



Kewill FrontOffice PC

View, Merge, Search, Track, Email, Report On, Export your shipping data for enhanced customer service

A customer service toolkit:

- Integrate with Clippership & Kewill.Ship
- Track Shipments
- Email notification
- Customized user interface
- Reporting
- Export to host systems/web site
- Proactive notification of late packages



FEATURES

Tracking Component: As a separate module within the system the package-tracking component can be updated over the web as tracking requirements change.

Parcel Shipment Tracking: Kewill FrontOffice provides full flexibility when tracking packages enabling you to keep your customers and customer service department informed as packages move towards delivery.

Email Notification: Collect email information at point of order and let Kewill FrontOffice do the rest.

Reporting: Kewill FrontOffice can help you turn shipment tracking information into useful management reports.

Integration into Other Business Applications: Kewill FrontOffice offers extensive export options allowing you to integrate your tracking information into your larger information environment.

Customized User Interface : Increase productivity and eliminate user error with a customizable user interface.

Single Site Version: To meet the needs of smaller organizations with single sites the most basic version of Kewill FrontOffice offers comprehensive shipment tracking options.

Multiple Company/Location Version: Designed to meet the needs of multiple companies and locations Kewill FrontOffice Web is the one-stop-shop for querying and reporting on outbound shipping data.

BENEFITS

- Web-based shipment tracking through a direct or proxy internal connection give you fast results.
- Fully configurable program options and user-editable transit files determine the parameters used when tracking your packages, giving you information to fit your business needs.
- Tracking results automatically merged into shipping data to allow fast interpretation with shipment and tracking information visible together.

- Interactive or batch processing of entire files gives you full flexibility in tracking packages.
- Command-line switches allow you to schedule and start batch processing when you choose giving you tracking results as and when you need them.
- Determine late and lost packages for ground and air shipments to give enhanced customer service by proactively informing your customers.

- Send email notifications to customers or customer service departments, individually or via batch processing using a MAPI-compliant email client for improved customer service.

- Standard reports built in include delivery detail, delivery summary by service level, and late package detail
- Create custom reports using most report writers to gain the information you need in the format best suited to your working environment.

- Export data in most file formats (Word, Excel, HTML, ASCII) allowing you to integrate with almost all business applications.
- Merge shipment and tracking data and export to a host system or web site to keep customer service representatives and customers up to date of shipment status at all times.

- User defined search and sorting criteria give increased end-user productivity.
- User-configurable launch menu provides quick access to your favorite programs or web-sites encouraging end-users to make Kewill FrontOffice their home page.
- Customizable views ensure that no matter who the audience is, they only see the data you want them to see.

- Single site version for low user installations offering affordable shipment tracking features.
- Windows 95/98/NT/2000 application that requires minimal investment.

- Gain control over shipment tracking information by viewing your entire enterprise shipping history, or drilling down to a single location or a single box.
- Web-based solution , that requires no software installations and gives each user a customized and controlled experience.

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