



Interactive delivery notifications



'Out for Delivery' notification

1st SMS sent to ABO upon scan out into delivery vehicle.

Dear [RECEIVER],
your [RETAILER] order will be delivered today by [DRIVER NAME], your Dawn Wing driver.
Please ensure that someone is available to sign for your delivery at:

DPD Laser
2nd FLOOR
DEAN STREET ARCADE
DEAN STREET
NEWLANDS
7700

If you'll be out, it's not a problem. We have a range of alternative delivery options for you to choose from. To change your delivery please 'click here'.

Dawn Wing
(Ref: [REF NUMBER])

The link in the 1st SMS then re-directs customer to our **mobile platform** where they can update delivery information

Your Delivery Today

Receiver	CHANTELLE STEELE
Waybill	CC156057581
Parcels	1
By Latest	18:30

[More Information](#)

Reschedule

Change Address

Leave With Neighbour

Leave With Security

Please Call Me

Exit Window

'You're Next' notification

The link within the second SMS will redirect the customer to our **follow my parcel tracking page**. Your customer will be able to see where your driver is, who your driver is and what vehicle your driver is driving.

After the delivery is complete. You will be able to see the signed POD on our **Customer service dashboard in real-time**. If the delivery attempt failed a photo of the premises will be available and the item will automatically upload to the CSD dashboard.

2nd SMS sent to ABO. SMS is sent when the parcel is the next parcel out for delivery.

Hi [RECEIVER], your delivery from [RETAILER] is my next stop. I am [5km] away and should be there in roughly [9] minutes. 'Click here' to follow your parcel.

[DRIVER NAME]
Your Dawn Wing driver
Vehicle reg [DH6xxxxx].

Delivery Tracking

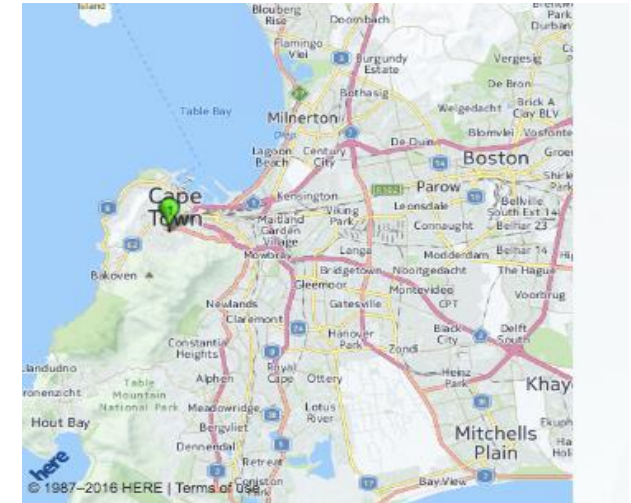
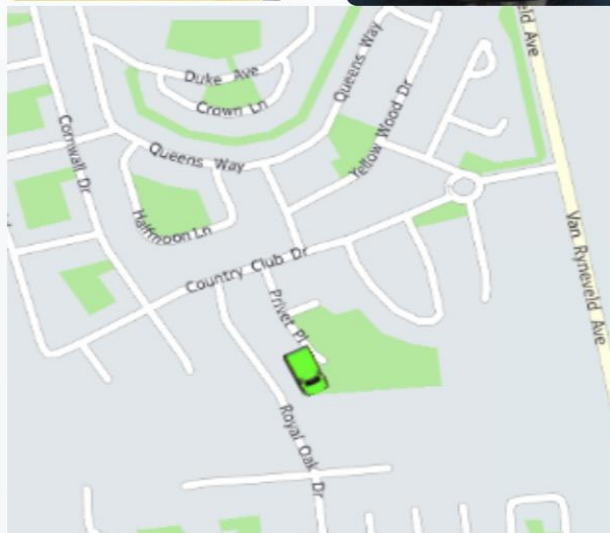
Driver

MARTIN VAN VUUREN



Vehicle

DS44BKGP



Parcel Delivered

Delivered To lynze received
Date 09/12/2016, 08:28
Unit 181 long str
Street central
Suburb 8001
Unit / Street 8001
Images

Proof Of Delivery

lon: 18.4183001 - lat: -33.9218672

I, lynze received on 2016-09-12
08:28:49 received 1 parcel(s) in good
order.

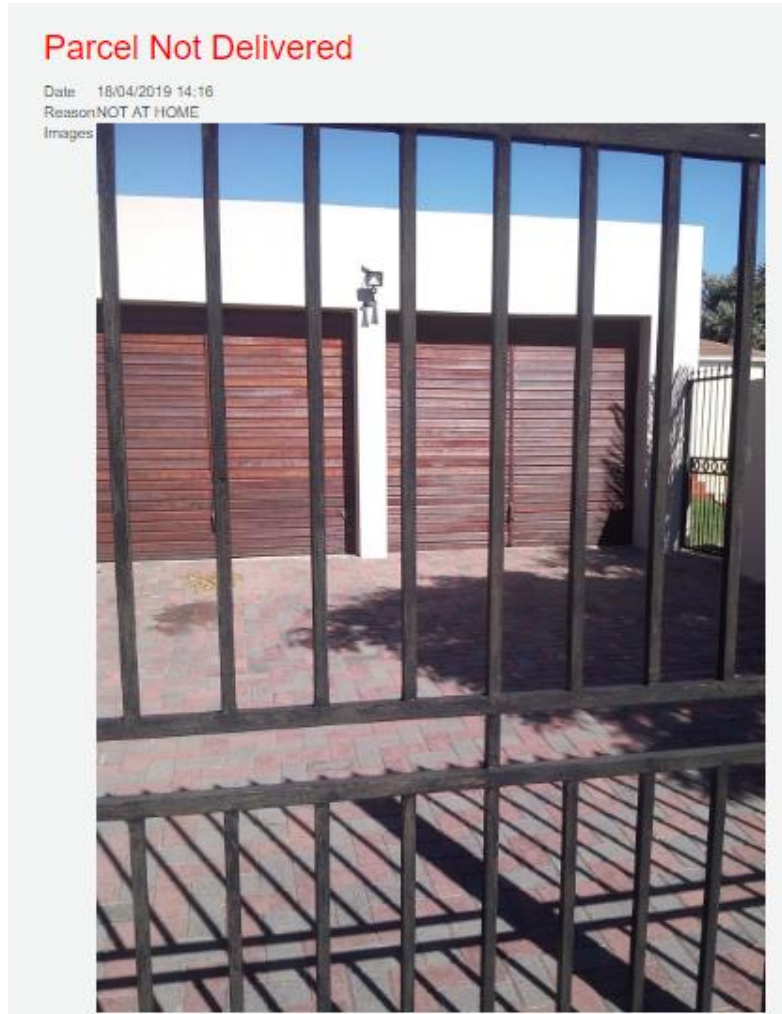
1284126410

dpd LASER



Notes

'Failed Deliver Attempt' notification



3rd SMS sent to ABO if it's a failed delivery and the receiver is unable to receive the parcel for what ever reason.

Hi [RECEIVER], your parcel from [RETAILER], ref [WAYBILL] could not be delivered today as previously communicated, due to you not being available to receive it. We will attempt to contact you for further delivery instructions. If you would prefer to contact us please dial 0861223224.

Kind Regards,
Dawn Wing