



# POLYBAGS FUTURE-PROOFS CARRIER REQUIREMENTS WITH METAPACK MANAGER

A new approach links Polybags’ own enterprise resource planning system to MetaPack’s global carrier network



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Jon Lomax, Managing Director, Polybags Ltd

## Integration made easy

Specialising in polythene and polypropylene products, Polybags Ltd was established in 1961 and has been trading online since 1999. Since then, it’s become the leading UK site for sourcing polythene bags and film. As holder of a Royal Warrant, the company puts an enormous emphasis on quality and fast, friendly service.

Polybags’ enterprise resource planning (ERP) system is provided by Kerridge Commercial Systems (KCS), a leading supplier of ERP solutions to distribution businesses. Polybags uses Kerridge’s OneOffice application which, in the past, was directly integrated through a bespoke piece of software with a single carrier. However, when that carrier ceased to exist Polybags faced a serious dilemma.



Dispatching over **80 tonnes** of product per week



Averaging **500 parcels** a day



Serving over **20,000 customers** annually

The company turned to MetaPack Manager as a way to protect against over-reliance on a single carrier. Kerridge developed a module for Polybags' ERP system that provides a single integration into the MetaPack Manager platform, opening up MetaPack's global carrier library of over 300 carriers across 3,500 different services.

"We had the experience where we had a direct integration that failed because the supplier was no longer in existence," explains Managing Director Jon Lomax. "With MetaPack, if a carrier were to fail then it's easy to switch to a different carrier. And it gives us options in the future to easily bring on more carriers in an instant rather than having to develop our own bespoke link, while at the same time maintaining our service levels and processes."

What's more, the new approach yields significant cost savings. While integrating directly to a new carrier partner would typically have cost Polybags thousands of pounds, the switch to MetaPack means that cost is entirely removed.

## Great service though efficient systems

Polybags' decision to partner with MetaPack was underpinned by the need to drive efficiency in preparing and sending parcels. "What we wanted at the outset was to save time," Jon says. "We wanted to make the process operate in real time rather than having delays, waiting for information to be entered or re-entered onto our systems, just so we could do something as simple as generate a label."

Polybags has been able to streamline the process by generating labels directly from the company's OneOffice ERP software, which is seamlessly integrated with MetaPack Manager. "Day to day we use MetaPack to generate consignments directly from our ERP system," Jon says. "So there are two benefits there: time saving and accuracy. Those things can be very costly to a business if you get it wrong. We only have to type the information in once. Ultimately, we take what the customer gives us and we put it identically into their delivery details – so there's no hint of inaccuracy."

Today, Polybags has successfully de-risked delivery and overcome the issues of using only one carrier. The plan for Polybags going forward is to collaborate with MetaPack to further develop their delivery strategy, both in terms of internal operations and in terms of the customer proposition offered on their website.

### ● CHALLENGES

- Maintain exceptional service at all times
- Produce operational efficiencies
- Future-proof carrier systems

### ● RESULTS

- Expanded network of carriers
- Accelerated labelling processes to near-real time
- Minimised inaccuracy

### ● PRODUCTS AND SERVICES

- MetaPack Manager

### ● ABOUT POLYBAGS

- Manufacturer of polythene and polypropylene products
- Established in 1961
- [www.polybags.co.uk](http://www.polybags.co.uk)