

Automating manual processes and reducing paperwork

The Challenge

Sylvester Oxford has been established for over 35 years, and pride themselves in outstanding customer service. They are suppliers of small furniture items and accessories. Sylvester Oxford started life as a gift shop. As business grew they decided to move into the online marketplace, firstly through eBay and then through their own website. They are now importing their goods themselves, and have expanded to selling on Amazon. With the steady influx of orders, Sylvester Oxford realised that the current pack bench process was taking up valuable time and resources, they needed to look at options to improve efficiency. The main time constraints were the manual allocations and the completion of the paperwork for each carrier.

professional look of the labels, supplied and created by MetaPack. Using the range of functions available, they are able to quickly track all their parcels and obtain proof of postage using one screen irrespective of who despatched the goods, thus enhancing their already outstanding levels of customer service.

“ We were impressed with the MetaPack system from the onset. The time it has saved us has allowed us to use our resources more efficiently in growing our business. The tracking information has ensured that our customer service teams are always proactive. ”

The Solution

MetaPack took Sylvester Oxford through an online demonstration of the MetaPack system with the main focus on the technical processes from import to allocation. They were impressed with MetaPack's simplicity and immediately noticed the time it would save their operation, particularly in the pack bench area. Once registered, the implementation process was easy. Using file imports from eBay, Amazon and their own website they were immediately able to allocate to their preferred carrier and produce fully conformant labels and manifests at the touch of a few buttons. Sylvester Oxford was also impressed with the

Jill Morgan - Managing Director

