

deliVerea

Monitor the **pulse** of your logistics

Enhance your **operational efficiency** with
the best data diagnosis



Understanding a part, to improve the whole

The logistics chain is filled with single processes that **affect operations if not working properly.**

With Analytics you can access your key logistics KPIs, to help you **identify areas for improvement.**

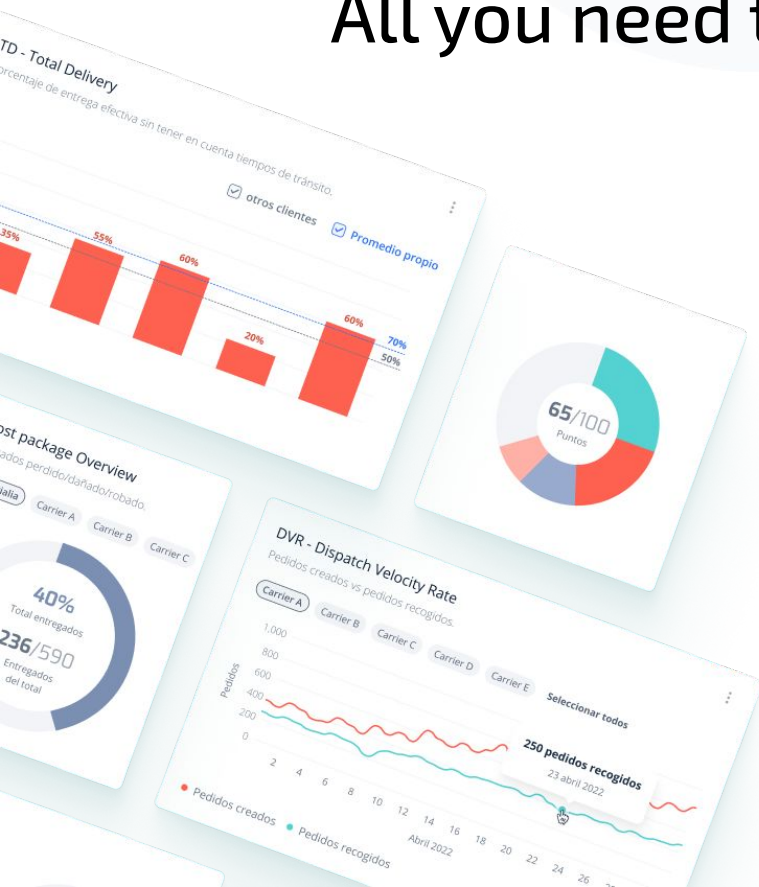
Sharpen your processes, **boost** your logistics and **get** your delivery right.



71%

of online shoppers have contacted Customer Support due to delivery issues.

All you need to know, in a quick **glance**



- Access accurate data **based on your current operations**. As well as the average of the rest of Deliverea's customers.
- You get **15 metrics** on key logistics KPIs.
- Find out which **carriers** are performing best, which **processes** can be improved and predict **delivery times** accurately.

What do we measure?

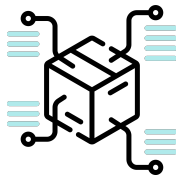
You have 15 metrics you can use to understand your logistics



Heat Map

This map shows the areas where you have the highest number of deliveries and the most incidents.

This way you will be able to know your reach in a given country or city.



Deliveria Optimization Score

We rate your logistics based on four variables.

With this data you can pinpoint areas for improvement.



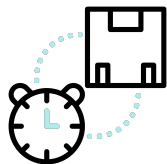
Dispatch Velocity Rate

Find out what percentage of your created orders are picked within the day.

This way, you can know if carriers are responding to the rhythm of your order preparation.

What do we measure?

You have 15 metrics you can use to understand your logistics



Average Delivery Time

What is the average delivery time per service for each carrier?

Check if the carriers comply with the SLA they offer.



Status Summary

Total number of shipments per day by status.

Find out which shipments have an incident, have been picked up, are in delivery, delivered, etc.



Pick-up Lead Time

How long does it take from the time the order is prepared until it is picked up?

Identify areas for improvement in your shipment pickup process.

What do we measure?

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Delivery Slots by Carrier

Do you usually make your deliveries within 24-48h, 48-72h or later?

Find out how long it takes to deliver the majority of your orders.



Damaged/Lost package Overview

Find out the number of shipments in lost or damaged status.

