

Last Mile and Other Logistics Use Cases



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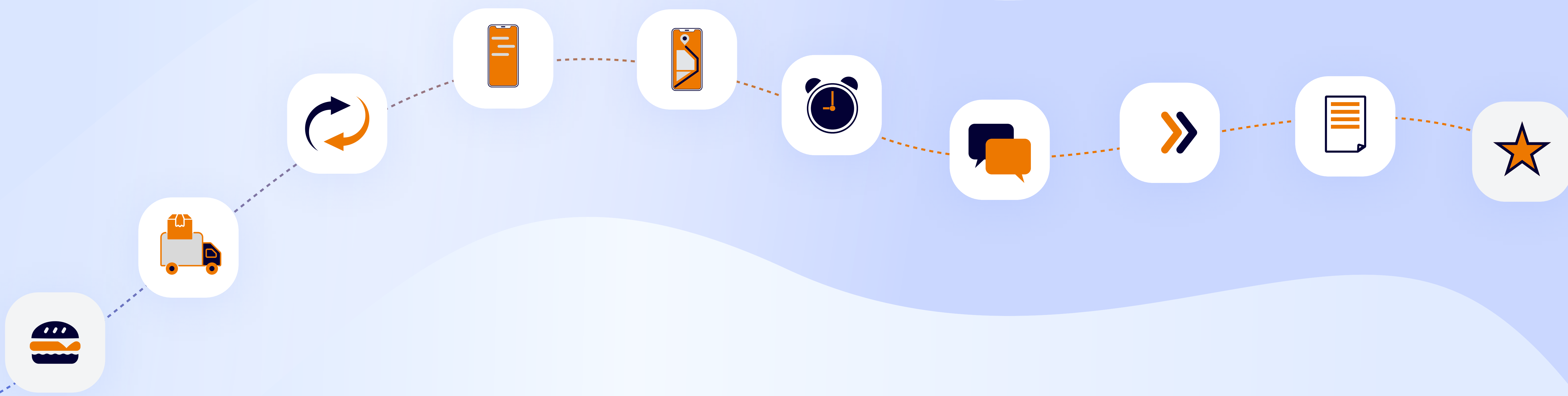
Last Mile and Logistics Use Cases

In today's highly rapidly evolving logistics landscape, the last mile is fraught with delays, challenges, and missed opportunities. These have negative financial repercussions and put an unnecessary toll on the environment.

Our Use Cases will help you leverage messaging solutions to revolutionize your delivery approach to meet the unique needs and challenges of the industry. Perhaps most importantly, it will reduce operational costs throughout the supply chain, through more efficient delivery services.

Whether you're looking to pick up or deliver packages, communicate effectively with drivers, or streamline operational processes, these use cases will take your messaging to the next level, and transform operations into a seamless experience.

Messaging Mastery equips you with the tools and knowledge to stay ahead of the curve and deliver unparalleled customer experiences with every package or parcel.

