



# Last-Mile Solutions for E-Commerce

Today's customers have very high expectations on their online shopping. They want flexibility and options every step of the way, as well as being kept up to date in real-time on where their order is.

Deliveries are known to be the most time consuming, and expensive, part of E-Commerce logistics. Your customer expects free-of-charge home deliveries, flexible time slots and long opening hours – but they are rarely willing to pay the cost connected with these services.

StrongPoint Last Mile solutions offer a way of increasing the efficiency of your deliveries by routing the orders in the most optimised way, supporting your staff in over the counter deliveries and offering pick up in store with Click & Collect Lockers.



## Delivery Support

*- Staff notifications & pick-up support*

StrongPoint's Delivery Manager module takes over after your picking is complete to ensure that the perfectly picked order now reaches the customer smoothly. The Delivery Manager module handles all communication with both the customer and your staff, ensuring that the customer receives the best possible customer service when arriving to pick up the order. It provides both specific details about each order and feedback when the order has been delivered — giving you efficient operations and ensuring that you can offer great customer service.

## Home delivery

*- Route optimising & notifications*

The StrongPoint Route Manager module ensures time and cost efficient home deliveries. The solution supports retailers with setting up the most optimal delivery routes, scheduling vehicles and tracking deliveries. The solution also estimates the delivery time and notifies the customer that the order is on its way.

Route Manager ensures your customer is continuously informed about the arrival of their order and that the order is delivered correctly and on time - Every time.

## Click & Collect Lockers

*- Refrigerated, Retail Parcel & Mobile Lockers*

With self-service Click & Collect lockers, you as a retailer can finally offer easy, safe and contactless 24/7 grocery pick-ups. A solution that provides a competitive edge to any retailer in today's society.

StrongPoint Click & Collect Lockers comes in two versions; refrigerated grocery lockers with three temperature zones: ambient, chilled and frozen to ensure that your groceries are kept fresh and secure until the customer is ready to pick them up. Or in a retail parcel version for the non-food retailer that wants to offer a great 24/7 pickup service.