

## A day in the life of... Postal, Parcel and Courier

With an extensive **Postal, Parcel and Courier** customer base in EMEA, the U.S. and APAC, ALK has built a reputation for solutions that improve efficiency throughout the delivery process.

Here we outline how a combination of mapping, advanced routing and back office mapping visualization tools enable companies within this sector to maintain a competitive edge.

### The Driver

On arrival, the driver's parcel deliveries are allocated but unsorted. Using the barcode scanner in their handheld device, the driver scans each parcel, building a manifest of deliveries based on postcode/area.

The delivery manifest is then optimized for the most efficient routing in CoPilot Professional, taking into account additional factors such as pre-agreed time windows, driver wait times and rest periods.



### Technology

- ➔ CoPilot Professional
- ➔ Advanced Route Optimization
- ➔ ALK Maps

### The Results

- ➔ Over 90% of deliveries achieved the first time
- ➔ 1 hour or less time window ETAs
- ➔ Reduce driver training time from weeks to days

## Experienced vs. New Delivery Drivers

A new driver unfamiliar with the route would submit the optimized stop list without further amends to the back office server, including the ETA per destination.

For experienced drivers, combining local knowledge with optimization can save time creating a good sort order. This can be done in a couple of minutes, much faster than having to sort the parcels into a logical sequence manually.

CoPilot's Advanced Route Optimization also provides the experienced driver with the additional benefit of seeing whether particular deliveries are going to be a challenge to achieve within a specific time window. They can then alter the delivery order to meet this requirement or have the job allocated to another driver to meet any pre-agreed SLA.

Based on previous deliveries, the experienced driver can also indicate any 'slack time' during the day where additional deliveries or parcel pickups can be slotted into their schedule.

The route is then finalized; CoPilot Professional has defined an ETA for each stop. The route is then passed into the back office server and an ETA time window communicated to the customer, with options to reschedule if the timing proves to be inconvenient.

## Out on the Road

Having reverse loaded their vehicle and with the optimized route stored in CoPilot Professional on their hand held, navigation is a simple one button push for routing to the first delivery address.

Back office servers can monitor the driver's real-time progress throughout the shift. When the driver is 15 minutes from their delivery point, a further notification can be sent to the customer, speeding up the transaction and particularly useful when delivering high value goods or priority documentation.

## Improving Field Efficiency

Saving the driver just 30 seconds per delivery can lead to multiple additional stops per driver, per day.

At the point of signature capture, the latitude/longitude co-ordinates can be sent to the back office servers both as a means of verifying the driver's location and stored for future deliveries, a useful feature if the actual delivery postcode is some distance from the drop off point. For example, the loading bay at the back of commercial premises.



## The Back Office Line Manager



In addition, signature capture can be prohibited by the POD application if the driver is outside of a specific distance from the actual drop off location, curbing the number of inaccurate customer not home' carded incidents.

Using the camera on the hand held, it is also possible to further verify that a delivery was attempted with a time stamped photograph of the location. This can then be stored in the back office as evidence should there be any further customer query.

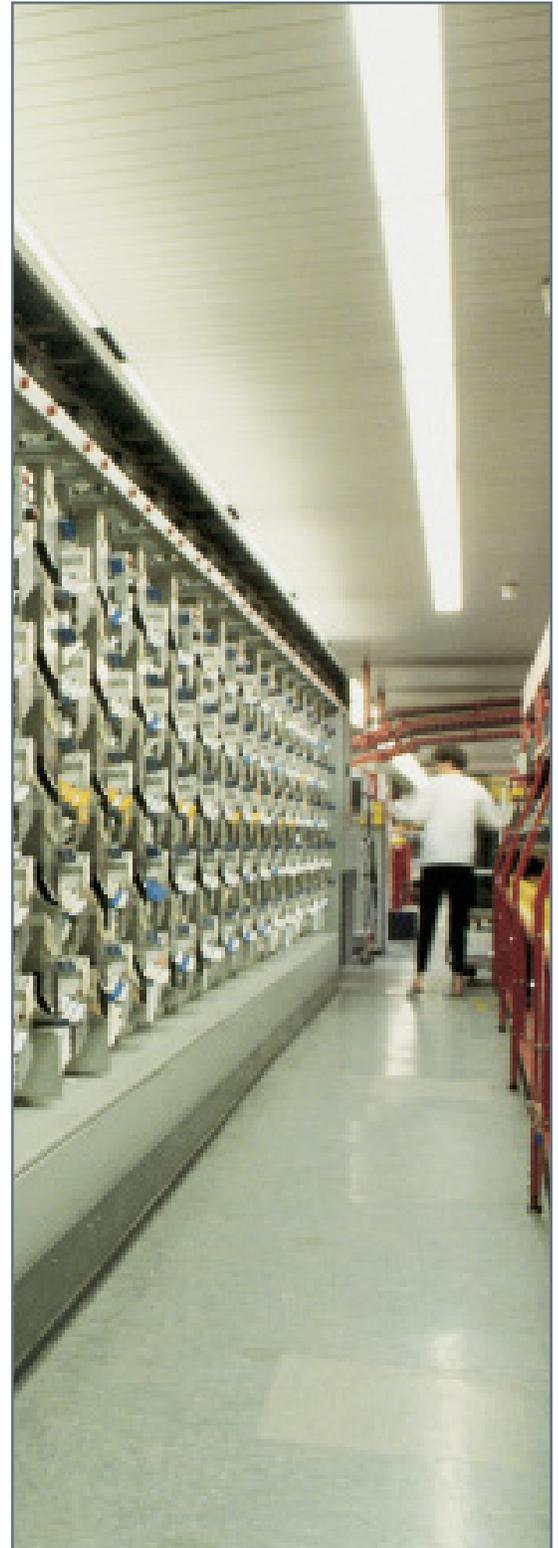
When the driver resumes their route to the next location, the back office servers can measure the current CoPilot Professional ETA against that originally communicated to the customer. If traffic or any other factors are going to negatively impact the delivery time, then the customer can be informed and supplied with the revised, real-time ETA.

On completing the shift, the driver returns to the depot for a de-briefing with their line manager.

By combining ALK Maps, Advanced Route Optimization and CoPilot Professional, the back office line manager has a set of powerful tools to aid in daily delivery decision making, reporting and strategic planning.

ALK Maps enables the monitoring of in-field activity on a mapping server with a simple visual display of green or red markers indicating driver progress against their schedule of ETAs. Line management can also determine whether drivers are available for any ad hoc pickups without having a negative impact on their delivery schedule.

Accessing data generated by ALK Maps and CoPilot Professional, the line manager can query activities against Key Performance Indicators (KPIs) such as discrepancies between the planned versus actual route, ETA per stop, 'Customer not home' cards and out of route mileage geofencing infringements.



Profiling over time provides insight on the performance of individual drivers and variance in routing efficiency depending on metrics such as time of day, time during the week or seasonal impact.

Replicated at depot, regional and national levels, the combination of ALK Maps, Advanced Route Optimization and CoPilot Professional can make a dynamic contribution to company efficiency and strategic planning.



**Find out more about our postal navigation and routing solutions  
at [copilotpro.com](https://copilotpro.com)**

Alternatively, please contact us at [busdev@alk.com](mailto:busdev@alk.com)