CCL
Logistics with
Technology

TECHNOLOGY
THAT DELIVERS

CCL Technology

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CCL has been providing logistics services and building technology solutions for over 20 years. Our solutions allow manufacturers, distributors, wholesalers and retailers to improve their productivity, meet order demand, surpass customer expectations and reduce costs, while allowing them to scale.

IMPROVE PROCESSES.
REDUCE COSTS.
ACCELERATE GROWTH.

From your customer placing an order to them taking delivery of their goods, there's a chain of events that need to run like clockwork for the experience to impress.

CCL offers a suite of technology solutions that drive efficiencies from goods received in the warehouse, pick-pack-dispatch, through to delivery to the end customer.

As your business grows these departments can become stressed and you will be looking for ways to improve, simplify and automate processes, ensuring service levels and operating costs remain competitive.

Improving processes is easier and cheaper than you might think. CCL's technology solutions have been engineered to work seamlessly alongside your existing ERP, WMS or other business systems. And we'll work with you to pinpoint the biggest process improvement gains for your business.

Designed to fuel growth, our technology will help you secure the significant gains that will drive competitive advantage.

UNLOCK A WORLD OF BENEFITS WITH MULTI-CARRIER SHIPPING

myCCL lets you book, ship and track orders with the UK's leading mail, parcel and pallet providers.

www.ccl-logistics.com

For businesses looking to satisfy demand, working with multiple logistics providers has become the norm. myCCL gives you instant access to the UK's leading carriers and their services.

" We were able to handle 1000s of orders per day during peak, navigate service disruptions and achieve our best ever delivery performance."

Peter Mortimer, Director
ARDTARAIG

BOOK MAIL, PARCEL & PALLET SHIPMENTS FROM ONE PLATFORM

myCCL allows you to book (and generate labels) with the leading mail, parcel and pallet carriers through a single platform. That's one system to learn and log into — simplifying processes, improving productivity and making life easier.

GREATER CARRIER & SERVICE CHOICE

myCCL gives you all the carrier and service choice you need.

Choose to use your own rates and relationships or benefit from CCL's pre-negotiated rates. Either way, myCCL gives you the freedom and flexibility to do whatever is best for your business.

ONE DASHBOARD — VISIBILITY OF ALL YOUR SHIPMENTS

Order tracking — from collection to delivery, across all your carriers and shipment types — is managed from a single dashboard. Customer service teams can quickly resolve WISMO (Where is my order?) queries, while the customer is still on the phone/livechat. Problem shipments are automatically flagged, making it easy for you to deal with potential customer issues sooner rather than later.

ONE DATA SET PUTS YOU IN CONTROL

Delivery performance and spend reports can be run at any time. Detailed analysis of shipment type, region, country, carrier or customer spend gives you greater control. With a single invoice for all your logistics requirements, and a supporting CSV file, cost reconciliation has never been easier.

HARNESS THE POWER OF INTEGRATION

Transform your pick-pack-dispatch process into a value added part of your business.

myCCL can integrate directly with your existing ERP, WMS, e-commerce platforms and marketplaces.

Integrating and sharing data is the key to unlocking the power of automation — reducing labour content, eliminating errors, and allowing for more advanced reporting.

100%
REDUCTION OF MANUAL DATA ENTRY

INCREASE THROUGHPUT

Removing the need for manual data entry in the warehouse allows you to process more orders in less time.

REDUCE ERRORS

It also means fewer address errors, fewer undelivered items and happier customers.

AUTOMATE BUSINESS RULES

Ensure the right carrier and right service are chosen for each SKU and each customer.

SEND AND RECEIVE DATA

Our integrations allow us to pass back any key information you might require for your systems and reporting purposes, including carrier and tracking number, cost per shipment and proof of delivery.

SIMPLIFY SHIPPING TO EUROPE AND BEYOND

Commercial invoices must now be available when you generate your carrier labels. This can significantly disrupt your workflow and productivity.

Save 20 MINUTES ON EVERY COMMERCIAL INVOICE

Making sure your ERP is capable of producing commercial invoices electronically is vital. Each commercial invoice requires commodity codes, EORI numbers, contact details, country of origin and more, so if this is already held in your systems, it will save you countless hours down the line. By producing the invoice in your ERP, and integrating with myCCL, you are perfectly placed to electronically transmit the data to the carrier when you make a booking.

INCREASE ACCURACY AND REDUCE CUSTOMS ISSUES

Dispatch teams no longer need to manually enter commercial invoice data, resulting in fewer mistakes, as well as a significant time saving. With accurate information flowing automatically through to the carriers, you'll also reduce costly customs delays.

