

axis diplomat 2018 Despatch & Delivery Modules

Despatch & Delivery Management

See in real-time a list of orders that have been picked and are awaiting despatch, record information on the packaging used for the delivery and estimate the cheapest delivery method for a consignment by comparing different carrier's prices.

Key Benefits

- Ease of recording despatch, packaging and delivery information – As each delivery is consigned to a chosen delivery method, information on the consignment may be recorded; this includes characteristics such as weight, number of packages and carrier's consignment number/reference. You may also choose to record information on the packaging used for the delivery i.e. how many boxes of which size have been used, and the system will then down-date your stock of these automatically.
- Delivery Cost Control Estimated delivery costs are calculated by axis diplomat by translating the rates you pay your carrier into a defined structure held within the software.

Consigning Deliveries – As each delivery is consigned to a chosen delivery method, specific information can be recorded; this includes characteristics such as weight, number of packages and the carrier's consignment number/reference.

Real-time operation / real-time information – Provides other users of axis diplomat in your organisation with real-time information on what deliveries have (or have not) been despatched and stops all of those time-wasting phone calls to your despatch desk!

How does it work?

At the core of these facilities is a "Deliveries Monitor" allowing your despatch desk or anyone in your organisation, to see a real-time list of orders that have been picked and awaiting despatch. Despatch may be by consignment to any valid delivery method you have defined on your system; this might be a carrier, an in-house delivery method (your own lorry or van fleet) or via other methods such as "Customer Collection".

Extended Features

This feature can optionally be further extended to interface directly with a number of carrier company's own software packages so that consignment information is passed from **axis diplomat** to the carrier without any need for rekeying. More information on this feature can be found in our Delivery Service Provider Interface fact sheet.

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Estimated Delivery Charges

Estimated delivery costs are calculated by **axis diplomat **** by translating the rates you pay to your carrier into a defined structure held within the software. The structure handles all the complexities of different charges for different delivery zones (by postcode) within the UK, and internationally (by country code) for different classes of service i.e. next day, 2 day, 3 day, before 10:00, before noon, Saturday delivery etc. It handles price structure based on flat prices per package (or pallet) up to a defined weight and rate structure based on prices per kilo. It handles discounts you may have in place or such things as multiple packages or pallets to the same delivery address. It adds fuel surcharges or offshore surcharges etc.

Detailed Delivery Information

The Customer Enquiry function gains an additional tab "Deliveries", to enable quick and easy access to the delivery history on a specific customer account. This is designed to help customer service teams answer queries on the shipment or goods as efficiently as possible. Information provided includes the despatch date, the expected delivery date (based on the class of delivery service used i.e. next day, two day, three day etc.), the **axis diplomat** delivery number, the carrier's consignment number and the **axis diplomat** Invoice number.



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