GFS
ENTERPRISE CARRIER MANAGEMENT

Enterprise Carrier Management

Save time and maximise efficiencies

Empower your people and optimise your operation

Enterprise Carrier Management offers a complete technology toolkit that enhances every stage of the delivery journey - from delivery options at the checkout to labelling, tracking and reporting. With just one integration, you can bring together all your carriers, countries and sales channels.

Enterprise Carrier Management is an end-to-end delivery platform that empowers your teams and streamlines your processes. It automates, integrates and consolidates, reducing complexity so your people can work smarter and faster.

GFS has been designing and deploying innovative technologies to optimise multi-carrier, multi-channel delivery since 2001. All our solutions are developed and maintained in-house by a team of skilled specialists and can be used individually or as an end-to-end delivery enablement platform. We offer flexible licensing and transparent commercials that match the different needs and budgets of our customers.

With Enterprise Carrier Management, you can tap into the technologies and tools you need to unlock new efficiencies, open up new markets and win new customers.
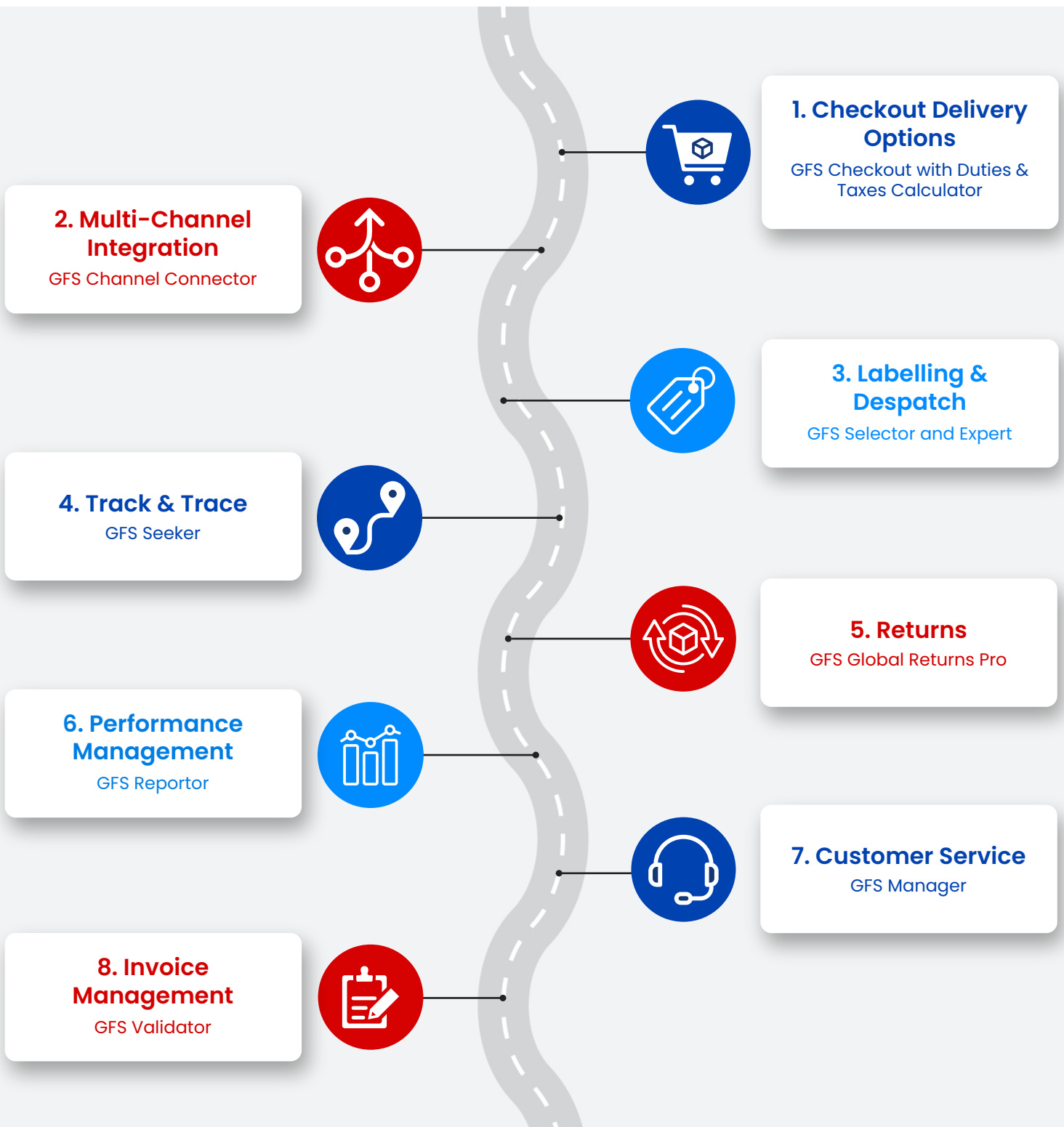
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Discover how Enterprise Carrier Management can help you optimise and simplify multi-carrier, multi-channel delivery

