

	SHIPPER 5000 Utilise any carrier to ship anywhere, anytime whilst providing proactive tracking to both customer and retailer. <small>(UP TO 5100 PARCELS PER MONTH)</small>	SHIPPER 10000 Multi-carrier management for the growing retailer <small>(UP TO 11000 PARCELS PER MONTH)</small>	SHIPPER 20000 Multi-carrier management for the established retailer <small>(UP TO 22000 PARCELS PER MONTH)</small>	SHIPPER 40000 Multi-carrier management for high capacity operations <small>(UP TO 42000 PARCELS PER MONTH)</small>	SHIPPER 60000 Multi-carrier management for high capacity operations <small>(UP TO 62000 PARCELS PER MONTH)</small>	SHIPPER 80000 Multi-carrier management for high capacity operations <small>(NOTE: other 'Shipper' packages available on request)</small> <small>(UP TO 82000 PARCELS PER MONTH)</small>	
Note: all prices quoted are ex VAT and charged monthly unless specified							
SYSTEM LICENCE FEE	MONTHLY CHARGE PER 3 CARRIERS, 3 SHIPPING LOCATIONS USED (Choice of 400 UK/EU/US Domestic & International Services and Drop Points)						£500
METAPACK MANAGER (Used in warehouse or store: carrier selection, labels, tracking & proactive communications)	£750 PER MONTH	£1500 PER MONTH	£2750 PER MONTH	£5000 PER MONTH	£6750 PER MONTH	£8000 PER MONTH	
CHOICE OF OVER 300 CARRIERS (UK/US Domestic and International EU Drop Points)	Included in System Licence Fee above						
STANDARD ALLOCATION LOGIC	✓	✓	✓	✓	✓	✓	
STANDARDISED CONSIGNMENT TRACKING ENQUIRIES	✓	✓	✓	✓	✓	✓	
METAPACK MANAGER REPORTS	✓	✓	✓	✓	✓	✓	
CONFIGURABLE SERVICE GROUPS	✓	✓	✓	✓	✓	✓	
AUTOMATED FILE IMPORT (FTP)	✓	✓	✓	✓	✓	✓	
DESPATCH EMAIL	✓	✓	✓	✓	✓	✓	
METATRACK (CONSUMER TRACKING MODULE)	✓	✓	✓	✓	✓	✓	
ALL STATUS EMAILS	£250						
ADVANCED ALLOCATION	✓	✓	✓	✓	✓	✓	
9:00 -17:00 CUSTOMER SUPPORT	✓	✓	✓	✓	✓	✓	
24X7 CUSTOMER SUPPORT	From £1000 (free for first 3 months)						
99.9999% UPTIME CLOUD TECHNOLOGY and UPDATES	✓	✓	✓	✓	✓	✓	
Other Products (note - an additional setup charge is applicable to the products below. Price on application):							
METAPACK OPTIONS (Installed in website shopping cart and/or product pages: facilities delivery-based promotional initiatives, dynamic delivery service availability, PUDO selection & booking)	£1,500 <small>(UP TO 15300 API CALLS PER MONTH)</small>	£2,000 <small>(UP TO 33000 API CALLS PER MONTH)</small>	£4,000 <small>(UP TO 66000 API CALLS PER MONTH)</small>	£7,000 <small>(UP TO 126000 API CALLS PER MONTH)</small>	£9,500 <small>(UP TO 186000 API CALLS PER MONTH)</small>	£12,000 <small>(UP TO 246000 API CALLS PER MONTH)</small>	
METAPACK RETURNS (Retailer-branded self-serve worldwide returns portal)	£2,000 <small>(UP TO 1275 RETURNS PER MONTH)</small>	£3,000 <small>(UP TO 2750 RETURNS PER MONTH)</small>	£3,500 <small>(UP TO 5500 RETURNS PER MONTH)</small>	£6,000 <small>(UP TO 10500 RETURNS PER MONTH)</small>	£7,000 <small>(UP TO 15500 RETURNS PER MONTH)</small>	£8,000 <small>(UP TO 20500 RETURNS PER MONTH)</small>	
OVERAGE FEES	DEFAULT CHARGES FOR VOLUMES REACHED ABOVE SUBSCRIPTION ALLOWANCE : MetaPack Manager: 25p per label - MetaPack Options: 7p per call - MetaPack Returns: 40p per returns case						
CDS FACILITATOR (fixed cost delivery service)	IDEAL FOR SHIPPERS WITH LIMITED TIME OR RESOURCES TO NEGOTIATE AND MANAGE MULTIPLE CARRIER CONTRACTS. USING ACCOUNTS HELD BY METAPACK, FACILITATOR OFFERS A SIMPLE, FIXED COST DELIVERY SERVICE WHICH INCLUDES CARRIAGE, SURCHARGES, CLAIMS MANAGEMENT AND 30-DAY PAYMENT TERMS AS WELL AS METAPACK MANAGER. SHIPPERS CAN ADD THEIR EXISTING CONTRACTS TO RUN ALONGSIDE FACILITATOR FOR AN ADDITIONAL £0.15P FEE PER LABEL.					Next day delivery from £3.95	
SYSTEM IMPLEMENTATION	SYSTEM SETUP, REGISTRATION, PROJECT MANAGEMENT, INTEGRATION SUPPORT, CARRIER OPERATION SETUP, CARRIER APPROVAL & COMPLIANCE, TESTING, SHARED SCREEN TRAINING AND GO-LIVE SUPPORT.					POA	

