Courier Complete from AT&T
What Is Courier Complete

Courier Complete is an easy-to-use, courier operations management solution specifically designed for the courier, messenger, expediting and distribution industries.

Courier Complete automates the front-office, dispatch and back-office processes and includes a mobile application to capture in-field courier processes such as real-time delivery tracking, barcode scanning and signature capture. Courier Complete also includes a customer portal for online order-entry, tracking and reporting.
Courier Complete at a Glance

Features

- Automated customer management
- Internet-based order entry and delivery tracking
- Real-time driver management and dispatching
- Driver settlements and sales commissions
- Automated account collections
- Accounts receivable and billing

- Sophisticated order rating
- Comprehensive reports
- Automate scheduled orders

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Positioning Statements

Real-time dispatching and status of pickups, deliveries, and PODs for improved customer service, plus manage all of your customer account billing automatically.

Improve how you manage your business resources, & your mobile workers.
Benefits of Courier Complete

- Improves customer service by providing real-time delivery information
- Reduces operating costs by enabling your clients to enter and track orders through the Internet
- Reduces billing and administration costs by automatically emailing invoices and statements to clients
- Increases dispatch and driver productivity through more efficient dispatching and the use of the mobile application
Its All In The Details

Operations Management

Courier Complete’s mobile application for BlackBerry or Windows Mobile enables dispatchers to wirelessly send detailed order information to a driver’s device. Drivers can view and interact with the information on their device and keep dispatchers up to date by remotely updating the status of pickups and deliveries.
Courier, messenger, delivery and expediting companies can customize their billing, rates, services, and more, to suit customers’ specific needs. Client Management also includes contract billing, sales tracking, electronic notifications and invoices, and a built-in collections tool.
Dispatchers can select the information that they want shown on the Dispatch board. Clearly, your dispatcher’s fundamental role is knowing where their drivers are, what packages they have and finally, which driver is best-suited for the next job.

The dispatcher has the detailed, driver-specific information needed to make the most effective and profitable decisions. This includes the driver’s last and current GPS location, time, the driver’s real-time earnings and contact information.

Let dispatcher know if there’s trouble ahead. Warn them if a delivery is “almost late” or late and we make sure we tell them if a driver lost their wireless connection.
Its All In The Details

Pricing

The Courier Complete product has the most flexible, powerful and user-friendly pricing. It can price you jobs accordingly according to zone, zone weight, zone count or door-to-door distance methodologies. An unlimited number of surcharges can also be automated. In minutes and with a couple of clicks, you can create several custom price plans for separate or multiple customers.
Accounting completely manages your outstanding balances and decreases your accounts receivable.

Whether you’re paper-based or computer-based, Courier Complete Accounting will save your accounting department several hours a week. Invoicing that took hours now takes minutes. A customer payment is just three clicks away and it leaves a comprehensive audit trail and notes. Accounting even lets you take care of driver settlements immediately.

Readily available account information includes aging balances, current and past-due accounts receivable.
Its All In The Details

Reports

The Courier Complete product includes a variety of management reports including performance analysis, sales, revenue, open accounts receivable and aged trial balance among others. In addition, you can customize your reports with Courier Complete.
Customer Web Portal

Your customers can enter and track their orders online and receive real-time email notifications of completed deliveries. You can customize the order entry form by client, set mandatory field, create specialized services / pricing for each client and allow your clients to import their address books.

Once an order is placed your client can log in to track real-time status and proof of delivery including an image of the signature collected at delivery. They can also view, print and save all order details in a variety of format.
Driver Mobile Application

Works with BlackBerry or Motorola Mobile Devices

Wireless Dispatch, Signatures, Barcode Scanning and GPS Tracking

Courier Complete Mobile Key Features:

**Signature Capture:** Upon delivery, you can require the courier to perform a delivery scan. You can also request that the name of the recipient be entered, along with the appropriate signature. By capturing actual signatures, you can reduce expensive waybill paperwork and provide additional proof of delivery over text POD’s.

**Barcode Scanning:** You can specify that waybills, pickups and deliveries be scanned using the integrated scanning capability. This ensures the right packages are being picked up and delivered from the right location, improving billing accuracy and customer satisfaction.

**GPS Tracking:** With integrated GPS, dispatchers can use near real-time location data to select the courier closest to your client, improving customer responsiveness and reducing mileage-related costs.
Thank You