



Status Notifications

TVS Supply Chain Solutions IFM

Published: 2nd August 2022



We make sure you know exactly where your consignment is at all times, by providing real-time tracking and automatic status notifications.

We provide automatic email confirmation at key stages through the booking, ensuring the location of your consignment is immediately available and eliminating the need to contact our Service Centre for an update.

The automatic confirmations that are available are as follows:

Booking Confirmation

Full details of the booking, including the unique job number, pickup, and delivery address, booked time, who made the booking and any notes added to the booking are sent to the booker and any other email address associated with the booking as soon as it is made. Receipt of this confirmation gives the booker an opportunity to review the booking, keep a record of it or forward it.

Driver Assigned

An email is sent as soon as a courier is assigned to the booking and is en route to the pickup location. The email will contain a live link that will provide access to the real-time street-level location of the courier. This email lets stakeholders know the booking is in process and gives them the ability to view its location.

Package on Board

This email will be sent as soon as the courier has collected the consignment and are on their way to the destination.

Live Tracking in Real-Time

By clicking the live link user will be taken to a street map that pinpoints the precise location of the courier throughout the journey. This gives users confidence in the service and enables them to advise third parties of the courier's arrival.

Proof of Delivery

The courier will require the recipient to sign for receipt of the consignment, a copy of this receipt and details of time the booking was completed are then automatically sent to individuals aligned to the booking.



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