1. Checkout Delivery Options
GFS Checkout with Duties & Taxes Calculator

2. Multi-Channel Integration
GFS Channel Connector

3. Labelling & Despatch
GFS Selector and Expert

4. Track & Trace
GFS Seeker

5. Returns
GFS Global Returns Pro

6. Performance Management
GFS Reportor

7. Customer Service
GFS Manager

8. Invoice Management
GFS Validator

Provide greater delivery choice and convenience:

GFS Checkout with Duties & Taxes Calculator

- ✓ Customers choose the day, time, method, location and cost of delivery that's most convenient

- ✓ Show dynamic delivery options based on the customer's address, order type and operational capacity – even for overseas

- ✓ Add or remove carrier services to maximise contingency and minimise costs

- ✓ Added option of a Duties & Taxes Calculator means all cross-border fees can be automatically calculated upfront

Why GFS Checkout?

Reduces cart abandonment and **increases sales**

Improves **first time** delivery success

Scales to **match customer demand**

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Simplify multi-channel selling:

GFS Channel Connector

amazon

ebay

Etsy

Magento

WOO COMMERCE

shopify

...and many more!

- ✓ Unifies sales channels and marketplaces to create a single sales pipeline through one platform

- ✓ Despatch and tracking information captured in GFS Selector provides customers with real-time status updates on their orders

- ✓ Integration options include eBay, Amazon, Etsy, Notonthehighstreet.com, Magento, WooCommerce and Shopify and more

DELIVERY TRACKING

TRACKING NUMBER
123AF341DG123

TRACK ORDER

Why GFS Channel Connector?

Streamlines order fulfilment

Accelerates despatch process

Ensures consistency across multiple channels

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Optimise multi-carrier despatch:
GFS Selector and GFS Expert

✓ Powers shipping across multiple carriers, channels and countries through a single platform

✓ Prints carrier compliant labels for 1,000+ different delivery services

✓ Integrates with your existing order and warehouse management systems

✓ GFS Expert helps you set rules to match the best carrier service to each parcel, such as customer location and parcel size

Why GFS Selector and GFS Expert?

✓ **Simplifies** international growth

💵 **Controls** delivery costs

📦 **Increases delivery accuracy** and traceability

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Increase visibility of shipments:

GFS Seeker

- ✓ Track and trace all your deliveries in one place across all carriers, services and destinations

- ✓ Flexible filters means you can check the status of every parcel quickly

- ✓ Provides a central hub to monitor exceptions, submit carrier claims, arrange collections and escalate issues to GFS Customer Care

- ✓ Automated scheduled reports provide visibility of parcels in transit, delivery attempts and outstanding customer queries
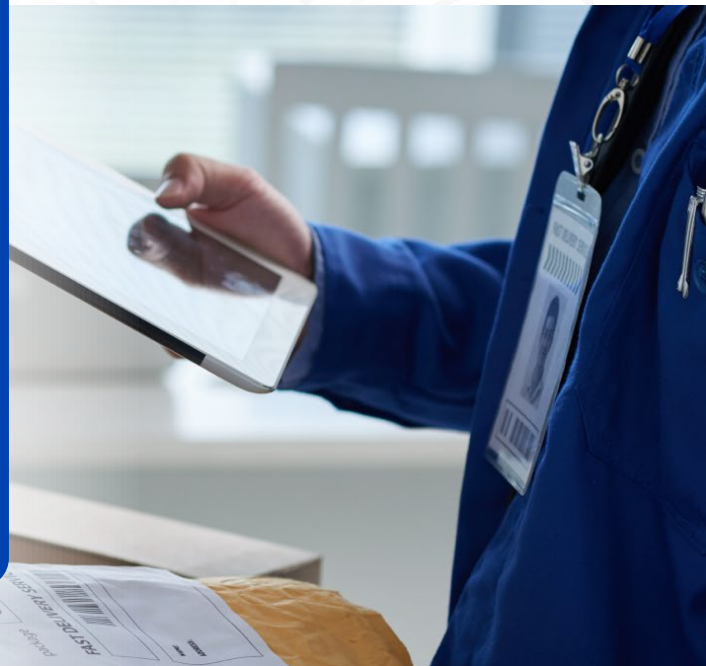
Why GFS Seeker?

