

EBOOKING EXPRESSIONS

STRICTLY FOR INTERNAL CIRCULATION ONLY

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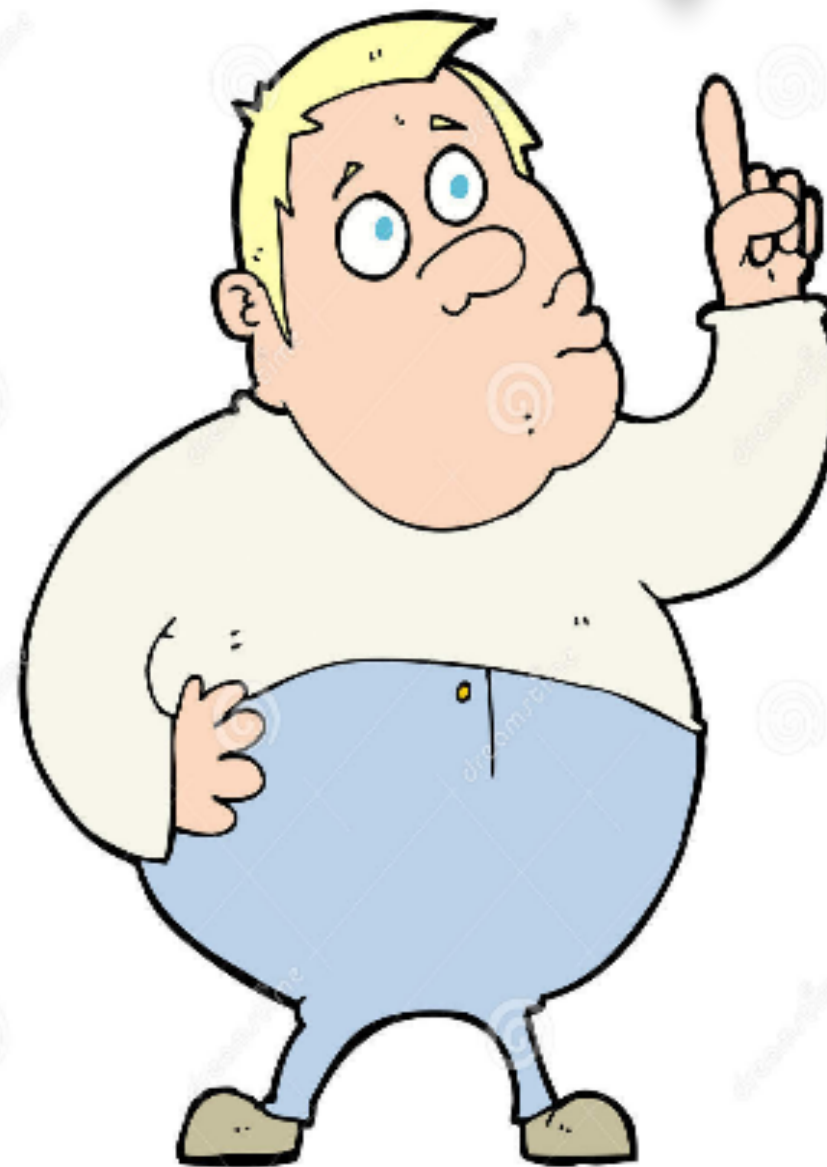
AN INTERACTIVE GUIDE TO YOUR E BOOKING PORTAL

Is the rate field in the E booking portal editable?

The service card rate field is not editable. It will show MRP. However, the 'final money collected' field is editable. The CP can give whatever discount he wants and edit the "Collected Amount" field.

1

YOU ASK
WE ANSWER



In order to help CPs make an informed decision on the discounts, can we also include the TS rates in the rates mentioned?

No. TS rates will not be shown in the portal as it may create customer dissatisfaction and also bring the question of privacy of TS rates.

