PodStar Feature List

Version 2.1: July 16th 2019

# PodStar SAAS

## “Join The Club”

PodStar is a Software as a Service (SAAS) platform, this means that as Podstar evolves you as a member will reap the benefits of the new features regularly added to the platform. This document, which is regularly updated, provides a brief overview of some of the key features that have been added to the system since its’ initial launch in 2017.

Contents

[Emergency SOS Call Button 3](#_Toc14172950)

[PodStar SAAS 3](#_Toc14172951)

[“Join The Club” 3](#_Toc14172952)

[Azure 4](#_Toc14172953)

[High Availability 4](#_Toc14172954)

[Security (ISO27001) 4](#_Toc14172955)

[Scalability 4](#_Toc14172956)

[Cost-Effectiveness 4](#_Toc14172957)

[Application Deployment 5](#_Toc14172958)

[API integration 5](#_Toc14172959)

[Import Master data 5](#_Toc14172960)

[Import Jobs 5](#_Toc14172961)

[Export Job Status 5](#_Toc14172962)

[Jobs File Import 5](#_Toc14172963)

[Video and Photographs 6](#_Toc14172964)

[Vehicle & Trailer Checks 6](#_Toc14172965)

[Customer Survey 6](#_Toc14172966)

[Driver Survey Score 7](#_Toc14172967)

[Simple & Flexible App Configuration 7](#_Toc14172968)

[Leave Safe 7](#_Toc14172969)

[Discrepancies 7](#_Toc14172970)

[Drop with / without signature 7](#_Toc14172971)

[Optimisation 8](#_Toc14172972)

[On Import 8](#_Toc14172973)

[On Journey Start 8](#_Toc14172974)

[Dynamic ETA’s 8](#_Toc14172975)

[Consolidated ETA 8](#_Toc14172976)

[Consolidated Signature 8](#_Toc14172977)

[Invoicing 8](#_Toc14172978)

[Real Time Run Changes 9](#_Toc14172979)

[Driver Job Re-ordering 9](#_Toc14172980)

[Customer Portal 9](#_Toc14172981)

[Scanning 9](#_Toc14172982)

[Load Scan – Scan to Van 9](#_Toc14172983)

[Scan on Delivery 9](#_Toc14172984)

[Email & Text Notifications 9](#_Toc14172985)

[Customer ETA Delivery Notifications 10](#_Toc14172986)

[Android & iOS 10](#_Toc14172987)

[Reports 10](#_Toc14172988)

[Dashboard – KPI’s 10](#_Toc14172989)

[Wait Time Feature 10](#_Toc14172990)

[Temperature Reading on Pods 11](#_Toc14172991)

[Payment Collection 11](#_Toc14172992)

[Run List View 11](#_Toc14172993)

[Delivery Types 11](#_Toc14172994)

[Job Planning Screen 11](#_Toc14172995)

[Fragile Items Delivery 11](#_Toc14172996)

[Mapping and Driver Tracking 12](#_Toc14172997)

[Google Maps 12](#_Toc14172998)

[Mapping Console 12](#_Toc14172999)

[Sygic Maps 12](#_Toc14173000)

[Units of Measure 12](#_Toc14173001)

[Global Tax Settings 12](#_Toc14173002)

[Customer Specific Product groups 12](#_Toc14173003)

[Financial Benefits – POD’s 12](#_Toc14173004)

[One Stop Shop 13](#_Toc14173005)

[Mobile Device Management - Soti 13](#_Toc14173006)

[PodStar Support 13](#_Toc14173007)

[Delete Jobs After X Days 13](#_Toc14173008)

# Emergency SOS Call Button



Should a driver get into an Emergency where they need to alert someone to a situation they can select the 'Panic Alarm' button which is accessible on all screens.

When the driver clicks the panic button, a screen will be displayed showing a count down from 3 to 0, if the driver clicks the 'cancel' button then count down will stop and UI will be closed. If no action is taken by the driver during the countdown the UI closed and a pre-configured SMS will be sent to a preconfigured number.

