

One of the leading challenges for professional couriers will be controlling the last mile - the last leg of the supply chain, in which consumer products are delivered to the home. Managing this has never been more crucial to overall business success. Customer expectations and satisfaction, economics and leverage contractors have proven to be roadblocks for numerous businesses.



Professional Courier Solution Sheet

CHALLENGES

Customer Retention

“White glove” services offer a higher level of attention to products a consumer has ordered. By offering white glove delivery services it enables businesses to maximize customer retention and increase customer referrals by providing customizable last mile delivery, assembly and installation solutions.

Customer Expectations

In an ideal world, customers want rapid delivery as well as visibility and control over their deliveries; anytime, anywhere and from any place. It is up to the professional courier to facilitate this in order to adhere to customer expectations.

Support Contractor

It is important to have a user friendly technology platform that contractors are able to use and not worry about obstacles with different hardware and software. The ability to support Bring Your Own Device (BYOD) initiatives means that drivers can use the mobile device they are most familiar with, businesses can easily manage contractors when demand fluctuates and enjoy substantial capital and operating cost savings.

BENEFITS

Customer Satisfaction

By offering white glove delivery services it enables businesses to maximize customer satisfaction during the last mile. Should the customer request a value added service at point of delivery, the ShipTrack app allows for adding these customizable services directly into the system and reduces any manual process. ShipTrack optimization and automation technologies have been developed to provide consumers with unparalleled service during the last mile.

Contractor-Ready

The ShipTrack app can be used on many different devices, contractors are able to use their own smartphones so they won't have to worry about learning different hardware. For the professional courier firm, this means eliminating the need to rent or purchase hardware. ShipTrack supports the Bring Your Own Device (BYOD) model and helps mitigate the risk in the compliance with the rules governing worker classifications. ShipTrack also makes it simple when a contractor's services are no longer required and to achieve this simply terminate the pertinent account.

Simplify Business Practices

ShipTrack manually or automatically groups jobs based on location for fast, accurate delivery services. ShipTrack compares the addresses across various delivery or pickup locations and then consolidating all the shipments with identical address into a single entity or group. Drivers benefit from just a single proof of delivery electronic signature capture for the entire group to further improve efficiencies. Delivery recipients will only be required to produce one signature for the multiple shipments within the group.

Elastic Capacity

Elasticity in terms of economics means businesses need to be able to adapt. Businesses must be able to be responsive to the market and have the capacity to adapt with the changing demands during peak seasons. ShipTrack makes it simple to add or remove contractors as the business needs fluctuate. The ShipTrack cloud includes virtually unlimited scalability and is based on a pay-as-you grow pricing model.

