



# *Courier Integration Module*

Citrus-Lime's eCommerce and RMS based ePos systems can now benefit from a NEW Courier Integration Module. For those businesses dispatching 20+ parcels a day this is very exciting news! Currently the picking, packing and dispatch process can be labour intensive and at times stressful, and once your daily orders have risen above 20 packages a day you may start to wonder if you can cope without increasing your labour costs. The Courier Integration Module will allow you to grow without increasing your costs, in fact once you have it you'll wonder how you ever managed without it!

## *What are the benefits of the Courier Integration Module?*

### *The Dispatch Process*

All your contracts with couriers and delivery companies are stored centrally, when you dispatch an order in RMS the module will select the best option considering weight, size or delivery location (or you can choose manually), helping you avoid checking the costs of individual couriers. The system will automatically print the appropriate label for that courier and produce the day-end manifest – all you need to do is stick it on the box! There is no re-entering of address details or filling in paperwork for the courier – it is all done for you!

### *Customer Service*

Aside from the obvious customer benefit of a faster dispatch process – they can order later in the day for next day delivery – the Courier Integration Module has one more trick up its sleeve, and one that will save you money and grief too! The system will automatically send an email to your customer telling them that their order has dispatched and providing a tracking code for the courier selected. Anyone who is involved in eCommerce or mail order knows that a substantial amount of time is spent on the phone with customers enquiring after their parcels; businesses who have implemented the Courier Integration Module have found these reduced by 50% - 70%.

### *Summary*

- Reduce time on the pick and pack bench;
- Remove address rekeying;
- Easily change between couriers and automatically pick the cheapest service;
- Automatic courier label printing;
- Slash the costs of dealing with 'Where's my stuff phone calls';
- Provide better customer service to your customers;
- Cut staff training by dealing with one system rather than one for each courier.

There is a lot more to the Courier Integration Module, and if you're shipping increasing amounts or orders and struggling to cope, you need to find out more!