Reduces volume of lost parcels

Accelerates resolution of parcel exceptions
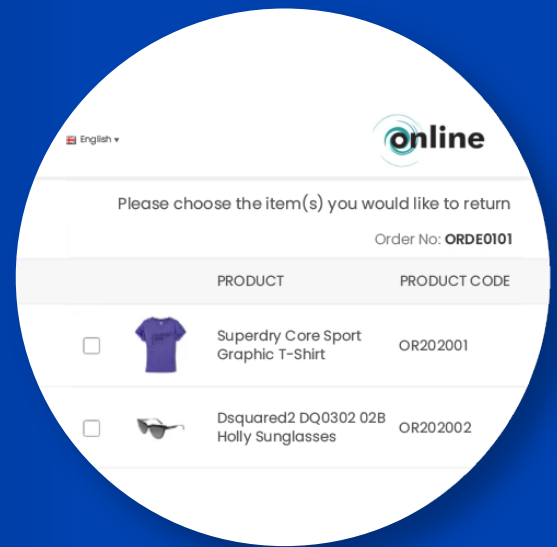
Boosts customer satisfaction

Give customers a high-end returns experience:

GFS Global Returns Pro

English ▾

Online

Please choose the item(s) you would like to return

Order No: **ORDE0101**

	PRODUCT	PRODUCT CODE
☐	Superdry Core Sport Graphic T-Shirt	OR202001
☐	Dsquared2 DQ0302 02B Holly Sunglasses	OR202002

✓ Self-service returns portal that enables customers to process returns in seconds

✓ Access to a global network of 200+ international returns services and 320,000 drop off locations – in 35 languages

✓ Data accuracy and insight of what's being returned, why and when

✓ Dynamic exchanges and faster refunds

Why GFS Global Returns Pro?

Make returns **simple, easy and convenient** for customers

Reduce the operational cost and burden of global returns

Expand into global markets and take control of inbound inventory

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Improve delivery performance:

GFS Reportor

- ✓ Unlocks new insights into your delivery operation

- ✓ Data is aggregated for analysis across multiple carriers and displayed in interactive dashboards

- ✓ Charts and graphs can be easily downloaded to add to internal reports and presentations

- ✓ GFS Reportor helps to identify your delivery strengths and weaknesses, so you can drive continuous improvement

Why GFS Reportor?

Enables **smarter decision-making**

Increases efficiency of delivery operation

Supports future growth

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Boost customer service:

GFS Manager

CUSTOMER CARE

✅ Empowers your customer service team to identify and resolve delivery issues fast

✅ With flexible rules and classifications, GFS Manager features an intuitive management portal that controls visibility of parcel exceptions and captures valuable metrics

Why GFS Manager?

Speeds up resolution of parcel issues
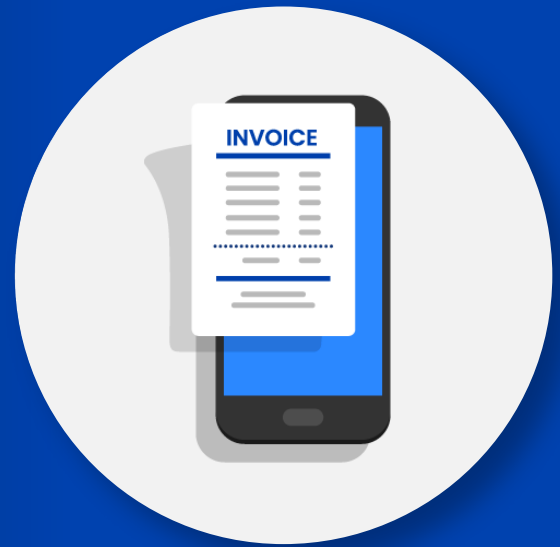
Reduces volume of lost and delayed deliveries

Decreases number of **inbound customer queries**

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Control carrier spend:

GFS Validator

- Track actual carrier spend against your budget with accuracy, speed and ease

- Reconcile carrier invoices against your agreed tariffs and identify any inaccuracies or surcharges

- GFS Validator also stores an archive of invoices, which can be filtered and downloaded for greater transparency of multi-carrier billing

Why GFS Validator?

Saves time and frees up resources

Prevents issues with overpayment

Simplifies forecasting

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Enterprise Carrier Management:

Helping you make the complex simple

Automate key workflows

Integrate carrier and customer data

Adapt to business and market changes instantly

Consolidate delivery systems and processes

Track operational analytics

Connect multiple teams and channels

www.gfsdeliver.com

CONTACT US