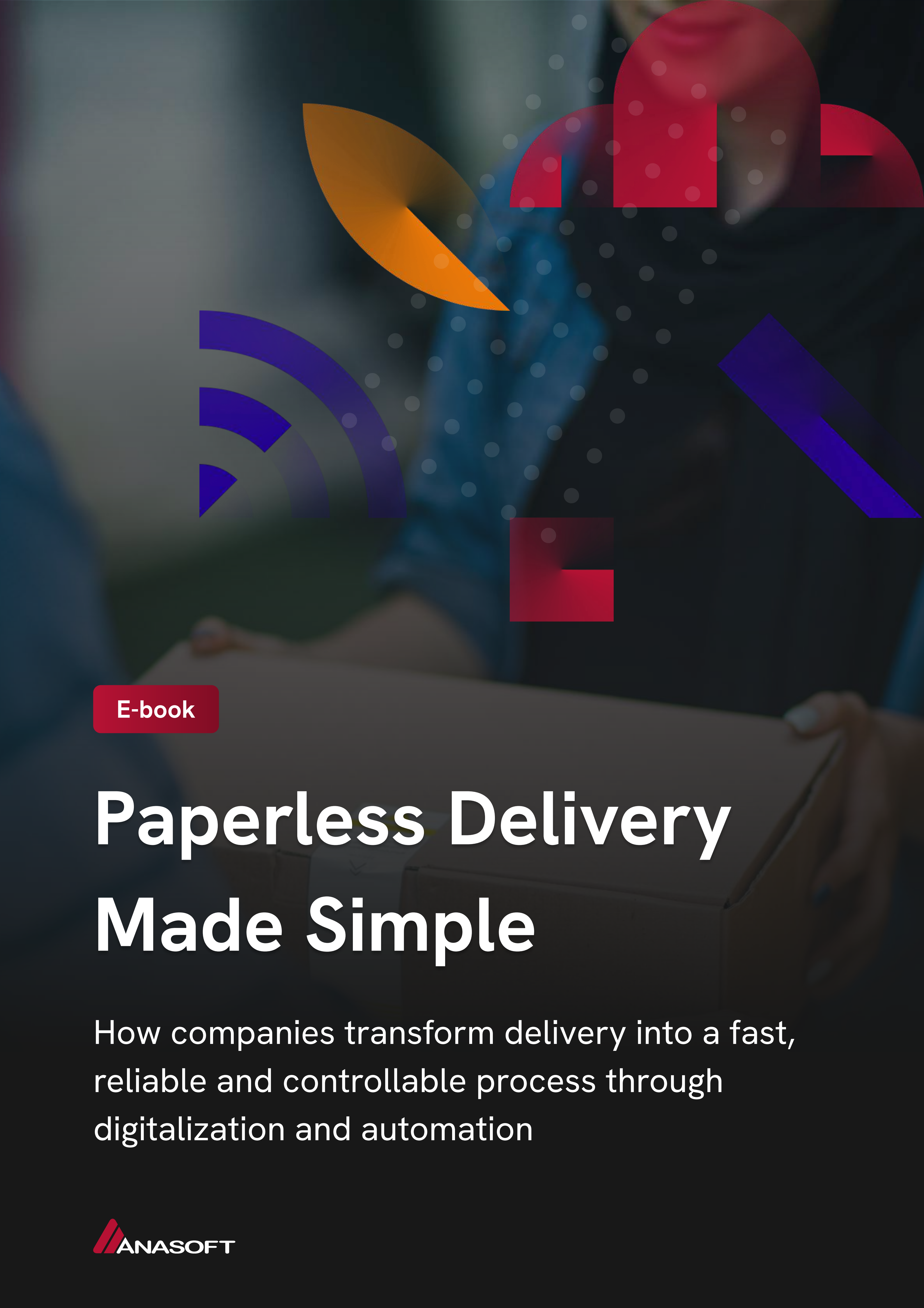




E-book

Paperless Delivery Made Simple

How companies transform delivery into a fast, reliable and controllable process through digitalization and automation

Introduction

Imagine the moment when a driver delivers goods and you (or your customer) take them over. A paper delivery note lands on the table, something doesn't match, items are quickly crossed out, notes are added, everything is signed "on the spot".

