



So you think
you can't
improve your
despatch
operation?

That's what most of the top retailers thought...



... until they adopted

MetaPack

Time to think again...

Wouldn't it be great if you could **fulfil any order in any order**, irrespective of urgency, product, fulfilment contract or destination and still meet expected delivery promises?

Shouldn't you be waving good-bye to those half-filled pallet shipments and take advantage of the **cost breaks between carrier loads**?

Or increasing capacity and extending despatch cut-off times by enabling **all your pack benches to fulfil any carrier** or delivery service?

Imagine if you had the **freedom to set or alter despatch rules** from any place at any time without the need to brief pack staff...

... and build in **automated contingency** in the process?

How about making order enquiries a thing of the past by **proactively** keeping your customers and even your customer's customers fully **informed about the status** of your despatches?

In fact, why bother to ship to your customers at all when you could help them by **shipping direct** to their customers.

Can you automatically produce the correct **customs documentation** and duty calculations for international destinations?

Or use multi-leg despatch to save costs by **break-bulking orders** for final mile distribution by local country specialists?

Oh, and wouldn't you like to benefit from the **latest and best delivery services** at the click of a mouse ...

... but with **minimal up-front costs and IT integration**?

Thought so...

www.MetaPack.com



Improving B2B despatch and delivery with MetaPack

MetaPack ensures "the right carrier service is used to deliver the right product to the right place at the right time and all supported by the right communication."

[Web-based](#) and charged on a [pay-as-you-go](#) basis (no huge up-front costs), MetaPack uses its '[intelligent despatch](#)' engine and its position as the only company providing a single point of integration for [all UK and European carriers](#), to dynamically allocate the [most cost effective and reliable service](#) for a specific parcel type or delivery location at the allotted time, including over [200 international destinations](#). MetaPack is used by the majority of leading retail names (including M&S, [John Lewis](#), [ASOS](#) and WHSmith to name a few), [hundreds](#) of smaller online sellers and referenced as a [benchmark standard](#) by the e-retail industry.

Note: If viewing as a pdf file, click on the underlined items above for more information.

B2B vs B2C

A significant proportion of despatches managed through MetaPack are business-to-business. Clients benefit from all the home delivery features MetaPack offers as well as specific features for B2B operations – all delivered for a fraction of the cost and implementation effort.

Requirements	B2B	B2C
Services	<ul style="list-style-type: none">Next DayTrackedPremium	<ul style="list-style-type: none">VarietyEconomy / FreePremium
Products	<ul style="list-style-type: none">Often restricted in sizePhysically similarTime Critical	<ul style="list-style-type: none">VarietyVaried size and shapeCost price / Time Critical
Costs	<ul style="list-style-type: none">Differs by SectorTime critical / ValuableLow value / cost	<ul style="list-style-type: none">Related to revenue /valueTime critical / ValuableLow value / cost
Carriers	<ul style="list-style-type: none">LimitedOftenOld Style Value = Cost	<ul style="list-style-type: none">Multi-carrier

Benefits of MetaPack for B2B despatchers

- Intelligently allocate to the most cost-effective shipping method based on physical and commercial attributes in-line with contract SLAs.
- Use every pack bench to despatch any consignment, regardless of destination, carrier or contract and send consecutive consignments out on different contracts.
- Keep informed through proactive communications of parcel statuses to both internal logistics departments and external clients.
- Despatch internationally as easily as domestically.
- Trial new or alternative parcel and pallet carriers without recourse to IT or changes in operational processes.
- Contingency safeguards should your carriers fail (eg bad weather, capacity, strikes etc).
- Manage pallet/parcel carrier cost trade-offs.
- Multi-point despatch and delivery (eg between suppliers, stores or multiple warehouses, with full real-time visibility open to every party concerned).
- Detailed reporting to facilitate invoice reconciliation and carrier performance.
- Facilitate parent-child despatch (ie bulk despatch to a secondary location, and break to despatch using secondary carrier locally).

MetaPack provides B2B shippers with:

Cost breaks and savings

- Use multiple carriers to save on costs and offer different services
- Balance load between carriers to ensure best rates achieved from carrier contract.
- Increase warehouse capacity and extend cut-off times through faster fulfilment of orders.
- Eliminate pre-pick sort into contract/carrier batches.
- Utilise every pack bench for any despatch method ad hoc.
- Intelligent carrier selection and manifest.
- Introduce use of parcel carriers as an alternative to half-filled pallet shipments.

