



HOW TO IMPROVE LAST-MILE DELIVERY EFFICIENCY: BEST STRATEGIES

SolBox



An efficient delivery service is vital to the success of your business. In this age of ecommerce, customers have higher expectations when it comes to the delivery of their goods.

If you are unable to meet your delivery schedule, it can leave your customers dissatisfied with the quality of your service. If you want to know how to improve delivery efficiency, you need to have a system in place.



7 Strategies to Improve Last Mile Delivery Efficiency

These are the best strategies that you can implement to boost the overall performance of your delivery operations.

1. Organize Order Priority

Prioritization is one of the techniques you can employ to boost efficiency with your delivery operations. There are plenty of ways to organize and prioritize orders. You can do this based on the specified date of delivery or the location. Whatever it is, you need to identify the parameters for identifying the priority of orders so that it can be sorted out.

Prioritizing orders is important when you have limited orders. Do realize that you won't be able to deliver all orders at once. Therefore, you need to identify what orders can be left for another day.

Once you have set the order priority, you can stick to that list so you have something to refer to when doing route planning and optimization. As new orders come in, you can prioritize them according to the parameters you have established beforehand to keep any future orders organised.

1

**ORDERS
RECEIVED**



2

**IMPORT, PLAN
& SCHEDULE**



3

**ROUTE, LOAD,
TIME
OPTIMISATION**



2. Plan, Plan, Plan

Planning is important in all aspects of life. It is even more helpful when it comes to doing business.

You need to plan the processing and production of orders just as you would the delivery timeline. If you manage your own delivery fleet, make sure you learn how to properly designate the deliveries to your team so they know what to deliver and when.

When you are clear about your plans, it is easy for the rest of your team to follow them. On the other hand, it can be difficult to manage deliveries for your team without a proper plan and a lack of direction.

Planning can save you a lot of hassle when fulfilling your order deliveries. You can never have too much of it.



3. Gather Team Feedback

Your delivery agents – your fleet drivers – are the ones in the ground providing the work to fulfill the deliveries. They are the ones who are aware about the real issues and challenges that you face when making deliveries.

If you want to improve and streamline your internal processes, you need to seek their feedback or input. It is very common for a lot of organizations to follow a one-way form of communication with the top management giving all the commands. But if you want to know how to improve delivery efficiency, you need to hear from the people who actually handle the delivery service.

Gather their feedback on the existing system for delivery that you have. Is there anything they want to change about it? What information or tools do they need to make their work more efficient? What are the challenges that they need to overcome?