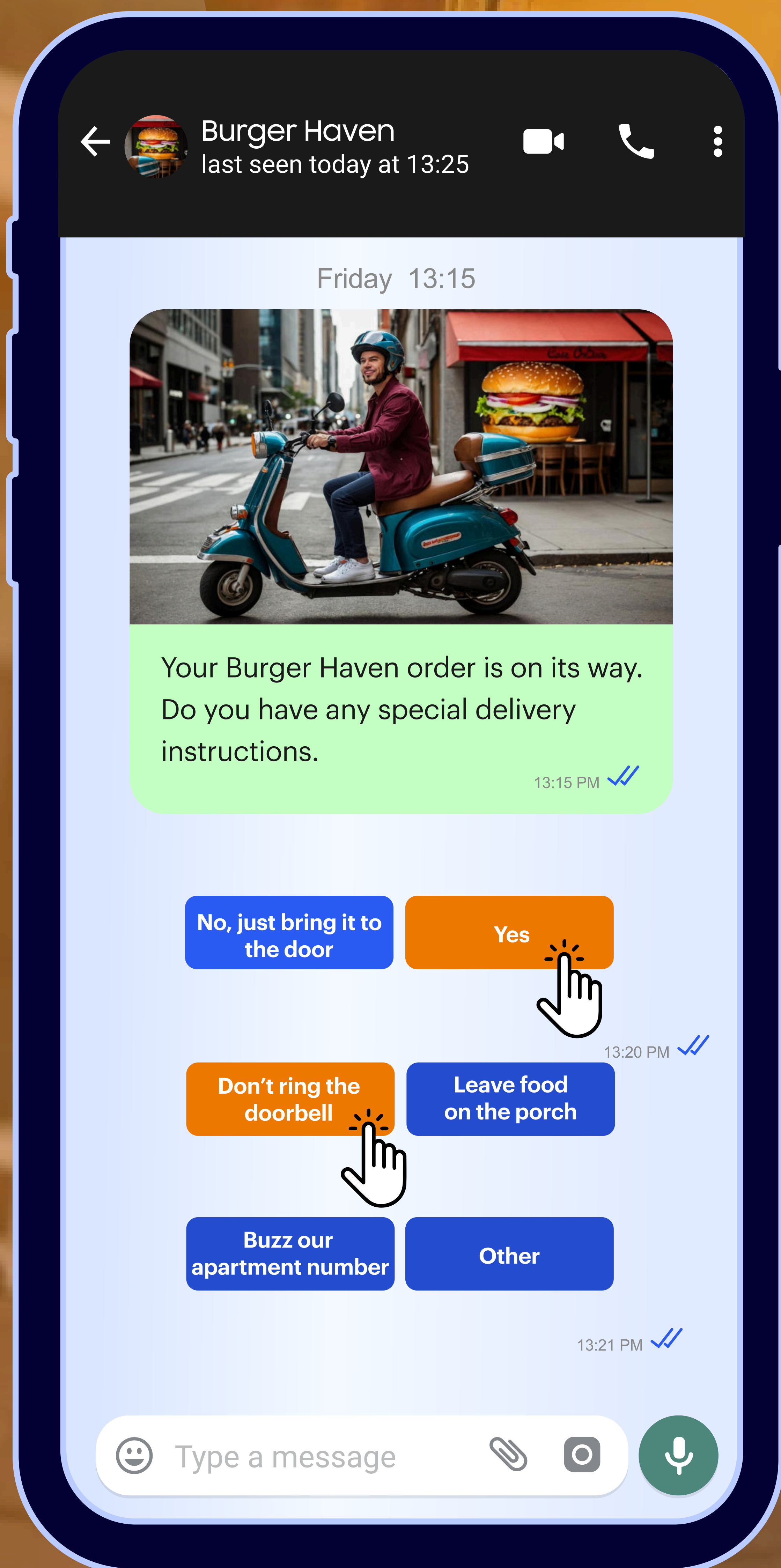


No.1



Dinner's Coming

Let them know the Delivery is on its way



Use messaging to communicate:

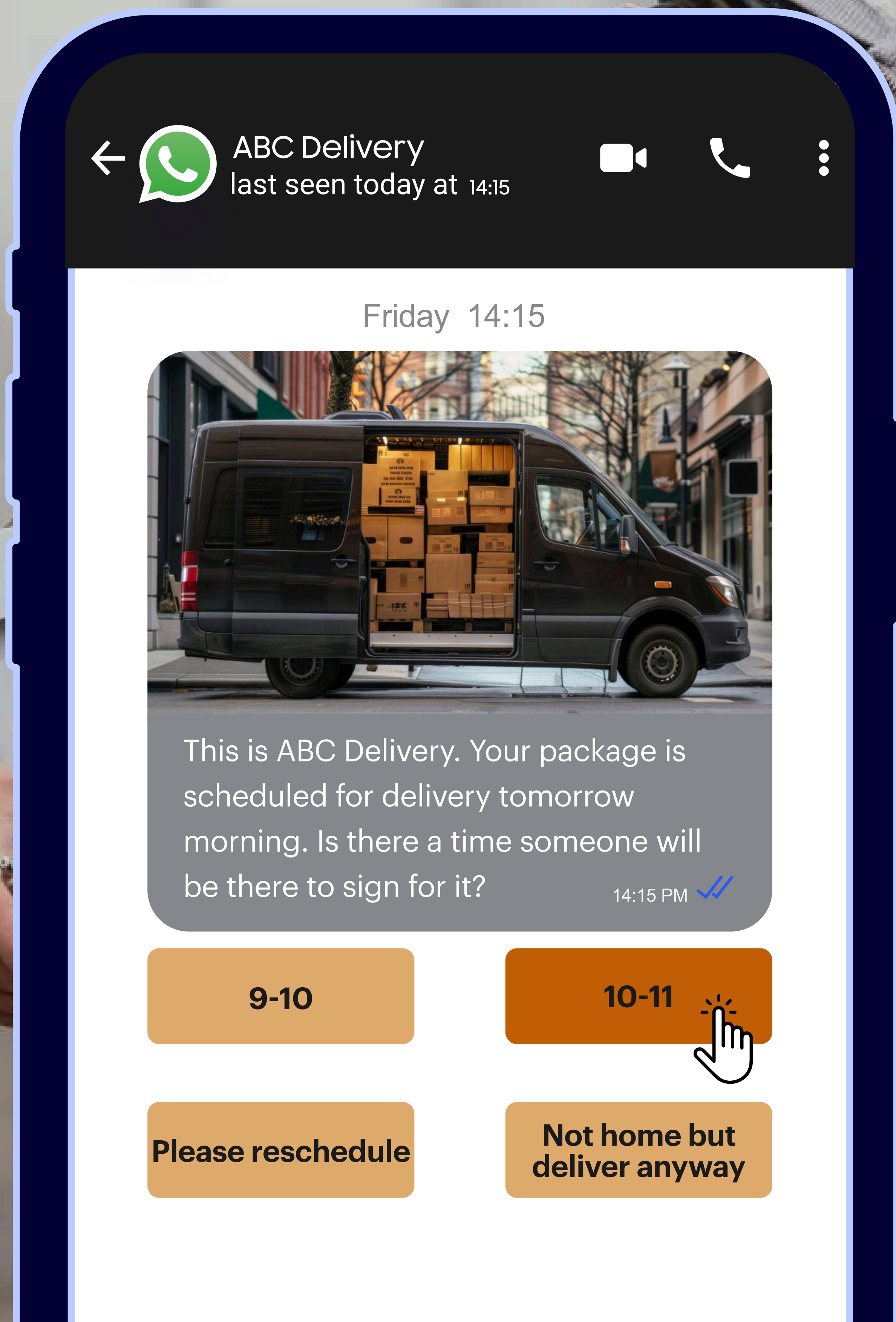
- Order Confirmation
- Delivery Status Update
- Future Promotions
- Customer Feedback Request
- Order Reminders for Standing Orders
- Service Notifications

No.2



Your Package Is Arriving

Make sure your recipient is home



Use messaging for two-way communication:

- Schedule Pickups
- Rescheduling Requests
- Appointment confirmation
- Real-time tracking updates

No.3



Returns Pickups

Seamless Pickups with Two-Way Messaging



Flash Delivery

last seen today at 10:00

Today 10:00am

Our drivers will be in your area on Monday and Wednesday. Please pick a day and time for pickup.

