracking its delivery performances. MANSCO wanted the ability to record the actual date and time of deliveries across multiple time-zones in the US, allowing the company to track and report its on-time delivery performance.

## Implementation

A large number of manufacturers waste time and resources tracking down physical PODs to deal with various client enquiries. They may also face problems acquiring certain delivery information like real-life vehicle location. MANSCO engaged the services of Detrack Systems to provide the company the ability to:

- Produce Electronic PODs (E-PODs), complete with accurate date/time stamps
- Conveniently store and retrieve these E-PODs
- Efficiently track the real-time locations of their drivers

## Impact

With Detrack Systems, MANSCO successfully:

- Reduced time spent handling physical delivery documents (2 hours of manually filing paperwork daily)
- Managed to retrieve E-PODs from multiple locations
- Improved overall customer satisfaction

## Conclusion

“By using Detrack’s *first-driver-free* policy, I can’t think of a good reason why any company wouldn’t try using them for a mobile proof-of-delivery solution.”