



GUIDE 2: Efficiently handle orders and deliveries

ANNEX 3

Home delivery protocol

Introduction

Home delivery is one way to boost sales. This channel allows customers to be reached in new ways, and its success largely depends on trust generated among consumers. As such, businesses must take into account compliance in delivery times, product quality and hygiene in the provision of services.

Objective

Establish key steps for the execution of safe delivery services for both the delivery person and the customer.

Process

1. The person who packs products must wash hands thoroughly, wear gloves and a face mask.
2. The order is verified and completed using the order control format form where each product will be marked.
3. The entire order is packed with special attention to ensuring the most delicate products are not damaged. Pack items in a logical manner, placing the heaviest and most resistant products at the base of bags.
4. To avoid cross-contamination of food, cleaning products should never be placed in the same bag as food, nor should meat be packed with fruits or vegetables.
5. Once products are placed in bags, tie all items together with a simple, easy-to-open knot.
6. To disinfect bags, spray them using a cleaning solution made of 70% alcohol.
7. Before leaving the premises, the delivery person should check that he/she has:
 - a) Verified the customer order.
 - b) Small board to help sign the order control format form.
 - c) Alcohol spray bottle.
 - d) Box for delivery of orders (in good condition - clean, dry, without residues or odors).
 - e) Cash in case change in payment is required.
 - f) Transactional payment equipment if debit or credit card is used.
 - g) Personal protective gear (gloves and mask).
8. If transporting orders via vehicle (motorbike, bicycle, car), the delivery person must disinfect all surfaces where greatest contact occurs (steering wheel, handlebars, gear handles, knobs and keys).



9. On the way, the delivery person must at all times maintain physical distance measures with other people (at least six feet away), and correctly use personal protective gear.
10. Upon arrival at the destination, the delivery person must ring the bell if there is one, or lightly knock on the door. If there is no answer, try to communicate by phone.
11. When greeting customers, be kind and remember that a good attitude and smile are noticeable, even when behind a mask.
12. In the event that payment must be made in cash, money should be received and change should be delivered as per normal transactions. It is possible to use envelopes to help parcel payment and change to minimize contact
13. In the event that debit or credit card payment is made, vouchers should be signed using a pen sprayed with alcohol. The customer should be approached with a board or hard surface to sign necessary documents on. Once signed, the delivery person should save the documents.
14. Before delivering bags, the delivery person should spray hands with a solution made with 70% alcohol and inform the customer that the bags have been disinfected.
15. Use the transport box to bring the order closer to the customer, then leave the order in the box and stay away so that the customer can retrieve it. Do not enter the consumers home.
16. Once the customer has their order, the delivery person should thank the consumer for shopping, invite the customer to continue using the service and kindly say goodbye.
17. Before leaving, the delivery person should spray his/her hands again with alcohol disinfectant.