#eFUTURE provides a step by step guide to help businesses re-tool and discover new ways to reach customers. This resource is provided through six publicly available guides featuring practical tips and simple tools:

- **GUIDE 1**: Keep your business active
- **GUIDE 2**: Efficiently handle orders and deliveries
- **GUIDE 3**: Organize business finances during complex times
- **GUIDE 4**: Ensure business safety and security
- **GUIDE 5**: Implement various payment methods
- **GUIDE 6**: Generate appealing products and promotions for your clients

This icon indicates support tools that put this guide into practice. A summary of available tools is located at the end of this document.
GUIDE 2: EFFICIENTLY HANDLE ORDERS AND DELIVERIES

Clients seek high product quality, good prices, comfort, cleanliness and speed of service. This simple guide will help your business create an efficient way to receive orders and manage customer deliveries.

1. IDENTIFY THE BEST WAY TO RECEIVE CUSTOMER ORDERS

Use channels such as WhatsApp, phone calls, social networks or text messages. It is recommended to primarily use a maximum of two channels to maintain adequate control.

Organize colleagues or employees so that each person fulfills roles and responsibilities such as:
• Taking orders. Use the format proposed in Annex 1.
• Verification and availability of products.
• Verification of payment.
• The development of delivery routes.

2. INFORM CUSTOMERS ABOUT HOW TO ORDER THROUGH NEW CHANNELS

Promote your business through WhatsApp and social networks.
Place a poster on the outside of your business for customer awareness. See Annex 2.
See Guide 5: Implement various payment methods.
Agree with customers on delivery dates and payment methods. Do not fail to meet commitments during the delivery phase!

Do not forget to ask the customer if they want something additional included in their order and offer them seasonal products or special promotions.

When customer orders are taken over the phone, be sure to ask for full names, addresses and phone numbers. Additionally, confirm the products ordered, quantity and total price.

Repeat the purchase list to the client to verify that everything is complete and correctly noted.

Documentation and orderly processing is essential. See Annex 1.

Review the items requested by the customer one by one. See Annex 1.

If an item isn’t available, contact the customer and let them know when it will be available. Additionally, suggest an alternative item that is currently in stock.

Use a specific space within your premises to organize all delivery packages.

Organize packages or baskets so that the products are not damaged and arrive in good condition.

Before dispatching the order to customers, disinfect packages or baskets where the products are. It is recommended to use a disinfectant solution with 70% alcohol.

See Guide 5: Implement various payment methods.

See Guide 6: Generate appealing products and promotions for your clients.

Verify that invoices match products provided in orders. This way, losses will be avoided and clients will not be inconvenienced.

Identify the mechanisms and means of payment for orders. Consider the modality of bank transfers and the collection of cash on delivery.

Note that home deliveries involve an additional cost for businesses (packaging and shipping). If it is decided to include this additional delivery cost in the service provided to customers, they must be notified in advance.

There are different means of dispatching orders:

- **Pick up**: The customer collects the ready and packed order from business Premises.

- **Home delivery**: An employee, business owner or taxi delivers orders. See Annex 3 and 4.

In the latter case, remember that the delivery person must be trusted, since this individual will receive payments and address customers. So, it is important to have terms written down and to follow-up on deliveries. See Annex 1.

Remember to bring alcohol or disinfectant gel to use after each delivery, when receiving money or giving change.

Support Tools:

**ANNEX 1**: Order control format

**ANNEX 2**: Template with business information

**ANNEX 3**: Home delivery protocol

**ANNEX 4**: Order delivery infographic

Access all content and tools in the following link: https://www.bp.undp.org/content/barbados/en/home/covid-19-response-programme/efuture.html
GUIDE 2: EFFICIENTLY HANDLE ORDERS AND DELIVERIES

**STEPS TO FOLLOW**

1. **ORDERS MANAGEMENT**
2. **DEFINE WAYS TO RECEIVE ORDERS**
3. **PROMOTE NEW ORDER CHANNELS**
4. **RECEIVE THE ORDER**
5. **CHECK AVAILABILITY**
6. **PRODUCT PACKAGING**
7. **COLLECTION PROCESS**

**FLOWCHART**

- **Inform the client**
- **Is the full order available?**
  - YES: **PRODUCT PACKAGING**
  - NO: **Inform the client**
- **Does the client still want the order?**
  - YES: **COLLECTION PROCESS**
  - NO: **Inform the client**

**OUTCOMES**

- Client collects from the premises
- Home Delivery

**END**