

Transforming Delivery Agent Operations for Improved Return Order Efficiency



About the Client

The client is India's pioneering large-format specialist retail store offering a wide range of multi-brand digital gadgets and home electronics. With an extensive product selection, a robust presence across 143 major cities in India, and an 'omni-channel' approach, their goal is to enhance their customers' lives by delivering quality products and a seamless shopping experience.





Business Requirement:

Our client wanted to develop a mobile application tailored for their delivery agents in order to facilitate the return order process. However, the delivery agents encountered a significant challenge during the return order pickups in accessing product details and determining the suitability of items for pickup. These challenges not only hindered operational efficiency but also potentially led to errors in the return order process. Given these specific requirements, our client was looking for a preferred partner and chose Zuci Systems, acknowledging our technical capabilities.

How Zuci Systems Helped

01

Developed an app designed to enhance quality control operations by seamlessly integrating with the retailer's order management application, ensuring that real-time order details were readily available for quality control.

02

Delivery agents utilized this app to capture detailed checklists, enabling them to conduct meticulous checks and observations during return order pickups.

03

Additionally, it allowed them to upload images as authentic proof of the product's condition, creating valuable documentation.

04

Established a backend master for product category-specific return checklist questions, further enhancing adaptability to diverse product types.



Business outcome:

Delivery agents now experience a reduced workload, facilitated by:

- Clear display of order details
- Provision of a comprehensive list of QC checklist questions
- Streamlined order validation process
- Improved transparency in return orders
- Enhanced updates on return pickup status

Tech Stack

Frontend	
Backend	
DataBase	





Zuci Can Enhance Your Team's Digital Abilities

30-min free consultation →

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