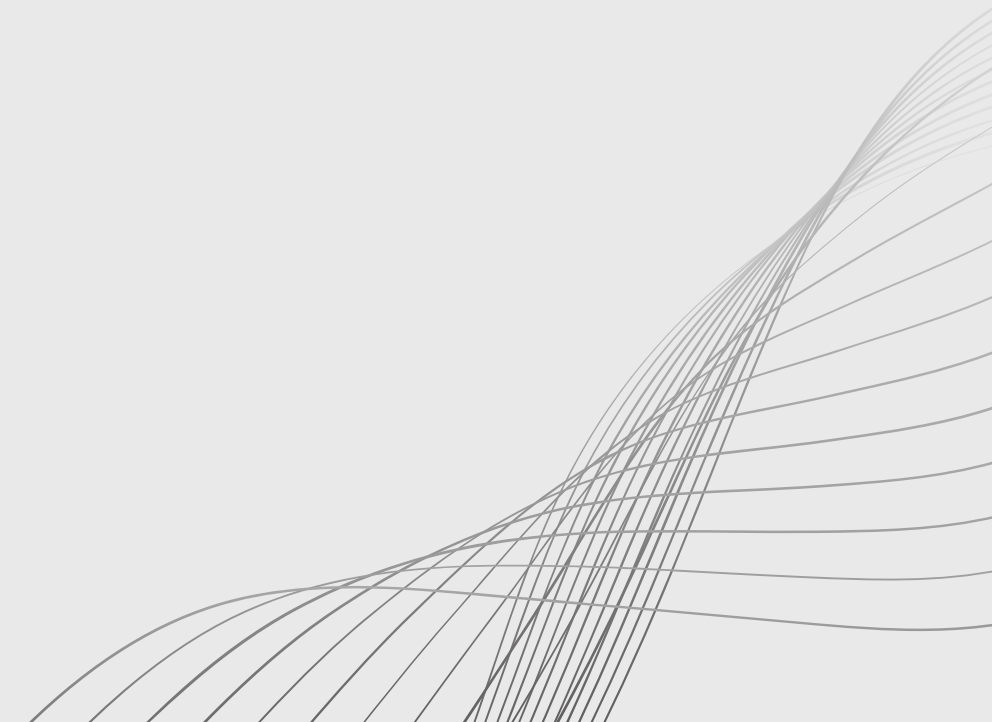


# **DELIVERED NOT RECEIVED (DNR)**

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# INTRODUCTION

1. DNR cases occur when customers report not receiving their package despite tracking showing delivery.
2. Proper handling ensures customer satisfaction and operational efficiency.

## CASE 1 : PRE-SCANNED DELIVER

Sometimes carriers mark packages as 'delivered' before actual delivery.  
Steps to resolve:

- **Explain the Situation** : Inform the customer that the carrier might have pre-scanned the item before actual delivery.
- **Advise Patience** : Ask the customer to wait for 24 to 48 hours, as the package may still be in transit.
- **Set Expectations** : Reassure the customer that this is a common occurrence and usually resolves itself.
- **Follow up** : Follow up if not received after this period.

## CASE 2 : DELIVERY TO WRONG ADDRESS

Packages may be mistakenly delivered to a different location.

Steps to resolve:

- **Inform the customer :** Let them know that the package might have been delivered to a different location by mistake.
- **Advise the customer :** Check if someone nearby may have received it by mistake.
- **Verify the shipping address :** Confirm with the customer that their provided address was correct at the time of order placement.

## **CASE 3 : DELIVERED NEARBY**

Sometimes packages are left in common delivery locations.

Steps to resolve:

- **Suggest checking common delivery spots** : Ask customer to check porch, garage, mailbox, or reception.
- **Request confirmation after checking** : Ask the customer to confirm if they found the package after searching these locations.
- **Provide further assistance if needed** : Offer the next steps if they still can't find it.

## CONCLUSION

1. DNR cases require clear communication and systematic resolution.
2. Setting expectations and proactive follow-ups enhance customer experience.

Any questions?

**THANK YOU**