The driver leaves, the paper goes back to the office, someone retypes it into the system, looks for errors, calls the driver... and the invoice is issued hours or even days later. In the meantime, more delivery notes, handover protocols, complaints, returns and forgotten items pile up. Sounds familiar?

This short moment at the door – receiving goods during delivery – is in many companies the most paper-heavy and at the same time the most chaotic part of the entire process. That's exactly why it's the best place to start with digitalization. It's where you can achieve the fastest impact without large projects, complex changes or high investments.

Mini checklist: Is delivery digitalization right for me?

- ☐ Do you use paper delivery notes and make frequent on-site changes?
- ☐ Do you wait for documents until the driver returns?
- ☐ Are invoices often issued one or two days later?
- ☐ Do disputes arise about what was actually delivered?
- ☐ Do you need real-time visibility of deliveries and handovers without additional phone calls?

If you nodded at least three times, start here. Delivery digitalization is the fastest way to see that digitalization is not just a “project”, but something that simplifies and speeds up daily work with a direct impact on cash flow, customers and employee stress.

Start delivering faster and more efficiently today with electronic signing and digitalization of your delivery processes.

The Anasoft Team

Why digitalize delivery?

Every day, the same story plays out in hundreds of companies:

In the morning, the driver receives a stack of paper delivery notes. During the day, they deliver goods, write notes by hand, and the customer signs paper documents. In the evening, the driver returns to the warehouse or office and hands over a pile of documents.

Later, someone – usually an administrative employee – manually retypes everything into the system.

At first glance, it works. But if you look closer, you'll see where companies lose time and money, and where errors occur: chaotic handovers, paper delivery notes, high error rates, slow invoicing.

In small and medium-sized companies, the same scenario repeats itself:

Common issues

- **Paper documents:** Delivery notes are covered with handwritten notes and corrections. Even if you try to keep things tidy, reality in the field is different. It's cold, it's raining, work is hectic.
- **Manual changes:** Returns, complaints or additional items are written in by hand. Errors occur when data is retyped into the system.
- **Delayed data:** Documents often reach the system only after the driver returns. Accounting and invoicing have to wait.
- **Delayed invoicing:** Blocked cash flow. Every extra day you wait for "clean" data is a day your money is standing still.
- **Phone ping-pong:** Customers call asking where the driver is. Dispatch calls the driver. The driver doesn't answer because they are unloading. Time and nerves are wasted.

All of this represents hidden costs of paper-based processes.

Digitalization in numbers

Numbers aren't everything – but they best show how worthwhile digitalization really is.

1. Order processing speed *Up to 80-90% faster*

With paper documents, order processing and confirmation takes on average 6-24 hours. With digital delivery, data is available in the system within minutes after customer signature – up to 80-90% faster.

2. Faster invoicing *Invoices issued 1-3 days earlier*

When delivery data arrives in real time, invoices can be issued the same day. Companies using digital delivery report invoicing accelerated by 1-3 days – which, with dozens of deliveries per day, means thousands of euros available sooner.

3. Fewer errors *Error rate reduced to 0.5%*

Manual retyping from paper typically causes a 3-7% error rate (misread numbers, incomplete data, typos). Digital data processing reduces errors to below 0.5%, meaning fewer corrections, fewer calls and less stress.

4. Driver time savings *20-40 minutes saved per driver per day*

Drivers save 20-40 minutes daily by not filling in and handing over paper documents. With a fleet of 10 vehicles, that's 3-6 extra hours per day – time that can be used for more deliveries, vehicle maintenance or simply finishing shifts earlier.



Barriers to delivery digitalization

“We are a small company, digitalization doesn’t apply to us.”

Small companies suffer the most from slow processes. Every delay multiplies. Digitalization significantly simplifies work without unnecessary complexity. Today’s solutions require no large investments or IT teams – just a smartphone or tablet, internet access and quick driver onboarding.

“Integration with our system will be complicated.”

That may have been true in the past. Today, digital solutions integrate with existing ERP or accounting systems via simple APIs. Delivery data, handovers, signatures and order statuses are transferred automatically – no retyping, no manual syncing.

“What if it doesn’t work?”

