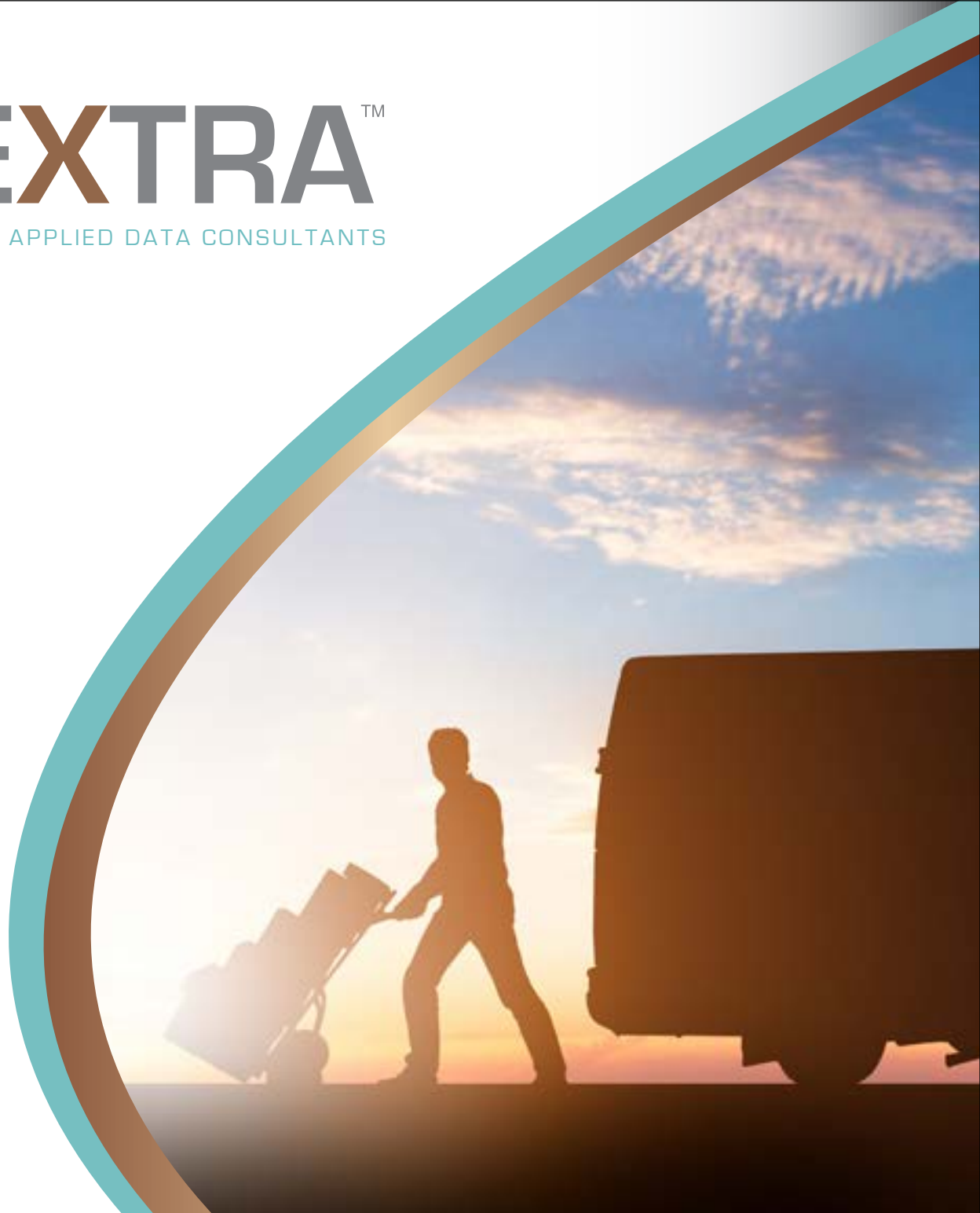




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7 Powerful Tips to Reduce Last Mile Delivery Costs

7 POWERFUL TIPS TO REDUCE LAST MILE DELIVERY COSTS

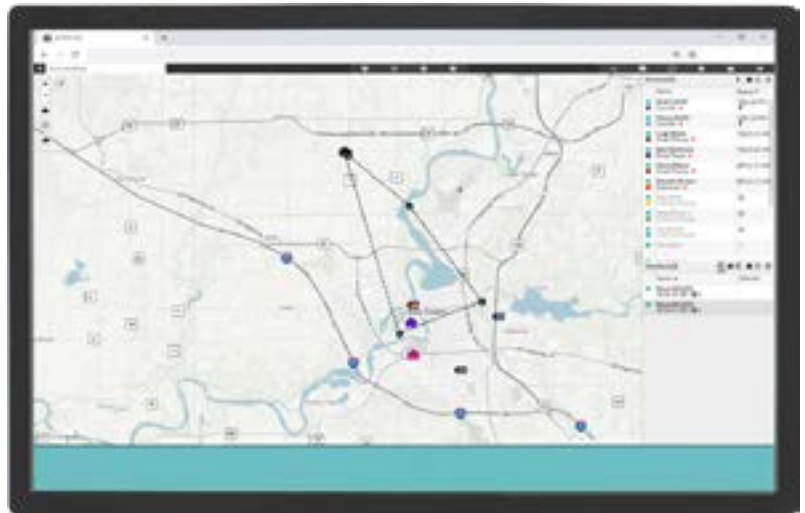
Quick, safe, and efficient delivery are at the heart of every company today with customer satisfaction being its primary driver. However, increased demand for delivery has brought increased delivery costs. According to Business Insider, “companies are currently faced with last mile delivery expenses, posing a challenge for their revenue streams.” Despite improved logistics, costs dealing with storage, labor, idling, and fuel still experience constant surges. So how can your company reduce last mile delivery costs while meeting demand and providing exceptional customer experience?

