HOW COURIERS ARE MANAGING SOCIAL DISTANCING IN LAST MILE APPLICATIONS

Amidst new stay at home guidelines, last mile deliveries have surged, especially for essential goods. Couriers are under pressure to deliver critical orders whilst adhering to new safety protocols such as contactless delivery at the doorstep to ensure driver and customer safety.

Honeywell CT60 Mobile Computer with Honeywell Smart Talk and RP4 Mobile Printer

SITUATION

Many last mile providers are increasing staffing levels for the delivery of critical orders to customers unable to leave their homes. Non-traditional fulfilment centers and distributed networks have recently emerged for such providers to cope with the rise in last mile deliveries. In addition, last mile providers are also utilizing connectivity applications allowing customers to request deliveries be left at their door and be alerted by SMS or push notification. Other options allow customers not to sign on delivery, but to have the driver sign or offer a recorded proof-of-delivery. This trend is presenting a challenge for the delivery industry where several last mile deliveries are contracted to third-party carriers. These carriers must balance the requirements of safety and social distancing with the need for proof-of-delivery. The new safety protocols are causing an increase in long delivery windows and order errors.

SOLUTION

In order to avoid contact during delivery, last mile drivers equipped with the right mobility solutions can perform accurate pick up, real-time communications and route planning to the final delivery point.

CT60 Mobile Computer
Honeywell CT60 mobile computers are designed for delivery drivers that require real-time connectivity to business-critical applications. At every doorstep, the CT60 mobile computer enables the driver to scan the items and verify delivery with photos or SMS which can be sent to the customer as proof-of-delivery. The CT60's sound recorder application can also capture the customer's voice as a signature instead of requiring them to touch the device, resulting in a contactless delivery. The CT60 scan engine reads barcodes that are damaged or poorly printed at non-traditional fulfilment centers with ease, ensuring that packages that would not have been delivered reach their destination.

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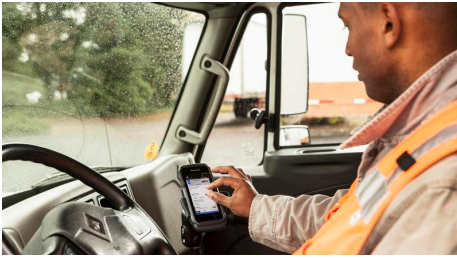
Third-party apps like ProntoForms are bringing no-touch last mile deliveries to the doorstep

» **To address the impact of device sharing by drivers, learn how to clean your Honeywell devices on www.honeywellaidc.com/blog**

ProntoForms

In last mile deliveries, it's imperative to reduce contact. ProntoForms is a third-party custom app platform for easily adapting or building custom delivery workflows with no-touch delivery confirmation. The platform's rich data capabilities allow drivers to capture photos as proof of delivery or record audio 'signatures' to confirm customer receipt. Its pre- and post-service web form option means customers can both state their preparedness for delivery—including adherence to safety regulations—and also provide post-delivery feedback. ProntoForms drives process refinement where it's needed most and keeps deliveries safe in the hands of drivers.

Honeywell Smart Talk

In the fulfilment center, daily team huddles to review delivery tasks before driver dispatch would normally require associates to be closer than the current social distancing recommendations. With a mobility communications application, a pre-recorded message can be delivered to device enabled drivers before they begin their routes. This eliminates the need for people to form groups and still allows drivers to receive important messages. Backend analytics can ensure driver compliance. Honeywell Smart Talk is a unified communications solution that can be added to the Honeywell CT60 Mobile Computer or to mobile devices drivers already carry. Delivery drivers carrying a mobile device running Honeywell Smart Talk are always connected and can access critical information from company headquarters or from other drivers. It minimizes contact as they continue to maintain a safe distance between others, while keeping their focus on meeting delivery requirements.

RP4 Mobile Printers

RP4 mobile printers provide last minute relabeling capability to the delivery drivers for incorrect or misaddressed shipments. This eliminates the need to send the package back to the fulfilment center for relabeling, reducing the number of people coming into contact with the package before it reaches the customer. Printing a new shipping label en-route saves time and avoids additional relabeling. The integrated WiFi, Bluetooth and rechargeable battery of the RP4 are designed to last an entire delivery shift, reducing driver downtime and keeping them delivering critical orders.

Get More Life out of Mobile Technology

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