JOB DELAYED
DELIVERY
6 MINUTES

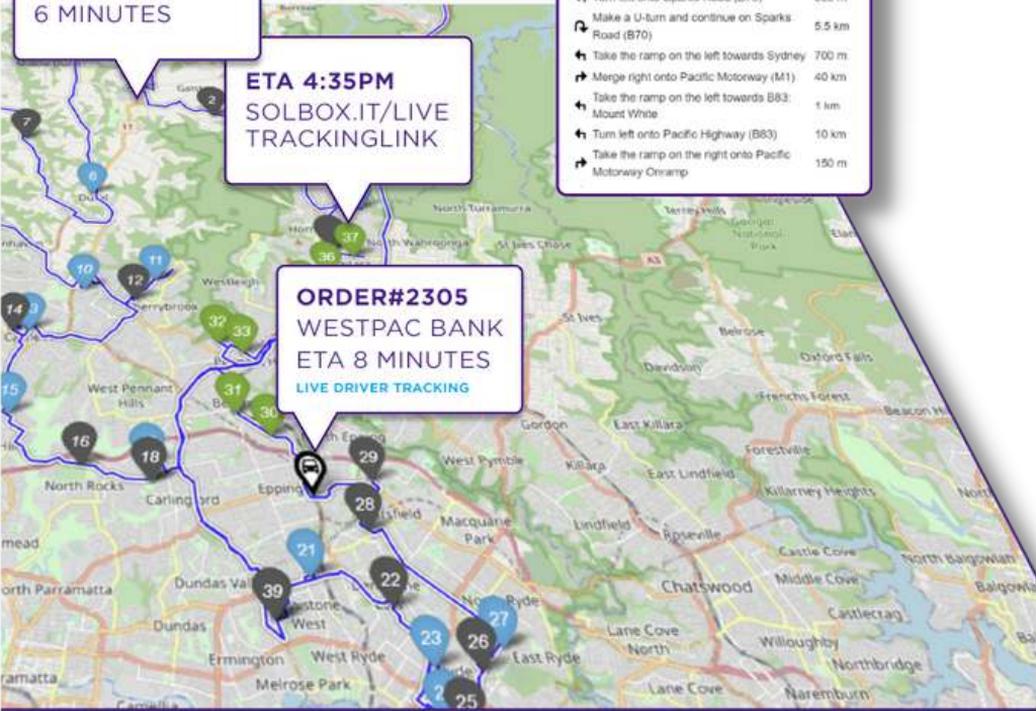
ETA 4:35PM
SOLBOX.IT/LIVE
TRACKINGLINK

ORDER#2305
WESTPAC BANK
ETA 8 MINUTES
LIVE DRIVER TRACKING

Jersey Street North

281.6 km, 5 h 54 min

- A** Head east on Allinga Road 600 m
- Turn right onto Hawatha Road 1.5 km
- Turn left onto Sparks Road (B70) 550 m
- Make a U-turn and continue on Sparks Road (B70) 5.5 km
- Take the ramp on the left towards Sydney 700 m
- Merge right onto Pacific Motorway (M1) 40 km
- Take the ramp on the left towards B83: Mount White 1 km
- Turn left onto Pacific Highway (B83) 10 km
- Take the ramp on the right onto Pacific Motorway Onramp 150 m



4. Real-Time Order Tracking

The ability to track orders in real time is one of the features that will optimize delivery efficiency. Customers like to know the location of their orders at any given time – as soon as it is shipped out.

You want to keep your customers satisfied by providing them the ability to track orders in real time. It also gives them the assurance that they are not sitting on your orders and are working to meet the delivery timeline.

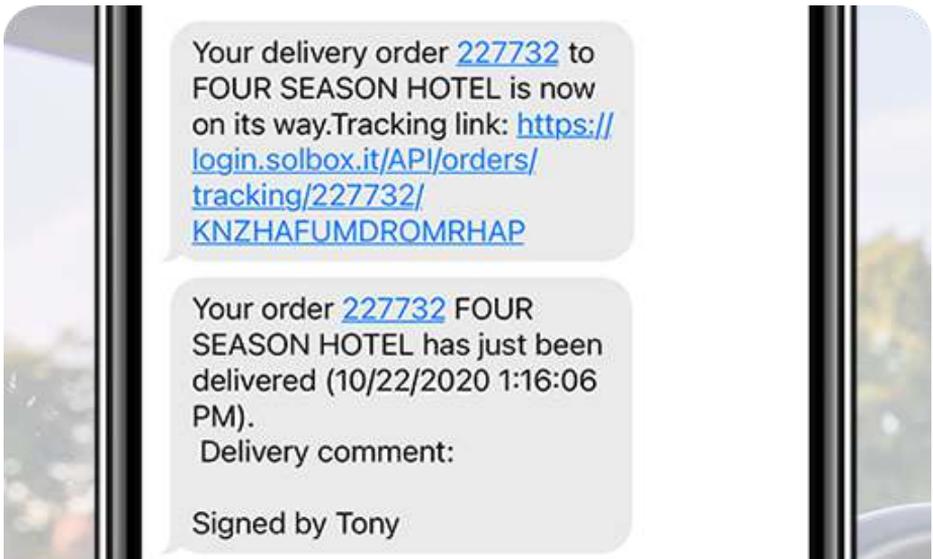
This transparency not only benefits customers but your delivery operations, too. It allows your team to track down your orders and for the team to be in constant communication about the progress of delivery.



5. Reduce Paperwork

Too much paperwork can slow your delivery operations down. To keep your delivery team from being slowed down, you can switch to a digital management system that allows essential documents to be processed digitally.

The process of handling delivery documents results in a lot of wasted time and space. Furthermore, it is difficult to track any new updates to these documents. There are other ways that you can communicate with higher efficiency such as through email, chat, SMS, and other messaging apps.

A screenshot of two SMS messages. The first message is a delivery notification for order 227732 to FOUR SEASON HOTEL, including a tracking link. The second message is a delivery confirmation for the same order, dated 10/22/2020 at 1:16:06 PM, signed by Tony.

Your delivery order [227732](#) to FOUR SEASON HOTEL is now on its way. Tracking link: <https://login.solbox.it/API/orders/tracking/227732/KNZHAFUMDROMRHAP>

Your order [227732](#) FOUR SEASON HOTEL has just been delivered (10/22/2020 1:16:06 PM).

