

English:

Welcome → Welcome to Pon Pure Logistics Primary End to End Logistics Service Provide

1.Existing customer Script

Please select your IVR Language

For Tamil Press 1

For English Press 2

You have 10 Consignment yet to delivery

Main Menu

- For Waybill Tracking Press 1
- For Sales Enquiry Press 2
- For Agent Enquiry Press 3
- For Vendor Enquiry Press 4
- For Language Changes press 5

For Waybill Tracking Press 1 →

You have select Waybill Tracking <3sec> Please enter the Waybill Number Followed by # Key

986456#

Enter Waybill number is 986456 <3sec> Waybill booked from Chennai To Madurai <3sec>

Waybill status is Ready for Delivery in Madurai <3sec> last status is updated on 12-Jun-2020 20:00

** The Wording gets differ in Waybill Statue

Waybill Status Created Status - (Order Confirmed in Location Name) → Booking From, To, Waybill Status, Last status update time, Expect Delivery Date

Waybill Status Local OGPL / Route OGPL created - (Ready for Dispatch form Location Name) → Booking From, To, Waybill Status, Last status update time, Expect Delivery Date

Waybill Status Intansit - (Intansit current Location Name) → Booking From, To, Waybill Status, Last status update time, Expect Delivery Date

Waybill Status Inward / Ready for Delivery - (Arrived current Location Name) → Booking From, To, Waybill Status, Last status update time, Expect Delivery Date / Customer Request date

Waybill Status Out for Delivery - (Arrived current Location Name) → Booking From, To, Waybill Status, Last status update time, Expect Delivery Date / Customer Request date

Waybill Status Delivery / POD / - (Arrived current Location Name) → Booking From, To, Waybill Status, Last status update time, Delivery Date, Delivery day / POD is available in Expres connect

<3sec>

- Speak to Our Exclusivity press 1 ** **Call will Connect to location**
- Voice Note Press 2
- To Check Other Waybill Status press 3 → **Follow Waybill Tracking**
- For Main Menu press 9

For Sales Enquiry Press 2

Call will connect to Customer Care

For Agent Enquiry Press 3

Call will connect to Customer Care

For Vendor Enquiry Press 4

Call will connect to Customer Care

For Language Changes press 5

Please select your IVR Language

For Tamil Press 1

For English Press 2

Press 0 confirm the Language

2.New Customer script

Please select your IVR Language

For Tamil Press 1

For English Press 2

- **For Waybill Tracking Press 1**
- **For Existing Customer Press 2**
- **For New Customer Press 3**
- **For Sales Enquiry Press 4**
- **For Agent Enquiry Press 5**
- **For Vendor Enquiry Press 6**

For Waybill Tracking Press 1

You have select Waybill Tracking <3sec> Please enter the Waybill Number Followed by # Key

986456#

Enter Waybill number is 986456 <3sec> Waybill booked from Chennai To Madurai <3sec>

Waybill status is Ready for Delivery in Madurai <3sec> last status is updated on 12-Jun-2020 20:00

** The Wording gets differ in Waybill Statue <3sec>

- Speak to Our Executive press 1 **** Call will Connect to location**
- Voice Note Press 2
- To Check Other Waybill Status press 3 → **Follow Waybill Tracking**

For Existing Customer Press 2

- For Waybill Tracking Press 1
- For Sales Press 2

For Waybill Tracking Press 1

You have select Waybill Tracking <3sec> Please enter the Waybill Number Followed by # Key

986456#

Enter Waybill number is 986456 <3sec> Waybill booked from Chennai To Madurai <3sec>

Waybill status is Ready for Delivery in Madurai <3sec> last status is updated on 12-Jun-2020 20:00

** The Wording gets differ in Waybill Statue

<3sec>

Speak to Our Executive press 1 **** Call will Connect to location**

Voice Note Press 2

To Check Other Waybill Status press 3 → **Follow Waybill Tracking**

For New Customer Press 3

Call will connect to customer care

For Sales Enquiry Press 4

Call will connect to customer care

For Agent Enquiry Press 5

Call will connect to customer care

For Vendor Enquiry Press 6

Call will connect to customer care

Hold Prompt → Please wait while we are transferring your call to our executive.

Error → All our executives are busy right now but your call is important to us. We have noted your number and will get back to you shortly.

Voice mail → Please wait while we are transferring your call to our Voice mail, Please record the message after the beep.

Post working hour → We apologize that we cannot take your call at the moment as our office timing is from 09:00 to 19:00 Monday to Saturday. Please leave your message after the beep and we will contact you within 24 hours.

No input → We have not received any inputs.

Invalid Input → Provided input is not valid. Please provide a valid input.