



## **Smiths News launch estimated time of arrival functionality on SNapp**

Good morning,

As part of our continuous improvement program, we wanted to share with you an exciting new customer service feature which is being trialled in Smiths News Plymouth.

We are offering our customers, visibility of the estimated time the driver leaves their local depot with their delivery, and where we are able to, we will also provide an estimated time of arrival for their delivery.

This information can be accessed via our online platforms, the SNapp App and SNapp Online which are both free to download and use.

The trial goes live from the 15th April 2019.

We hope this tool proves to be a useful addition to SNapp for our customers and provides an opportunity to drive adoption of SNapp due to its growing functionality and value.

This new feature will replace the SMS text alerts currently received by customers from their delivering depot.

If the trial proves successful we hope to be able to provide this service on a national and permanent basis.

SNapp log in and registration details are below for reference.

If customers have a SNapp account already, they can simply log on and will see the new feature messages in their SNapp Inbox.

If customers don't have a SNapp account it is simple and quick to get set up. All they will need is their customer number and DPDN handy to complete registration.

### How do I register?

1. Download the App from your App Store/Play Store on your phone or tablet or for SNapp online please visit [www.snapponline.co.uk](http://www.snapponline.co.uk)
2. Open the App and click Sign Up or click Sign Up on the home page
3. Complete your details and hit Join!

If any of our customers have any issues with registering or logging on please provide contact details to our dedicated SNapp Support team on 03451240251.

We like your support to encourage local retailers to sign up to SNapp and would