



Unir - Urbano Gains 100% Traceability of Last Mile Operations with MobiWork

Unir – Urbano is a leading company in Postal, Logistics, and Business Intelligence Solutions. With an extensive nationwide network of more than 1,000 locations and 60 branches, they have 1,600 employees and more than 400 vehicles. Through their Logistics Services Unit, they provide flexible solutions to all industries, with the sole objective of satisfying the needs of their customers and the market with a unique service in terms of quality, personalized attention, and competitive rates. Their constant and dedicated flexibility has led them to segment by sectors, reaching a significant level of specialization in each of them, developing services of excellence, with the highest quality standards.

Industry:

Logistics

Regions:

Argentina

Key facts:

- 40,000 work orders/months
- 1,600 employees
- Fleet of 400 vehicles

Website:

urbano.com.ar

Reseller: Rendel IT

“Today we can see the advantages of having tech system in place and eliminating the use of paper and spreadsheets. We also gained 100% traceability of our last mile operations and achieved cash on delivery operations.” – Alejandro Dell Oro – Functional Manager Internal Operations at the National Level

Key Challenges: Documentation, Coordination Failures

Though Unir - Urbano has logistics operator competitors, they have a competitive advantage by having more than 60 branches throughout the country which allows them to provide logistics solutions that others simply cannot. They still wanted to improve reducing time for submitting documentation to clients, more efficient operations of cable-modem recoveries and decoders for Cablevisión, reduction in the number of order rejections due to coordination and planning failures, having real-

time records of the operation and controls of the documentation that were usually omitted, and automatically generating reports instead of tedious manual entry. Unir - Urbano knew it was time to make a change when they were getting customer complaints due to lack of documentation that supports the service provided. They also experienced long delays in the generation and delivery of reports to the client, lack of traceability in the last mile in the interior of the country, and long delays in submitting documentation in cash on delivery operations. They relied on spreadsheets and papers, but what they were longing for was a flexible and friendly technological tool to adapt to the multiplicity of the company's operations.

Results: Traceability of Last Mile Deliveries, Reduced Customer Report Generation Times, Reduced Cash Collection Delays

It was essential that Unir - Urbano be able to cover all the requirements of each client, traceability of their operations and the generation of service rendering reports, with the same platform. Now, Unir - Urbano uses MobiWork for traceability of last mile deliveries for their many different sectors. **“Today we can see the advantages of having tech system in place and eliminating the use of paper and spreadsheets. We have 100% traceability of our last mile operations, decoder recovery, and cash on delivery operations achieved.”** For their Pharma Traceability Service, Drogueria Unifar, located in the province of Santa Fe, Rosario and neighboring towns, drivers access the MobiWork mobile application from their cell phone and are able to consult and complete the route sheet containing the trips, invoices, and remittances that are assigned. On each trip, it records if the delivery was completed correctly or if it was rejected. Photographs of the invoices are taken, and if it is rejected then they would indicate the reason and take a photo of the package to support the reason. The Unir - Urbano traffic area accesses MobiWork online to view the registered information as well as the date, time, and location of each action carried out on site. The status of the orders is immediately reported to the Unifar Drugstore. Everything is captured from the moment the driver begins transit to the customer to when it is unloaded and the operation ends. Through MobiWork, the Unir - Urbano Call Center plans and coordinates visits for the homes of Cablevision end customers where they recover the decoder and accessories that the former cablevision subscriber has stopped using. Once the visit is planned, a driver attends the address on the agreed date and time and records whether or not they were able to make the recovery. If so, he scans the serial number of the retrieved equipment and accessories. If he couldn't get it back, he indicates the reason and can take a photo for documentation. For their parcel services, Drogueria ABC S.A, the driver will use MobiWork to take a photo of the shipment and scan the QR code of the pieces that are being delivered to validate the corresponding piece. In addition, if at any time of delivery, the piece shows any damage, photos are taken to record the damage, thus being able to assess the reasons and responsibilities. Next, if a customer does not answer the door, they record in MobiWork the date and time and take a picture of the front of the house. Finally, the DNI data is requested from the recipient of the delivery. Unir - Urbano's cash on delivery collection sector, Savant Pharm S.A, uses the MobiWork app to keep track of photographs of the securities and also of the supporting documentation of the operation such as credit notes, invoices, proof of withholdings and remittances. The date, time, and location of the operation performed is automatically recorded in MobiWork for their convenience. **“Customer report generation times were reduced by 60% and we saw an immediate reduction in collection of cash on delivery operations, before MobiWork we experienced days of delay.”**