

Questionnaire Phase 2

Q1: What will be the expected time for in-city or within country delivery? What will be the expected time of international delivery?

Q2: How to improve accuracy and efficiency of order or package?

Q3: How to use most cost-efficient carriers for shipment?

Q4: How to monitor and track shipments for accurate delivery updates?

Q5: What will be the steps for timely and convenient delivery scheduling?

Q6: Do we have to include only weekdays in delivery days?

Q7: How to claim lost or damage packages?

Q8: How will the customer be able to cancel, update or track order?

Q9: How to improve return process? How many days will be required to complete the return process?

Q10: How to manage queries of international customers? How will they be able to track order?

Q11: How to handle delays and costs related to customs clearance?

Q12: What will be the payment process for delivery-to-stores?