Carrier contract consolidation

- Remove the need to setup individual operations, including individual pack benches in your warehouse and specific carrier collections, to cater for each contract you fulfil.
- Introduce a single process to select and despatch consignments from multiple contracts, customers and carriers.
- Cost effective use of warehouse resource, parcel and pallet carriers.
- Utilise every pack bench for any despatch method.
- Real-time visibility of consignment along the full supply chain.

'Just in Time' fulfilment

- Stock requests initiated by customer.
- WMS/OMS system prioritises and waives urgent orders.
- Urgent orders fulfilled using same pack bench as non-urgent parcel and pallet traffic.
- System automatically selects and prints label for correct parcel carrier in line with delivery promise, parcel type, destination, value.
- Urgent items collected and delivered to any site or consumer, with full visibility by all in the supply chain.

International despatch and management

- Automatic production of the correct customs documentation for the destination.
- Ensures compliance and reduce costly rejections.
- Duty paid / unpaid management.

Direct ship to end destination

- When customers are out-of-stock of your products, speed up fulfilment by shipping them direct to their:
 - suppliers (eg manufacturing / assembly points)
 - stores
 - consumers (ie bypassing retailers' need to process in-store or depot)

Introduce B2C despatch

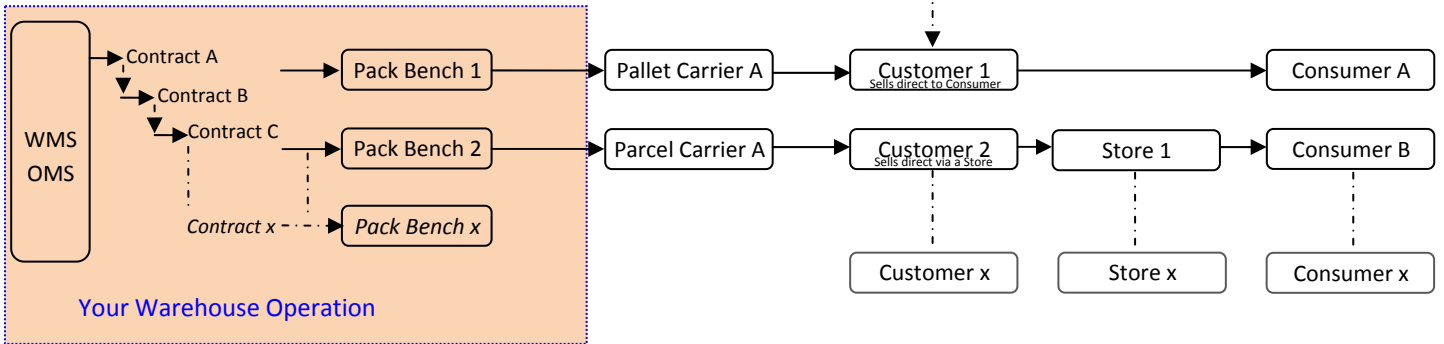
- Complements direct sales to consumers through e-Commerce.
- Provides carrier suitability for residential drop off as well as customer service information via extensive tracking.
- B2C contracts can be fulfilled and monitored alongside B2B orders.

Break bulk (multi-leg) despatch

- Split trunking cost for final mile (eg use of local country specialists)
- Introduce 'parent-child' despatch management where items shipped in bulk via a single shipment and passed onto a secondary carrier for the remaining delivery journey.
- All parcels fully trackable from start of first leg to final destination.

Without MetaPack

Note: For Key, see below.



Process

- Each contract is prioritised and picked as an individual batch
- Individual pack benches assigned to specific carriers or delivery service
- Only one pallet and one parcel carrier utilised in operation.
- Items despatched to Customers only
- During despatch journey, statuses not updated back in your systems, so if goods delayed in transit, you cannot proactively inform the customer before they complain.

