Hitting Cutoffs, Balancing Cost & Service Levels
April ’17
We provide fulfillment technology, transportation & value add services to over 3,000 e-commerce retailers and enterprises in India.
ADOPT SECURITY/ SAFETY MEASURES

INTERNAL:

• Theft/Pilferage of packets, shipments & bags mainly HV
• Employees – On-roll & Off-roll Fraud
• Transportation Safety Security
• Cash Handling

EXTERNAL:

• Vendor Fraud
• Consignee Fraud
Preventive Measures By Delhivery

- **Tech-Level Intervention**
  - Sorter
  - X-Ray
  - Telescopic Conveyor
  - Hot Weld Machines
  - RFID Bag Tagging
  - GPS Traced Vehicles by SOC

- **Human Level Intervention**
  - Guards
  - SOC (Security Operation Centre)
  - Loss Prevention & Fraud Detection Teams

- **Packaging Level Intervention**
  - Level IV Flyers
  - High Quality Seals
  - Hot Sealing Equipment
Tech Level Intervention-1

AUTOMATIC SORTER WITH LOGIC TO SORT HIGH VALUE TOWARDS X-RAY SCAN

CERTIFIED X-RAY OPERATORS FOR EARLY FRAUD & PILFERAGE DETECTION
Tech Level Intervention-2

FAKE PHONE  SOAP + NAILS
TELESCOPIC CONVEYOR FOR REDUCED LOSSES

HIGH VALUE PACKETS HOT WELD IMPLEMENTATION
Tech Level Intervention-4

RFID BAG TAGGING

GPS TRACED VEHICLES
BY SOC
Human Level Intervention-1

SOC AT ZONAL AND CENTRAL LEVELS
8000 CAMERA’s ACROSS 1000 SITES
90 DAYS OF ARCHIVAL FOOTAGE

ENHANCED GUARDS AT FACILITY
HHMD FRISKING
Human Level Intervention-2

LOSS PREVENTION AND FRAUD DETECTION TEAMS

HIGH VALUE & HIGH AGING ARE PRO-ACTIVELY MONITERED
Packaging Level Intervention

High Quality Seals

Hot Sealing Equipment

Tamper Evident Level IV Flyers
Improving Packing methods & QC at Fulfilment to avoid damages

Some Major Chances of Damage Causing due to force full packing not suitable for supply chain transportation (Also find the sample xray images)
Using the corrugated partitions
Stickers to Understand the Loaders/Handlers
E-Logistics
Faster order Fulfillment process

Changes in technology drive the fulfillment processes faster.

- E-Commerce Integration Software
- ERP Packaged Application
- Public Internet
- E-Catalogs, E-Procurement, Messaging, EDI, E-Payments, Interactive Apps.

E-Logistic

- Available to promise
- Retailer, Warehouse, Courier, Manufacturer
- E-file transfer / EDI

seconds or minutes

days or weeks
Smart Logistics

"The line between disorder and order lies in logistics..."
How To Reduce Fraud Losses

• **Superior Fraud Screening and Analytics**: Device ID, Geo-location, IP address, Velocity etc.

• **Real-Time Data**: The fraud prevention process should be able to check borderline transactions against third-party data like LexisNexis, Whitepages Pro, emailage, etc. in real-time in order to separate good transactions from bad transactions.

• **Advanced AI & Machine Learning**: Using massive compute and memory resources, Artificial Intelligence (AI) and Machine Learning can spot fraud patterns and connections undetectable by humans.

• **Expert Human Intelligence**: It makes sense to work with a provider who is an expert in eCommerce fraud prevention and who can apply it to your business.

• **Concentrate on Very High Value Items**: Very High Value Items contributes 60-70 percent in terms of value, we should concentrate in tracking the same both in forward & reverse leg like mac book, i-phone, gold coin, jewellery etc.
Contact me

firoze.hussain@delhivery.com

+91 9618621234