We have compiled a powerful list of tips on how to keep those costs in check without sacrificing customer needs.

Provide Order and Route Optimization

Reducing your last mile delivery costs starts with how you structure your orders. With the increased demand, companies often face challenges in identifying orders with the same characteristics. These include those with the same delivery locations, similar delivery times and speeds. Adopting software with route optimization can help with this. By assigning groups to your orders, you are assured of fast and efficient delivery.

Additionally, when service or delivery windows are part of the delivery equation, it is important to be able to organize and route properly to meet the indicated time windows. Routes can be built to meet time windowed deliveries in the most optimal order to ensure that all deliveries are completed when the customer needs them to be.



Automate Route Planning

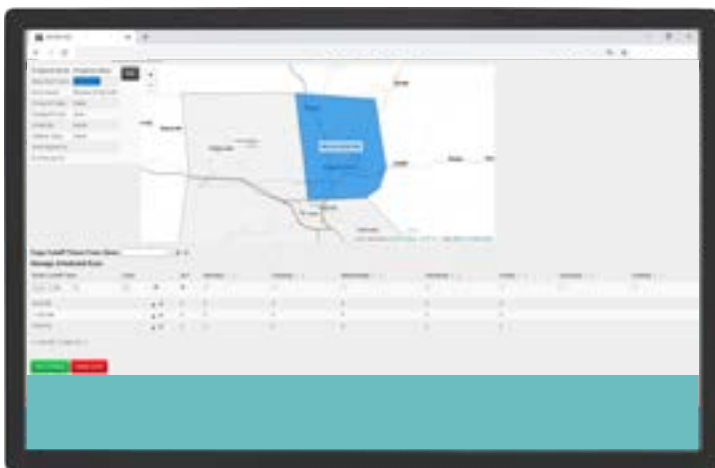
Many dispatching software solutions can route and track, but there are also advanced solutions that provide the ability to auto-route and auto-suggest routes. Routes can be auto-created in the most optimal order based upon user-defined parameters, including employing specific drivers or vehicle types, specified start and end times, and the desired number of routes. Orders can be auto-suggested to an already active run in order to maximize routes in progress. Automated dispatching assists the dispatcher by reducing the time it takes to review routes and think through possible options.

Use GPS-Enabled Tracking Software

Information is a crucial part of reducing last mile delivery costs. Getting real-time delivery data will help you evaluate aspects such as the duration of delivery, the number of idle stops, and the successful deliveries. But doing this can only be accomplished by keeping track of your delivery process. With GPS-enabled software, you get accurate information on where your sources of delay lie. This helps you get the necessary countermeasures, allowing for collaboration between your drivers and your company.



Establish Scheduled Runs



Auto-replenishment, or scheduled runs, consider a customer's frequency of product consumption, which comes in handy in establishing a structured mode of delivery. Instead of on-demand orders that come with increased shipping costs, auto-replenishment orders are cheaper to ship. Invest in delivery software that gives you the option to forecast your customers' demand rates. With such a tool, you can take advantage of your driver's delivery route plans and load products based on customer data. Your customers get their products on time while allowing you to save on storage and labor costs.

Advanced dispatching software should allow a customer to set up their scheduled routes so that they are auto-created at the time of dispatch. This saves the dispatcher and manager immense amounts of time while also increasing the efficiency of the operation.

Provide Safe and Contact-Free Deliveries

Through an advanced dispatch solution, photos capturing the condition and location of delivered or serviced products can easily be obtained using a mobile application on a driver's or technician's device. Additionally, these images can be generated on a proof of delivery or service document and automatically sent to customers after an order is completed. Customers now expect this service, and taking a photo of the delivery provides proof and condition of the delivery.

Provide Additional Delivery Options

Creating multiple delivery options, such as crowdsourced drivers or on-demand couriers can help you cut down on last mile delivery expenses such as failed orders and refund costs. A massive 73% of customers would prefer if they had more delivery options to choose from rather than only same-day deliveries.

Provide more options that cater to different needs of speed, price delivery, time-slots, and convenient pick-up locations to increase customer satisfaction.



Offer Real-Time Updates to Customers

Customers expect to be in the know of everything that is happening with their product shipment. Keeping them informed means providing real-time updates from when their delivery gets packed to the minute it is shipped. The only way you can make this happen is by adopting a unified communication platform that links your site, drivers, and customers. Delivery software that provides updates about your customers' deliveries is what you need.

With real-time notifications, customers know the exact time of product delivery. It helps to reduce failed deliveries, another last mile delivery cost that creates ripple effects in labor and fuel costs.

Advanced dispatch removes the headache of "how" to accomplish this by providing real-time tracking to customers via text or email. Not only do the alerts and tracking give customers insight into exactly when their product will be delivered or what time a service will occur, but it also frees up time spent by sales and counter staff answering questions about estimated delivery or service times.

Conclusion

Last mile delivery is often the most expensive stage in the delivery process. Getting it right can mean securing more loyal customers and registering significant increases in your revenue. Tap into the right software to enjoy the benefits of a convenient and affordable delivery.

About Elite EXTRA

Elite EXTRA, a product of Applied Data Consultants, is an advanced dispatch management tool that provides cutting-edge dispatch, routing, and tracking services globally. With over 25 years of innovation, experience, and a large base of customers who trust us as partners to power their deliveries and service technicians, the software allows clients to create optimized routes quickly, dispatch to their drivers, and track them all in real-time. For more information, visit www.eliteextra.com.

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