# Shipments, Home Delivery or parcel management

POS & Sales · https://spos.pk/docs/shipments-home-delivery-or-parcel-management/

When a customer orders for home delivery, the sale is only half the job: the parcel still has to be packed, handed to a rider or courier, and tracked until it reaches the customer. Smart POS lets you manage shipments and deliveries alongside the sale, so no order is forgotten on the shelf.

## Shipments, home delivery or parcel management

1. At the POS screen, create the sale as normal and select home delivery as the service type for the order.
2. Record the customer's delivery address and phone number carefully, and add any delivery charge to the bill.
3. Pack the parcel, label it with the customer's name and invoice number, and mark the shipment as ready to send.
4. Hand the parcel to your rider or courier, record who took it, and update the shipment status in Smart POS.
5. When the delivery is confirmed, mark the shipment as delivered and collect the payment if it was cash on delivery.

Tip: Always confirm the delivery address and phone number with the customer before the rider leaves, so parcels are not sent to the wrong place.