ShipERP

SHIPERP.COM

Integrated Shipping Solutions to Impact Customer Experience

ShipERP

Introduction
—

E-commerce giants have generated an unprecedented demand for faster and more frequent deliveries, which has in turn driven both B2C and B2C companies to decrease their order processing and shipping speeds to cater to the growing expectations of the modern-day consumer. In fact, 62% of respondents stated that a fast shipping speed enhances their experiences with e-commerce companies. * With this figure-backed fact in mind, it is important to think of each purchase as an opportunity to create a positive and convenient experience for the customer. Satisfied customers translate to return customers; without a doubt, exceeding customer expectations has the capacity to boost customer loyalty and your business in the long run.

To exceed customer expectations, we encourage you to consider optimizing your business beyond merely fulfilling shipping expectations. Onboarding expert shipping and compliance solutions will allow you to navigate the many moving parts of your supply chain with greater clarity and ease. Picture this: simplify your business processes with shipping solutions such as freight auditing and denied party screening, which will drive down unnecessary fees, reduce labor costs, and keep your customers happy. It's a win-win situation for both you and your customers.

Source: Avionos, "Shoppers Demand Superior Ecommerce Experiences," June 11, 2019

ShipERP

These are the various shipping solutions that you may need for your business to thrive in today's global consumer landscape.

A Plethora Shipping Solutions to Choose From

ShipERP

Are you Shipping to the Right Address?

ADDRESS VALIDATION

Sometimes, customers accidentally submit a shipping address that is completely or partially wrong. If your company does not catch the errors before the item is shipped out, the shipment will most likely be returned to your warehouse after circulating in various postal systems across different cities. As a result, your customer may feel resentment towards your company and even be compelled to order from a competitor of yours in the future. Yikes!

Keeping clients and customers happy is a big priority for businesses, which means ensuring that their experience with your company is a good one. Avoid being dragged down by delayed deliveries, returned shipments, and missing packages by implementing an address validation solution. Without one, preventable delivery problems can end up costing your company money that you could've allocated to other vital aspects of your business.

An address validation solution utilizes data from various authorities to recommend the correct address based on limited information that the customer provides. It then standardizes the address into a preferred format for the shipping carrier.

Validating addresses with a professional solution enables you to ensure the prompt and accurate delivery of your shipments. Increase your confidence in your data with real-time address validation to catch address entry errors before orders even leave the warehouse. By adopting an address validation solution, you can enhance customer satisfaction and prevent extra transportation costs.

ShipERP

Know Exactly Where the Shipment is at

SHIPMENT TRACKING

Cheaper does not always equate to better when it comes to shipping. Investing in a shipment tracking software is worth its cost, as it can give your business and your customers the comfort of knowing where their shipments are at any given point.

Without a tracking software, customers may feel anxious or disgruntled because of delayed deliveries or missing shipments. By using a tracking software, you will be able to provide an extra incentive for your customers to extend their business partnership with you. You might be able to find this useful feature in certain integrated shipping solutions.

ShipERP

Get Your Export Documentation in Order

AUTOMATED COMMERCIAL ENVIRONMENT/AUTOMATED EXPORT SYSTEM

Is your company exporting goods worth more than $2,500 internationally? If so, you must file the electronic export information (EEI), which is electronic data containing export information. All EEI information goes to the U.S. Census Bureau, which evaluates export compliance and governmental reporting. It also enables the Bureau to compile U.S. export and trade statistics, which is in turn used by other government agencies for trade enforcement purposes. If it sounds serious, that's because it is!

The U.S. Foreign Trade Regulations make your company liable to the accuracy of filed (or not filed) information through AES. If the department finds inaccuracies or omissions in your documents, your company can face a penalty of up to $10,000 per violation. It is too expensive of a mistake to make.

To prevent the headaches and anxiety caused that such complications could bring, simply use an automated export system (AES) compliant solution to simplify the filing process. Generally, it prompts you to enter all required information and double checks the completed fields before your submission to AES, which greatly reduces the occurrence of user errors.

Once you have sent your information to the Bureau, you would be able to ship out your shipments to your customer in no time. A quick turnover leads to customers who are satisfied and happy to work with you again.