2

**YOU ASK
WE ANSWER**

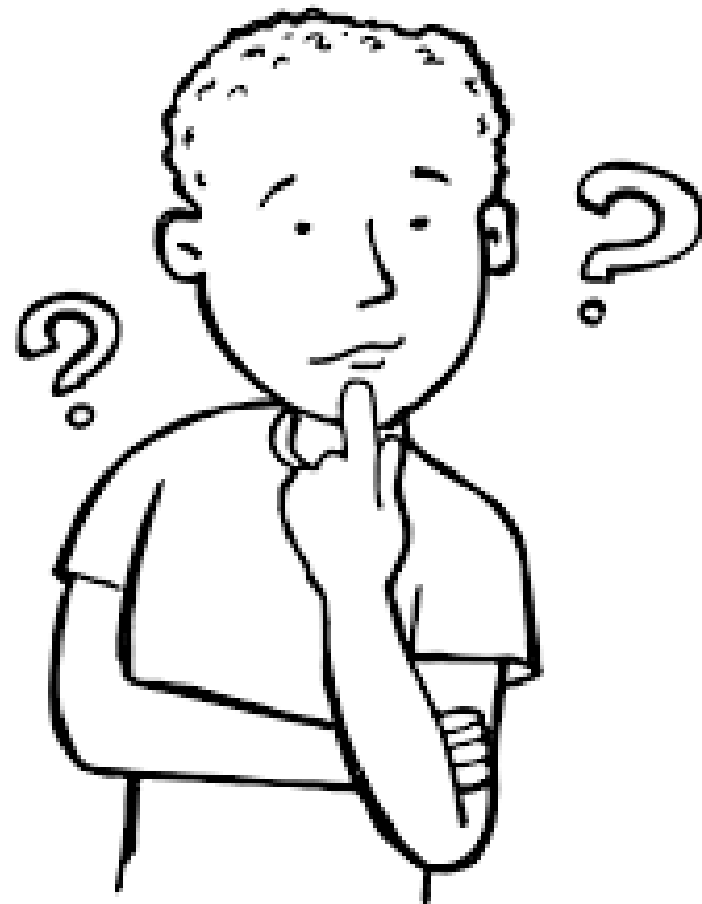


Will the SMS sent to my customer also contain the rates which are mentioned in the Portal? In some cases the rates charged are different.

Only MRP rates are displayed in the SMS (If the concern remains, we can work on removing it)

3

**YOU ASK
WE ANSWER**



4

**YOU ASK
WE ANSWER**

Can the price for Plus be uploaded
in the portal?



