



**E-POST – click & collect service for
E-COMMERCE customers.**

customers – collecting parcels at pick up points
country wide.

Collect shipments from place of business/website
throughout the day.

Receive and sort overnight and transfer shipments to
the logistics centers.

About the Service:

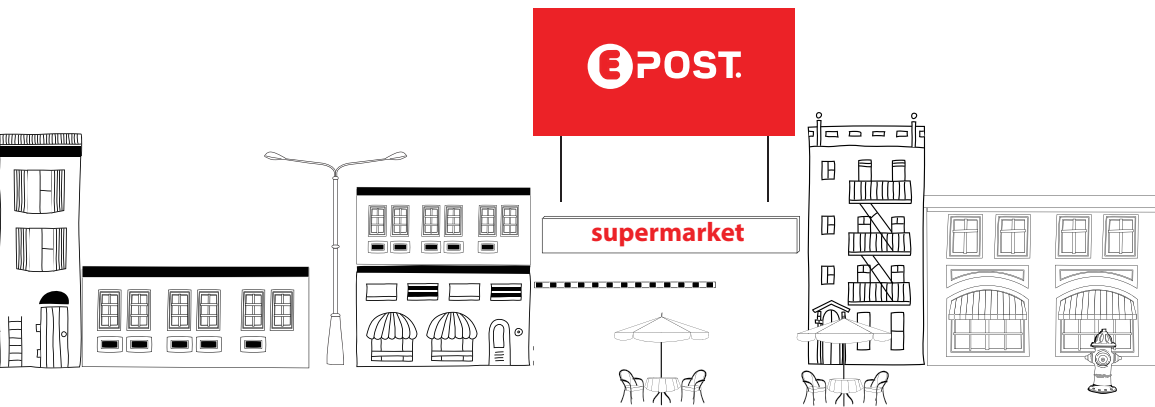
E-Post

E-Post is an innovative Israeli service, which enables E-Commerce customers to get or return shipments via automated lockers located country wide, without wasting any time, with no queues, no parking search and not having to wait at home for the courier.

As we explored the market, aiming to become an alternative for both local and global postal companies, the Company has developed an automatic locker. The lockers are exclusively developed by HFD, including the management software and user interface.

The E-Post lockers are strategically located countrywide - in gas stations, shopping centers, malls and residential areas - close to customers' homes, workplace or simply at convenient locations. Shipment can be collected from or returned to the locker at your convenience, in just a few seconds.

The lockers are open 24/7, widely deployed, alongside hundreds of shops close to customers' homes - in order to provide the most convenient choice and as a result - improve customer experience.



How Does it Work?

Fast

The package purchased through the E-Commerce website will be delivered to the digital locker or an E-Post pick up points. The customers will get e text message, notifying them that the parcel is waiting at the pick-up point. Customers can collect/return the package as soon as they get the message.

Convenient

convenience, 24 hours a day, with no unnecessary queues or having to wait for the courier. The parcel's location can be tracked through all distribution stages.

Simple and Easy

With the completion of purchase on the E-Commerce site, the customer's preferred pick-up point can be chosen using an interactive map. Please check the following link:

http://www.e-post.co.il/?page_id=632

Track and Trace

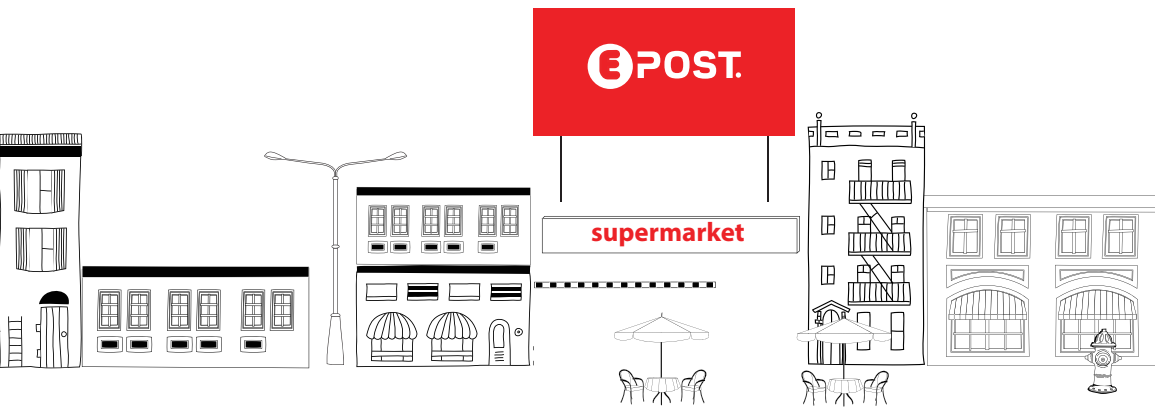
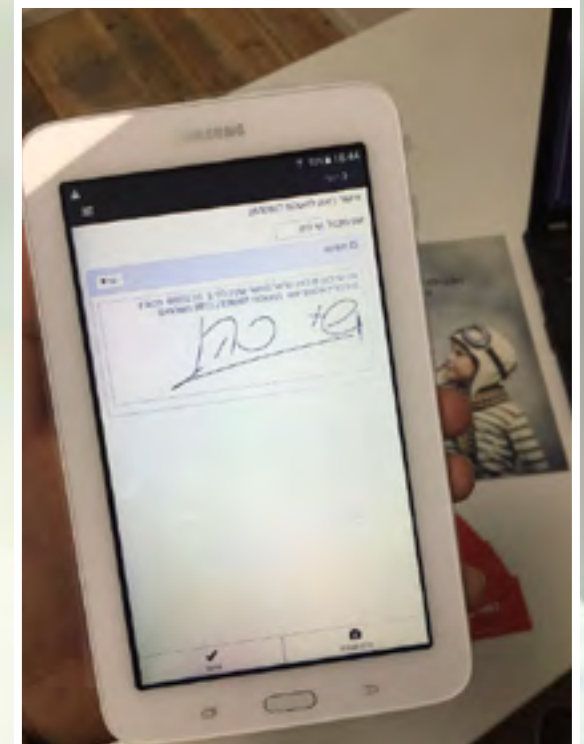
As the shipment arrives at the site, the customer will be notified via text message and an email link to track the shipment.



PROOF OF DELIVERY

1. The customer identifies themselves to the pick-up point representative by presenting the text message.
2. The pick-up point representative records the customer's name and signs them on a dedicated tablet, provided by HFD to all distribution points in Israel.
3. Optional: make a copy of customer's identification card.
4. Customer's name, signature, photo and certificate are sent immediately to the Company database and attributed.

The below data can be pushed/pulled at any given time from the HFD database



Receiving the Parcel at the Store

The E-Post driver arrives at the store daily and delivers the parcels.

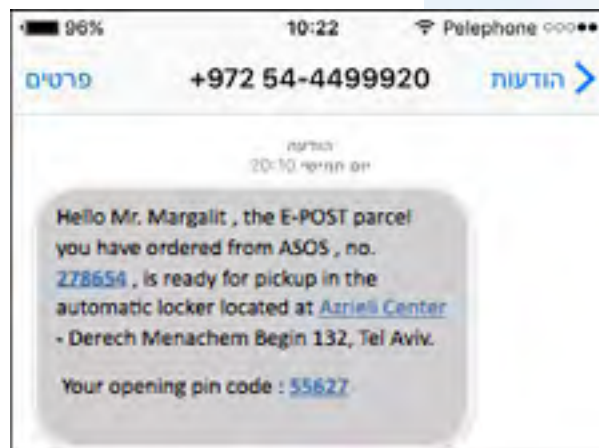
The driver counts and scans the parcel with the store representative.

The store rep signs on the daily manifest and gets a store copy.

Each scan will move the parcel to the next status in the system.

Each scan will generate an automatic SMS and Email to the customer, announcing their parcel is waiting at the store.

SMS sample





E-post
Click & collect