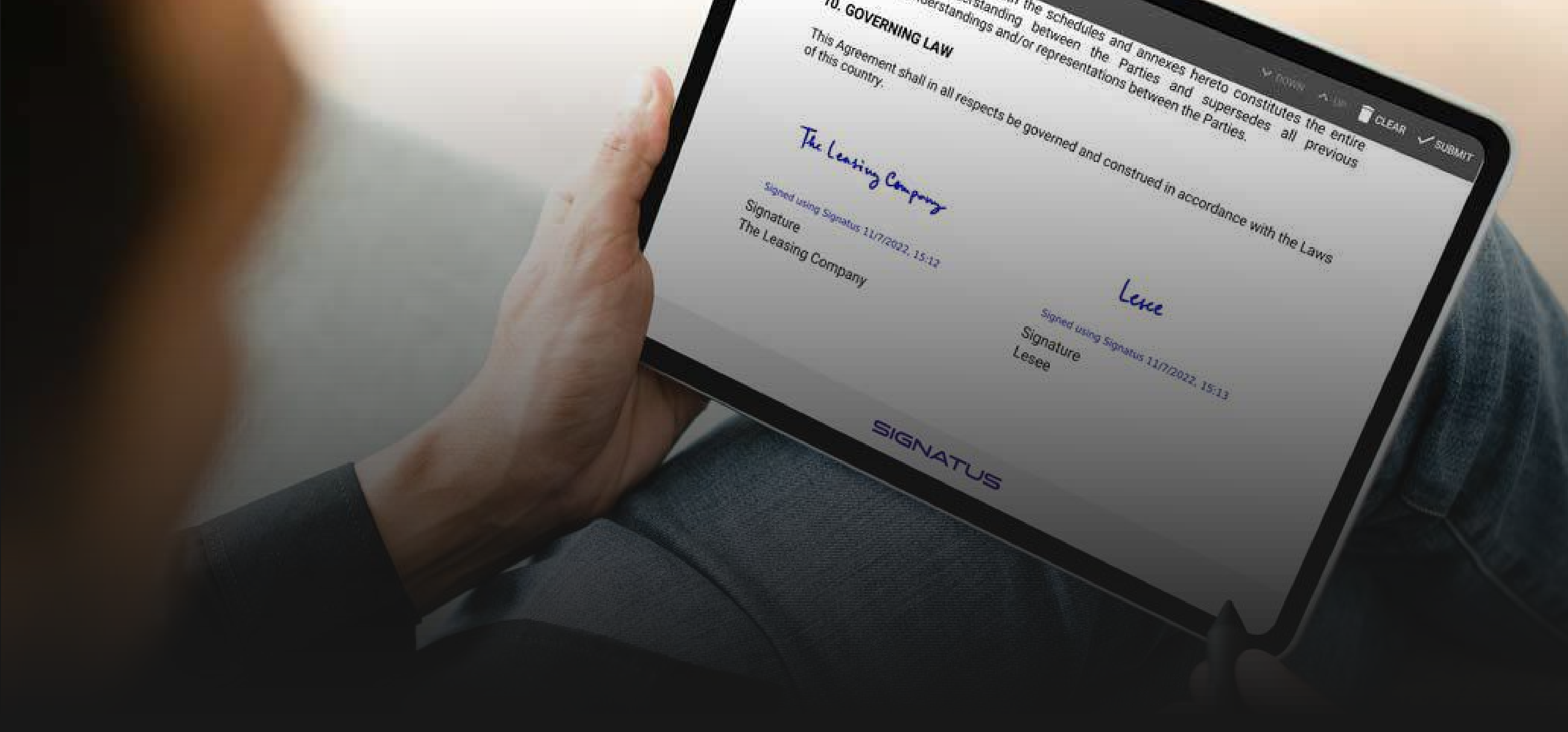
You can start small – for example with one route or a group of drivers. Results come quickly, and scaling to the whole department or company is easy.

“People resist change, drivers don’t want new technology.”

That’s natural. But when drivers see they have less paperwork, finish faster and no longer have to “hand in papers” after work, adoption is very fast. The mobile app is simple, intuitive and designed for field work.

“It will be expensive.”

