

NetDespatch delivers more for AJG through PODXchange

Marlow, UK - 11 March 2008 - Pioneering express parcel delivery company AJG has streamlined processes for its drivers, customers and operating partners through ground-breaking innovation from NetDespatch. Using the PODXchange solution, AJG drivers are able to send tracking updates and Proof of Delivery (POD) signatures captured on their own GPRS-enabled handheld computers to the powerful PODXchange web servers. Here they are automatically transformed into the many different formats required, and then relayed on to AJG's national parcel customers.

Headquartered in Inverness, AJG operates throughout Argyll, the West Highlands and Islands with 90 vans from 10 depots - from the Mull of Kintyre to John O'Groats - linking to the major parcel networks to provide its customers with a UK-wide service. The company's investment in new technology supported with funding from Inverness and Nairn Enterprise enables it to provide a highly efficient service to handle over 5,000 parcels a day for this massive area of sparsely populated villages and small towns.

"Live POD information is in demand from the market and we have met the challenge with our implementation of our new hand held terminals and PODXchange. This gives us a major advantage that supports our ISO rating. We break the mould with our quality standard and our use of cutting-edge technology, which is unusual among subcontractors," says Adrian Gray, MD, AJG.

AJG has recognised that using PODXchange in conjunction with NetDespatch's Velocity online booking and tracking solution puts accurate information and customer service at the heart of its operation. This has reduced the huge volumes of paper documentation it previously generated and enables full traceability of parcels throughout the networks with which it operates.

"The technology not only allows us to record and access information when we need it, it also reduces our administration costs. We also spend less time on the telephone chasing parcels and responding to enquiries because we can get the information via the web. This has allowed us to invest the savings made on administration into supply chain technology, which has greatly improved our efficiency, performance and customer service," he continues.

PODXchange provides a central place to store, view, search, receive and transmit real time parcel tracking information and POD signatures. Updates and signatures can be sent in real time from any hand held device and made available in an instant to customers anywhere in the world. Data and signatures received are automatically transformed into any format required for registered recipients, with agreements already in place for transmission to most major UK parcel carriers. The platform is ideal both for companies working as subcontractors who can use a single mobile device to collect all their PODs, and major retailers who want to track all their shipments in one place.

Further information and photos, please contact Robert Peel, tel: +44 (0)1666 823306

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