1. On which days do we offer same-day delivery?

2. Is there a cut-off time per pharmacy?

3. Do the times differ between pharmacies?

4. What is the delivery radius for same-day delivery?

5. Should this radius be configurable per pharmacy?

6. Do we need to integrate a route planner in the admin panel?

7. Do we provide an estimated delivery time or a time window?

8. Can the patient track the courier in real time?

9. Do we need a verification process for the recipient upon delivery by the driver?

10. Do we need an unauthenticated tracking page (accessible via SMS or email) so the patient can view tracking without logging in?

Same-Day Delivery – Answers

1. **Days offered:** Monday to Friday

2. **Cut-off time:** Payment and prescription must be received by **12:00 (noon)**

3. **—--**

4. **Delivery radius:**
   – **Grafenberger Apotheke:** Düsseldorf area only
   – **Apotheke am Bahnhof Speyer:** Speyer, Mannheim, Ludwigshafen and Frankfurt

5. **Configurable radius per pharmacy:** Not necessary

6. **Route planner in admin:** Not required

7. **Estimated delivery window: 15:00 – 20:00**

8. **Real-time courier tracking:** Not yet available – would be great if it can be implemented

9. **Recipient verification:** Not required – **signature on delivery** is sufficient

10. **Unauthenticated tracking page (via SMS / email):** Not needed

11. **Price for same-day delivery: €10**