Make a report on the performance of your distribution network.



Customer Lead Time

The time from the moment you create a shipment until it is delivered to the final customer.

Improve your delivery times and keep your customers happy.

What do we measure?

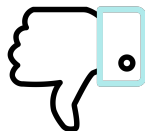
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Total Delivery

Percentage of successful returns without taking into account transit times.

This way, you can assess how well your reverse logistics system is working.



Unsuccessful Pick-up Rate

Out of the pickups you have requested, how many have been unsuccessful?

Identify inconsistencies between your order preparation and transportation.



Total deliveries with exception/incident

View the percentage of deliveries containing incidents in your operation.

This way you can assess whether your transport network is working at its best.

What do we measure?

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First Attempt Delivery Rate

What percentage of your deliveries are successful on the first attempt?

Find out if the delivery suits your customers' needs.



On Time Delivery Rate

Time from the moment you create a shipment until it is delivered to the final customer.

Forecast your delivery times better and keep your customers happy.



Perfect Order Percentage

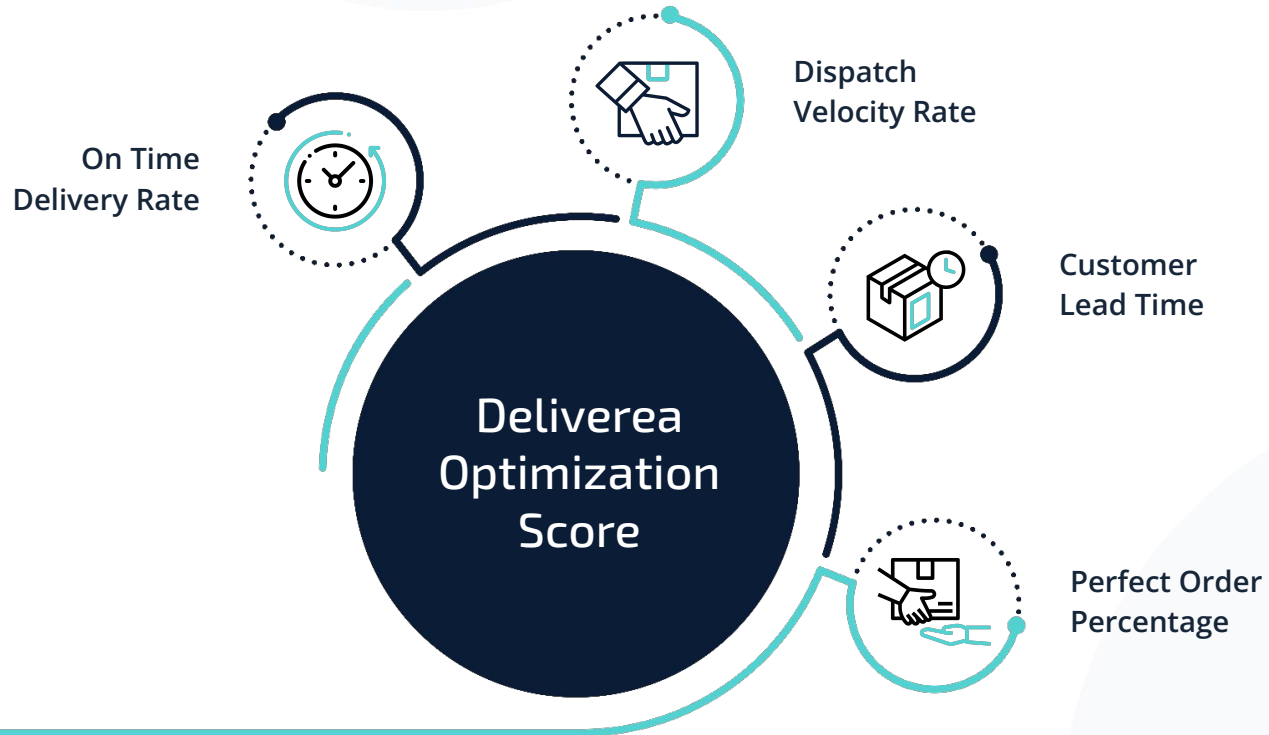
Know which orders are being delivered and without errors.

By knowing your success rate, you will be able to pinpoint good practices.

Deliverera Optimization Score

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We rate your logistics performance based on four variables



**Make (the right)
delivery happen**