Aptean Routing & Scheduling
Calidus Edition

Improving Customer Service in Logistics to Save Money

Your customers play a valuable role when it comes to effectively managing your supply chain. Improving the service you provide them is key to staying connected and ensuring their commitment to you is as permanent as yours is to them.

Online portals are quickly becoming an essential requirement for logistics and transportation operations. It enables you to interact with your logistics systems across the entire supply chain. In turn, meaning you can give your customers access to inventory and delivery progress data online – reducing the burden of customer service queries while delivering the highest service levels time and again.

But having a system that runs disparate to your transportation management suite only adds to the complexities. You should be looking for a total logistics system. One that addresses your company needs and benefits your logistics operations throughout your entire supply chain.

If you're looking for ways to improve customer service and inventory control – an advanced TMS system with portal functionality is the answer. Aptean Routing & Scheduling *Calidus Edition* can help.

Read on to discover:

❯ How a web portal will benefit your customers and your customer service team

❯ Why an effective portal relies on a single version of the truth in your logistics operation

❯ How an online portal can improve customer service and save you money

Are you ready?

Information at Your Fingertips

When implementing an online portal, it's not just your customers who can use this feature. The software supports all stakeholders and provides them with access to relevant data—anytime, anywhere.

People within your organization—like your customer service teams—can use them to provide a proactive service to customers based on up-to-the-minute information on orders and inventory status. They also avoid numerous calls to drivers to check how the collection/delivery process is progressing.

Having this functionality in place within your logistics operation takes your system directly to your customers. It enables them to place their orders at their convenience, track these orders and gain clear visibility of inventory levels. Most organizations are demanding, and when you provide these features to your customers, it ties them in and provides a platform for you to show the high levels of customer service you are delivering.

It's important to recognize that an online portal is giving you and your customers access to operational tracking information and that this information needs to be available within your overall supply chain systems to make this possible.

Aptean Routing & Scheduling *Calidus Edition* enables your customers to:

❯ Inquire about stock availability to satisfy orders.

❯ Enter or upload orders to move goods from a collection point or warehouse to the required delivery locations – removing the burden of manual entry and placing the responsibility for the accuracy of the orders with your customer.

❯ Confirm the actual quantities to be dispatched and print barcoded labels to add to the goods and manifest for the collection. This streamlines the process, accurately identifies when a driver comes to collect the goods and facilitates timely and accurate tracking as the goods move through the logistical process.

❯ Track orders throughout the delivery process. This includes the availability of live estimated time of arrival (ETAs), which the customer can directly access when a delivery is in progress – these online inquiry options avoid customer service calls and reduce your administration costs.

Single Version Of The Truth

The portal capability within Aptean Routing & Scheduling *Calidus Edition* relies on you having a 'single source of truth' within your supply chain system—managing processes and capturing information across your logistics operation. This advanced software provides operational modules for warehouse management, transportation management, delivery management (ePOD) and even has a module for the operation of rail terminals. Not only is it a comprehensive system for your total logistics needs, it is also unique.

An Australian-based freight/logistics company operating across Australia, New Zealand, Singapore, Taiwan, Hong Kong and the USA implemented the full Aptean Routing & Scheduling *Calidus Edition* logistics system.

The CEO explained that they had chosen the Aptean solution because they could not get a fully integrated solution from anyone else. They use the Aptean TMS, WMS, ePOD, and customer portal, which is provided as a managed service so they don't need to worry about running the system and infrastructure.

Integrated Systems

Aptean Routing & Scheduling *Calidus Edition* is a modular system allowing you to use part of the overall solution or the comprehensive suite.

The impact of implementing an online portal can be highly beneficial to your transportation operation – and your customers. A growing number of logistics organizations recognize the importance of this technology to stay connected and be one step ahead of the supply chain. Are you ready?
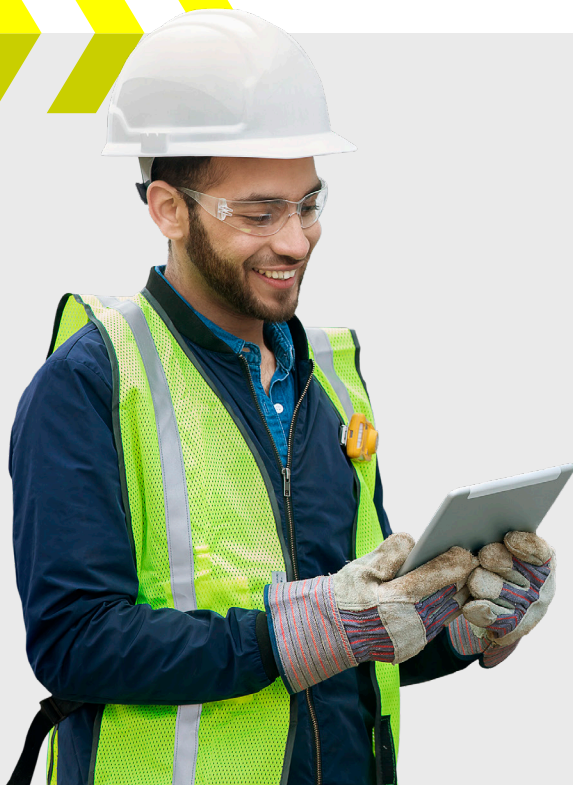
Are You Ready to **Learn More?**

Aptean Routing & Scheduling can help improve your customer service and save you money. Discover how, now.

Contact us at **info@aptean.com** or visit **www.aptean.com**.

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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**.