

NetDespatch and Zenstores provide a smoother ride for BTR Direct's order despatch

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Marlow, 02 December 2015 – Cycling equipment supplier BTR Direct is reaping the rewards of a combined order fulfilment and despatch solution from Zenstores and NetDespatch, which has provided the retailer with a single integrated solution for its ecommerce activities. It has eliminated time-consuming manual data input, saving hours in order fulfilment.

BTR Direct ships orders of cycling equipment and accessories throughout the UK and worldwide via Royal Mail. The Zenstores-NetDespatch partnership has provided the company with a streamlined order-to-despatch solution for all its online orders, whether placed via eBay, Amazon or the company's own ecommerce site.

Prior to implementing the automated Zenstores-NetDespatch solution, BTR Direct staff had to manually key in address details, which was time consuming and vulnerable to input errors. With the new solution, order information from all BTR Direct's ecommerce channels is seamlessly consolidated, the correct 2D barcoded shipping labels are printed, and Royal Mail is automatically advised that parcels are ready for collection. For parcels addressed to overseas destinations, the solution prints out the appropriate Customs documentation.

"I read an article on Tamebay last week about Zenstores working together with NetDespatch, so I signed up and printed my first lot of orders. NetDespatch made Royal Mail's changes, like switching to the new 2D barcode labels, a painless process," said Bryn Morgan, Director of BTR Direct. "The integrated solution has been a Godsend, saving us at least an hour a day. The integration and support has been top notch."

NetDespatch is almost an invisible cog in the automated order fulfilment-to-despatch solution enabled by Zenstores' user friendly order management tool for online retailers. There is no cost for the retailer for the NetDespatch element, and only a minimal charge for the Zenstores platform, yet the integrated solution saves customers time and eliminates transcription errors.

There is also no cost for the NetDespatch partners, and Zenstores has now expanded its integration with NetDespatch to include APC Overnight and Yodel.

NetDespatch is retained by postal and parcel carriers to provide innovative shipping solutions for their customers through an easy to use secure web-based platform that automates the connection between order processing, despatch and delivery, even if the orders are received in one location and despatched from another. There are no costs involved for installation, training or support, and the system is available instantly online.

For further information please contact NetDespatch Tel: +44 (0)1978 367 475, Email: delivermore@despatch.net