CCL®
Logistics

MyCCL

The only logistics platform you'll need

One platform to manage your logistics

MyCCL is a supply chain management platform that can be integrated with your business systems or used on a standalone basis

Putting you in control of your inbound, outbound and return shipments

Delivering happiness

MyCCL helps simplify the complex world of logistics. Increase throughput, reduce workload and eliminate errors.

Whether you're sending packets or parcels to your online customers, pallets of stock to a distributor or importing your latest range from Asia, MyCCL gives you the visibility and control you need, across your full supply chain.

Integrate your existing business systems and marketplaces, compare quotes from multiple carriers, generate shipping labels, process returns and track shipments through to delivery.

Enhance the delivery experience for your customers by sending them dispatch notifications by email or SMS. Stay in control of your logistics spend, with access to your shipping data, carrier performance and costs.

Technology built to make it easier to run your business

Order Management

Process your orders quickly and easily through MyCCL

Choose to manage your orders one-by-one or in bulk

Configure MyCCL to suit your business needs

Through a single login

Order Processing

- Import orders directly from your marketplaces, upload a CSV file or process one-by-one
- Pre-define carrier and service mappings
- Compare and book domestic, international, import, export and third country shipments
- View accurate shipping costs and transit times before booking
- Automatically generate customs paperwork and invoices
- One address book to manage all your delivery points
- Worldwide address verification to improve quoting and delivery accuracy

Dispatch Process

- Print barcoded shipping labels one-by-one or in bulk
- Print a picklist or delivery note for your orders
- Embed a shipping label on your picklist or delivery note
- Produce a daily manifest for each carrier
- Automatically update your marketplaces with the carrier, tracking number and dispatch notification
- Update your customers with a branded dispatch notification email or SMS

Multi Carrier Management

- Choose which and how many carriers you use at any time
- Decide which users have access to individual carrier options
- Book ad-hoc collections or configure your daily collections
- Switch international shipping on or off

Platform Configuration

- Set up user preferences and control access levels
- Manage your invoice frequency and style
- Set up email alerts for you and your team
- Switch on notifications for problem shipments
- Configure preset box sizes
- Add special instructions to bookings
- Customise dispatch email alerts
- Set up branded SMS alerts providing a 1 hour delivery window, reducing those WISMO (where is my order?) phone calls

Order Visibility

MyCCL offers a new level of visibility across your supply chain

Track all your shipments, regardless of carrier, service or mode of transport, through a single login

With a simple traffic light system, multi carrier tracking has never been so easy

Stay in control

Dashboard

- Traffic light coded
- Refreshes every minute, keeping you up to date
- View domestic, inbound and outbound shipments on a single screen regardless of carrier or mode of transport
- View all live shipments, those recently delivered and those awaiting an update from the carrier
- View problem jobs as soon as an issue arises
- Instantly see your year-to-date delivery performance across all the services you use

Tracking Details

- Fully integrated parcel tracking
- View all carrier scans
- View the most recent updates from the carrier and CCL's customer service team
- Quick search for orders by name, postcode or order number
- Set up tracking and POD email alerts

Customer Service

- We proactively track every shipment from collection to delivery, so you don't have to
- Communicate with us through our messaging tool
- Two years of communication kept for your records
- View the latest status of any order
- Your dashboard shows you when our customer service team require a response for a specific shipment
- We're always happy to talk to you

Proof of Delivery

- PODs are available for 2 years
- Quick search for PODs with part of a PO number, postcode or customer name – no need for a tracking number
- View signature POD when available
- Save, print or email the POD
- One click to view all shipments not yet delivered
- Milestone visibility for pallet network, haulage and freight forwarding shipments

Intelligent Reporting

Analyse your shipping data, spot trends quickly and track all your logistics costs in one place

Make better business decisions, with all your shipments on one platform

Smart data for smart decisions

Delivery Performance

• View the monthly delivery performance by customer, carrier and service

• See the reasons for any late shipments, allowing you to address these

• Analyse shipments by delivery zone, country, shipment type or customer

• Review most frequently used services and delivery countries

Shipping Costs

• View your logistics spend and shipment volumes in one report, over a 12 month period

• Simplify your budgeting process with easy access to your data

• Download a csv file of all your shipments by data range

• Manipulate the data in any way you like, analysing costs by country, customer or kilo of product

Customer Spend and Behaviour

• Analyse your key customers for cost of delivery, delivery performance, shipment type and frequency

• View spend or volume and number of shipments per customer

• Identify where you could reduce costs by consolidating customer shipments or changing the service level

• Compare your shipping costs with P&P income

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More ways CCL can help your business

- MyCCL is free to use for CCL customers
- Fully integrated with carriers' own parcel tracking systems, so no need to use multiple carrier websites
- Integrates with many business and Ecommerce platforms
- Import orders directly from your marketplaces, your own webstore and existing business systems
- Simple installation and set-up with help from us all the way
- Switch carriers quickly and painlessly – we do all that for you
- Our Freedom option gives you the flexibility to use your own carrier accounts
- No matter how many shipments you send and carriers you use, you'll only get one invoice from us
- APIs for quoting, booking and tracking are available on request
- Bespoke software solutions available to integrate with your existing ERP or business system

PEOPLE TECHNOLOGY CHOICE

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