Both SMS text and web-service mobile will send a google map link with current's GPS coordinates.

In the Back Office there is configurable setting (at company admin level) for 'Emergency contact number" and also a field to enter a  pre-written text (to send SMS).

Users currently logged into PodStar will receive an alert notification giving the drivers name, mobile number and a clickable google map link which will open a map showing the drivers current position.

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# PodStar SAAS

## “Join The Club”

PodStar is a Software as a Service (SAAS) platform, this means that as Podstar evolves you as a member will reap the benefits of the new features regularly added to the platform. Recent enhancements include features such as

* Wait time feature to indicate excessive delay at a delivery location
* Load Scanning
* Temperature monitoring
* Advanced customer delivery notifications
* Driver Emergency button
* Driver Reports

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# Azure

TouchStar selected Microsoft Azure as their global cloud platform partner for PodStar and FuelStar.

## High Availability

Microsoft Azure is an enterprise level cloud platform offering high availability and redundancy in data centres on a global scale. Because of this, Azure can offer a service level agreement, or SLA, of 99.95%

## Security (ISO27001)

Microsoft Azure has a strong focus on security, following the standard security model of Detect, Assess, Diagnose, Stabilize and Close. Paired with strong cyber security controls, this model has allowed Azure to achieve multiple compliance certifications, all of which establish Azure as a leader in IaaS security. Not only is the platform protected, the end user is also covered with Azure. This multi-level of protection is essential as security threats continue to multiply daily across the globe, targeting end users and putting your business’ data at risk. Azure provides simple, user-friendly services for increased protection, such as multi-factor authentication and application password requirements.

## Scalability

Scalability is the backbone of any good cloud provider, and Azure is no different. For example, consider the following: a firm runs SQL reports daily for 28 out of 30 days of the month, using minimal compute power. On the last two days of the month, there is an increase in report activity, requiring more compute power. Microsoft Azure makes it easy to scale compute power up or down with nothing more than the click of a button. With this scalability structure, businesses have the flexibility to pay for only what they use.

## Cost-Effectiveness

It’s imperative to keep IT budgets in mind when choosing a cloud provider, which is why the Microsoft Azure platform is so attractive to many organizations. Azure’s pay-as-you-go pricing allows SMBs to better manage their IT budgets, purchasing only as much as they need. Additionally, the cloud environment allows businesses to launch both customer applications and internal apps in the cloud, which saves on infrastructure costs while reducing the hardware and maintenance burdens on in-house IT management.

# Application Deployment

We can now deploy Android Apps through Amazon & Google Play Store

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#  API integration

TouchStar have developed a comprehensive API integration capability with a full guide and personal support from an in-house engineer to get you up and running in the shortest possible time.

Full published interface API with comprehensive manual, telephone or onsite support. Facilitates integration with any

* ERP
* Warehouse Management System
* Transport Management System
* SME Accounts Package

## Import Master data

Drivers/Depots/Vehicles/Customer Sites

## Import Jobs

* Any relevant fields
* Auto customer / Address
* Auto product creation

## Export Job Status

* Current Job Status
* Get all POD details via an API
* Get Photos / Print / Download
* Get Videos / Download

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# Jobs File Import

For those who don’t need or can’t afford API integration PodStar can import Excel files ….

* All job details
* Product and pricing information
* Drivers
* Vehicles
* Product Pricing
* Calculate pricing automatically from import
* Toll & Surcharge

# Video and Photographs

You can take Photos at any stage of your proof of delivery process. These will appear on the POD document. Settings for whether you need to take a photograph and whether it is mandatory can be controlled from settings in the back office.

* Photos can be viewed and printed from the back office
* Videos can be viewed and downloaded
* Click Print/PDF of Photos
* Feature: Print or PDF any photos captured on the app and PODs
* Benefit: for 3rd party haulage ability to capture and forward PODs immediately after delivery. No need to wait for driver to return. Realise payment and cashflow faster.