In reality, it’s the opposite. Hidden paper-process costs – time loss, manual retyping, errors, delayed invoicing – are far higher than a monthly fee for a digital solution.



How does it work?

From planning to invoicing

What does delivery digitalization mean in practice?

Delivery digitalization is not an “IT project”. It’s a simpler way of working:

- 1. Daily order import from ERP**
Order data (what, where, when, quantities) is loaded from the ERP or order system.
- 2. Route and delivery planning**
Software calculates optimal routes considering distance, traffic, time windows and vehicle capacity. Orders are assigned to drivers and a clear daily plan is created.
- 3. Plan dispatch, navigation and customer notification**
Drivers see only what they need: routes, tasks and instructions. Customers receive SMS notifications with estimated delivery times. Fewer calls, more peace.

4. Digital on-site processing

Drivers open the order on a mobile or tablet. If changes are needed (returns, complaints, additional items), they are entered directly in the app.

5. Secure electronic signature

Customers sign on the screen using a finger or stylus. The signature is stored with full context (time, location, content), making it legally defensible.

6. Payments at delivery

Payments are recorded directly in the app – via payment terminal or an all-in-one device. Supported methods include card, cash, meal vouchers and QR codes. Payments are automatically linked to orders and sent to ERP.

7. Automatic data transfer to ERP (automatic invoicing)

Signed documents and delivery data are sent to ERP/accounting. Invoices can be issued the same day.

8. Plan vs. reality control (GPS)

You see what was delivered, modified and signed – and resolve exceptions immediately.

What does delivery digitalization look like across different industries?

Retail and B2B Distribution

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Food and Beverages

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Manufacturing and B2B Material Supply

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Healthcare and Pharmaceuticals

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A hand holding a tablet in front of a cardboard box.

Industry

Retail and B2B Distribution

When it is crucial to have precise documentation of what was delivered, to whom, and in what quantity.

Retail and B2B distribution companies handle larger orders, regular delivery routes, and customers who require formal proof of delivery. This is no longer about handing over a package at the door, but about ensuring value, accuracy, and accountability.

Most importantly, incorrect invoice data leads to unnecessary complaints, delays, or even penalties. That is why the delivery process must be fully controlled and free from unnecessary paperwork.

Typical challenges

- A high volume of regular deliveries to stores, warehouses, and other facilities
- The need for precise proof of receipt: who received what, when, and in what exact quantity
- Resolving discrepancies (quantity differences, missing items, damage) directly on site
- Complaints and returns that must be recorded immediately
- Risk of incorrect invoicing due to lost documents or manual data re-entry
- Pressure to deliver quickly during seasonal peaks

Typical scenario

A personal care products distributor with 5 delivery vehicles supplying 40 stores per day. Average order value: €300–€1,500.

Before digitalization:

- 200+ paper delivery notes per day
- Discrepancies resolved retrospectively, often without clear documentation
- Invoicing delayed until physical documents were delivered
- Occasional penalties due to incorrect invoice data (quantities, items, timing)

After digitalization:

- Goods receipt confirmed with an electronic signature
- Differences, returns, and damages recorded directly on site in the application
- ERP receives data continuously, allowing invoices to be issued the same day
- Errors caused by manual data entry or lost paperwork are minimized

Result: 30% time savings, 90% fewer errors, faster order processing, no missing documents, and minimal risk of penalties due to incorrect invoicing.

Industry

Food and Beverages

When every minute determines the freshness and reliability of goods with expiration dates. Food and beverage distribution has its own specifics. Delivery time windows are strictly defined, shelf life is limited, and every action must be clearly documented and traceable.

Typical challenges

- Deliveries within very short time windows
- Monitoring temperature, shelf life, and product quality during transport
- Precise confirmation of receipt: who received the goods, when, and in what quantity
- Complex tracking of returnable packaging

Typical scenario

A regional beverage distributor supplies dozens of outlets every day. Before digitalization, returns were often recorded inaccurately, with handwritten notes and incomplete signatures.

After digitalization:

- Every package and product is recorded directly in the application
- The customer confirms receipt with an electronic signature
- Accounting has access to all relevant data within minutes

Result: Fewer complaints, accurate tracking of returns, and invoicing accelerated by one day.

