Deliver Happiness At Its Best: Ways to Ace The Holiday Season Delivery Experience

With the holiday season right around the corner, consumer stress of hosting their guests with the perfect meals and gifts grows by a manifold. Studies have shown that consumer stress around the holiday season is growing every year. However, this stress is not only limited to consumers and hosts, it is restaurants and delivery services that also face the challenge of serving the peak amount of orders during the holiday season with perfection. This season is make or break for restaurants, businesses, and delivery services, where there is the pressure of meeting customer requirements and also adding to the festive sentiments of the season.

Studies reveal that there is a 123% increase in global delivery orders during the holiday season worldwide.

Here are some quick tips that will help you ace the holiday season delivery experience.

WAYS TO ACE THE HOLIDAY SEASON DELIVERY EXPERIENCE

TIPS

1 — Automate Your Processes

2 — Track Your Online Orders

3 — Connect Your POS and Delivery Channels

4 — Deliver Your Orders in Record Time

5 — Take Customer Feedback

1) Automate Your Processes:

When there is an influx of incoming orders, managers and staff become overburdened and there is a high chance of making human errors mismanagement. Automated delivery processes are 67.6% more strategic and well-organized as compared to the traditional order of operations.

The best option is to invest in a [Delivery Management System](). This will help centralize all your delivery operations onto a single platform. You can monitor and manage all operations with much ease. Orders are automatically pushed straight from your system to the nearest driver, with the AWB in one standardized format. This would improve your operational flow and prep time.

2) Track Your Online Orders:

Holiday season chaos is no hidden fact. People have lots of orders incoming and companies have to manage several deliveries at the same time. Real-time tracking feature makes the delivery process reliable and more systematic. Many Delivery management Systems such as Shipox provide two-way integrations that push online orders to the Point of Sale (POS) so that you don't have to copy them manually. Once the order is placed, you can use your system to track the status of these orders. You can also generate live tracking links for your customers to track their orders in real-time, along with the estimated waiting time as well.

3) Connect Your POS and Delivery Channels:

It is a burden on finances and also time when businesses integrate their systems with many different third-party sales channels. By investing once in a Delivery Management System, you can enjoy many integrations with other channels at the same time.

For instance, Shipox has integrations with different third-party sales channels such as Chatfood, Order Tiger, and Grubtech. Users can get orders from their to their Shipox account. This will equip you to manage all your orders in the most efficient manner.

4) Deliver Your Orders in Record Time:

Customer satisfaction is likely to increase by 63% if the delivery of their order is made in due time. The delivery process can be made efficient if the pick-up and delivery process is automated. [Shipox Delivery Management System](#) sends out real-time updates to vendors and customers. By keeping everyone in the loop, the delivery process is made efficient and flawless. Moreover, the driver's application and route optimization feature make sure that the delivery is made following the shortest possible route. This results in an increase in customer satisfaction. `

5) Take Customer Feedback:

The holiday season comes around every year with increased expectations and standards to meet. Taking customer feedback regarding your delivery services will help you incorporate the improvements in the future. Moreover, in case of complaints or customer dissatisfaction, you can always give them compensations or incentives to win their loyalty and to contribute to the festive sentiments of the season. You can use your mobile applications or website for taking in customer feedback.

Shipox is a data-driven **Delivery Management Software** that enables its users across a multitude of diverse industries to avail market competitive features and customer support in order to automate and perfect their delivery process. Shipox users are able to increase the efficiency of their delivery process, optimize their costs effectively, and enhance their customer experiences. To learn more, you can [sign up for a quick demo here](#).