CALL CENTER SERVICES

Boost Your COD Delivery Rate with Personalized Pre-Delivery Calls.

Plans	Best for	What's included	Key value	Price
BASIC - Delivery Confirmation Essentials	Stores that want to reduce failed COD deliveries with a simple, efficient process.	Order upload & management in cloud Product and price confirmation with the customer Pre-delivery confirmation calls Order status updates in real time Monthly performance summary report	✔ Fewer failed deliveries ✔ Better COD confirmation rate ✔ Minimal operational effort for your team	**0.79 eur/ call**
ADVANCED - Delivery Assurance Pro	Businesses that need higher delivery accuracy and deeper visibility into refusals.	**Everything in BASIC**, plus: Full delivery address verification Detailed explanations for every refused order Structured refusal reasons logged in the cloud Monthly analytical reports with actionable insights	✔ Reduced address errors ✔ Clear understanding of customer objections ✔ Data-driven decisions to improve future sales	**0.99 eur/ call**
PREMIUM - Revenue Protection & Growth Suite	High-volume sellers who want maximum control, recovery, and long-term growth.	**Everything in ADVANCED**, plus: Personalized delivery follow-up and tracking Re-contacting customers who abandoned their carts Post-delivery feedback collection Advanced analytics and performance dashboards	✔ Maximum COD delivery success ✔ Recovery of lost sales opportunities ✔ Customer insights that drive repeat business	**1.26 eur/ call**

Upload your Cash on Delivery orders to our secure cloud platform and let our team handle the entire confirmation process. We validate customer details, contact buyers through personalized pre-delivery calls, and actively motivate them to accept and receive their orders. All confirmed orders are updated in real time in the cloud, ready for shipping. In case of refusals or delivery risks, we provide clear call feedback and documented explanations, helping you identify recurring issues and improve future performance. Our service reduces failed deliveries, minimizes returns, and increases your overall COD delivery rate—so you ship smarter, save costs, and get paid faster.

Service Availability & Integration
This service is available exclusively on the Romanian market. It can be delivered as a standalone solution or seamlessly integrated with fulfillment and courier services, offering full flexibility based on your operational needs and existing logistics partners.The offer is expressed in EUR without VAT (VAT is applied depending on the country of invoicing and the legislation in force) - and is valid for 30 days from the date of transmission.

One Complete Logistics & Delivery Performance Solution for Romanian eCommerce

Our service is designed to fully replace and optimize the logistics operations of online stores selling Cash on Delivery in Romania. By combining professional order confirmation calls 📞, fulfillment 📦, and courier coordination 🚚 into one seamless workflow, we eliminate failed deliveries, reduce operational costs, and increase your real revenue.

You simply upload your orders to our cloud platform ☁️. We verify customer data, confirm products and prices, validate delivery addresses, and contact buyers with personalized pre-delivery calls that motivate them to receive their orders. Confirmed orders are instantly updated and prepared for shipping, while refused or risky orders include clear explanations and documented feedback.

When integrated with fulfillment and courier services, our solution becomes a complete end-to-end logistics system. From order confirmation to warehouse processing, delivery tracking, and post-delivery feedback ⭐, everything is handled in one place. We also re-contact customers who abandoned their carts, recover lost sales opportunities, and provide advanced analytics 📊 to help you continuously improve performance.

The result?
✔ Higher COD delivery success rates
✔ Fewer returns and shipping losses
✔ Full visibility and control over every order
✔ A better customer experience without added workload

Whether used independently or fully integrated, our service allows online stores to scale faster, operate smarter, and focus on growth—while we take care of the entire delivery journey from click to cash 💰.