Monday, August 19

Wednesday, August 21

Choose Another Date

What do you prefer?

Morning

Afternoon

What time is best?

1-2

2-3

3-4

4-5

5-6

Use messaging for two-way communication:

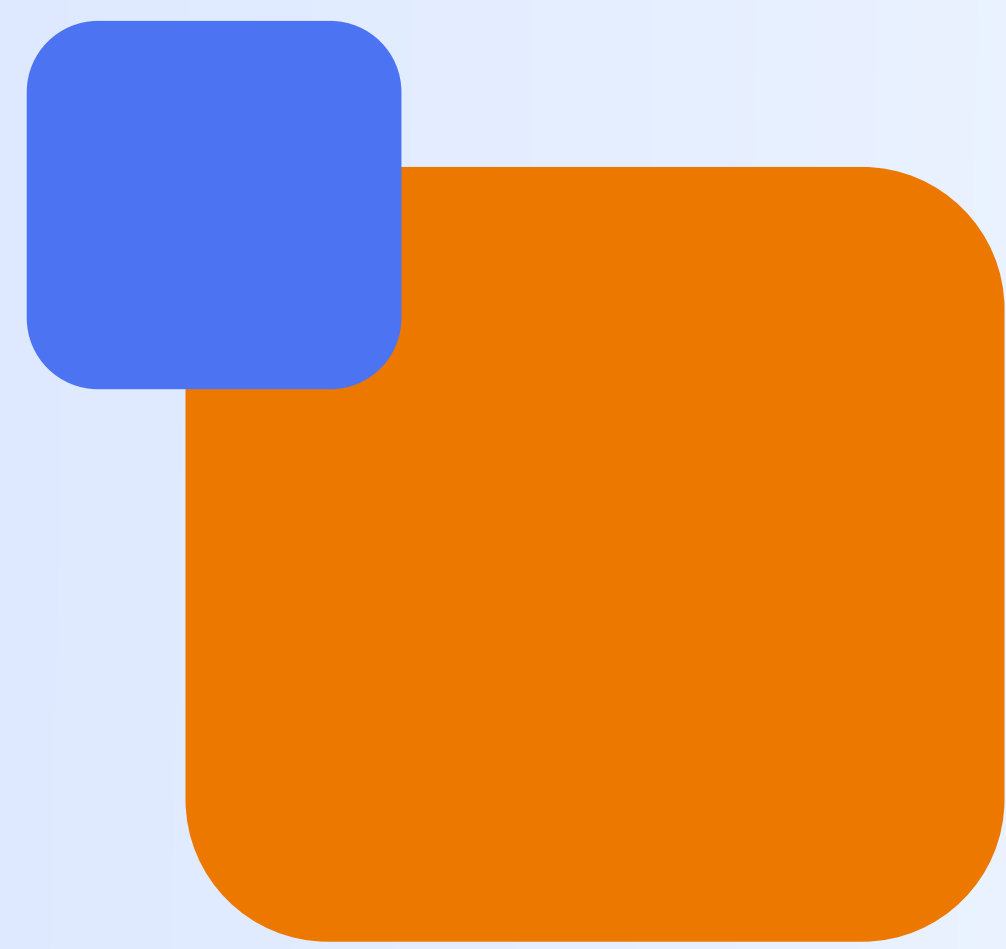
- Pickup Confirmation
- Return Instructions
- Pickup Status Updates
- Driver Contact Information
- Issue Notification
- Feedback Request