It is Already there in the portal

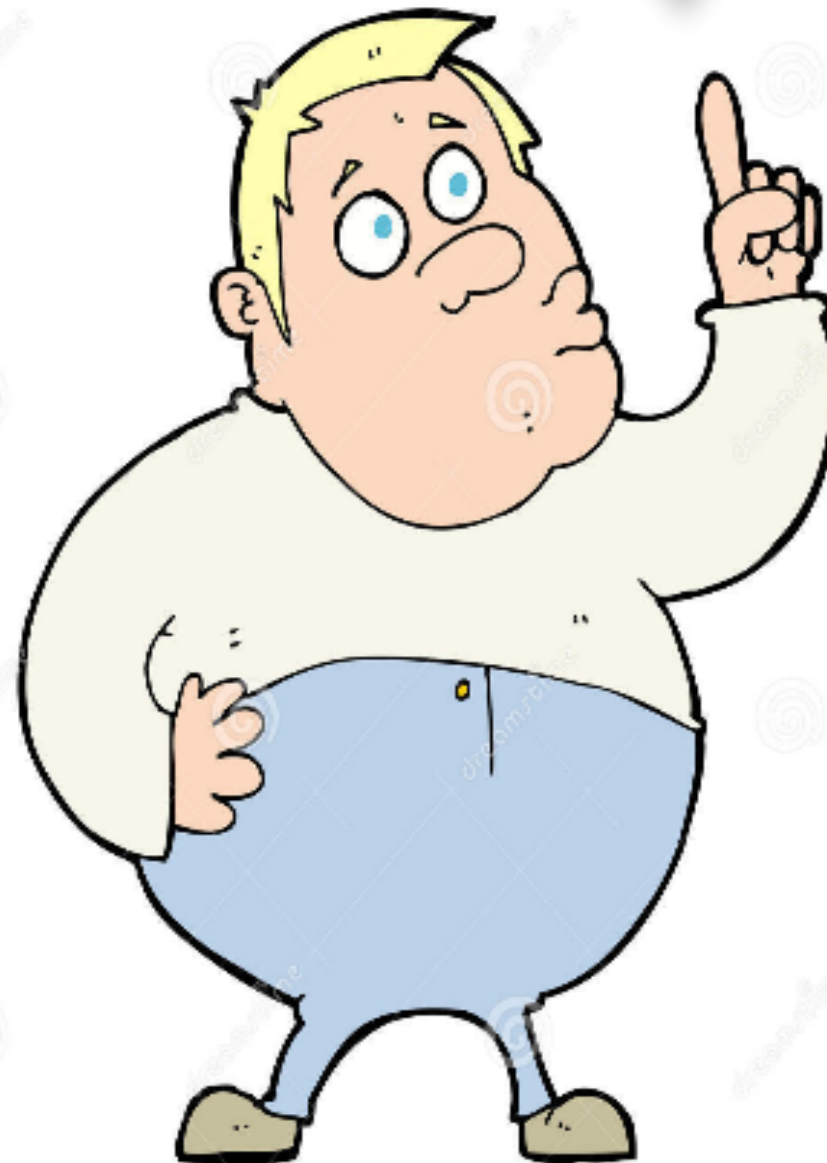


Do we have an option to edit the price and make it more than MRP?

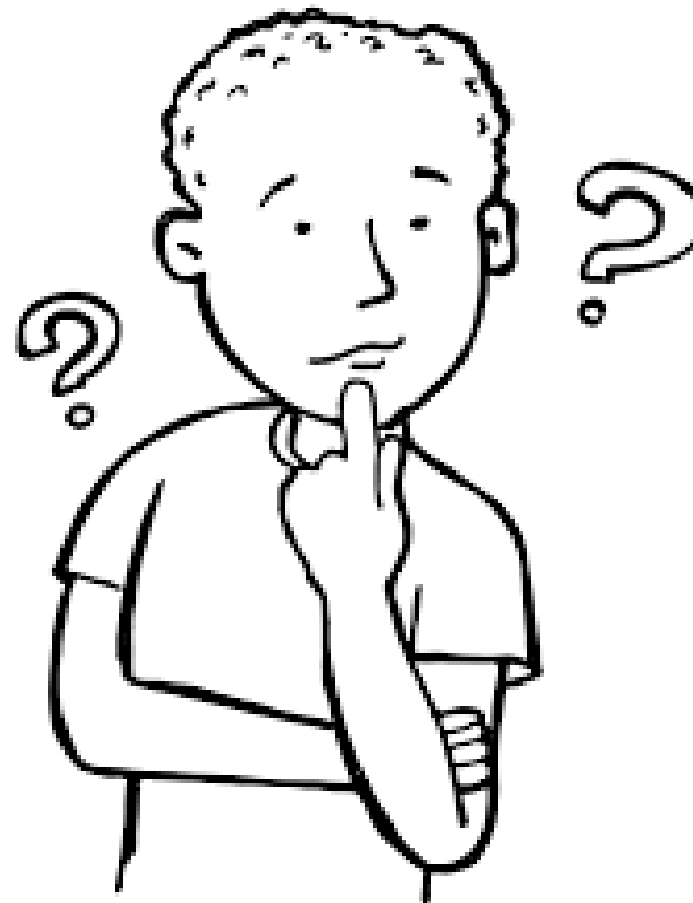
NO

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**YOU ASK
WE ANSWER**



Will the rate difference between MRP and price charged lead to increase in TS?



CP can give whatever price they want to their customer. They will be charged at TS and TS rate will have no impact on what price they sell.



**YOU ASK
WE ANSWER**

6

Is there any audit risk if there is a mismatch between rates mentioned and actual rates charged?

No, there is no audit risk. FR is allowed to give discount to customers.



**YOU ASK
WE ANSWER**



Can we book for more than 5 kg weight in the portal?

