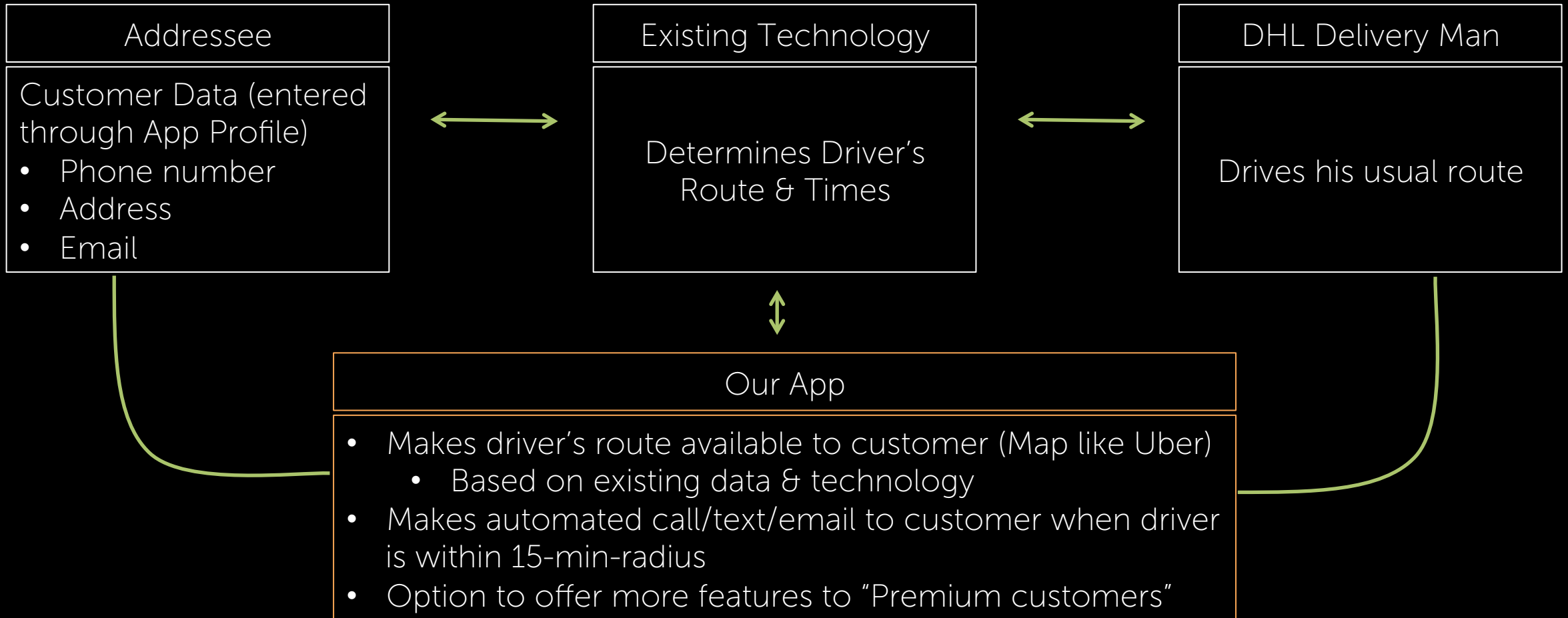DHL Delivery App

…in detail

- App shows delivery man´s route
- Sends out automated call/email/text to customer when package is due to be delivered
  - 15 min ex ante → Time determined by maps software
- DHL schedule already in place, just needs to be made available to customer

→ Enhanced customer satisfaction as a result of a simple service

Process overview

Addressee	Existing Technology	DHL Delivery Man
Customer Data (entered through App Profile) • Phone number • Address • Email	Determines Driver's Route & Times	Drives his usual route

Our App

- Makes driver's route available to customer (Map like Uber)
  - Based on existing data & technology
- Makes automated call/text/email to customer when driver is within 15-min-radius
- Option to offer more features to "Premium customers"

Advantages

DHL	Customer

• Customer availability upon delivery
→ reduced waiting time for DHL man (no „hassle with the neighbours")
• Improved customer loyalty and retention through better service
• Cost < Benefits
• Options for "Premium customers" (e.g. communication with driver?!
	• Enhanced service quality
	    • Better possibility to plan day
	    • Maybe let neighbours know?
	• Option to communicate with driver?!