

## Customer Communication: EPOD Introduction

CMR will introduce an EPOD system over the next 8 weeks, which will deliver an improved delivery service to our customers.

- **What is EPOD?**

EPOD stands for “**E**lectronic **P**roof **O**f **D**elivery”. EPOD will allow Cahill May Roberts electronically track all orders from the time the orders are placed until it is received by the end customer.

- **Why Introduce EPOD?**

Cahill May Roberts are introducing EPOD to ensure we can track and trace every order from Cahill May Roberts until it is received by the customer. All Cahill May Roberts drivers will have an EPOD handheld device that will contain a live delivery manifest to ensure all orders are loaded and are delivered.

- **What is required from ‘You’ the customer?**

For each order delivered the Cahill May Roberts driver will request a signature from you the customer to confirm receipt of the order.

- **Benefits to ‘You’ the customer**

- Increase in service levels (delivery times/accuracy)
- Real time order tracking
- Improved customer communication

- **Time frame for implementation**

CMR will be implementing the EPOD device on a phased basis week commencing the 18/01/2010. It is envisaged that the roll out will be implemented over an 8 week period.

Thank you for your custom and support during the implementation of our EPOD system.



**EPOD Device**

Customer Signature:

ALAN

Clear    Signee:

Order No.	
5497	
144	

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**Sample Signature**