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# Vehicle & Trailer Checks

Ability to show vehicle Check documents on mobile device in the event they are stopped by VOSA. Vehicle Check documents can be viewed at the roadside for the previous 30 days.

* Vehicle Check Master List on Vehicle Type Screen
* Vehicle Check Master List on Vehicle check Screen
* Start of Day specific checks
* End of Day specific checks
* Driver safety/’fit to drive’ checks with declaration
* New driver forces new vehicle check
* The driver’s deliveries can either be locked down OR the driver can have the ability to change them around on his PDA

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# Customer Survey

The customer is asked to score the delivery according to certain criteria

The survey can be reported on per driver showing statistics for satisfaction



### Driver Survey Score

# Simple & Flexible App Configuration

App Customisation from Back Office settings

E.g.

## Leave Safe

If no one is going to present at the delivery a leave safe option can be set, allowing the item to be left without the need to collect a signature but with the option of taking a photograph or video of the delivery point.

## Discrepancies

Options to record discrepancies from a customer defined discrepancy list

## Drop with / without signature

Feature: Different signature scenarios for different types of delivery:

* Standard signature
* ‘Drop ‘n Go – Signed unchecked
* Leave in Safe Place

Benefit: Customers can pick and choose the signature method for use case, with additional proof on the POD e.g. Photos

Product line shows orange if ordered qty is not equalled to delivered qty (In case of reduce, increased or zero quantity)

The driver needs to select discrepancy code if ordered qty is not equalled to delivered qty (In case of reduce, increased or zero quantity).

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# Optimisation

## On Import

 The PodStar System can optimise the runs to ensure an optimal drop sequence based on historic route intelligence. Benefits include:

* Saves Money
	+ Fuel
	+ Wear and Tear on Vehicles
	+ Improved Utilisation – more jobs completed
* Saves Time
	+ Driver resource
	+ Reduce ‘manual’ route planning
	+ Faster service to customers
* Improves your Green credentials

## On Journey Start

When the driver logs in at the start of his shift the system assesses the current road conditions against the planned route and recalculates the ETA for all jobs on the run, based on live traffic intelligence.

## Dynamic ETA’s

On completion of each drop, ETA’s are automatically recalculated to accurately reflect ETA’s for the remaining jobs.

## Consolidated ETA

When multiple jobs are scheduled for delivery to the same address, a consolidated ETA is given for that group of jobs.

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# Consolidated Signature

When jobs are consolidated a single signature can be recorded for and multiple drops to the same address.

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# Invoicing

A full Invoicing module provides

* Customer specific invoice

# Real Time Run Changes

* Product
* Customer

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# Driver Job Re-ordering

If this option is selected the driver can reorder the run according to their optimum drop order (EG: local knowledge/real time situational factors).

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# Customer Portal

The customer Portal can be configured for multiple customers allowing them to:

* input their own jobs
* monitor /track their jobs in real time
* recall and view POD photos and videos
* view historic trip data

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# Scanning

## Load Scan – Scan to Van

A manifest is uploaded to the driver's handheld device allowing them to scan all items onto the van for a specific run. Real time validation ensures that all the items are loaded, whilst rejecting any unexpected items.

## Scan on Delivery

Select this option to allow all items to be scanned off the vehicle at the delivery point.

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# Email & Text Notifications

There are several different types of email notifications:

1. Main Company Admin Creation
2. Customer Creation
3. Password Reset
4. Job Creation
5. Import Results
6. Vehicle Defects
7. Holiday Requests
8. Load Scan Discrepancy
9. **Tailored ETA messages**
10. Job Discrepancy
11. POD documents

# Customer ETA Delivery Notifications

1. Job ETA notifications are automatically sent to the customer site when the delivery is a pre defined time from the drop.
2. The messages are configurable on a customer basis i.e if you are delivering on behalf of companies they can each have their own SMS Text content.

