

# COURIER MANAGEMENT SYSTEM

## ABOUT THE CLIENT

A system or framework that provides products or services to customers in need. This framework can also include the channels of communication and interaction between a consumer and a service provider. The support you offer your customers — both before and after they buy and use your products or services — that helps them have an easy and enjoyable experience with you. Offering amazing customer service is important if you want to retain customers and grow your business. The sum of all the interactions a customer has with a company, both in direct communication and through other actions. These experiences can include checking out after making a purchase, talking to a sales representative, or trying to return a product.

## CLIENT'S CHALLENGES

Client challenges are:-Inability to Manage Multiple Customers, Delayed Deliveries, Poor Visibility on the Courier Delivery Operations, Dependency on Human Resources, Keeping Customers Updated, Delivering Goods Without Any Damage, High Delivery Cost, Choose the most cost-efficient and reliable logistics service provide, manage to invoice and billing digital, Digitization and process improvement at each phase, from FLM (field logistics management) to door-to-door delivery ,Provide intelligent process orchestration to assure higher revenue and fewer cost leaks, Real-time communication to track and confirm deliveries, Save time and effort by avoiding the headache of searching for the best drivers, cars, and 3PLs, and guarantee speedy delivery, These details provide a basic overview of all the services a courier management system provides.

## KEY GAPS

The key gap stands for poor customer service quality or lack of in-app guidance. This occurs when customer support/success specialists lack knowledge, motivation, or proper niche qualifications to assist customers and resolve their requests. A gap analysis process helps organizations determine how to achieve their business goals. It compares the current state with an ideal state, which highlights shortcomings and opportunities for improvement. The process of comparing your current business performance with your desired performance. It helps you identify the "gap" between where your business currently stands versus where you want your business to be. In short, you're looking for what's missing.

## KEROL SOLUTION

The client is a global financial services group with headquarter in Tokya, Japan. They are pioneers of investment banking, investment management, and global market dealings with an integrated network spanning over 30+ countries and regions.

## RESULT

Courier management is the process of organizing last-mile delivery operations. Courier management involves scheduling order deliveries and assigning them to couriers, overseeing operations, planning

and optimizing routes, overseeing vehicles, managing fuel, and handling courier expense approvals. CMS can be personalized to fit your business and can either be used as a complete system or as separate modules. This idea of the project represents the 'Courier Service Management System'. The system is being used for day-to-day actions such as maintain employee details, booking a courier, maintain hub details, maintain corporation details, process data of employees, and many other things