



Retailers gain with wide range of services on offer

MetaPack

“With improved accuracy and efficiency provided by MetaPack at the point of despatch, an extended range of carrier services and enhanced customer service reporting we are well positioned for continued growth representing a clear win/win for both service provider and our clients”

John Scully, Business Development



3P Logistics is a provider of ecommerce and order fulfilment services, who offer a comprehensive range of high quality supply chain services to both B2C and B2B companies. Their motto is 'Pride Passion Partnership' and they have a number of simple business aims: "To realise a profit, satisfy our customers and enjoy our work".

The Challenge

Prior to introducing MetaPack, the packing stage was manual intensive with warehouse staff entering the consignee's details into the relevant carrier management system. As with any manual operation, it impacted negatively on time and resource as well as restricting order output levels. Furthermore, there was always the risk of data entry errors and incorrect service selection at the despatch point, which may have resulted in additional costs or delays. Operating across just two carriers, 3P Logistics were only able to offer their clients a limited number of services, and without a level of choice the most cost effective or suitable option wasn't always chosen.

3P Logistics move thousands of parcels a year on behalf of their clients, and with that comes the responsibility to provide the best possible service. So in the continued pursuit of increased efficiencies, they decided they needed a scalable system in place that would provide further automation and reduce the need for manual intervention.

The Solution

MetaPack was quickly identified as the ideal solution to streamline their despatch process and with its complete one stop shop solution MetaPack negated the need for different carrier management systems. Working in conjunction with 3P Logistics in house systems, delivery information is fed into MetaPack automatically using a file import method. Data entry has been replaced with a few clicks of a mouse, and input errors have become a thing of the past. 'The initial intended benefits of both increased efficiencies and reduced errors are now being realized. The introduction of MetaPack has transformed and simplified the process at the pack bench, which has seen the individual order output increase by some 16%' comments John Scully, Business Development.

With access to MetaPack's carrier network, 3P Logistics have been able to access a wide range of the UK's leading carriers without any additional integration costs, whilst in turn offering their retailers a 'whole of market' approach". MetaPack automatically selects the carrier service, taking the onus off of the warehouse staff 'We can now determine the carrier by consignment as opposed to the carrier by client' adds Scully.

Constantly monitoring customer service, 3P Logistics make use of the reporting options provided by MetaPack and has found the benchmarking service by carrier both simple and accurate. This allows them to highlight stronger services within the range of carriers and adapt accordingly, ensuring their clients always receive the best possible service.

All of these added benefits and efficiencies have enhanced 3P Logistics offering and has strengthened their position as a market leader providing ecommerce and order fulfilment services to online retailers.