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# Android & iOS

Because you cannot always mandate what type of mobile device your drivers are going to be using , particularly when you are using **Hauliers** we provide both iOS and Android versions of the APP. To ease training and support the app is identical on both operating systems.

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# Reports

Driver Report

* Excel Reports for ePod's sent and ETA Notifications Sent

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# Dashboard – KPI’s

Widgets can be configured to give a top level performance overview of

* Driver Performance
* Vehicle Status

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# Wait Time Feature

 

Feature: Gives a real time view from arrival on delivery site to completion of Job. Traffic light system can be dynamically changed by customer to suit their delivery processes.

Benefit: Allows customers to keep control of deliveries ensuring remaining deliveries are not impacted, proof and data to help with claims from supermarkets etc

# Temperature Reading on Pods

Feature: Drivers able to record temp of Van Load and goods at point of delivery and this recorded on the app and displayed on the POD

* Combo box to fill in and capture vehicle temperature at start and end.
* Recorded vehicle temperature at each drop with the option of taking photo
* Numeric Keyboard with a separate dash, decimal, and comma for temperature field.

Benefit: Irrefutable proof that Chilled goods are below the 3 degrees BRC compliance regulations

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# Payment Collection

Feature: Drivers able to record payments (cash, cheque), volume of payment (full, part) on delivery

Benefit: Full proof of payment, eradicated need for paper receipts. More efficient and all info in one place.

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# Run List View

Feature: View full Dispatch operation in runs with actionable, colour coded insights. Full, Live operation on one screen.

Benefit: Action and view only the jobs that stick out i.e. Discrepancies, shorts, damaged stock. Allows companies to be proactive and deliver world class customer service.

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# Delivery Types

* With Signature
* Leave Safe

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# Job Planning Screen

Drag and Drop

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# Fragile Items Delivery

If items are marked as fragile the system can be set to require a separate signature for these items

# Mapping and Driver Tracking

## Google Maps

Global map

Global Time zones – allocate a job from on time zone and deliver in another

## Mapping Console

## Sygic Maps

Here Maps

TomTom maps can be selected

Truck specific mapping

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# Units of Measure

Whether you are delivering a box, pallet, sacks, liquids product by weight or volume PodStar can record the original load and consolidate the delivery data

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# Global Tax Settings

* GST & VAT TAX

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# Customer Specific Product groups

Associating a Customer with a product group allows you to streamline your product listings against a specific customer.

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# Financial Benefits – POD’s

* Reduced debtor days due to instant POD’s which means clients have to pay earlier
* Instant invoices
* Instant POD’s that can be set up to be emailed to all relevant people. (in the past have had clients where the POD paperwork gets taken to depots then only transported back to HQ a few days later when the POD’s are then scanned on to the system)  SAVES TIME!
* Credit note reduction
* Onsite disputes can be actioned immediately (if not on site, the depot can be informed so mistakes can be actioned)
* Ability to customise the drop down boxes for discrepancies so no more trying to decipher drivers writing = FEWER MISTAKES

# One Stop Shop

* We can provide a one stop shop for hardware and software. As a rugged hardware manufacturer, we are in a good position to recommend suitable devices for easy scanning

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# Mobile Device Management - Soti

* Rapid Provisioning and Enrolment
* Identity and Access Management
* Secure device, apps, content and data
* Integrated Antivirus for Android
* Android+ Technology
* Remote View/Control
* Rugged and IoT Device Management
* Located based Service
* Data collection and Reporting
* App Store and Google Play integration
* Remote App Management
* Interactive App Catalogue
* App management
* Content Management
* Enterprise Systems Integration
* BYOD Support
* Compliance/Alert Rules
* Android and iOS management
* Intuitive Administrative Console

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# PodStar Support

Direct personal support from your

* Customer Support Desk
* Account Manager
* Business Analyst
* Project Manager
* Development Team

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# Delete Jobs After X Days

Because you may have old jobs that don’t get allocated but are still in the system you can select “Delete Jobs After X Days” to clear out old jobs.

