

Case study:

YMF Car Parts gained real-time delivery visibility with Klipboard ePOD.

The challenge

York Motor Factors (YMF) Car Parts uses AutoPart to manage its seven branches across North Yorkshire. As order volumes grew, paper-based delivery processes were slowing responses and reducing visibility - they needed a delivery solution that would match AutoPart's capabilities. Customer queries often required multiple conversations between team members, creating delays and errors.

"Each of our drivers would manually add the delivery info into a terminal back on site. Times were recorded to paper and often, the handwriting was difficult to read. Unforced errors were happening and honestly, we couldn't always fully trust our data."

Tom O'Brian – Chairman at YMF

The solution

YMF implemented ePOD from Klipboard, integrated with their AutoPart deployment, to digitise deliveries. Drivers now capture timestamps, photos, eSignatures and GPS locations in real time on a mobile app, removing the need to re-enter data back at base.

"For our drivers, ePOD was highly intuitive and easy to use – we were up and running within a day."

Tom O'Brian – Chairman at YMF

The outcome

ePOD has improved visibility and simplified customer communication. "What would have taken five different conversations with four different team members, we can now resolve through one real-time call."

Tom O'Brian – Chairman at YMF

Teams now have real-time delivery visibility, improving response times, accuracy and auditability. Following success at its largest sites, YMF is rolling out ePOD across all branches and exploring further Klipboard solutions.

"ePOD helps us with our overarching goal of digital change management – not just for operations, but for our teams. It runs like clockwork."

Jack Rodgers-Key – Branch Manager at York & Systems Support Manager