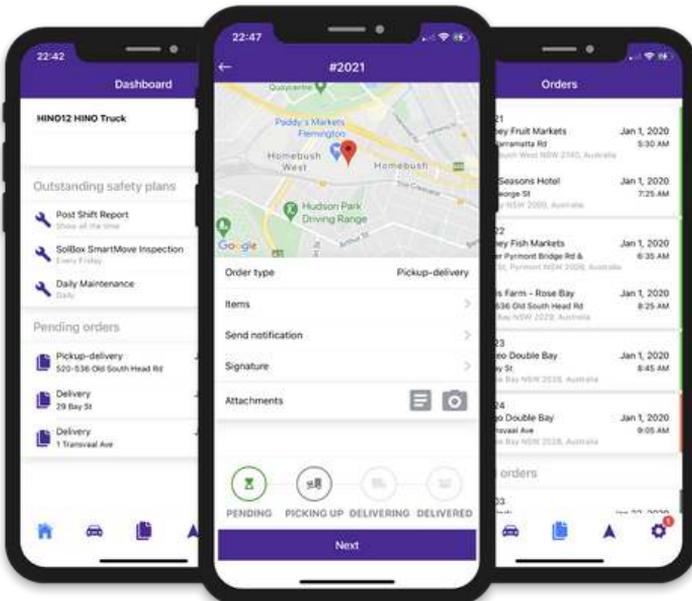
Delivery comment:

Signed by Tony

6. Optimize Routes

One of the most effective ways to increase efficiency with your delivery operations is to optimize route planning. There are plenty of tools that you can use to plan the shortest routes with ease. With this approach, you can save a considerable amount of time and resources such as fuel. The deliveries are made based on the geographic location of orders so any orders within the nearby area are dropped off along the way.

The use of GPS is essential in planning routes so you can choose the shortest route possible.



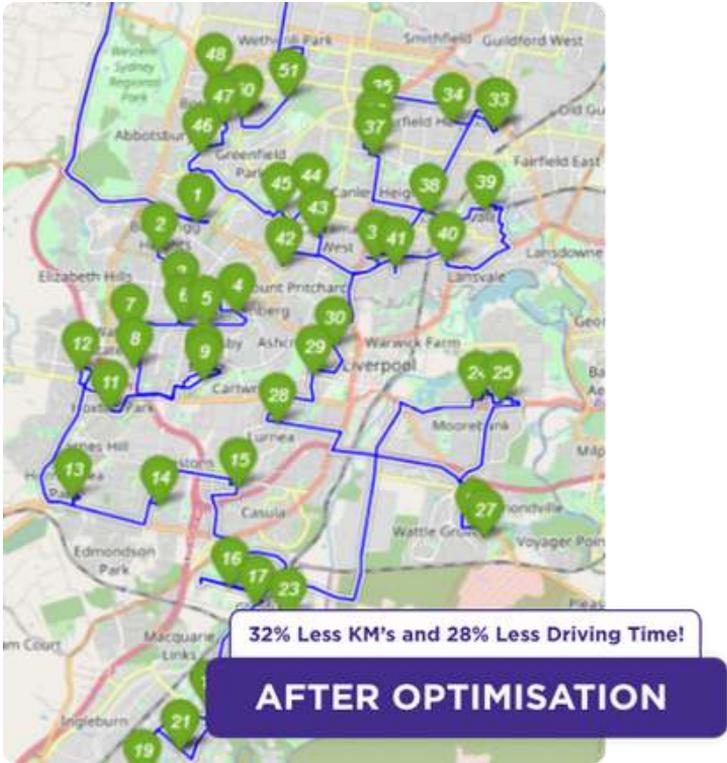
7. Employ Route Management Software

The use of route management software is the best way to increase efficiency of your delivery operations. This tool is equipped with the features you need to streamline your deliveries so you can optimize the route of the delivery. This process not only ensures the deliveries are done on time but that you can plan the route so that you can save on fuel and time.

By synchronizing the deliveries based on a specific area, you no longer have to go back and forth to fulfill your deliveries. You can also get real-time information on traffic statistics and road accidents so an alternate route can be planned as you go. As a result, you have less down time because the delivery vehicles are constantly moving. And as any business knows, time is a valuable resource.

When you choose to implement the use of software, you can fast track your services and boost your operations efficiency.

Say goodbye to late deliveries and customer complaints. You can keep your customers happy by making sure that they get their orders right on schedule if you follow the strategies on how to improve delivery efficiency.



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