Goods need Proof of Delivery

"Automating our Proof of Delivery process has streamlined our operations and reduced customer queries for our Finance and Customer Service departments, and has been received extremely positively.

"UiPath robots are able to support our teams by seamlessly processing Proof of Delivery information from carrier websites, saving us time and ultimately enhancing our customer's sales experience."
Simon Smith, Head of IT.

amtico
flooring

Amtico is a British manufacturer of industry-leading, Luxury Vinyl Tile floors. Amtico began designing and manufacturing LVT over 50 years ago, and their Coventry manufacturing plant produces millions of square metres of flooring every year, for residential and commercial customers alike.

With large numbers of goods shipments both within the UK and into Europe, tracking delivery of every item has been a big challenge despite the engagement of high quality carriers.

Sophisticated systems are operated to track orders and the manufacturing processes, which left the lack of an encompassing Proof of Delivery (PoD) a missing piece of the jigsaw. To operate robustly at scale, a solution to the PoD information was essential.

Amtico engaged Ether Solutions to implement Software Robots using UiPath technology after becoming aware of the power of RPA.

UiPath software robots process the details of orders despatched to clients and the different carriers undertaking the tasks.

The UiPath robots save many hours of work by interacting with the different carrier portals to obtain information about actual delivery dates, times and Proof of Delivery documentation.

Amtico has a broad range of customers across the globe, so integrating PoD details with customer order data provides a complete picture to both their finance department and customer-facing teams, to support them in addressing any customer queries.

www.ether-solutions.co.uk
Intelligent Automation for Productivity and Quality
RPA - Robotic Process Automation – UiPath

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