

# Web system is a winning formula



*Every now and again a major technological development comes about that completely revolutionises our industry. Computer automation and mobile phone technology are good examples. More recently it has been the Internet.*

*However, technology often exists a long time before it becomes really useful. It is not the technology itself that is important, but the application of the technology into working solutions that help us improve our business.*

*The 20th March 2004 is set to be a landmark date with the announcement of a development that is sure to change the courier industry for good. Called Velocity, this new system was conceived and developed by web services specialists NetDespatch.*

NetDespatch chose the courier industry's joint DA/NCA AGM and exhibition to announce the new product because the company believe that independent courier companies – as depots of next-day parcel companies, and agents of same-day networks and international carriers, have the most to gain.

Velocity provides their customers with a complete on-line booking, tracking, labelling, manifesting, data exchange and management information service. It is a modern-day replacement for traditional PC based 'implant' systems and offers much more thanks to the web technology on which it is based.

For a start, Velocity can be accessed from any Internet connected PC or device, with a web browser. It can be offered without cost as an integral part of a courier company website. So any customer can use it without additional costs, whether booking 1 job a week or 1000 jobs a day.

There are no installation, training or support costs. It is easy to use and instantly available. It is a multi-modal 'one stop shop' solution handling next-day, same-day and international bookings; it can be adapted to support other specialist services such as freight, pallets or even taxis.

A key part of the development of Velocity has revolved around making the service part of an integrated enterprise solution – at depot, network and customer level. This means that everyone involved has access to the

information they need from a central server, in real time.

This high visibility of centrally stored data means that courier companies know about the collections and deliveries they must handle as soon as bookings are made, and can update them in real-time through any form of Internet or mobile connection. In addition Velocity verifies all addresses at the booking stage and can quickly be configured to print, bar code labels at any location, at any point in the supply-chain, and on any type of barcode or laser printer.

The system simultaneously cuts costs and lifts customer service levels through improved data accuracy and electronic data exchange. With significantly fewer customer service calls as delivery problems evaporate, and PODs are sent automatically in real-time, customers quickly see the benefits of booking and tracking on-line.

Where Velocity is a real winner however is as a sales tool. Courier companies can offer their customers an advanced web booking and tracking service via their website, providing the type of service that was previously only within the grasp of the biggest multi-national carriers.

Unbelievably Velocity involves no capital outlay (the courier company pays only a small fee per booking); the industry is suddenly 'looking a gift horse in the mouth'. For some of those who take advantage of Velocity, it may well prove to be the ticket to cyberspace. For others it is certainly a big step forward and one that will help ensure a bright future for independent couriers.

# Velocity from NetDespatch

NetDespatch Velocity is an integrated web booking and tracking solution for use by independent couriers, franchised depots and wholly owned networks to manage all their collections and deliveries. It is entirely web-based, providing instant access to live information by simply connecting to the Internet.

Velocity provides a complete 'one stop shop' across the network so everything is handled using a single application; booking and tracking, address management, pricing, automatic depot routing, performance reporting, labels and much more.



## features and benefits

### Single solution for every need

- Sameday, Overnight, International
- One application for all consignments
- Price comparisons available
- Multi user, multi account and multi-modal

### Enterprise availability and security

- Accessible through any web browser
- Electronic data exchange available through XML, e-mail and FTP
- Secure co-located servers in a secure Internet facility
- Authorised users only – login with session and context controls

### Reduced shipping expenses

- Address verification with address book facilities speed data entry and reduce errors
- Account management eliminates 'rogue purchasers' by controlling user access
- Reference fields and cost centres available for budgetary comparisons
- Reports for analysis of shipping performance
- E-mail alerts for collections and deliveries

### Deployment simplicity

- Multiple users only need Internet access and a standard web browser
- No new hardware or software to be purchased, installed or maintained
- Minimal administration
- Easy to integrate with central management systems for producing labels, manifests and automatic end-of-day transmission

### Effective network management

- True corporate solution that provides unsurpassed levels of control and visibility over the entire network
- Suited for all types of networks; owned depots, independent agents and franchised operations
- Flexible design that can be configured very easily whatever the operational complexities
- Integrates seamlessly with other systems at the hub, HQ, depot and customer
- Fully electronic solution that eliminates unnecessary paperwork.



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