ELICITATION TECHNIQUE FOR DELIVERY PARTNERS INTERVIEWS

Answers:-
Delivery Rider 1 (Ashok Patel)

Integration Requirements
We need package ka size, weight, pickup ghar ka address, customer ka address. If fragile batao, hum dhyaan se le jayenge.

Delivery Updates
Sir, app ke through hum update kar denge, kabhi SMS milta, kabhi call. System mein scan kar deta, tracking aata.

Communication Flow
Customer ko hum khud call karenge, jab nahi milta ghar. Kabhi-kabhi company se bhi SMS jata. Aapka system se bhi link bhej sakta.

Service Coverage
Hum mostly city mein karte delivery. Thoda gaon side mein mushkil hota, but glass item thoda careful chahiye.

Payment & Billing
Hume daily ya weekly settlement milta hai. Cash collect karega toh company ke account mein jama karna padta.

Issue Handling
Agar late ho gaya, toh hum company ko bolte ki customer ghar pe nahi tha. Fir naya slot mein bhejta.

Delivery Rider 2 (Deepak)

Integration Requirements
I require pickup time, pickup place, customer full address, phone. Item size also important because if too big, I cannot take in bike, then need auto.

Delivery Updates
App show customer phone, I call and ask "where are you?" Then I drop.

Communication Flow
Customer call me back also. Sometime they angry because late, then I explain. Company send message automatic.

Service Coverage
I go whole district. Perishable item I try same day. Fragile item I take slow, but sometime break also, so risky.

Payment & Billing
COD I submit every night in office. Payment I get every 15 days.

Issue Handling
If late, I message in WhatsApp group of riders. If fail, I mark reason in app.

Delivery Rider 3 (Imran)

Integration Requirements
Bas package ka detail chahiye, kitna bada aur kitna heavy. Address clear hona mangta, warna problem hota hai.

Delivery Updates
Customer ko direct call karke bhi kaam chal jaata hai, App mai samjhna mushkil padhta hai.

Communication Flow
Message toh company ka system bhejta hai. Call karna padta hai toh hum karte hai. Customer ko hum direct samjhate.

Service Coverage
City aur town sab jaayenege. Bus 15 Km se zyaada jaane mai dikkat aati hai.

Payment & Billing
Billing ka hisaab company ke account mein jaata hai. Hum bas cash jama karte hai, weekly company ko dena padhta hai.

Issue Handling
Delivery fail ho toh reason dena padhta "customer nahi milaa" ya "address galat hai." Fir company decide karegi ki resend kab karna.

Delivery Rider 4 (Pransu)

Integration Requirements
Pickup ka location, drop ka location, aur customer ka number dena. Package ka dimension bhi bolna, tabhi bike pe fit hojaaye.

Delivery Updates
Tracking update hum app open karke dekhte hai. Sometimes automatic message jata hai.

Communication Flow
Hum hi call karte hai customer ko puchne ke liye ki voh ghar pe hai ya nahi. Agar nahi, toh return kar dete. System se SMS aata separately.

Service Coverage
Hum city limit mein hi mostly. Fragile item le sakta but risk hai. COD daily jama kana padhta hai.

Payment & Billing
Payment humko weekly account mein milta. Cash collect company ko jama karna.

Issue Handling
Late ho gaya toh bolta traffic mein atka. Agar customer nahi mila toh app mein mark kar dete aur resend company decide karta.

Delivery Rider 5 (Ajay Tomar)

Integration Requirements
I want full detail – pickup house, drop house, weight also. If you not give dimension, sometimes item not fit in my bike.

Delivery Updates
App showing customer number, I just call him and ask where to come. Then I handover.

Communication Flow
Most time I only call. SMS sometimes go from company. Some customer ask me track link, but I don't have.

Service Coverage
I cover 15 km area around city. Fragile item okay but I drive slow. Perishable I want to deliver fast same day.

Payment & Billing
 Payment once in 7 day. COD money I give to supervisor, he give me slip.

Issue Handling
 If late, I inform in app about traffic jam or rain. Failed, I call company also.

Delivery Rider 6 (Mahesh)

Integration Requirements
Need address, name. Weight also.

Delivery Updates
App show number, I call. Done.

Communication Flow
Only call, nothing else.

Service Coverage
Near city only. No big far.

Payment & Billing
Cash I give back daily. Salary later.

Issue Handling
If not deliver, I just put in app not home option.

Delivery Rider 7 (Ravi Kumar)

Integration Requirements
Pickup address, drop address, parcel heavy or light, big or small. If not know, then big problem for me.

Delivery Updates
In app number come. I call customer, customer tell me come here, I go there.

Communication Flow
I call always. If not answer, I call again. Message company send, not me.

Service Coverage
I go city, sometimes village also, but long distance take more time. Fragile I can, but need bubble wrap. COD no issue.

Payment & Billing
Company give money after week. If I collect COD, I give cash office same day.

Issue Handling
If parcel not go, I call company man. They tell me try next day.

Delivery Rider 8 (Anshul Garg)

Integration Requirements
What info? Only address and phone I need.

Delivery Updates
App showing number, I call. That's all.

Communication Flow
I don't send message. I just ring bell or call.

Service Coverage
I go where company tell. Far also go. But long travel no like.

Payment & Billing
I get money in account. Cash I give back.

Issue Handling
If fail, I press fail button in app. I don't know more.

Delivery Rider 9 (Ramesh)

Integration Requirements
Need pickup, drop, name, phone, size. That's it.

Delivery Updates
App pe number, I call. Finish.

Communication Flow
Call only. No SMS.

Service Coverage
City only. Perishable okay, COD okay. Fragile not okay, bike shaking.

Payment & Billing
Money come account every week.

Issue Handling
If fail, I just bring back.

Delivery Rider 10 (Sunil)

Integration Requirements
We want package detail: address, phone, weight, if fragile. Without this we cannot plan.

Delivery Updates
Application showing number, then we contact customer directly and do delivery.

Communication Flow
 System send message, but most talking is me with customer.

Service Coverage
 I cover full city area. Village no, only near. COD I accept.

Payment & Billing
I submit all cash daily. Payment to me every 7 day.

Issue Handling
If failed, I explain reason in app and call company helpdesk.

Delivery Rider 11 (Arjun)

Integration Requirements
Pickup, drop, phone. Nothing else.

Delivery Updates
App number show, I call. Done.

Communication Flow
Call only.

Service Coverage
Only near area. Not long.

Payment & Billing
Cash I give. Payment once week.

Issue Handling
Fail I mark. Nothing else.

Delivery Rider 12 (Prakash)

Integration Requirements
 I need full address clear, customer phone, pickup side detail, also item weight because sometimes too heavy.

Delivery Updates
 App give number, I call customer and ask direction, then I go.

Communication Flow
 I handle with call, sometimes I even WhatsApp if customer ask. Tracking message come from company.

Service Coverage
 I deliver in whole city. COD okay. Perishable I do fast. Fragile I take care, keep on top.

Payment & Billing
 Company pay weekly in my bank. COD cash I submit daily in counter.

Issue Handling
 If delay, I call customer and tell reason. If fail, I press fail in app and inform manager.