

NetDespatch eliminates JML Direct's order fulfilment headaches

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Marlow, 31 May 2016 – JML Direct has implemented a fully automated despatch solution from NetDespatch, speeding up the entire order fulfilment and despatch process and eliminating transcription errors that often occur with manual data input.

NetDespatch has provided JML Direct with a streamlined order-to-despatch solution for its online orders placed via the company's own website, as well as other ecommerce sites including Amazon, Rakuten and Debenhams, and orders taken by high street outlets and some of the biggest retailers in the UK.

Founded in 1986 by John Mills, the small family company has now grown into a global operation. JML Direct developed through consumer exhibitions with exciting live demonstrations of innovative products. Over the last two decades, the company has become a household name and a world leader in retail screen promotions and TV home shopping.

JML Direct despatches around 1,000 consignments every day, comprising a wide variety of goods - from garden accessories and DIY tools to kitchen appliances, cleaning materials and health and beauty products. In peak periods, such as December, this increases to around 3,000 consignments per day - the integrated NetDespatch solution enables JML Direct to simply scale up its despatch operations without any IT restrictions.

"The NetDespatch integration went very well, and their support team was available as needed. Any issues that arose were addressed and dealt with very quickly," said Wayne Crick, Systems Development Manager, JML Direct. "Having someone with a good technical knowledge was crucial for us, and NetDespatch was able to assist us on all levels, including advising us on best practice. All in all, the implementation of NetDespatch was a good experience from our perspective."

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