No.4



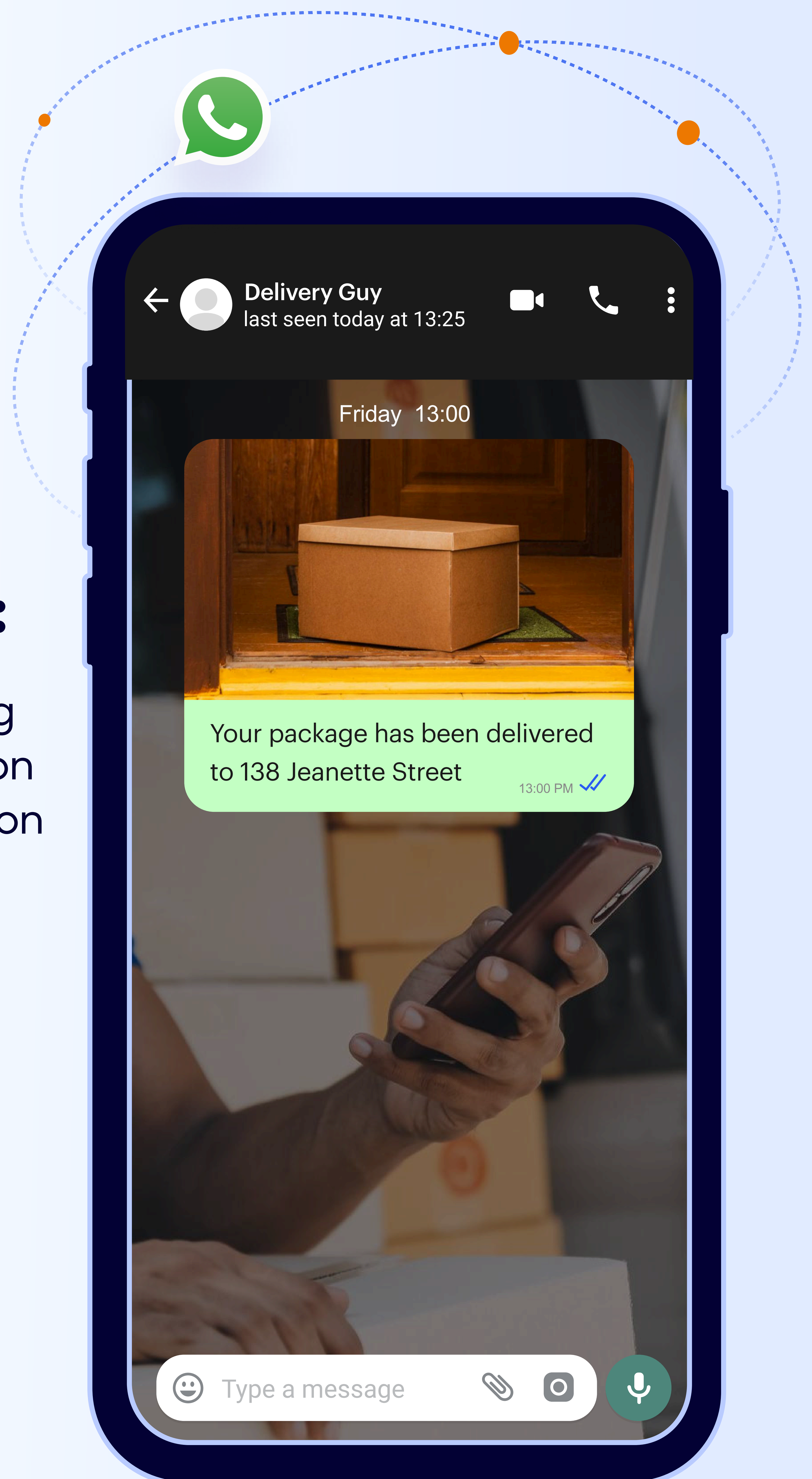
Proof of Delivery

Pictures Tell the Story



Use photos in two-way communication:

- Damaged Goods Reporting
- Return Condition Verification
- Delivery Location Verification
- Compliance and Documentation
- Customer Satisfaction