Industry

Manufacturing and B2B Material Supply

Accuracy and reliability are the basis of strong business relationships. In B2B, precision and proper documentation matter even more. Companies supply raw materials, components, and semi-finished products to each other, and any delay or mistake can disrupt production.

Typical challenges

- Receipt of raw materials and components must be recorded without errors
- Proof of receipt is often signed “in the yard” or in the warehouse on paper, which can easily be lost
- Invoicing depends on confirmed receipt; if it is missing, the entire process slows down

Typical scenario

A manufacturer of plastic components receives dozens of raw material deliveries every day. Before digitalization, documents were processed manually, leading to errors, delays, and inconsistencies.

After digitalization:

- Every material receipt is confirmed digitally
- The ERP system is updated in real time
- Invoicing and production planning are always up to date

Result: Fewer errors, zero delay between warehouse and accounting, and several hours saved each day thanks to automated data transfer and processing.

Industry

Healthcare and Pharmaceuticals

Accuracy and transparency determine not only trust, but also health.

In healthcare, there is no room for error. Every medicine, medical supply, or device must be delivered, confirmed, and recorded with the highest level of precision. Regulations, standards, and audits require complete transparency.

Typical challenges

- Strict legislation requiring proof of the exact time and person who received the goods
- Strong emphasis on data security and protection
- Complex deliveries to hospitals and laboratories, often involving multiple levels of approval

Typical scenario

A network of private clinics receives hundreds of items daily, ranging from sterile materials to specialized pharmaceuticals.

After digitalization:

- Every delivery is electronically confirmed with GPS and a time stamp
- Documentation is stored automatically and meets audit requirements
- Complaints and discrepancies are resolved immediately, not after days of searching for paperwork

Result: Full transparency, faster approvals, and zero errors when receiving sensitive goods.

Conclusion

From delivery digitalization to an intelligent company

Digitalization is not a complex IT project – it's a practical change with immediate results.

And delivery is where those results come fastest:

- Faster invoicing and better cash flow
- Fewer errors and misunderstandings
- Higher customer and employee satisfaction
- Real-time visibility of field operations
- Full control of deliveries and returns
- On-site payments at delivery
- Measurable impact on company efficiency

If you are considering digitalization, start where goods turn into data – at delivery.

It's a small step that changes how your company operates.

10-point checklist for digitalization readiness

Delivery digitalization brings the most value when processes, documents and data are clear.

Ask yourself:

- 1. What does your delivery process look like today?**
Write down in simple steps what happens from order creation to invoicing. Digitalization is a great moment to clean up, simplify, and streamline the process.
- 2. Where are documents created and who creates them?**
Delivery notes, handover protocols, returns, complaints. You need to know where these documents originate today and which system generates them.
- 3. Where are the documents stored and who has access to them?**
In the ERP? With the driver? Some in paper form, some in the cloud? Set a goal: a single source of truth.
- 4. What systems do you use today?**
ERP, warehouse system, ordering modules. It's important to know where the driver's data should "flow" into.

5. What actions do you need the driver to perform in the field?

Signature? Navigation? Quantity adjustments? Adding returns? Taking photos of damage? Payment? QR code? Price recalculation? Write down what you really need and what is just “nice to have.”

6. How and to whom should the document be delivered after signing?

Delivery notes, returns, handover protocols, complaints. You need to know where these documents originate today and which system generates them.

7. Do you have internal rules for payments in the field?

Cash, card, QR? Should the driver hand over the revenue daily or weekly? Digitalization can simplify this, but transaction processes must be clearly defined.

8. How does the reverse flow of goods work (returns, packaging)?

Do you know exactly what should be returned? Do you check quantities when the driver comes back? Digitalization removes ambiguity if the process is described correctly.

9. What hardware do the drivers use?

Their own phones, company phones, tablets? Do they have data SIMs? It matters whether you’re digitalizing only the app or also the devices.

10. What do you want to achieve through digitalization?

Faster invoicing? Fewer errors? Automated data flow? Real-time visibility into field operations? Define the goal and set up your solution accordingly.

About the authors



Since 1991, we have been developing software applications supporting the digital transformation of businesses. Our solutions include digitization of paper processes, cyber security and intelligent management of production and logistics. We are experts in complex business information systems and real estate management systems.



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