



# Digital delivery service offer



ESSENTIAL INFORMATION FOR OUR SALES TEAMS

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# Advanced Shipping Notifications

## *Does your customer want to know what's on their delivery?*

We can send them copies of the paperwork before it arrives.

<b>How does it work?</b>	<p>We can set up SAP so that the customer receives a copy of each delivery/advice note as the product is picked &amp; packed.</p> <p>This would usually be the day before the delivery day but for parts of the country on 2 day runs (South West/Scotland) this could be up to 2 days before.</p>
<b>What will the customer receive?</b>	<p>One e-mail per delivery/advice note — which appears to have come from the Coordinator who input the order but which has generic text. If it was an automated EDI order the e-mail will be from 'AC8 SGP Ebiz 1'.</p>
<b>Customer benefits</b>	<p>The customer will know in advance of every delivery what is coming which could allow them to prepare better for our delivery. It might also flag up any potential delivery issues earlier on.</p>
<b>SG PAM benefits</b>	<p>We should get less phone calls and e-mails from customers asking what is coming on their delivery. We might get useful calls alerting us to the fact that for some reason they can't take a delivery (maybe their forklift has broken down or someone is off sick) — which could allow us to take action to prevent a failed delivery.</p>
<b>What else do I need to know?</b>	<p>We sometimes refer to these as ASNs.</p> <p>XPO will still provide 24 hour prior notice phone calls for customers who are used to getting these (if they still want them) even if they sign up for this new service.</p>
<b>What do we need from the customer to set it up?</b>	<p>We need the e-mail address where they would like us to send the delivery/advice notes.</p>

# Delivery pre-notification

We can alert your customer by text when your delivery is on its way.

<p><b>How does it work?</b></p>	<p>We can set up SAP so that the customer receives a text (SMS) when the delivery driver is leaving the drop before theirs.</p> <p>It is auto generated from the hand-held device used by the driver at the point where they press 'on route' to the next drop.</p> <p>This can be sent to up to 2 mobile numbers.</p>
<p><b>What will the customer receive?</b></p>	<p>One text from XPO that says:</p> <p>Your SAINT-GOBAIN PAM delivery is our next stop. We have just left XXXX.</p> <p>(where XXXX is the name of the town where the delivery drop before is located)</p>
<p><b>Customer benefits</b></p>	<p>This could allow the customer to be better prepared to receive our delivery</p>
<p><b>SG PAM benefits</b></p>	<p>We should get less phone calls and e-mails from customers asking for an estimated time of arrival of their delivery.</p>
<p><b>What else do I need to know?</b></p>	<p>The service only works from 8am as the XPO system is set up to avoid sending anti-social texts so if the driver selects 'on route' before this time, the text will not be sent.</p> <p>The service will only work on the XPO core fleet and some of their sub-contractors – it won't work on carrier deliveries.</p> <p>If drops are close together this might not give the customer very much notice.</p> <p>The service is best used in conjunction with the one above (ASNs) as the text won't tell the customer what is coming or give any reference number – this is because of the limitations of the system.</p>
<p><b>What do we need from the customer to set it up?</b></p>	<p>We need the mobile number they would like us to send the text to. We can send to up to 2.</p>

# POD requests

We can provide a 'proof of delivery' document upon request or why not offer your customer the opportunity to make the process smoother and suggest they ask us about our automated 'proof of delivery' service.

<b>How does it work?</b>	<p>We can set up SAP so that the customer receives an e-mail with a copy of their signed delivery paperwork (or after the driver has taken &amp; entered the name of the recipient &amp; marked with Covid 19 if the customer is not signing).</p> <p>It is auto generated from the hand-held device used by the driver at the point where the paperwork is signed off.</p> <p>This can be sent to up to 2 e-mail addresses.</p>
<b>What will the customer receive?</b>	<p>One e-mail per delivery/advice note from the e-mail address hitec.dmsprofile@XPO.COM (see second attachment for example) with a link to the POD document.</p>
<b>Customer benefits</b>	<p>This allows customers to receive their PODs more quickly and without having to ask. Some customers require a POD for every delivery so we are already talking to those customers and getting them on board.</p>
<b>SG PAM benefits</b>	<p>We should get less e-mails from customers asking for PODs. Invoices will be settled more quickly.</p>
<b>What else do I need to know?</b>	<p>We sometimes refer to these as Auto PODs.</p> <p>The service will only work on the XPO core fleet and some of their sub-contractors – it won't work on carrier deliveries.</p>
<b>What do we need from the customer to set it up?</b>	<p>We need the e-mail address where they would like us to send the PODs. We can send to up to 2.</p>



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Find out more at  
[www.pamline.co.uk](http://www.pamline.co.uk)

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