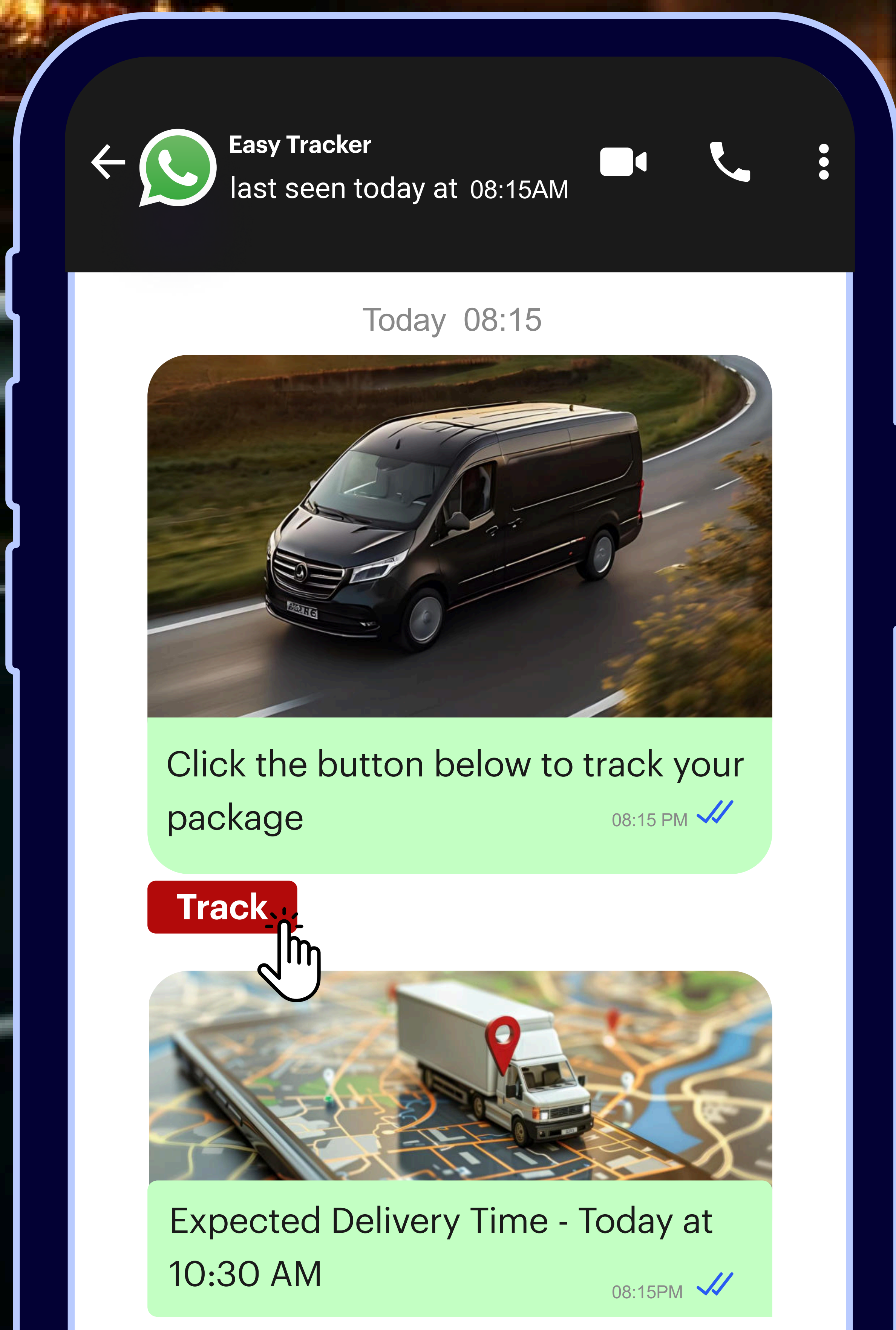


No.5



Real-time Delivery Tracking

Improve transparency from the warehouse to the front door



Use Real Time information in your messaging

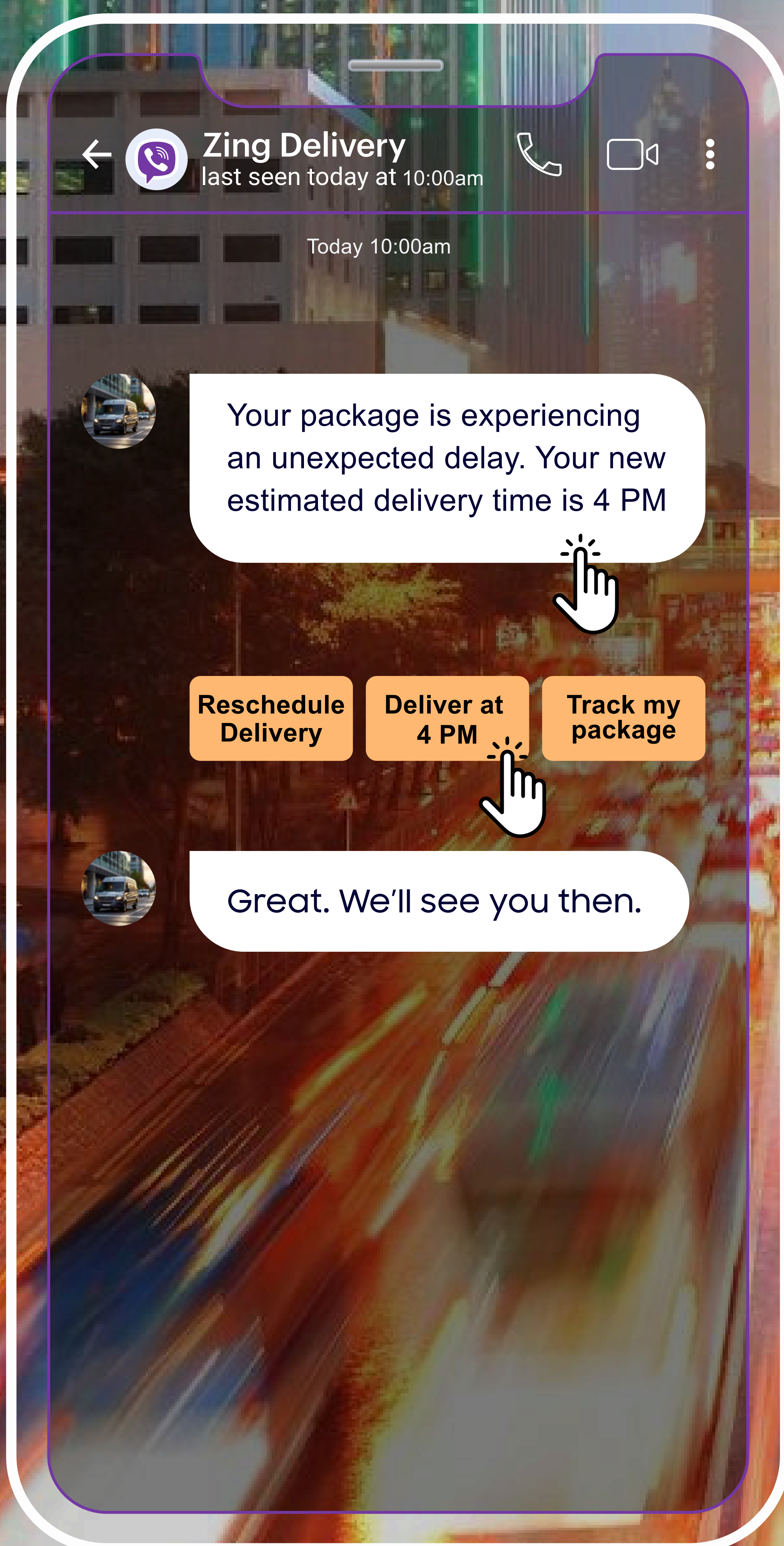
- Customs status
- Delivery confirmation
- Package issues
- Delay notifications
- Estimated delivery time

No.6



Communicate Delays

Reduce customer complaints through strong communication



Use messaging to proactively manage customers:

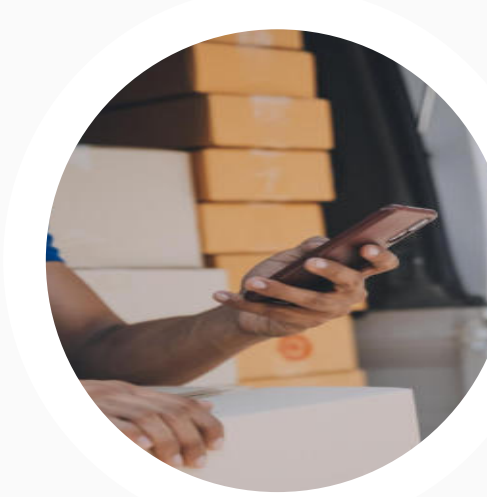
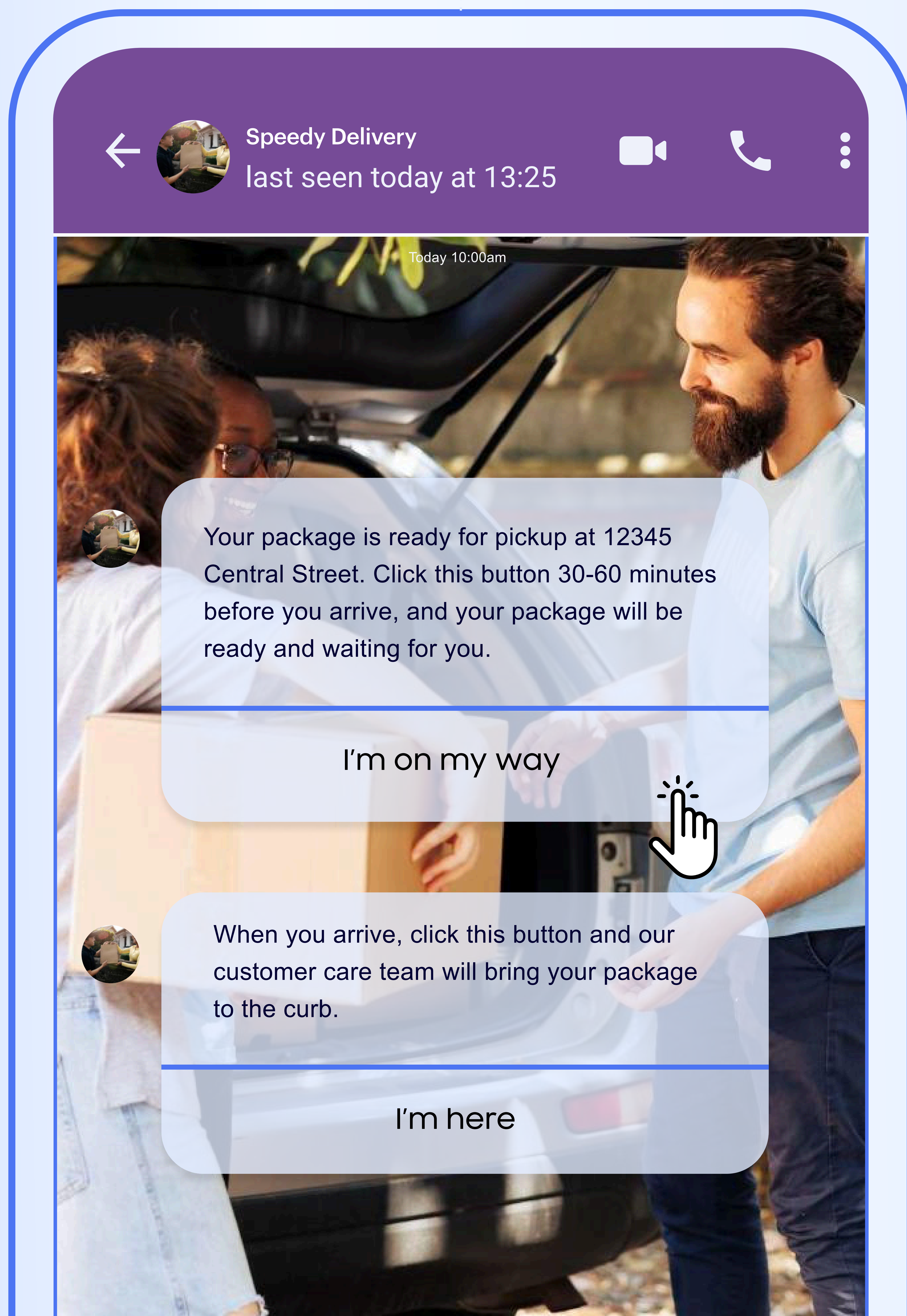
- Reschedule deliveries
- Real-time delivery updates
- Pre-delivery reminders
- Delivery instructions
- Post-delivery confirmations

No.7



Curbside Pickup Coordination

Improve customer package pickup efficiency



Use messaging to improve pickup coordination:

- Location sharing
- Personalized pickup schedules
- QR codes to help depot locate the package
- Geofencing-based alerts as customer nears the depot
- Two way messaging for pickup confirmation and instructions

No.8



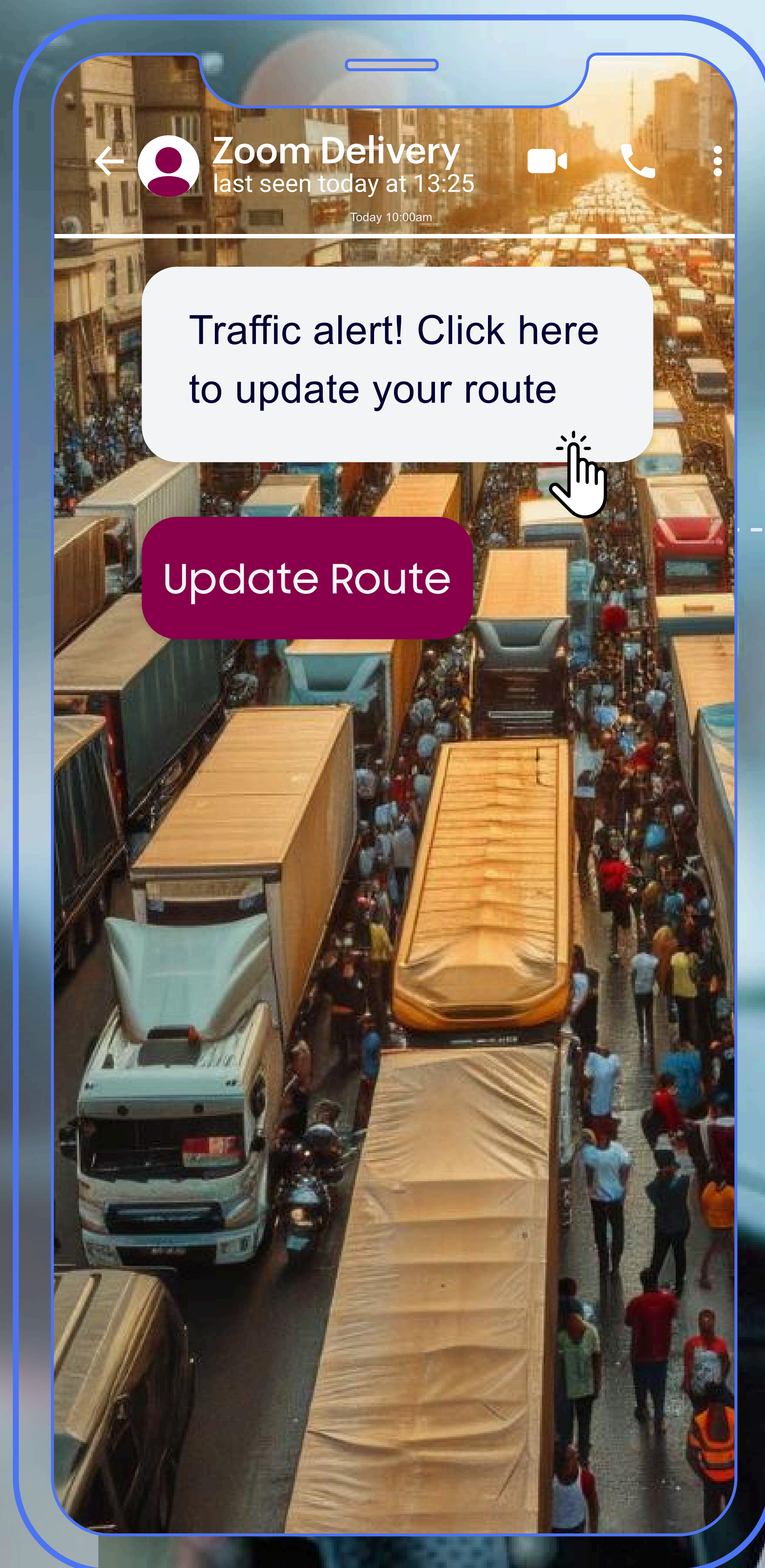
Improve Communication with Dispatch Depot

