

Give Credit to Customers, says eCourier

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Customers wishing to use their credit or debit card to pay online for courier services can now do so, following the link up between innovative express logistics provider, eCourier, and payment services provider, DataCash. Many courier companies do not offer their customers the ability to pay by credit card online, particularly corporate and personal users without a pre-arranged account facility. By teaming up, eCourier and DataCash are bringing the most advanced and flexible courier service to customers throughout the UK.

eCourier is the fastest and most efficient courier in the marketplace because its operations are based on its proprietary advanced computing systems. Since the company's launch last year, eCourier has maintained the fastest growing courier fleet in the country servicing an ever expanding range of clients, including leading financial institutions, blue chip companies, public sector organisations and personal users. Services include same-day courier services across the UK by motorcycle, bicycle, or van; next day delivery services throughout the UK and worldwide; and service of legal documents. In keeping with its intention to innovate this market, eCourier has also recently started offering customers a same-day fulfilment operation for online businesses – people can buy products online and have them delivered within just a few hours.

When a customer books an eCourier, the company's patented algorithms instantly despatch the job to the most appropriate courier based on dozens of variables, including time to pickup, vehicle type, as well as current temporal, weather, and traffic conditions. The sophisticated system allows eCourier to keep more couriers on the street doing more jobs, ensuring they are always just minutes away from collection.

eCourier's service is completely transparent. Customers can see their parcel travelling in real-time across the streets of the UK. eCourier uses the latest in mapping and tracking technologies to provide real-time, web-based, second-by-second tracking, and real-time proof of delivery with signature and a location stamp the second eCourier delivers.

Commenting on the partnership with DataCash, Jay Bregman, co-founder and Director of Technology for eCourier, said: "With technology advancing all the time, the courier market desperately needed to mature in terms of an improved customer experience, ranging from the services offered to the flexibility of different payment methods. Customers want to pay by credit card, even if they haven't set up an account, and they want to pay online for convenience. This is how people are doing business these days, and by integrating our system with DataCash, we can offer total flexibility for customers wishing to use a courier company.

"We looked at a number of payment suppliers, but none of them offered the sophistication and ease of integration that we required. DataCash provide us with the ability scale up our operation as we need to."

Customers are free to book an eCourier by phone, however booking online means that they can take advantage of discounted rates. Furthermore, customers with a credit account receive discounts off published prices for, amongst other things, volume, exclusive online booking and settlement of invoices

within 14 days of issue. Companies using eCourier can download their invoices into their preferred accounting format. Invoices can then be viewed and paid online.

Julie Sands, Head of Cardholder Not Present Sales for DataCash, said: "eCourier has broken the mould of the courier business in the UK. Here is a company that has embraced the web and introduced technology in such a way that customers see immediate benefits by using their services. They're easier, faster and more convenient to do business with. By building into this cocktail a more flexible payments system, eCourier has also delivered another layer of service that, frankly, courier customers have not been used to."

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Editors Notes

About DataCash

DataCash is the only quoted payment solution provider in the UK and provides outsourced solutions for the authorisation, settlement and fraud management of credit and debit cards as well as direct debits, direct credits and cheques. All transactions are accessible to merchants through a real-time MIS Reporting Suite. DataCash's fraud management solutions support industry initiatives such as AVS/CV2 and 3-D Secure's Verified by Visa and MasterCard SecureCode as well as traditional, rules-based, fraud screening. DataCash's solutions are suitable for merchants selling through any channel including High Street Point of Sale, the Web, Interactive TV, Kiosk, Call Centre and Interactive Voice Response ('IVR').

About eCourier – www.ecourier.co.uk

eCourier is the most advanced, interactive, real-time, same day courier provider in existence. Since our incorporation in 2003, our mission has been to re-invent the same day courier industry in the UK through an infusion of technology and a commitment to customer service.

Our integrated system features an intuitive and easy to use online booking system which processes all delivery requests, after which deliveries are automatically allocated to appropriate eCouriers minimizing the need for human intervention. In addition we have developed a street-level tracking module, which allows clients to follow the GPS-informed movements of couriers assigned to their deliveries, and a module which automatically despatches Proof of Delivery E-mails containing the recipient's digital signature, arriving in user inboxes no later than ten seconds after signatures. Together, these systems provide unprecedented levels of efficiency, reliability transparency and customer confidence.

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