Yes

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**YOU ASK
WE ANSWER**

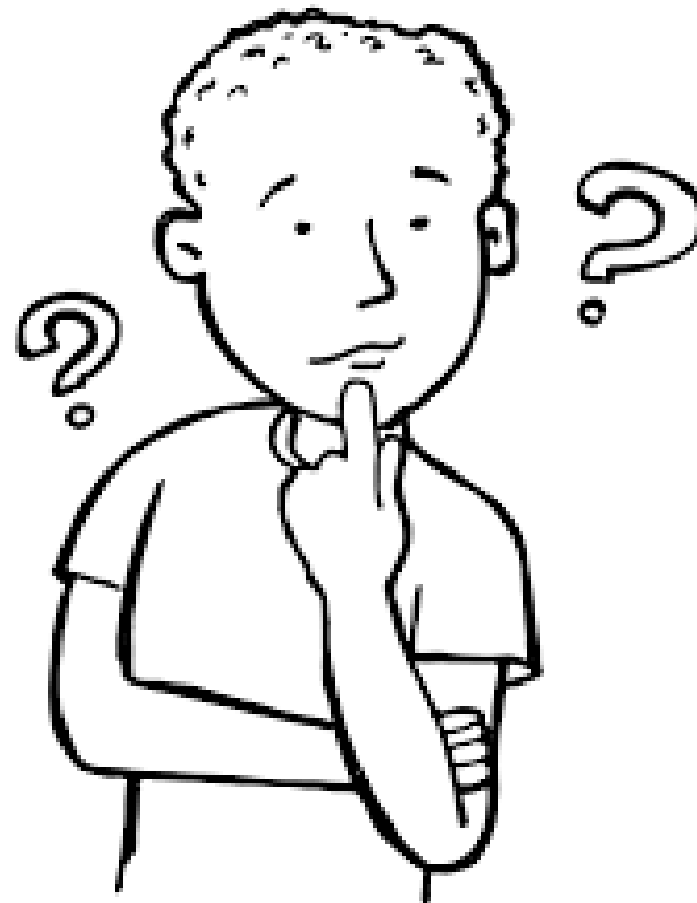


Can booking be done without entering the volumetric weight?

For Non Dox - No, otherwise rates can't be calculated and there will be even more confusion
For Dox -it will not ask for volumetric weight.

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**YOU ASK
WE ANSWER**



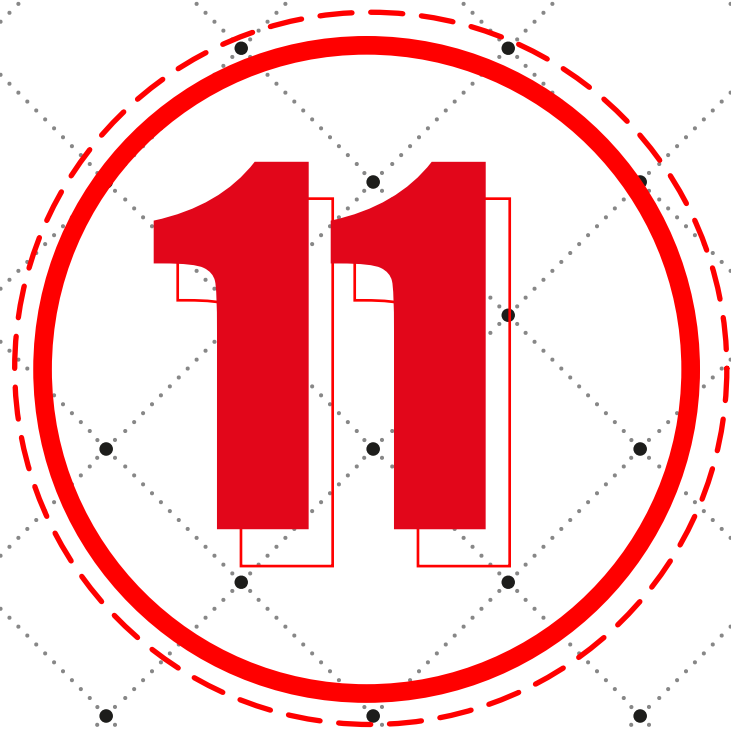
Can there be an option to save the regular customer details using a unique ID so that address and other information need not be entered every time?

