



Home Deliveries



Delivering **customer delight**

Trackmatic Home Deliveries solution empowers the driver, informs the customer and radically transforms the home delivery experience. Customers want to be delighted and this solution meets their expectations. Trackmatic Home Deliveries solution offers dynamic address accuracy, route execution compliance, turn-by-turn navigation, and interactive voice, text and e-mail communication. It enables you to overcome common challenges that impact operational efficiencies in the last mile, to truly deliver a white glove experience.

What it delivers

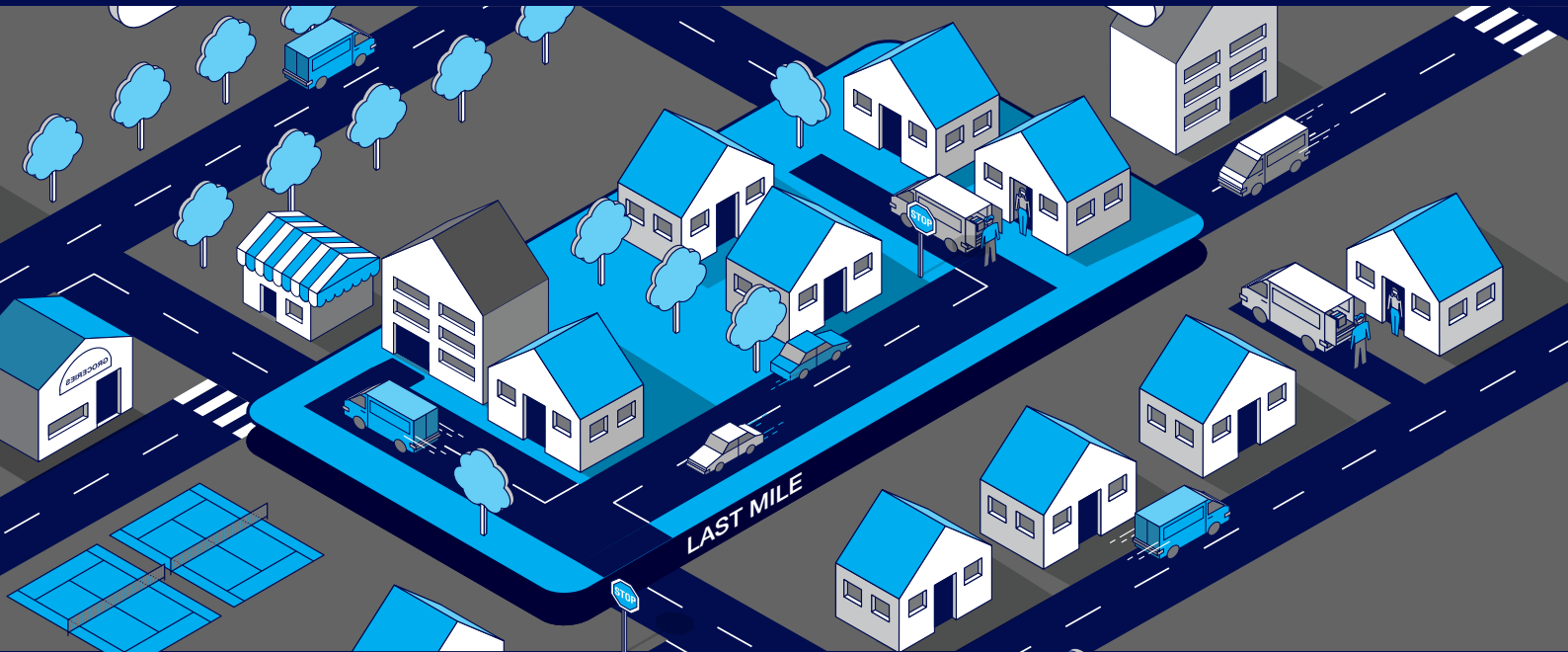
- Feature-rich, mobile solution
- Interactive, real-time execution dashboards
- Turn-by-turn navigation
- Bespoke delivery communication (advanced delivery notification)
- Advanced address validation system
- System recording of voice calls to customers (PBX)
- Sign-on glass capabilities
- Customer rating capability

Why it's different

- Planned vs. actual route adherence
- Seamless integration
- Real-time insights at every touch point in the delivery process
- Electronic tracking of all consignments and proof of delivery
- Real-time data and live execution dashboards for proactive decision-making and problem solving
- Customer services ratings for service improvement

How it benefits you

- Customer service management
- End-to-end visibility of the entire delivery process for meaningful debriefing & learning
- Proactive customer service excellence
- Improved fulfillment
- Reduced failed deliveries and re-delivery
- Reduces transportation costs
- Maximise fleet utilisation



Outbound - Last Mile					
	Vortex	Fuel	Route Builder	Coming to Collect	Address Validation Tool
Home Deliveries	✓	✓	✓	✓	✓