COVID-19

INTRODUCTION

Tough times have befallen us and we are not sure about how long this will last. We hope things return back to normal soon. With the pandemic causing a lockdown, and disrupting the supply chain of essential goods and services, we at TEBS feel that the obligation to extend our help to affected businesses with logistics.

We have compiled a quick guide for carrying out efficient and safe supply chain operations at these times of uncertainty.

Stay Safe, Stay Healthy.

Team TEBS.

OUR RECOMMENDATIONS

Opting for digital transactions instead of Cash-On-Delivery (COD)

Please make sure that every possible digital payment option is enabled on the checkout page. If needed, disabling the cash-on-delivery payment option to avoid physical contact would be the best possible option.

Accommodate drop-at-security booth option

This can be done when the customer is at the checkout page on the app. The customer can choose the type of delivery they'd prefer. Make an exhaustive list that includes everything from drop-at-doorstep, apartment gate delivery, contactless delivery, etc. Would be a good idea to also provide an option to leave customized delivery requests/notes. This will ensure that both the driver and the customer can respect social distancing.

Upload images during the delivery at the security booth

Enable a feature to make the driver upload images after dropping the packages at the security booth. The status that the packages are delivered could be sent to the customer so that he/she is informed about the same.

Sharing driver information

It would be best to share relevant driver information like name, interests, years of experience, wish list, etc. to the customers. In these times of social distancing, it would really be nice to know the person who is risking his life to deliver your parcel on-time. It is also a kind of safety check for your customers.

Enabling customers to thank drivers

Right after the delivery of the parcel, having an option of sending a thank you note to the delivery agent would go a long way in increasing his morale.

Introducing sanitization breaks

Introducing compulsory sanitation breaks in the mobile apps of delivery agents will ensure the driver takes time out to do this, thus improving the safety of the driver and the customer.Depending on the login time or first task completion time of the rider, send out a push notification to all the riders on your fleet reminding them to sanitize or wash their hands.

Introducing a Covid-19 advisory page

This can be enabled on both the customer app and the delivery person's app. Push a Covid-19 advisory page when they open their respective apps. This can include precautions to be followed, safe practices, and also verified links of helpline numbers to reach out to, in case of an emergency.

Enable OTP and avoid digital signature (E-POD)

These days, the proof of delivery is usually a digital signature on the delivery person's mobile or tablet. Please avoid this as it could potentially transmit the virus. Instead, enable One-time password (OTP) verification at the time of delivery. This adds an additional layer of security to your packages. Once the OTP is matched, you can go about sending the invoice. This also helps in social distancing.

Enable beforehand alerts for ETA

While checking out, the customer can also choose to get ETA alerts, say 30 minutes before package arrival or 15 minutes before package arrival and so on. This will ensure that the customer is prepared to collect the parcel, in case they want to collect it from their apartment gate. This can be an add-on to the already existing tracking link.

CONTACT US

Write to us at **info@tebs.co.in**
or visit **www.tebs.co.in** to know more.