

# Transforming Order Accuracy and Customer Satisfaction: PromptTech's VanSale Solution for Hazilton General Trading.



## Overview

Hazilton General Trading operates a well-established van sales business in Ajman, UAE. They used to manually collect sales orders directly from customers and then deliver the required products later. When recording sales orders, they sought confirmation from customers through handwritten signatures. This approach was error-prone and often led to missing signatures and order discrepancies. As a result, they incurred significant financial losses as some ordered items were not accepted by customers upon delivery. To address this problem, PromptTech developed a unique solution for Hazilton General Trading. The solution digitized their order-taking process and facilitated electronic customer signatures using a handheld device. This innovative approach effectively resolved the problems arising from discrepancies between order creation and delivery.

## Before

- They struggled with order discrepancies, as not all documented items were accepted by customers upon delivery.
- Order confirmation was done by obtaining manual signatures, which was not consistent.
- There were no proper records to confirm the order details, leading to mismatches or conflicts during delivery.
- They incurred financial losses as the recorded orders were not accepted by customers during delivery.

## Why PromptTech

PromptTech offered a customized van sales solution tailored to the comprehensive needs of Hazilton General Trading. It was customized with a unique signature option in the sales order window, visible in a PDF preview in the mobile app. The PDF could be sent to customers via SMS or WhatsApp.

## After

- The solution involved integrating a sales order system within the VanSale application, allowing for automated order entry and tracking.
- An option was added to electronically capture customer signatures within the sales order interface. This eliminated the need for manual signatures and minimized the risk of conflicts during delivery.
- The digitized sales orders could be previewed as PDF files within the solution, ensuring easy accessibility and reference for the company and customers.



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