

Aptean Home Delivery

Balance Customer Service with Efficient Routing



The delivery options you offer to customers play an increasingly important role in the purchasing process. It's no surprise that many customers first decide what they want to buy, and then actually shop around for the delivery option that works best for them. Whether it's the fastest or cheapest delivery option—or even one that ensures delivery on a Sunday morning—the implication for your business is clear. You have to offer a choice of delivery windows that customers will find agreeable, while still maintaining efficient routes that maximize profitability. That's where Aptean Home Delivery comes in.

Manage Orders from Purchase to Delivery

Aptean Home Delivery is a modular order fulfillment system designed specifically to help retailers and distributors balance choice and convenience with cost-efficient transportation operations.

Our solution consists of a core system and ten complementary modules that are designed to enhance your entire order fulfillment process. Using all of the available modules, you can manage your order fulfillment process from order capture through delivery and post-delivery management, reducing planning time and improving the information flow through your organization. You can also just select the modules you need to complement your current systems.

Aptean Home Delivery's core solution continuously optimizes delivery routes as orders are processed, in order to ensure you only offer deliveries that are cost effective and feasible. It calculates the most efficient delivery and collection sequences, allocating loads to appropriate vehicles and drivers to meet promised arrival time windows.



Key Features

- › **Reduce Abandonment Rates** - Continuously optimized delivery routes ensure that all delivery windows offered are feasible, and that driver and vehicle resources are maximized.
- › **Keep Customers Informed** - Regular updates of customers' shipments can be sent automatically via email and SMS, or customers can access a tracking portal via desktop, tablet or smartphone.
- › **Total View of Your Customer** - Aptean Home Delivery keeps track of every customer interaction that occurs during the order lifecycle. The full order history of activities and customer contact is accessible via a single interface, enabling your customer service agents to quickly resolve inquiries and issues.
- › **Consistent Omni-Channel Experience** - Our solution integrates with lots of other systems (including order management and warehouse management systems) to ensure customers are always presented with the exact same availability status and delivery options.
- › **End-to-End Visibility of Order Progress** - Your customer service team has clear visibility of consignment movements prior to dispatch, allowing them to keep consumers informed of any unforeseen delays. Customers will appreciate the accurate communication from the point of order through the point of delivery, including updated arrival times on the day of delivery.
- › **Cost-Efficient Delivery Operations** - The order fulfillment system continuously optimizes routes and schedules while orders are taken, maximizing the number of deliveries any single driver is allocated. Routes that have high density and efficiency will drive maximum drops per route with fewer miles travelled, while still giving the end customer a wide choice of delivery options.
- › **Refined Returns Process** - Give customers a choice of collection windows. When the order is collected, the system records whether it's a straightforward return or a request for a replacement order, making it simpler for the customer and more efficient for you.



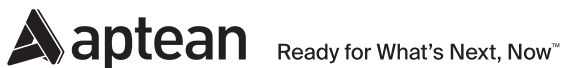
Additional Capabilities

- › **Save on Fuel Costs** - With more efficient routing and fewer vehicles being used wastefully, your organization can see significant savings on fuel costs to run your deliveries.
- › **Go Greener** - By cutting down on extraneous miles, your vehicle fleet will also be more eco-friendly. That's good for you, your customer and the earth.
- › **Reduce Inbound Call Volume** - Give your customers all they need to track their shipment and be assured their order is going to be delivered as planned. This frees up time within your customer service department to handle more pressing issues.

Are you Ready to Learn More?

Interested to see how Aptean can help you better manage your deliveries?

Contact Us at info@aptean.com or visit www.aptean.com.



About Aptean

Aptean is one of the world's leading providers of industry-specific software. Our enterprise resource planning and supply chain solutions are uniquely designed to meet the needs of specialized manufacturers and distributors, while our compliance solutions serve specific markets such as finance and life sciences. With both cloud and on-premise deployment options, Aptean's products, services and unmatched expertise help businesses of all sizes, across many industries, to scale and succeed.

For more information, visit www.aptean.com.