The prospect of producing commercial invoices for Europe was daunting. myCCL automates much of this so we now have a slick process for exporting."

Margaret Wilson, Sales Manager,
DARCEYS

" Working with CCL we have created long-term efficiencies and future proofed scaling issues for the dispatch process."

John Traynor, Group Financial Director,
DENIS RAWLINS

www.ccl-logistics.com

POWER UP YOUR PICK-PACK-DISPATCH PROCESS
With Automated Label Generation

The pick-pack-dispatch department is a vital part of your business, making a big difference to the customer experience.

Orders not dispatched on time, the wrong product picked, the wrong address used or wrong carrier selected, all emanate from here.

Process orders
10X
FASTER

By integrating your existing business systems with our technology, you can automate and make huge improvements to the pick-pack-dispatch process — whether you're B2B or B2C, shipping to customers in the UK, Europe or Worldwide.

ONE-CLICK DISPATCH

Flow order data seamlessly into myCCL's One Click Dispatch and set business rules to automatically select the right carrier and service. Once picked and packed, the warehouse team can produce the label with just a single click (or scan), without the need to manually enter any data. One Click Dispatch has the power to speed up your dispatch process by a factor of ten.

PICK FROM LABEL

SKU codes, descriptions, even warehouse location, can be pulled through from your ERP or WMS system and printed onto a Pick From Label. Simply set the pick order that works best for you and label the box as it's taken from stock. A straight-up time-saver when no further packing is required.

PRINT IN BULK

Get the most from your picking process by printing labels in bulk. Print by SKU for a quicker and easier way to dispatch the same product to multiple delivery locations. Or print by carrier and rack up your labels in advance. Get ahead of the game and ensure you're ready for collection.

IMPROVE OPERATIONAL EFFICIENCY WITH OUR SMART WAREHOUSE SOLUTION

Significantly boost your warehouse performance without having to completely overhaul your existing systems.

www.ccl-logistics.com

Configured to your business, our Smart Warehouse Solution integrates with your ERP or WMS, allowing you to automate many of your warehouse processes.

Improve the accuracy of receiving, storing, picking, packing and dispatching goods from your warehouse.

BOOST OPERATIONAL EFFICIENCY BY

25%

" I recommend the technology to anybody. I'm very happy, our stores team are very happy and our customers are very happy. It's a great brand asset"

Peter O'Connor, MD
SWAGELOK SCOTLAND

UPGRADE YOUR EXISTING TECHNOLOGY

Solving your existing problems around accuracy and efficiency, our Smart Warehouse Solution allows you to invest in new technology such as smart glasses, tablet devices or wearables, to further enhance your processes.

CONTROL OF GOODS INWARDS

Scan goods received to verify the correct items and quantities have arrived. If an item doesn't come with a barcode, then the system can print one, ensuring everything is labelled accurately before being put away.

IMPROVE PUTAWAY ACCURACY

The system automatically directs the warehouse user to the correct location. Scanning both the item and location alerts the user to any potential putaway errors, and once complete, updates your ERP or WMS.

PICK WITH CONFIDENCE

Your choice of technology — scanner, tablet, smart glasses or wearable tech — guides the user to the correct location for each item. Scanning each item as it is picked ensures order accuracy, alerting the user to any incorrect product picks.

INTEGRATED WEIGHING

In-counter or pallet scales can be connected to calculate precise shipment weights, as required by the carrier. This means fewer disputes or additional charges.

GREATER CARRIER CHOICE

myCCL's multi-carrier shipping platform provides access to the UK's leading logistics providers, so that carrier labels can be produced within your pick-pack-dispatch process.

EXCEED EXPECTATIONS WITH OUR CUSTOMER EXPERIENCE SOLUTION

Meet order demand and provide an outstanding customer experience.

Protect that hard won relationship with your customer. Don't leave it to the carriers to provide the delivery status of your orders — disjointed communications can reflect badly on your business. That's a huge opportunity lost.

12%

AVERAGE CLICK-THROUGH BACK TO YOUR OWN WEBSITE

KEEP CUSTOMERS INFORMED EVERY STEP OF THE WAY

Reduce order anxiety by sending your own delivery milestone notifications — "We've got your order", "It's being picked", "It's on its way", "It's been delivered". Allow customers to track their order themselves with your own branded tracking pages. This hugely reduces the number of WISMO (Where is my order?) queries.

GENERATE ADDITIONAL REVENUE

Branded order tracking pages provide ample opportunity to drive a highly engaged audience back to your own website, for related products or promotions.

