



# Courier & Logistics

## Pick-up/ Drop Automation

- Customers can request pick-up by sending in SMS
- Send alerts to customer on issuance of POD number
- Send alerts to customer on delivery of consignment
- Send status of consignment at intermediate stages to the customers
- Material Dispatched alert to dealer
- Push SMS for delivery recipient's name, date and time to the customer
- Check delivery of courier by sending POD over a shortcode or VMN
- Customers can log in their complaint by messaging to a short-code or long-code, upon which they receive an automated reply or a phone call
- Update customer if order is booked
- Order Dispatch alert to customer

## Promotion & Marketing

- Prospects can query the applicable rates for a particular city
- Alerts can be sent on the launch of new product / service in different locations
- Premium customer can be informed about the discounts

## Customer Acquisition

- Automated order request based on the inventory levels
- Transporters can send in the status of delivery of goods at intermediate stages
- Corporate office can enquire about the status of inventory in a remote warehouse