:: Indicative prices, valid from April 2017

:: Subscriptions are for a minimum of 12 months.

:: All functions require appropriate level of integration – for advice, check with your integrator, or contact a MetaPack advisor.

:: Functionality and services outside of standard packages (eg. outsourcing data entry of accurate allocation matrices, on-site go-live support, international despatch points etc.) may incur additional setup costs. Itemised project plan will be provided.

:: Shippers are expected to maintain their own settings for costs etc. post setup.

FUNCTION / SERVICE	How MetaPack Increases Revenue	How MetaPack Reduces Costs
CARRIERS & SERVICES		
400+ Carriers	Better international despatch solutions reduces cost per basket, incentivising shoppers to spend more.	Increase efficiency by using a single interface to print labels and track parcels; use a blend of carriers to maximise delivery success
4000+ Services	Offer your customers a range of delivery options, including the world's largest database of PUDDO services such as Collect +, Doddle, Hermes Parcelshops, UPS-Kiala etc, to increase satisfaction, promote loyalty and generate repeat business	
CUSTOMER CARE		
Standardised consignment tracking enquiries		Track parcels from a single interface
Delivery Manager Reports		Use your accurate carrier performance data to identify ways to improve your blend of carriers and services
MetaTrack	Offer your customers a uniform tracking experience across your carriers	
Despatch Email	Let your customer know when a parcel is despatched, along with the tracking number	
All Status Emails	Keep your customers informed of other events, such as "out for delivery today" or "card left"	
AUTOMATED ALLOCATIONS		
Standard Allocation Logic		Remove human decision making by automatically selecting the correct carrier service based on weight, dimension, value, destination, customer choice, time of day
Service Groups	Tailor delivery options for your customers	Manage your own delivery offering by grouping services in a way that works best for you
Advanced Allocation		Take automatic allocation to another level, by using postcodes, days of the week, order numbers, product data or even custom data
ENVIRONMENT		
Multiple Ship from Warehouses	Customer emails can be branded differently	Separate shipping by channel, physical shipping location, supplier – and allocate differently in each
Dynamic Delivery Options	Customise the checkout experience of the customer, offering achievable delivery options	Maintain your customer facing options and fulfilment rules in a single interface – so there is never a disconnect
Various Data Transfer Methods		Choose from a variety of methods to bring your transaction data into MetaPack, and extract data from it: find the method that works best for you, or use a plug and play integration from a range of partners
METAPACK SERVICES		
9:00 – 17:00 Customer Support		Includes access to our support portal which sends your query direct to the relevant specialist team best equipped to solve your issue fast.
24 x 7 Customer Support		24 hour global telephone support for all issues (Sev1-3), support forum, periodic account review