ShipERP

Safely Identify and Ship Dangerous Goods

—

HAZARDOUS MATERIALS

If your company is shipping hazardous or dangerous goods, you must remain vigilant during the entire process. In addition to preparing accurate documentation in a timely fashion, you should also be prepared to meet the regulatory requirements for packaging, marking, and labeling your shipment. Failure to do so may result in criminal charges and a hefty fine. You certainly don't want to make this mistake.

Common errors include the mode of transportation: are you legally allowed to ship your hazardous materials via your choice of transportation, such as rail or air? Furthermore, non-HAZMAT employees tend to transport items that may not appear to be hazardous, but in fact, they are! A few examples include dry ice, batteries, and patient specimen. These mistakes are often overlooked, which is why a hazardous material shipping software is highly beneficial to companies who deal with goods of such nature.

A shipping solution specifically created for dangerous goods/hazardous materials will accurately identify and label the shipment according to its components. In addition, you can ensure that the shipping labels used for your shipment adhere to the requirements of the specific dangerous goods declaration or hazardous materials shipping paper.

The great thing about this technology is its ability to keep business owners in compliance with the latest regulations, which are evolving at this very moment. With a hazardous material shipping software, you can be confident that you can avoid large penalties and make informed decisions about shipments that could potentially cause inconvenience and even losses to you and your customer.

ShipERP

Bridge the Communication Gap

CARRIER PORTAL

Communication is the backbone of business—especially if you work with shipping carriers. If a carrier is running late, you want to be the first to know, so that you can relay that information to your customer in a timely manner. You can also send a replacement shipment to your customer as soon as you are aware that a carrier has damaged your products. Better communication with your shipping carriers equals better communication with your customers. It is the best way for your customer to experience your sincerity and professionalism.

Your ability to solve problems quickly can be increased by using a real-time communication platform that offers a high degree of transparency throughout the entire shipping process. This is what we call a carrier portal, which connects you to your shipping carriers for an easy and secure exchange of shipment tracking information.

By building a collaborative network of shipping carriers, you can improve your service quality, reduce costs, and gather data for short-term and long-term business decision-making. In short, improving your communication with your shipping carriers will give your company more control over the shipping process.

ShipERP

VENDOR/SUPPLIER PORTAL

Have any of your customers ever demanded a product that is not in stock? This issue can be easily remedied by requesting additional stock from your supplier.

Companies operate in a complex network of trading partners that share crucial information regarding shipment details and process. Thankfully, supplier portal solutions allow all parties to collaborate seamlessly through increasing the visibility of the shipment process.

Various supplier portal solutions may differ in their features, but certain basics are a must. Suppliers should be able to see their assigned purchase orders, provide order acknowledgments, confirm delivery dates, enter freight information, generate shipment notifications, create carrier shipments on their purchasers' account, and generate inbound deliveries.

Once your company has the right shipment in tow, you can deliver top-notch customer experience to your loyal customers who cannot wait to have your products!

Combat Inaccurate Freight Charges
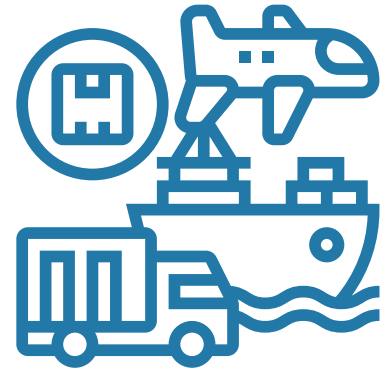
FREIGHT AUDIT

Your success depends on keeping track of freight charges, which are variable and sometimes downright confusing and misleading. To combat anxiety-inducing charges, perform freight auditing on each freight invoice to ensure their accuracy and make strategic shipping decisions in the future.

However, as your freight invoices add up, auditing them manually can lengthen your "to-do" list extensively and completely overwhelm your business. If done manually, there is a chance that you might overlook outstanding charges, like duplicates, which you will later have to expend time, effort, and money to rectify.

