



Delivering Goods to Customers: How We Get It Right Every Time

Stokdirect is able to offer efficient last mile distribution through an independent owner-driver and organised fleet network that is linked to our Forward Stock Locations (FSL). Our buyers are further able to keep track of every step in real time of their deliveries.

When we offer delivery services to our customers we take note of unnecessary costs, risks, and challenges that our delivery partners may encounter and mitigate it with a good delivery strategy.

What Makes Great Customer Service?

We looked at the following factors when looking at delivering goods to our customers:

- Hiring and training delivery drivers
- Creating and optimizing delivery routes
- Monitoring routes and providing real-time delivery updates
- Collecting preferred proof of delivery
- Giving our driver partners the tools they need to succeed

Hiring and training delivery drivers

Our driver partners are critical to our success and without quality delivery drivers who reflect the values of our business, we run the risk of late deliveries and damaged goods. We understand that getting customer packages in good condition is very important to our customers. So it is important that our driver partners are properly trained to act and think like a professional delivery service.

Create and optimize delivery routes

Route optimization is key in being able to ensure efficiency and happy customers.

With our integrated driver software, our driver-partners are able to view customer information pertaining to their delivery routes. We can also make changes and customize routes needed whilst the driver is on the road.

Our algorithm does this by factoring in several variables, including distance, speed, and traffic patterns. On average, our route optimization software saves our driver-partners time spent planning and executing their deliveries.

3. Monitoring routes and providing real-time delivery updates

We know unexpected changes happen and so do customers. What matters more is that those changes are communicated to our customers.

With orders assigned and routes optimized to our driver-partners, customers are able to monitor in real time, with driver and vehicle details the progress of their order including ETA.

Our customers get an alert, either by sms, email or both, from the time the order is placed, packed and our driver-partner starts the route with an estimated time of arrival (ETA) via a link to a dashboard that's updated throughout the day until their delivery arrives. This allows the buyer to prepare for receiving the delivery.

4. Collect proof of delivery

Confirming that our customer's goods are delivered and at the right location, we have a number of ways that our driver partner can provide proof of delivery. Proof of delivery (POD) gives everyone i.e drivers, support teams, and customers peace of mind about the delivery.

a) Photographic capture

This is when the driver-partner will take a picture of the destination address and identification of the receiver.

Our driver-partner can snap a photo with their smartphone of where and who they left the order with and load it into their Stokdirect driver app. A copy of the POD gets sent to the customer's email, and is also available for future reference.

b) Customer signature

Our driver partner can collect a customer's signature on their smartphone. The signature is stored, and a copy is sent to the customer's email.

5. Giving our driver-partners the tools they need to succeed

It is highly important to Stokdirect that we equip our driver-partners with the right tools to service our customers and succeed in growing their own business. We do this by simplifying their job, and letting them focus on making their deliveries quickly, professionally, and in a customer-friendly manner.

Our driver-partner training includes vehicle vetting, customer service training and our driver app will give these partners the right tools to succeed. We also have driver incentives in place to ensure reward is given for achievements making the relationship between Stokdirect and our driver partners fun, easy and makes them money and growth.

Factors Stokdirect has considered in acquiring driver partners:

- The type of vehicle needed to be able to do deliveries
- Devices (hardware) needed to execute deliveries
- Software and apps needed to execute successful deliveries efficiently

For The Driver:

These are the delivery steps for every driver-partner who has passed our vetting and training program.

1. Log into your driver profile on the Stokdirect driver app (Only driver partners that have logged into their app will show active status and be able to receive order deliveries)
2. You are able to set your coverage based on the area which you wish to work or you can be available to deliver nationally where Stokdirect has FSL's (Forward Stock Locations)
3. Upon receipt of an order, you can optimize for the best route or simply follow the given route to the customer's destination.
4. With the driver app, you can communicate directly with Stokdirect Support team for any enquiries you may have or assistance you need

5. Upon arrival, your customer may already be waiting for you as they are able to see the progress of your delivery. Please request they show you on their phone their customer app showing your arrival to ensure you are delivering to the correct customer.
6. Once products have been offloaded, take picture of the destination address, customer identity (ID, drivers license, passport) and request for customer signature

N.B: POD's need to be signed before leaving the customer address otherwise it will not count on your delivery history, which means not getting remunerated for the delivery.

For The Buyer:

We know unexpected changes happen and so do customers. With orders assigned to our driver-partners, customers receive a link to a dashboard that monitors in real time the order preparation status, driver, vehicle and route details including ETA.

Customers get an alert, either by sms, email or both, from the time the order is placed, packed and until their delivery arrives.

When our driver partner gets close to completing their stop, our customer receives a final update with a new ETA. This sets the expectation and preparation of receiving the delivery.

Go to **www.stokdirect.africa**

1. Login to Account / Register for an account and complete your profile
2. Select your products
3. At checkout, make payment including delivery option
4. A delivery link will be received via email or sms,
5. Follow your driver & Receive your goods
6. Rate your driver

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