

“ MetaPack have been a great company to work with on this project. Everything worked right first time but even so I was surprised that it all moved so quickly. Normally moving information between systems requires the involvement of the IT team and lots of integration. This project avoided all of that. We got a great result in record time. A good job, well done. ”

The Challenge

John Lewis were delivering many larger products to their customers' homes via their stores. It made more sense to deliver the same products directly from the central distribution warehouses.

John Lewis wanted to use two carriers and print their labels from one printer in each of the five warehouses. At the same time, they wanted to be able to track the progress of the delivery, from the store and via the customer care team.

The Solution

MetaPack DM was introduced to meet all of John Lewis' needs. Implementation took only four weeks, from project initiation to go-live.

John Lewis used MetaPack's configurable file import system to upload an order file once a day. Carrier selection is confirmed and labels can be printed in bulk or individually. As soon as the system went live the stores were able to access customer orders via their web link, using the customers name, postcode or order number.

MetaPack DM can inform the customer whether an order is waiting for despatch or in transit and provides a wide range of status updates as the delivery is made.