It is already there. Enter the same phone number for regular customers and it will give you options to use pre-filled addresses.

10

**YOU ASK
WE ANSWER**





**YOU ASK
WE ANSWER**

Is there a risk that my customer data will be used by DTDC to convert them into DP? Will other CPs have access to my customer data



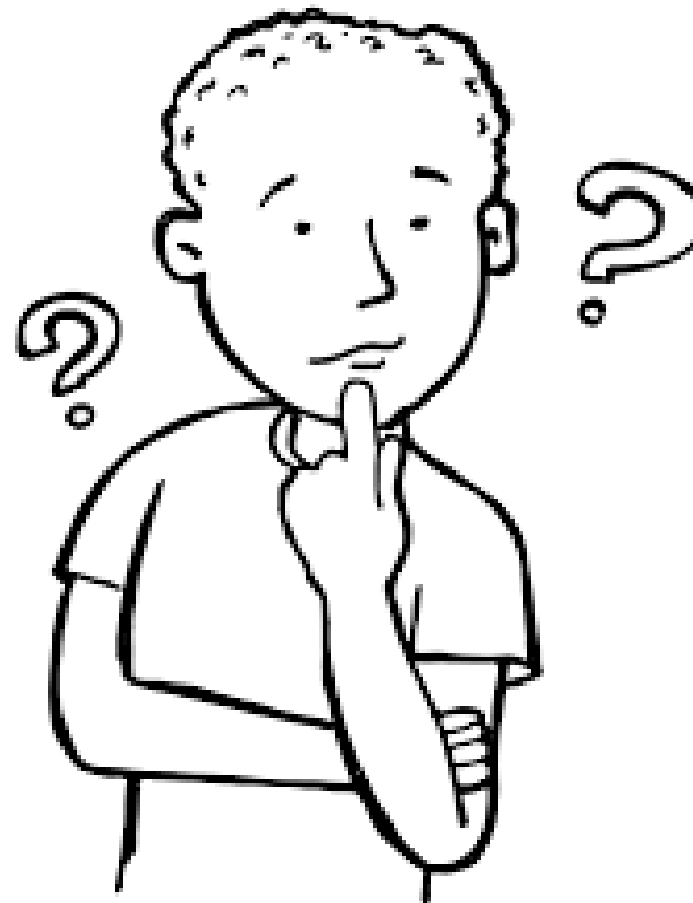
CP Customer Data can not be accessed by anyone in DTDC Branches/Regions/Zones. Central Monitoring team can only view Customer data who have requested Pick Up or Drop off as they have to coordinate the Pick Up. Walk-in Customer data is not accessible to anyone directly - not even to Central Team. It will be present in the back end server and DTDC Corporate team will never try to poach customers from CP.



For CP customers using the customer online booking portal, the pick up request is going to retail. Can this be addressed?

We are planning to have a Central team who will do pan India coordination for Pick Up & Drop Off . Basis proximity to customer location, counters will have access.

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**YOU ASK
WE ANSWER**

13

**YOU ASK
WE ANSWER**

For cases where a customer is using the portal and selecting drop off ,can the concerned franchisee also get an SMS intimation with the prospect details for effective follow up?



We will look into it in future. Currently it is not given as customer is not confirmed and he may just be trying out the portal.



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YOU ASK WE ANSWER

How to handle Credit booking through the portal? Normal process is CP delivery boy goes to Customer location for pickup, picks up load and books the load using c-note at customer location itself and then connects the load directly to Branch.

This portal is primarily for Retail walk-in customers who do not book bulk loads. For Credit customers who do bulk booking - we are developing a full fledged First Mile solution which will take care of the issue. Also, we are planning to build a "Bulk Booking" module as a temporary solution.



Can there be a less time consuming process for booking bulk shipments? Can we do multiple non dox bookings for a single customer together?