CAPTURE CUSTOMER FEEDBACK

Gathering feedback when the order has been delivered allows your business to proactively address any issues and further strengthen your customer relationships.

BUILD BRAND LOYALTY

Keeping customers informed and providing a consistently branded, exceptional post purchase experience, is a sure-fire way to generate loyalty and repeat purchases.

YOUR CUSTOMER EXPERIENCE COULD LOOK LIKE THIS

From order received to order delivered.

1 WE'VE GOT YOUR ORDER

Let your customer know their order has gone through by sending your own email and SMS notifications. Set expectations by providing an accurate estimated delivery date.
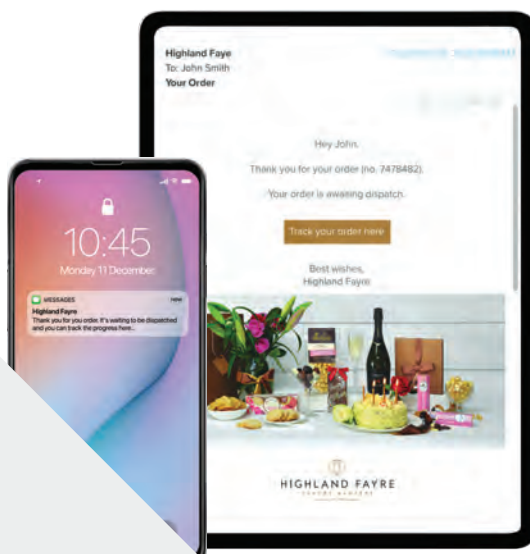
Each status notification links to a dedicated tracking page where your customer can track their order. Unlike the carrier sites, these tracking pages are tailored to your design style, for an immersive brand experience.

You also have the ability to configure your own milestones to send notifications at appropriate times for your business.

2

YOUR ORDER IS ON ITS WAY

Let your customer know that their order has been dispatched with another email/SMS notification.

Your branded tracking pages include detailed delivery information from the carrier, so that customers can follow the progress of their order with ease.

Eager to check the order status, customers can return to the page time and again, reducing the amount of WISMO (Where is my order?) enquiries your customer service teams must handle.
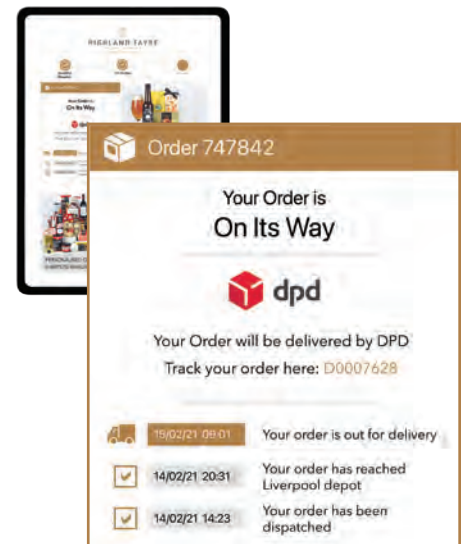
DRIVE TRAFFIC BACK TO YOUR WEBSITE

Customise your email notifications and branded tracking pages with advertising and promotional messaging, to direct traffic back to your own website. Promote related products or offers to drive additional sales, and improve conversion rates by targeting customers at a time when they are most engaged with your brand.


PERSONALISED GIFT HAMPERS AVAILABLE

3

YOUR ORDER HAS BEEN DELIVERED

Don't assume your customer knows that their order has arrived. Inform them as soon as it has been delivered.

This is also an ideal time to ask for feedback when the customer's experience is still front of mind. Measure your success with ratings, capture customer sentiment and gather detailed comments. You can then take action to improve your business processes, make informed carrier decisions, and improve the delivery experience.
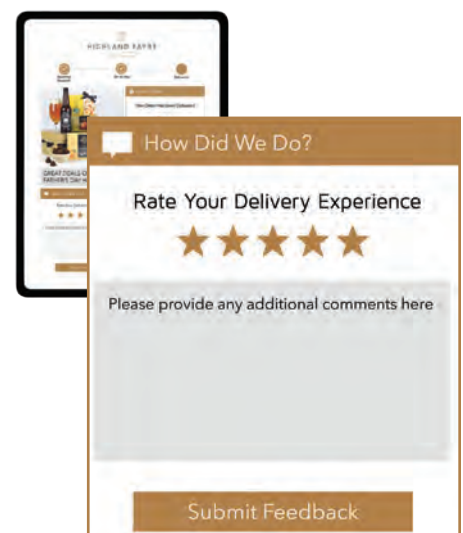
TAKE CONTROL WITH OUR OWN VEHICLE SOLUTION

Bring both your own fleet movements and those of your carriers together into one platform, for ultimate control.

www.ccl-logistics.com

By deploying your own vehicles you are much better placed to handle bulky goods and fragile items, where carriers can be costly or risky. Not to mention delivering on behalf of one of your customers or sales channel partners. You also have the potential to provide a much better service locally — even offering same-day delivery.

