



**GFS**

## YOUR 9-POINT PLAN FOR DELIVERY

As the world continues to deal with the impact of COVID-19, you may now be adapting to a “new normal” way of working and considering what this means for the future. One of the key learnings is you never know what’s around the corner, so having flexibility and contingency built into your delivery approach is vital so you can respond quickly to change and protect your business – while keeping a close eye on the bottom line.

As multi-carrier delivery experts, our knowledge and visibility of the entire carrier industry means we understand the operational risks of dealing with uncertainty and what it takes to have contingency in place to protect delivery – no matter what.

As a result, we have put together this list of key fundamentals needed to build a proactive delivery strategy, that gives you contingency and a best-in-class delivery experience for customers, while optimising operational processes and costs - at the same time.

### Your 9-step action plan for the *new normal*:

1

#### **OPTIMISE YOUR DELIVERY SERVICES**

There is no one size fits all solution; make sure you use the best mix of carrier services for your business, your products and your customers.

2

#### **GO MULTI-CARRIER FOR FLEXIBILITY & CONTINGENCY**

This enables you to easily switch between carriers so you can strike the right balance between performance and cost, and make sure you always have a back-up plan in place.

3

#### **LEVERAGE AUTOMATION TO STREAMLINE PROCESSES**

Technology can help you automate labelling and despatch processes to increase output and reduce manual errors, so you can scale up productivity and not cost during peak periods.

4

#### **OFFER CHOICE OF DELIVERY AT THE CHECKOUT**

Give customers the power to choose how delivery will fit in with their lifestyle to improve first time delivery success, such as choice of day, time or click & collect point.

5

#### **TAKE CONTROL OF DELIVERY OPTIONS AT THE CHECKOUT**

Enable 'quick-change' of delivery at the checkout – so you can switch services on or off and adjust order cut-off times to control despatch timeframes and prevent parcel backlogs.

6

#### **ENABLE TRACKING NOTIFICATIONS TO MANAGE CUSTOMER EXPECTATIONS**

Keep customers informed of when they can expect deliveries and switch on in-flight delivery options to increase first time delivery success.

7

#### **USE ANALYTICS TO INCREASE VISIBILITY AND CONTROL OF CARRIER PERFORMANCE**

Harness the power of data to analyse the effectiveness of your delivery strategy and ensure consistency of service, performance and cost.

8

#### **OPTIMISE DELIVERY COSTS**

Make sure each parcel is routed with the most cost-effective service depending on the size, weight, destination and carrier performance, and reconcile invoicing against agreed tariffs to make sure you never spend more than necessary.

9

#### **CONSULT THE EXPERTS FOR ADVICE AND SUPPORT**

Work with an independent multi-carrier provider who can give you access to knowledge, power and resource to overcome the challenges around delivery as well as find the opportunities.

If you have any further concerns around how COVID-19 might impact deliveries, now or in the future, **please do not hesitate to contact us** - we are here to help.