



HypaShip

Post, Parcel and Logistics Technology from the Experts

Introduction to HypaShip

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HypaShip | About

HypaShip is the only end-to-end technology platform specifically built for **Post, Parcel and Logistics Service Providers**. Designed to enable our customers to embrace the rapid pace of change and to emerge as market leaders.

HypaShip enhances every element of a Post, Parcel or Logistics organisation.



C-Suite

Use BigData to better understand, control and direct the business.



Operations

Automate and simplify processes to drive efficiency and consistency across the business.



I.T

Simplify the systems landscape. Control everything on a single, scalable, robust platform.



Finance

Seamless invoice generation and vendor cost management. Powerful financial analytics and reporting.



Marketing

Develop market leading products and implement quickly. Get ahead of the competition.



Sales

Win more customers with market leading features. Sell at higher margins and retain customers.



HypaShip | Our Pedigree

2011

Founded

300m+

Orders Per Year

10+

Modules



HypaShip | End-to-End



End-to-end systems enable Post, Parcel and Logistics Service Providers to make rapid and effective enhancements to product offerings, customer experience, and operational processes.

This approach not only reduces the costs and delays associated with having multiple tech vendors; but also means that there is no dependency on other suppliers for functionality or support.

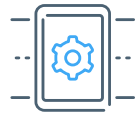
Each element of the business can see and do exactly what they need to, on one centralised system, driving market leading service.



HypaShip Customer



HypaShip Operations



HypaShip Mobile



HypaShip Counter &
PUDO



HypaShip Cross Border



HypaShip Analytics



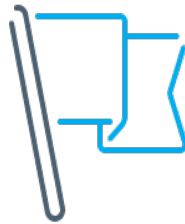
HypaShip | Industry Expertise

HypaShip is focussed only on Post, Parcel and Logistics. The technology is built by industry experts who have worked across all logistics modes. The result is a modular, robust and scalable solution designed for complex supply chains and delivery networks.



Transportation Modes

Road, air, sea, rail, multimodal & intermodal.



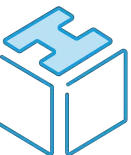
Shipping Types

Post, courier and express parcel (CEP), logistics service providers, (FTL/LTL, FCL/LCL), pallet, cross dock, hub and spoke.



Domestic and International Operations

Multi-currency and multi-language ready, HypaShip ensures compliance with the latest customs regulations and mitigates international shipping risks.



HypaShip | Agile and Flexible



Intuitive and agile, the system has been built to support on screen configuration and changes throughout.

HypaShip enables customers, vendors and operators to collaborate using one platform, giving them complete visibility and control of their shipping operations.



Fast and agile both in implementation of new clients and development of new software.

Tailored approach that aligns with customer business objectives.

Exceptional customer service standards and strong brand reputation.



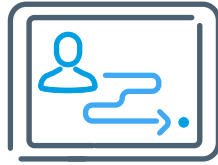
HypaShip | Making It Work For You

HypaShip has designed and built customer journeys with major retailers, national posts and international carriers, working with their teams to understand their business. A 4-step approach to every project ensures that HypaShip delivers on time, to cost and with the maximum impact.



Deep Dive Analysis

Running a comprehensive program to understand clients' current proposition, business processes and assess effectiveness.



Configure & Customise

Working with key stakeholders to map customer and operational journeys, using the tech to make it happen.



Managed Implementation

Rolling out the solution across touchpoints and tracking every step.



Training & Support

In-life training and support ensures teams are always as effective as possible.



Client Reference

"HypaShip has provided the Alternative Parcels Company Ltd with a solution that combines existing functionality and the unique requirements of the APC network. HypaShip has successfully worked to tight deadlines with ever developing requirements and has delivered a system that will future-proof our business."

Andy Taylor - Network Director, APC

APC Overnight is the UK's largest delivery network by footprint, with more than 112 locations nationwide. HypaShip is used to run both the operational and customer facing systems.



HypaShip Customer



HypaShip | Customer Engagement

HypaShip's Customer Engagement suite provide organisations with an agile set of tools for customers to use whenever, wherever and however they prefer.



Booking Tools

Booking by web, api, csv/xls, ecommerce integration, mobile, terminal Counter and PUDO. See pricing and manage payments. HypaShip provides it all.