Circumvent traffic with real-time routing
updates

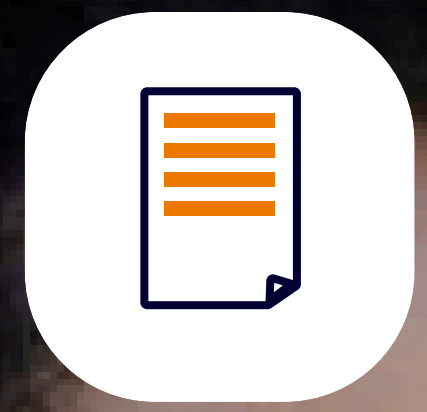


Drive-Dispatch Messaging

- Route changes
- New pickup assignments
- Customer requests
- Delivery prioritization updates
- Package issues
- Emergency alerts
- End-of-day instructions

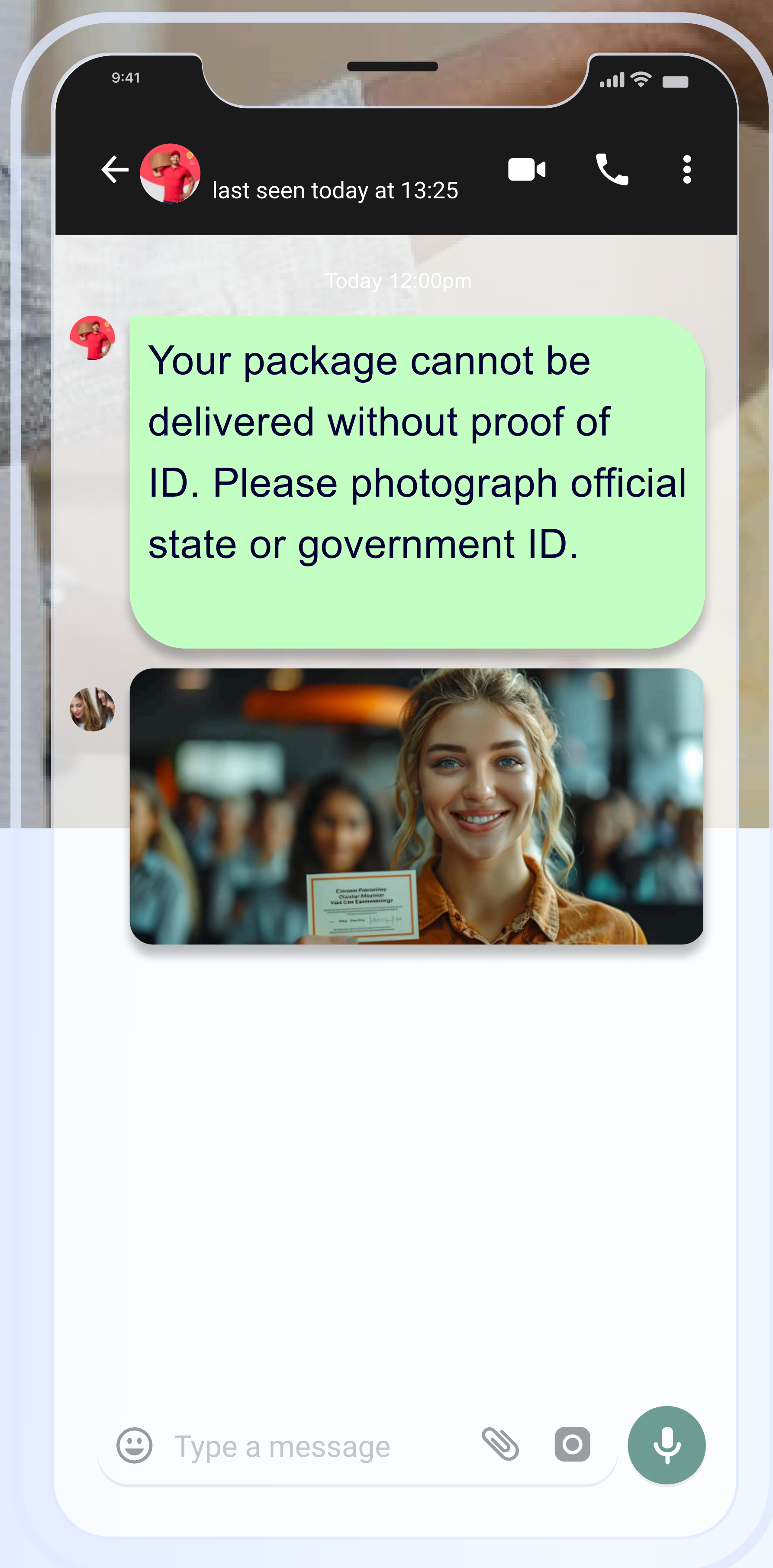


No.9



Document Requests

Make sure the documents are ready before delivery



Collect Required Documentation Before Arriving for Delivery

- Compliance Certificates
- Proof of Residency
- Import/Export Documentation
- Bill of Lading
- Customs Declaration
- Receipt of Payment

No.10



