

Carrier's technology offerings from a shipper's perspective

The Shippers

Shippers Feedback – this presentation has been collated with the feedback of a number of shippers that were referenced for the purposes of a market response ,and does not necessarily reflect the sole view of Technicolor in part or full.

Pod's - Customers dodging the payment

- Evidencing the job was done



The Small to Medium Shipper

- A web based shipping capability to create the shipment and labels – the manifest and an electronic method of updating their traffic to the carrier with a full web view and print capability of tracking the shipment and ultimately the POD.
- An on line capability to book returns or carriage forward shipments with the ability to print and post the label if required to the customer.
- E – Commerce shippers want carrier pre advice to consumer on pending delivery and ETA (SMS)



The Medium to Large Shipper

- Wants a carrier sponsored web based interface to allow them to upload shipments to the carrier, correctly routed and postcode checked – with full track and trace capabilities.
- An on line capability to book returns or carriage forward shipments with the ability to print and post the label if required to the customer. Full track and trace .
- A full exceptions reporting capability that addresses: the not founds, the misroutes and the damaged parcels that will not be delivered today.
- E – Commerce shippers want carrier pre advice to consumer of pending delivery and ETA (SMS)



The Large Shipper (1)

- Wants full integration with the carriers platform, having full ship functionality with address checking on upload of orders / shipments. Exceptions handshake between manifested / EDI items v's receipts - Full track and trace capabilities
- On line / upload and batch upload capability to book returns or carriage forward shipments with the ability to print and post the label if required to the customer. Full track and trace
- Full exceptions reporting with the carrier using the technology to advise: the not founds, the misroutes and the damaged parcels that will not be delivered today.
- End of day (or at least next morning) reporting by exception.
- **E – Commerce shippers want carrier pre advice to consumer of pending delivery and ETA (SMS)**



The Large Shipper (2)

- Wants a multi trace capability where a range of numbers or product / campaign code can be input to see status of reports relative to that campaign or range.
- Expedited electronic claims entry and resolution by on line or interfaced systems.
- E-Billing, allowing FAP and electronic sign off on invoicing.
- Carrier delivery performance statistics – adjusted and none adjusted.
- On line address and shipment update functionality, reduces Cards left
 - 2nd address functionality
 - address queries and returns.
- Interfaced manifest of all returns to receiving department daily.



Proof of delivery

- Carriers beware!
 - Customers are using Pod's to delay or prevent payment, the market has seen a 55% increase in demand!
- All shippers want on line POD's we don't want to wait two days for a call centre to post the POD.
- We want clear and legible signatures
- We want to provide our legal and finance departments with the ability to prove delivery, quickly and efficiently.

■ **Carriers technology is of paramount importance to the shipper – we need you:**

- **To use your technology to the full**
- **Police your systems for data integrity**
 - Guard / measure against incorrect and false IOD status input

• **Thank you**