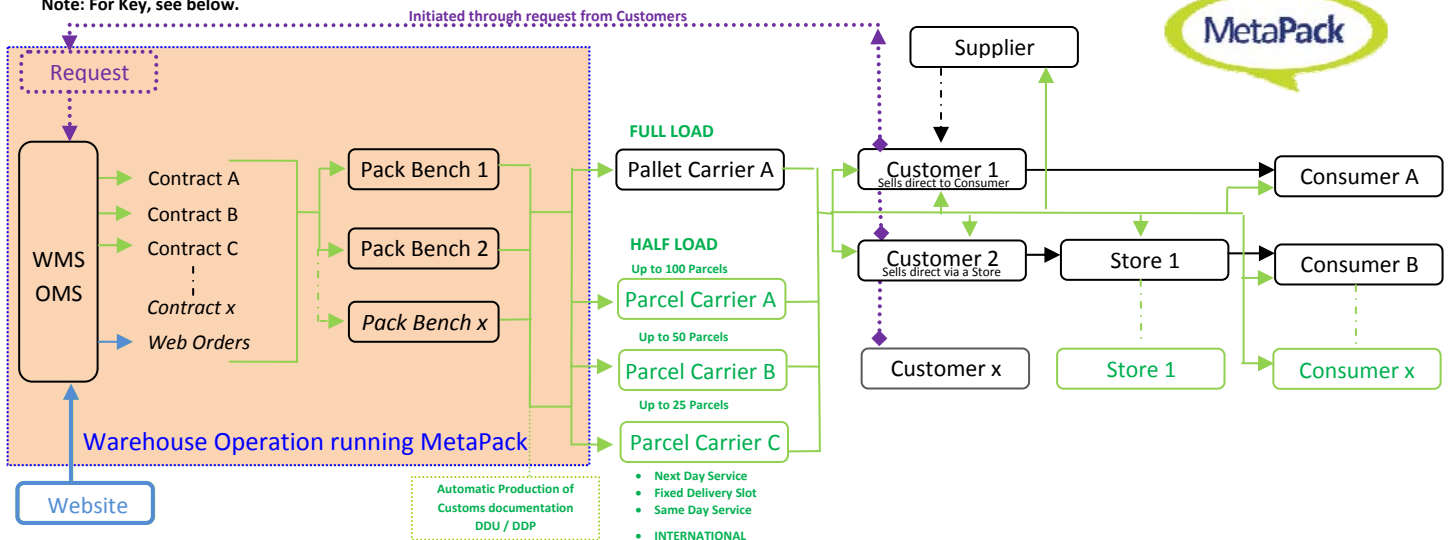


Visibility

- Limited visibility of consignment and shipment status along the supply chain
- Usually only the next stage in the delivery chain will be informed and this may only be one way – e.g. stores or customers cannot gauge if Customers' DC is about to receive stock from you.

With MetaPack

Note: For Key, see below.



Process

- Orders may be initiated via a website or direct from customer as well as through normal channels.
- Orders can be fulfilled in real time as and when they are received. No need to pre-sort into contract or time-sensitive batches.
- Any pack bench can be used to fulfil any product, service, contract, destination etc. MetaPack automatically allocates correct carrier to ensure delivery promise is achieved. Any carrier's label can be produced on the same printer, and international documentation produced automatically.
- Any number of carriers can be utilised. Loads can be balanced between carriers to ensure optimum cost breaks are achieved. Several services can be activated at a click of a mouse, including same day, timed slots, alternative drop points, 2-man etc.
- Items can be fulfilled from anywhere and delivered to anywhere including fulfilling direct to customer stores, consumers or other suppliers. Customers can initiate Just-in-Time fulfilment orders.
- During both fulfilment process and delivery journey, status of parcel is monitored. Info can be fed back to your systems. Tracking can be accessed through several sources such as your website, the customer services, confirmation emails to customer. All statuses can be emailed/SMS to all parties involved, including customers, who can be informed proactively of late deliveries to reduce inbound query calls.



Visibility

- Total visibility of consignment and shipment status across the whole supply chain
- Process can be initiated at any point along the chain facilitating direct ship.

Key Definitions of items in above diagrams:

- You / Despatcher** – a company despatching mainly B2B (eg a manufacturer, distributor, 3PL etc.)
- Pallet Carrier** – Bulk carrier transporting items in bulk, shrink-wrapped on pallets and delivered to commercial destinations.
- Parcel Carrier** – A carrier that delivers parcels, packets and single items to both commercial and residential destinations.
- Visibility** – the ability to monitor the status and whereabouts of a consignment. Used to update systems and proactively manage delays and non-deliveries.
- MetaPack** – the leading delivery management software that provides intelligent fulfilment and proactive support during the parcel journey. It ensures that "the right carrier service is used to deliver the right product to the right place at the right time and all supported by the right communication."
- Contract** – an agreement to fulfil items for a Despatcher or on behalf of a Customer
- WebSite** – Website selling the Despatcher's items direct to Consumer.
- Customer** – a client who has appointed the Despatcher as a product supplier or to fulfil on their behalf (eg a retailer). Usually sell product to Consumer via a Store or a Website.
- Consumer** – an individual or small business located in a residential area.
- Store** – a Consumer-facing retail outlet
- Supplier** – another organisation similar to the Despatcher within the customer's supply chain
- Pack Bench** – area in warehouse where items are packed and/or palletised, labelled for carrier and then stored ready for collection.
- WMS/OMS** – Warehouse or Order Management System which processes orders received, assigns stock, and prints pick and pack notes ready for fulfilment staff to fulfil and despatch.