Processing all invoices through a platform that reviews each line item automatically is a game-changer. Relying on a freight auditing solution simplifies and speeds up the auditing processes. Furthermore, it ensures compliance of carrier contracts and alleviates freight charge inconsistencies. You can witness your business performance improve drastically with the assistance of a handy freight auditing solution.

By automating the auditing process for your freight invoices, your customer will enjoy faster and more accurate shipments. You can also refocus your efforts to provide better customer service and cultivate stronger business relationships.

ShipERP

Plan your Loads Now to Exceed Customer Expectations Tomorrow

TRANSPORTATION MANAGEMENT

There are many moving parts in the supply chain process, both literally and figuratively. From carrier quoting to delivery, companies are always on the lookout for ways to streamline the shipping process. Luckily, there are transportation management solutions to optimize logistics and operations.

Eliminate unnecessary time spent on the booking process by automating it with a transportation management system. With this shipping solution, all processes are centralized to allow your company easy access to valuable insights. With a better understanding of your transportation processes, you can then adjust the cash-flow for freight transportation as needed, and improve end-to-end visibility.

A transportation management system gives your team the gift of efficiency. You can make last-minute changes, even if your shipment is at a later stage of the shipping cycle. Furthermore, it ensures that you meet dock schedules and deadlines! Doesn't that sound great for both your business and your customer?

ShipERP

Protect Yourself from Shipping to Prohibited Parties

—

DENIED PARTY SCREENING

Did you know that you, along with other businesses, are not allowed to ship to select individuals/businesses due to various reasons, such as legal bans? Are you confident in your ability to discern between parties that are viable customers, and those that are not? Companies that ship out hazardous material, aerospace, and other heavily regulated products are subject to an extra layer of screening.

U.S. agencies publish regularly-updated lists of individuals and organizations that businesses such as yours are restricted from exporting to. If you fail to comply with the United States' denied party regulation, it will most likely result in a violation of U.S. federal law. Consequences for denied party violations are large fines and/or denial of export privileges. Given the severity of the punishment, it's important for companies to perform their due diligence.

Every company is responsible for maintaining an updated list of denied parties. In addition, the U.S. government recommends exporters to perform screenings regularly. This sounds like tedious work that only compounds the stress of the shipping process for your business. However, there's a shipping solution that automatically scans the Denied Party List against your shipments.

With an automatic Denied Party Screening solution, your business can bid goodbye to time-consuming manual screenings. There are certain solutions that can achieve this in real-time to ensure compliance before the actual shipment occurs.

Furthermore, the solution can accurately identify restricted parties before the goods leave the port—a step further to helping your business avoid heavy fines and penalties.

All in all, you can improve customer experience by ensuring that your shipments are processed accurately and legally, and minimizing any hiccups or delays. If you put in the effort to ensure that your shipments are processed and delivered without complications, your customers will be delighted to continue working with you in the future.

Empower Your Admin to Manage Shipping

SALES ORDER MANAGEMENT

Thorough internal and external communication is vital to business growth, as it enhances the efficiency of your business and in turn, the trust that your customers have for your business. One challenge that may hinder the growth of your business is fulfillment mistakes, such as late orders or wrong items.
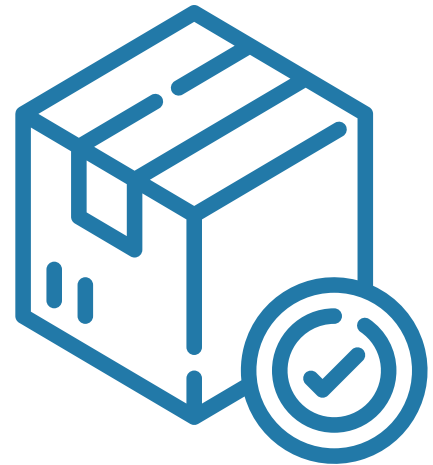
A shipping solution for sales order integration can prevent such mishaps from happening. The sales order process begins at the placement of the order and progresses to the order fulfillment. The order fulfillment consists of carrier selection, packing optimization, billing determination, and more. With shipping and sales order integration, your administrator can change shipping service selections effortlessly to adapt to the preferences of your customers.