For DP clients, can we keep the rate blank because rates are not always available off the shelf?



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**YOU ASK
WE ANSWER**

Current process is time consuming. Can we omit entering the rates and can only weight and destination suffice the process. The time consumed is currently posing challenges in a weak network environment.



Ideally such concerns come only during bulk booking. Working on bulk - booking aspect.



If there is some pincode mismatch (location & pincode), Can this be corrected?



Pin Code is always of the reporting branch - because at the end of the day the rates are configured with respect to reporting branch



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**YOU ASK
WE ANSWER**

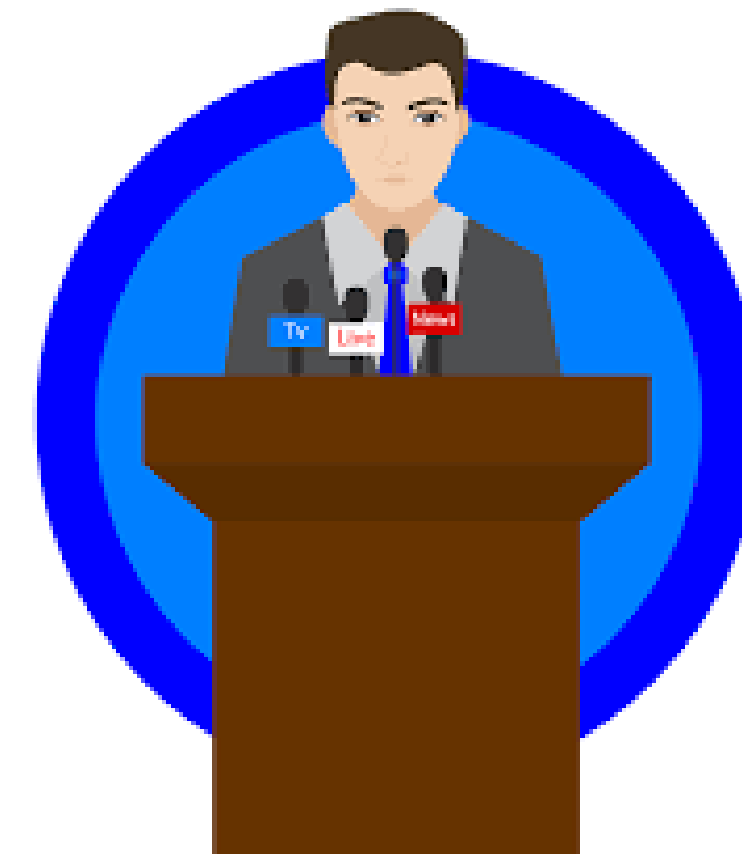
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**YOU ASK
WE ANSWER**

Once payment gateway is opened, can we have a payment by Card option with a way to capture card details of the customer?



Yes



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**YOU ASK
WE ANSWER**

Can we have a daily summary of bookings done and discounts given by me?



You have to download entire data and do it. No analytics is there yet.



19

**YOU ASK
WE ANSWER**

Can we have a “Booking Confirmation Window” once the booking is successfully completed?



Yes you get a “Booking Confirmed” page, It Already Exists



20

**YOU ASK
WE ANSWER**

Can we have an Invoice generation feature in order to help in accounting in a post GST scenario?



We would be working on it and execute at the right time.



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YOU ASK
WE ANSWER

If payment gateway is opened in online portal, CPs will suffer as DTDC will route requests through branches if the payment is already made online. How can this concern be addressed?



No, there will be no such case. If payment portal is opened, still customer will be able to drop off parcels at CP counters and Central Team will allocate Pick Up orders to CP as well. The money paid by the customer online will be reimbursed to the FR and he will be charged TS rates just like now.



Do we need to go through the data entry in booking process all over again in the branch or just scanning will capture all details of the data entered during online booking?

Just scanning will do



**YOU ASK
WE ANSWER**

23

**YOU ASK
WE ANSWER**

Can the billing data be streamlined and synced so that the E booking consignments are updated immediately for accounting purpose?



Yes, this can be streamlined once the CN booked is connected at the branch