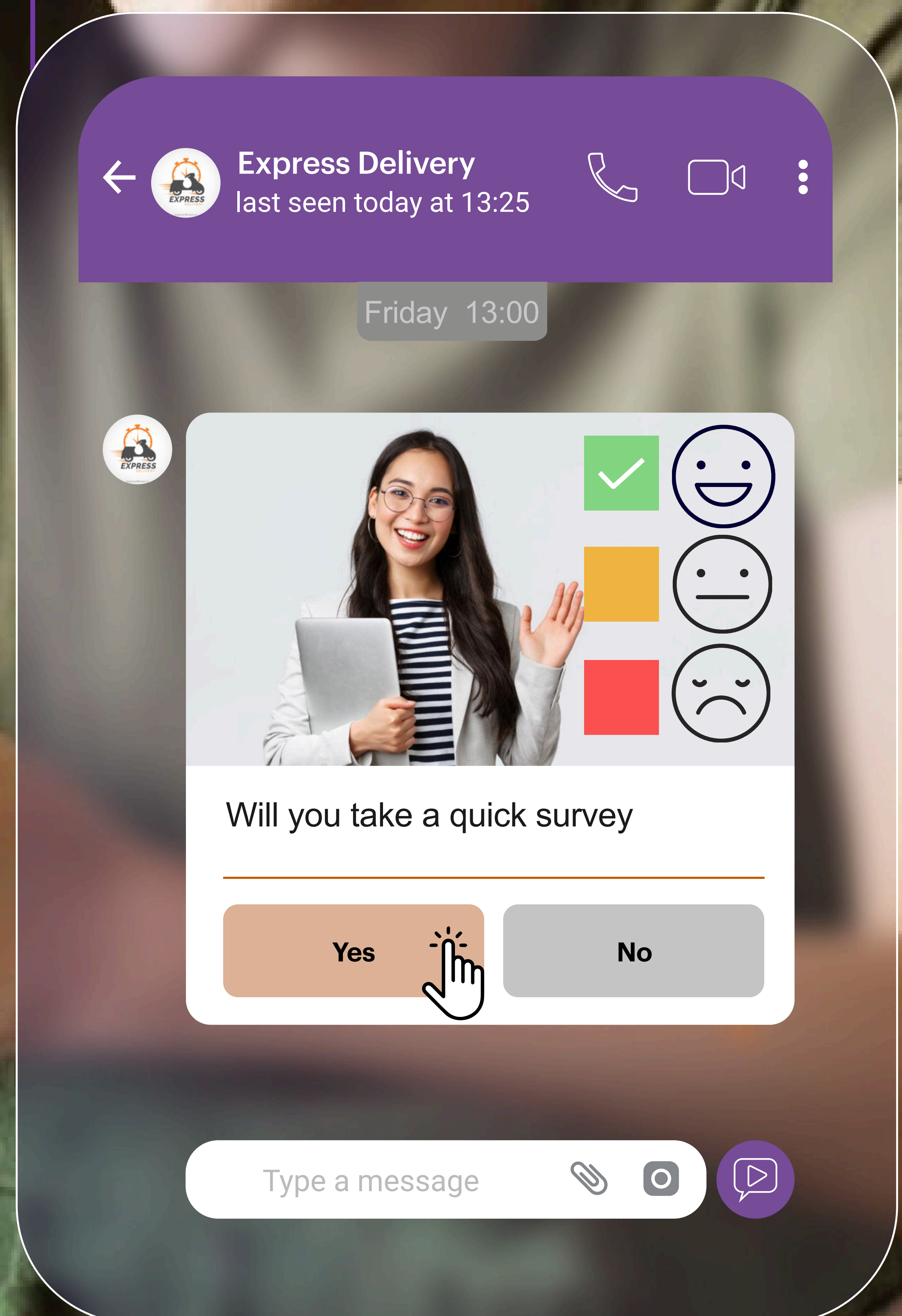
Customer Feedback

Find out what your customers are thinking



Learn more about your customers:

- Take surveys
- Provide live support
- Create focus groups



Get in touch.

www.messagewhiz.com

info@messagewhiz.com



About MessageWhiz

MessageWhiz is a leading SMS service platform powered by MMDSmart. We provide a smart text messaging service for business, with a unique pay-by-conversion success option. Companies benefit from SMS business marketing by improving communication with their clients at the most opportune and relevant moments, and significantly growing business outcomes.