Rowlinson:
3000+
ORDERS PER MONTH AND
99.2%
ON TIME, FIRST TIME DELIVERY

OPTIMISE ROUTES AND REDUCE DELIVERY FAILURES

Route plans are optimised in the most efficient order to meet your delivery promises to the customer. Plan for one vehicle at a time or all your deliveries in one go.

RUN AND RECORD VEHICLE COMPLIANCE CHECKS

Guarantee all necessary vehicle checks are carried out and logged each morning. Any defects or problems are flagged and digital records maintained, should they be required.

PROVIDE PRECISE ETAS

Provide accurate ETAs and adjust accordingly, based on real time vehicle tracking data. Keep your customers informed with email and SMS notifications to reduce WISMO queries.

MONITOR PERFORMANCE

Vehicle tracking provides full visibility and allows you to monitor driver hours and performance.

RECORD ELECTRONIC PROOF OF DELIVERY

Capture, store and send photo PODs as confirmation proof of delivery.

INSIGHT AT YOUR FINGERTIPS

It's easy to generate reports showing your vehicle performance, including late and on-time deliveries in full, or by driver.

REDUCE YOUR CARBON FOOTPRINT

Significantly reduce your carbon footprint through effective route planning and first time deliveries.

TALK TO US.

Ready to book a demonstration?
Keen to find out more about
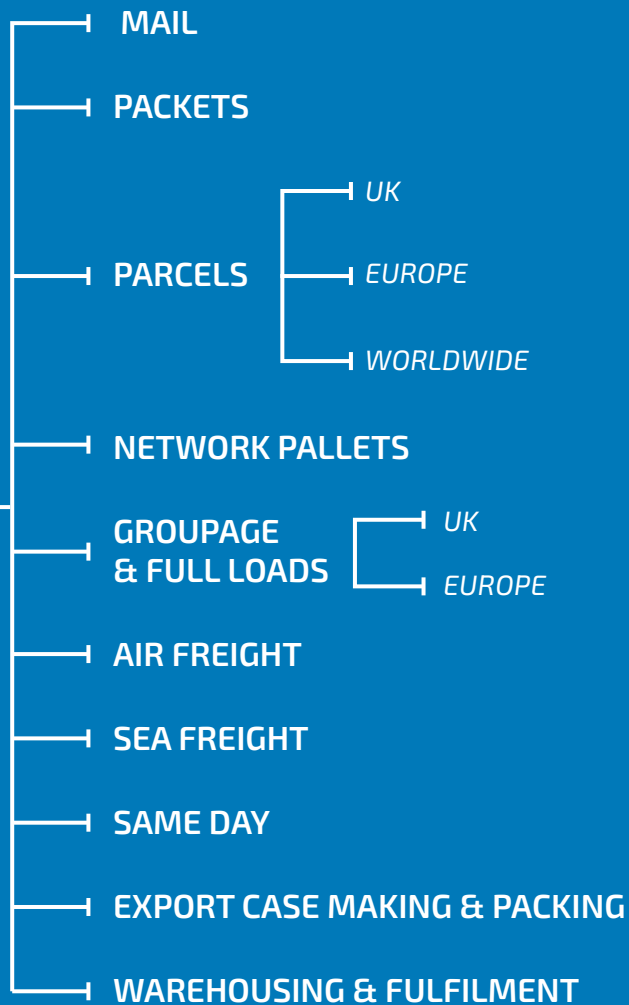our technology solutions?

EMAIL   hello@ccl-logistics.com

CALL   01292 310 510

Or speak to your Account Manager.

www.ccl-logistics.com

We also provide an unrivalled choice of logistics services...

...that combine with our technology solutions to reduce your costs and grow your business.

CCL
Logistics with Technology

- MAIL
- PACKETS
- PARCELS
  - *UK*
  - *EUROPE*
  - *WORLDWIDE*
- NETWORK PALLETS
- GROUPAGE & FULL LOADS
  - *UK*
  - *EUROPE*
- AIR FREIGHT
- SEA FREIGHT
- SAME DAY
- EXPORT CASE MAKING & PACKING
- WAREHOUSING & FULFILMENT

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