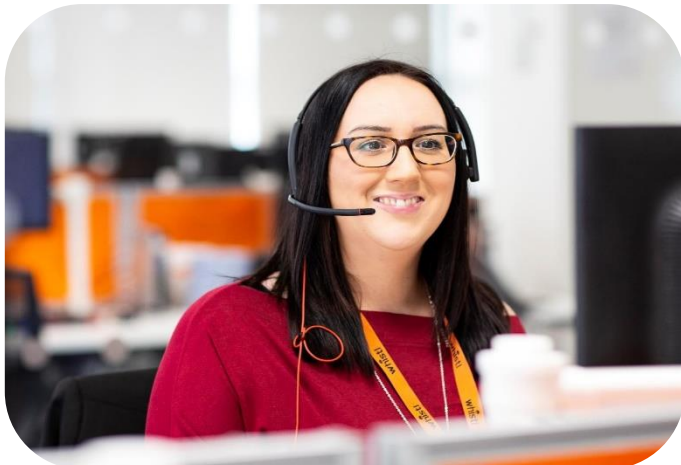


Enhanced Delivery Management

How much are failed deliveries hitting your bottom line?
Did you know that...



5.6% of
eCommerce
deliveries
fail

Average
cost per
inbound
query is
£3.50

Average cost
per failed
delivery is
£14.33

Retailers
losing average
£183k annually
from failed
deliveries

There is now a solution that could help you minimize the true cost of failed deliveries and extend to your customer service team.
The Whistl Group are dedicated to resolving your customers' delivery issues.

Reduce time dealing with carriers, and customer delivery queries to focus on your core business activities by outsourcing all of your delivery queries to the experts.

Handling delivery queries can take up too much of your time, leading to less focus on the growth of your business. Let us take this hassle away by becoming an extension of your team. We can handle all of your delivery-related queries on your behalf.

Once you send a parcel out the door and it hits the carrier's network, we have the expertise and tools to monitor its journey. By proactively resolving any problems directly with the parcel carrier without affecting your customers' experience.

Retailers, brands and wholesalers trust us to help minimise their delivery problems by outsourcing the management of their delivery-related queries.

How you benefit

- **Substantially reduce delivery queries** – with proactive SMART Notifications technology
- **Greatly reduce customer service workload** – empower your customer service team to better focus on product related queries
- **Increase seller ratings** – NPS and customer feedback with dedicated channel integrations
- **Increase on-time delivery performance** – with faster response to tracking queries
- **Enhance overall customer experience** – our in-house team have extensive knowledge and robust carrier relationships
- **Redeploy resource and improve your bottom line** – with the UK's leading tracking support team.

How does it work?

There are two parts to this service:

Proactive Tracking Support	Analyses data delivery data and identifies non-deliveries and exceptions, helping retailers minimise WISMO incidents.
Enhanced Delivery Management	A team of specialists who can act as an extension of your customer service team, taking care of delivery-related customer queries, as part of your team.

Using a method called courier mapping, we monitor the path of every parcel sent, stepping in if any assistance or information is needed. Each carrier, and service within a carrier network has different tracking patterns and scanning events. By mapping each service with scan types and sub types we can proactively pick up and resolve problems by monitoring a parcel's scan sequences. If a parcel receives an unexpected scan, or goes off course, our in-house team are ready to steer it back.

Without Enhanced Delivery Management:

- 1 Your customer rings to request an address change
- 2 You can call us to request the address change
- 3 We advise this cannot be done due to carrier rules and explain what options you have
- 4 You call the customer back with the options
- 5 You call us back to confirm the change

With Enhanced Delivery Management:

- 1 Your customer calls you – transfers to us and they request an address change
- 2 We check and see if that action can be done with the specific carrier. If it can't, we explain why and go through other options with them
- 3 We pass the information to the carrier and keep your customer updated throughout the delivery

Features:

- Delivery issues handled on your behalf
- Extension of your team
- Dedicated account management
- Proactive SMART Notifications predict delivery issues
- Tracking support team fix delivery issues
- Increase positive seller feedback
- Gives you more time to focus on growing your business
- Reduce overhead costs
- Increased visibility and accountability with advanced reporting and analytics

Why Whistl?

As the UK's leading logistics specialist, we provide efficient, high-quality and competitively priced services across [Business Mail](#), [Parcels](#), [Fulfilment](#), [Contact Centres](#) and [Doordrop Media](#) both in the UK and internationally.

We help brands and businesses overcome challenges and help them be more efficient, deliver a high-quality level of service and delight their curiosity, through a range of delivery management and customer service solutions.

Our mission is to grow by doing a great job, with can-do people working efficiently to deliver exceptional services to all of our customers.

For more information:

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