

AUTOMATION OF DELIVERY SERVICES

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During the coronavirus pandemic, many people's habits and services have changed dramatically. For example, trainings and concerts have moved to the online format, and delivery of goods to the door has become the safest and most popular service.

Over the past year, everyone has moved to the network: from users placing their orders to offline retailers mastering marketplaces. In self-isolation, millions of people ordered goods with contactless delivery or visited museums without leaving their homes. The relevance of the topic is obvious. The buyer has long appreciated the convenience of purchasing all sorts of goods, from small to large purchases, through online stores. The majority of users, in addition to the question of the quality of the purchased goods and the price, are interested in the availability of a fast and profitable delivery service [1]. If the store does not have such a service, or if there is a time frame, distance restrictions, it loses a significant percentage of customers. Users, having felt the advantages of new and long-existing online services, will no longer be able to refuse them. Therefore, the demand for such software solutions will increase.

In order for the courier delivery service from the online store to be beneficial to all parties, it is worth contacting the appropriate service, which will help solve the problem with the timely receipt of the purchase by the client. In other words, delivery outsourcing. If the online store is large, it has a lot of orders, then it can create its own delivery department inside, but there are some nuances here. This is, of course, more complicated and more expensive, especially if delivery is carried out in different regions. If an online store carries out small volumes of order deliveries, you cannot do without a service here [2].

The scope of integrated solutions (a program for couriers and dispatchers), the purpose of which is to automate the courier service, delivery of online stores and postal operators:

- automation for courier service;
- automation of courier delivery of online stores;
- automation of mobile commerce.

Business processes that can be automated:

- organization of delivery and automation of mobile commerce of any specificity;
- automation of the processing of delivery requests;
- development of optimal routes and delivery routes;
- providing couriers with full information about the route and tasks, and the dispatcher – ensuring monitoring of movements and deliveries in the plan / fact mode;
- mobile courier solution for accepting payment directly at the place of delivery.

References

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