

Importance of Real-Time Delivery Notifications

NOW THERE ARE MORE WAYS TO SUBMIT DELIVERY NOTIFICATIONS IN REAL TIME!

Today's consumer expects real-time visibility into the status of their order. It is no longer enough to submit Delivery Notifications at the end of a driver's trip because consumers expect to know about their delivery as soon as it is completed or attempted.

When you provide us with accurate and timely Delivery Confirmations (DLCs) and/or Delivery Attempt Notifications (DLAs) immediately following the delivery of an order, we are better able to inform a customer about the status of their order. This helps us better manage customer expectations and provide a superior, well-informed level of customer service. As a result, the electronic submission of a delivery notification in real-time often results in reduced CSIs.

FLEXIBLE OPTIONS – CHOOSE WHAT WORKS BEST FOR YOU!

FREE Mobile App: "Route4Me" for Business Management Solution customers
NEW Text: 1-855-TEXT-DLC (1-855-839-8352)
Call: 1-855-839-8352
Online: BloomLink

By working together, we can help reduce cancellations, charge backs, and redelivery requests. Whether sending delivery notifications for 1800FLOWERS.COM or BloomNet orders, we have made it easier and faster than ever!

**ALL REAL TIME NOTIFICATIONS (DELIVERY CONFIRMATIONS & ATTEMPTED DELIVERIES) MUST BE RECEIVED BY 7PM.
FOR ALL CONFIRMATIONS RECEIVED BY 7:00PM, RECEIVE A \$1.00 CREDIT!**



Should you have any questions, please contact BloomNet Customer Service at 1-800-BloomNet (1-800-256-6663), email us at customerservice@bloomnet.net, or chat with a BloomNet Customer Service agent at www.bloomnet.net.