

Nomination: 18236

Deliver In Person

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| Page: General Information |
| Name of Organization / Company Deliver in Person |
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| Web Site Address https://deliverinperson.com/ (https://deliverinperson.com/) |
| Page: Entry Information |
| Entry Title Deliver In Person |
| Category B01 - B12 - Award for Excellence in Corporate Innovation > B11B. Most Innovative Startup of the Year - Business Service Industries |
| Submission Format An Essay of up to 625 Words |

Essay

With more Australian households than ever shopping online, ecommerce has grown to a \$60b industry set to double before 2030. Yet, 61% of shoppers say brands need to improve their online shopping experience and more than a third cite delivery quality as one of their top four purchase drivers. This represents a sector ripe for disruption and an opportunity to reimagine the end-to-end customer experience of online shopping.

Deliver In Person excels in providing a distinctive delivery experience. With reliable, cost-effective, outstanding next-day and same-day delivery options and meticulous end-to-end delivery control, we pride ourselves on bringing the retailer's brand experience directly to the doorstep. We enable ecommerce brands to provide their customers with unparalleled flexibility (rerouting, rescheduling and redirecting), creating a seamless extension of their brand experience and building a unique and unforgettable connection with customers.

Organisational Management

Australia's existing shipping infrastructure was built for a different time and purpose, not for moving high volume ecommerce parcels around an urban area. When it came to developing a business model, as a new player we were freed from traditional thinking and legacy system constraints. We assessed the market to see the gaps and created something that truly meets the needs of an ecommerce retailer doing serious volumes. Deliver in Person is built for purpose:

True edge-to-edge metro coverage, not central suburbs only like other providers.

Locally placed micro hubs and mobile sorting stations.

Volume-based flat-rate pricing and bulk pick-up capability.

Same-day, next-day and after-hours flexible delivery service.

Ability to reroute, reschedule and redirect.

Hybrid workforce designed to be flexible and scalable.

Product Design & Development

Giving ecommerce customers unrivalled control and flexibility, our proprietary AI-driven system enhances parcel delivery with real-time communication and active recipient involvement. The technology that drives Deliver in Person took over a year of intensive research and development to build and is regularly updated, keeping us at the forefront of innovation. Launched May 2022, we now service more than 30+ brand partners. Our innovations include:

Mobile app and API integration.

AI optimised routing gains time and minimises distance.

Fully brand customisable UX suite across email, SMS and live tracker.

Real-time updates provide parcel transparency for recipients and customers.

Easy SMS communication allows the recipient to reroute, reschedule or redirect.

Customer Service

Real-time AI-powered tracking and feedback interception reduces call centre enquiries by up to 60% for our partner brands. When they do get a call, it's easy to help because delivery information is transparent to both the help centre employee and the customer. Producing faster, more satisfactory resolutions to customer queries. Despite being a young company, Deliver in Person is emerging as a leader in exceptional parcel delivery:

95% of customers rated us a full 5 out of 5 Stars

4.9/5.0 Stars (> 1,300 reviews) Industry avg 1.3

Delivered in full on time (DIFOT): 99.8%

First attempt success rate (FAS): >99%

NPS: +92 (AusPost +21 Toll -50)

Marketing

Delivery is part of the brand experience when shopping online and if it goes wrong, it can damage brand image and customer trust. In fact, three of the top five reasons that would prevent a customer repeat shopping with a retailer are related to delivery issues. Brand control over that 'last mile' of a customer's journey is the final frontier for same day and next day deliveries, control that hasn't been possible until now. From checkout to doorstep, Deliver In Person gives ecommerce businesses more influence than ever over their customers' experience with their brand:

White label and concierge options for a luxe experience.

Driver dress codes and 'wait-and-try' return services.

Live branded tracker and automated marketing promotions.

Recipients can easily see ETA updates or message their AI concierge.

Fast response support team that intercepts and resolves issues

For this category please provide

An essay of up to 625 words describing the nominated organization's innovative achievements since July 1 2021, **OR** a video of up to five (5) minutes in length illustrating the same. Describe the organization's innovative achievements in at least three (3) of the following areas: organizational management, corporate social responsibility, financial management, corporate communications, customer service, human resources and employee development, information technology, marketing, product design & development, and research & development.

Optional (but highly recommended), a collection of supporting files and web addresses that you may upload to our server to support your entry and provide more background information to the judges.

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Audio (Mp3), Documents (PDFs, Word, PowerPoints), Images (PNG, JPG, TIF), and Video (Mp4)

200 MB Max per File

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