With all processes within the shipping cycle streamlined in an integrated sales order solution, you can avoid delays and mistakes which may adversely affect your business. Satisfied customers allow your business to build a lasting reputation and maintain retention rates.

Properly Identify Shipments

—

SHIPPING LABEL SOFTWARE

Every product has shipping label requirements when it comes to exportation, compliance, or processing. Warehouse staff and shippers must keep in mind that shipments have specific markings and labeling that:

- Meet shipping regulation and policies

- Ensure safe and proper handling

- Conceal the identity of the contents

- Assist receivers in identifying the shipment

- Ensure compliance with environmental and safety standards

Without clear shipping labels, shipments could get lost or be mishandled, which could be detrimental to your business relationships and even devastating to your finances. A good shipping label software makes it easy for businesses to create and print shipping labels in-house, while also facilitating integration with multiple carriers.

Communicating the correct product and shipment details allows the customer to gain visibility over the contents of the shipment. Are you interested in a shipping label software that takes the hassle and stress out of label creation for you?

Control the Chaos in Your Warehouse

—

EXTENDED WAREHOUSE MANAGEMENT

Within a busy warehouse, there is a constant movement of products to fulfill all confirmed orders and maintain a stable flow of inventory for future orders. Your warehouse manager must be able to manage the company's inventory by optimizing how warehouse staff locate and pack products to be shipped to customers.

With a warehouse management system, all processes within your busy warehouse enjoy a high degree of traceability and real-time responsiveness, which is essential to driving positive customer experience. After all, to them, speed is of the essence. Furthermore, it manages the warehouse's inventory and supports product movement processing with the greatest efficiency.

Utilizing technology to manage your warehouse brings about shorter fulfillment times, better space utilization, and reduced labor costs. You can reallocate resources previously intended for the warehouse to improve other aspects of your business, just as leading e-commerce retailers are currently doing!

ShipERP

Leverage the Best Tools to Get the Best Value

—

MULTI-CARRIER SHIPPING SYSTEM

Every business is constantly on the look-out for the most cost-effective shipping method. Typical approaches range from picking a cheaper shipping service to getting the best value out of the carrier. To take advantage of the lowest rates possible, you typically would have to log into the dedicated portal of every carrier and manage individual shipments from there. Managing all shipping data and information from multiple sources is neither convenient nor time-efficient, especially if you have a high volume of shipments getting out the door every day. Furthermore, if your customers request real-time information about their shipment, you may find it difficult and time-consuming to maneuver different portals simultaneously. The confusion you face may cause you to make costly mistakes and put customer loyalty at risk.

A multi-carrier shipping system solution solves all of the above problems. In addition to managing all shipments within one platform, the system allows you to compare shipping carriers to secure the best rates, transit times, and arrival dates for each shipment. Boosting your overall business performance has never been easier.

Conclusion

Shipping the old-fashioned way consists of many moving parts, which may overwhelm you and your team, especially if you are dealing with high-volume orders, compliance, and international factors. As global demand for faster and more transparent shipping increases, maintaining an edge over your competitors will benefit your business both in the short and long term.

Implementing forward-thinking supply chain technology, such as sales order integration and automated labeling, also allows your team to focus on business growth and upholding superior customer experience.

ShipERP

Leading Multi-Carrier Shipping Solution Provider

ABOUT SHIPERP

ShipERP, the leading multi-carrier shipping software for SAP, is dedicated to increasing supply chain efficiencies for businesses wanting to experience seamless order- to-cash processing. ShipERP makes it easy for supply chain and administration professionals to rate shop, track and trace, and get a proof of delivery in SAP ERP.

ShipERP is a trusted SAP Silver Partner based in Los Angeles, California, with additional offices in the Asia Pacific, Philippines, and Texas. It serves major brands from various industries such as YETI, Scentsy, and Maui Jim.

For more information about ShipERP, visit www.shiperp.com.

💻 www.shiperp.com

✉️ sales@erp-is.com

📞 (562) 425-7800

🏠 1501 Hughes Way, Suite 320, Long Beach, CA 90810 USA