

CARRIER PERFORMANCE ANALYTICS



REAL-TIME REPORTS

Are there any parcels remaining undelivered in the Carrier Network?

KEY INSIGHTS

Which region was most affected by late deliveries last week?

ACTIONABLE KPIs

How many and what percent of deliveries yesterday were on time?

UNDERSTAND DELIVERY AND CARRIER PERFORMANCE

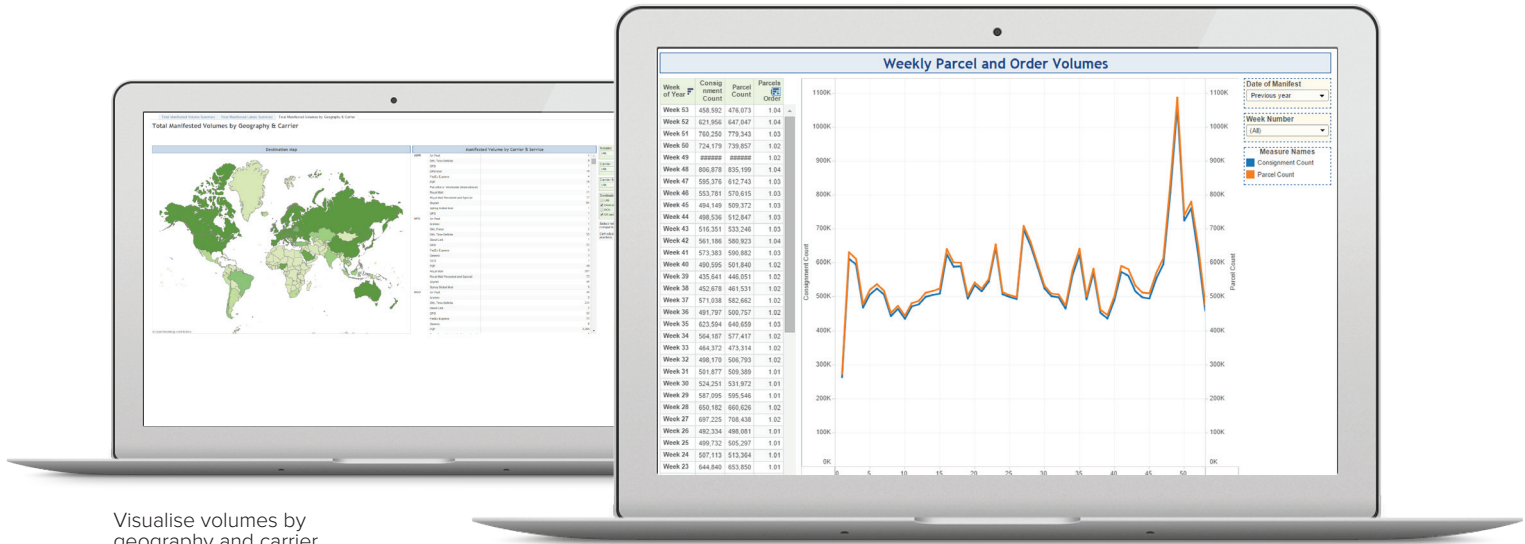
Understanding delivery and carrier performance is key to driving operational efficiency, and ensuring customer satisfaction.

MetaPack monitors carriers around the world and enables retailers to access valuable data to generate bespoke, detailed reports in real-time. This functionality allows operations and customer service teams to view and act upon vital, relevant delivery management and carrier performance information via a fully branded, location-aware dashboard.

Tracking the complete journey of each and every parcel, MetaPack Retail Intelligence creates issue alerts, bespoke reports and invoices to ensure retailers fully understand and manage their carrier performance. This level of detail allows retailers to make data-driven decisions to ensure continued operational and cost efficiency, while guaranteeing a consistent delivery experience for customers.

With clear up-to-date reports and data, retailers can reduce delivery costs by enhancing the ability to make informed decisions about delivery options and carrier performance – based on accurate and reliable data. Access order tracking information in real-time and choose how to display it from a range of flexible templates, including data visualisation options. This comprehensive approach enables retailers to ensure they're selecting the best carrier for every parcel, and continually understand delivery performance to ensure cost and operational efficiency, while giving shoppers the best possible delivery experience.

- Get the full carrier performance picture
- Faster and better decision-making based on accurate data
- Identify opportunities for new markets supported by reliable analytics
- Include data from other products including MetaPack Options and MetaPack Returns



Visualise volumes by geography and carrier

Track and analyse weekly parcel and order volumes

MEASURE & ANALYSE

MetaPack Retail Intelligence helps retailers manage and analyse their data accurately using relevant despatch data to produce reports that are simple to understand and act upon. With clear up-to-date reports and data, retailers can reduce delivery costs by enhancing the ability to make informed decisions about delivery options and carrier performance – based on accurate and reliable data. Access order tracking information in real-time and choose how to display it from a range of flexible templates, including data visualisation options.

This level of detail can also improve customer service by understanding incidents if and when they happen, and pro-actively contact customers when delivery issues are flagged in their region.

To further understand the overall delivery picture, retailers can access data based on market and competitors (anonymised) to compare delivery performance and identify key trends in chosen sectors.

Quick and easy to implement, MetaPack analytics do not require costly or time-consuming technical integration or data transfers.

REPORTS & DASHBOARDS

Key Reports – Basic level of reporting.

Enhanced Reports and Dashboards – KPIs and actionable insights.

Custom Reports & Dashboards – Generate custom reports and create bespoke dashboards.

Business Intelligence – Full control over reports and dashboards.

Predictive Reporting – Data analysis providing statistical insights into market and customer trends.