

Case Study



Isle of Man Post Office improves customer delivery service with Skillweb's track and trace delivery solution

Background

The Isle of Man Post Office operates the largest postal and courier service on the Isle of Man. It offers a wide range of postal services, delivering mail directly into the domestic and international mail streams for worldwide delivery, quickly and efficiently. It also offers other services including an Island-wide retail network, collections and deliveries, Door2Door distribution and Special Delivery.

Meeting the Challenge

Isle of Man Post Office handles a significant number of deliveries on behalf of several major third party parcel carriers and was looking to introduce a state of the art tracking system to capture shipment details.

According to Mike Cubbon, General Manager Parcels, at Isle of Man Post Office: "We had decided that we required a parcel tracking system as many of our business partners already had invested in similar technology. We wanted one that could talk to our partners' systems and that also suited our needs."

The Skillweb solution

The company invested in the latest technology from Skillweb to enable a track and trace service of its parcels and packets delivered throughout the Isle of Man. Isle of Man Post Office selected Skillweb's 2020ePOD solution following a tender process, where it reviewed several other competitive products.

Skillweb's solution most closely matched the organisation's needs and was also priced competitively.

- **Flexible solution**

Postal delivery workers are equipped with mobile devices incorporating barcode scanners and a touch screen to capture customer signatures.

"Skillweb's solution was exactly what we required – it could be developed within our tight time and budget constraints. We were also impressed with Skillweb's proven expertise and established reputation in the business," explained Cubbon.

- **Streamlined proof of delivery**

When deliveries are carried out and the customer signs the screen on the handheld device, the details of the shipment are transmitted to file servers hosted by Skillweb that store the information. This data is then also sent on to third party carriers, to provide proof of delivery in the Island.

Similarly, all collections taken at the counter and passed on behalf of other carriers are tracked through the Post Office's point of sale systems. Details are sent via the Skillweb solution to the parcel carrier systems.

Business benefits

The new solution has also resulted in considerable business benefits. Using just one system has improved efficiencies, both in the time taken to access and process delivery information and the reduction on manual inputting of data.

- **Improved customer service**

The Customer Services Team has access to real-time delivery information and is able to update customers exactly on the status of their delivery.

"We wanted to develop our service to meet today's customer expectations – to be able to respond quickly to enquiries with the latest information. Skillweb's solution has enabled us to give a much better customer service. Customers can phone in and enquire about the status of a parcel and we can tell them if it is still on a vehicle," said Mike Cubbon.

- **Reduced administration time**

Previously paper receipts or dockets were used for proof of delivery which required a lot of collating and administration, particularly for larger account customers and partners.

- **Faster reconciliation of accounts**

Paper trails have been eliminated and client accounts can be processed more accurately and faster.

"Our revenue collection processes are much more efficient," said Mike Cubbon, "which has obvious benefits for the business both in protecting and reconciling revenue streams. We are confident that Skillweb's solution will enable us to accommodate changes as we meet the needs of new partners and our requirements grow."

The Business Benefits

- Reduced administration time to process deliveries with automatic collation of proof of delivery
- Accurate information enables faster reconciliation of accounts
- Customer Service Team provide improved service with real-time delivery information
- Third party carriers receive instant updates on items delivered

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