BungkusIT is a delivery operations company that believes in 'running errands' for their customers while they engage in more essential activities. Their agents, also known as BungkusIT roadies, deliver everything, starting from essential goods to confidential packages.

Challenges

The challenges faced by BungkusIT include:

Lack of complete transparency and hence, reduced authenticity of the merchants

No traceability of shipments

Manual delivery acknowledgements

Requirements of BungkusIT

BungkusIT deals with high-ticket deliveries besides standard delivery options. To ensure a secure channel of exchange, they required VeriDoc Global's technology solutions.

Their requirements were:

A completely transparent system for all involved parties

Traceability of shipments by the merchants

Automatic acknowledgment of delivery

Preservation of order data

VeriDoc Global Solution

VeriDoc Global solution included the following:

Interoperable APIs that provided seamless integration with BungkusIT's existing systems

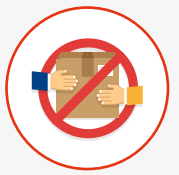Automatic QR code generation on the rider's device, as an acknowledgement of the delivery

Blockchain-secured collection of data, like photo of the delivery, order details, location of collection or drop-off

Benefits

Complete transparency of all parties, thereby increasing credibility of the company and decreasing disputes

Contactless delivery-essential because of the COVID-19 pandemic

Rider's integrity is maintained

Seamless verification of shipments by merchants