Personnel and Facilities

Direct 2 Door is a vibrant and evolving household concierge, delivering all household essentials right to customer’s doorstep with no delivery charge at all. Direct 2 Door, partnering with many suppliers is expanding at an enormous pace in delivering quality along with unbeatable convenience to customers.

Particular strengths include updated price lists, trading with well reputed suppliers, active customer care service and delivery of beverages, vegetables & fruits, organics, meat & seafood, bakery, grocery and various other household items.

1. Inventory Management - S. Hareendran

Inventory management is the process of efficiently overseeing the constant flow of units into and out of an existing inventory. The inventory management system of Direct 2 Door keeps track of the details of various kinds of goods and other household items that arrived from the suppliers and manufacturers. Likewise, the system also manages the details of all stocks that were sent out or delivered to the customers or retailers. The system is updated with the current location of storage for certain goods which makes sorting products much easier and time saving for the employees related to the above job. The system also keeps track of the arrival date of all goods which makes enables the process of delivery based on first in – first out stock rotation. The system also notifies staffs about depleting stocks so that it decreases the probability of the warehouse running out of certain stocks.

1. Delivery Management - J. R. Gangesh

The delivery management system of Direct 2 Door keeps track of all goods that are supposed to be delivered to customers or retailers and ensures that the goods are delivered to the relevant customer on time. The system notifies the staffs working on the delivery sector about the due dates of products that were purchased. The system would also provide details of payment to be done for each delivery based on the type of goods and customer location. To make delivery process much easier, the system also displays a detailed list of delivery locations from nearest to the farthest based on purchase orders.

1. Customer Management - V. Adharshan

The customer management system encompasses all the systems, processes and applications needed to manage the customer relationship. The system allows the company to manage the details of all customers and relationships the company has with its customers, using a combination of peoples, processes and technology to attain and retain customers. The system would function as a platform where customers could share their feedbacks and complaints. The system would also notify the company administration about negative feedbacks which would help in finding solutions. Another prominent task of the system would be preparing stats and reports about the most valued customers.

1. Sales and Order Management - J. Rinushan

Sales and order management system helps administration access real time inventory availability, manage details about various order types, amounts of goods which have been already sold, pending orders and references to a customer’s unique order processing options. The system would also help keep track of supplier goods and product sales on each marketing area. Based on the above, the system will help prepare reports on the amount of sales of goods from a specific supplier, purchase details of goods by retailers or customers, mostly contacted retailers or customers and the statistical data about the sales of goods based on each marketing area.

1. Employee Management - P. Thinusha

This is the system that supports the relationship between a company and its employees. The employee management system of Direct 2 Door keeps in track of all personal details of the employees. The system manages the job roles, schedules, shift management of all employees as well as handles other staff related matters. The system would prepare reports based on the performance analysis of an employee which would help the administration in the evaluation process. The system also helps prepare payroll for employees based on the type of their job and working hours. The system also enables maintaining task status and log details of employees.

1. Supplier Management - B. M. K. M. Bandaranayake

The basic task of the supplier management system is to maintain all supplier or manufacturer related details and to improve collaboration and communication between the company and the suppliers. The system enables processing purchase orders of suppliers, check invoice status, view payment status, update their information, etc. The up to date system on the above, would help the administration in analysing and preparing reports about the most valued/ loyal suppliers and their products.

1. Payment Management - A. G. H. Lakshani

The payment management system manages all financial transactions through the transfer of monetary value, and includes the institutions, instruments, people, rules, procedures, standards, and technologies that make such an exchange possible. The payment management system of Direct 2 Door keeps track of all supplier payment details, retailer payment details, employee payment details, delivery charges and vehicle maintenance charges. The system enables preparing invoices to the relevant parties. The system also helps in preparing reports on income and expenditure.

1. Damaged Product Handling - S. A. D. Silva

The system maintains details about all damaged products from suppliers and functions as a key to reduce material – handling costs.