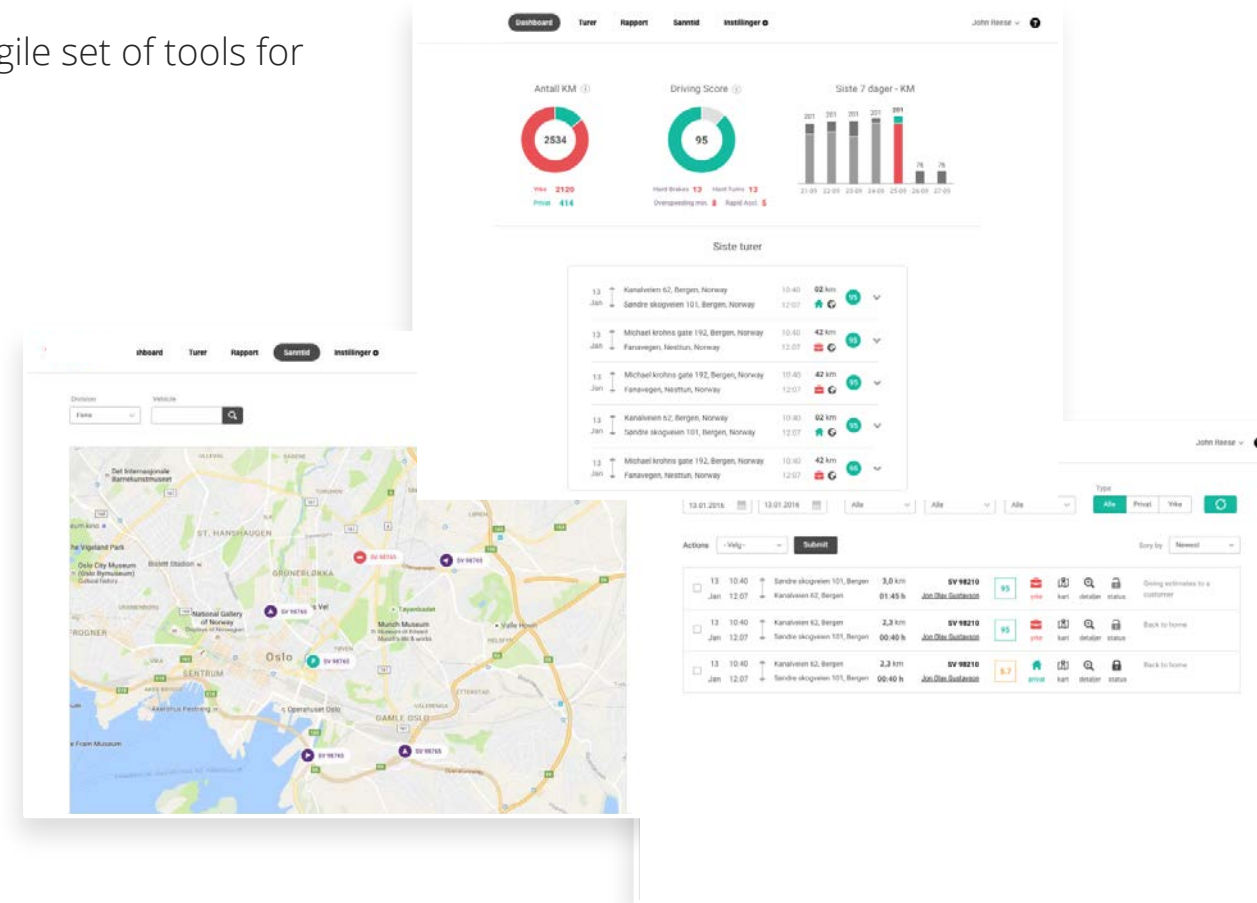
Data Driven Automation

Intelligent rules engine designed to automate the process of volume shipping. Create order templates to further enhance automation.



Reports & Analysis

Visibility and accountability are key to customers and consumers alike. HypaShip analytics allow organisations to deliver service data and tracking via an intuitive interface on mobile and web, or to embed it on the customer's own website.



HypaShip | Customer Engagement



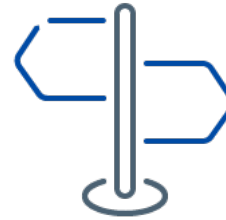
Order Management Tools

A full suite of booking tools for customers to book collections and deliveries, wherever and whenever they want.



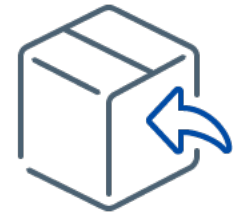
Consumer Application

Reach and empower consumers to access services, and manage and pay for collections, deliveries and duties.



Intelligent Rules Engine

Automate service selection with dynamic and configurable rules with the flexibility to use any combination of criteria.



Returns Management

Quickly and easily manage returns directly on the customer site, treating returns as part of the entire customer experience.

HypaShip | Customer Engagement



Declarations, Duties & Taxes

Calculate and display rates and amounts for duties and taxes, and ensure compliance. Enable customers to pre-pay to prevent unknown fees and reduce delays at delivery.



Realtime Tracking & Communication

Ensure customers have real-time visibility of their orders. Send customisable notifications to customers including when the driver will arrive.



In-Transit Changes

Achieve the highest levels of OTIF delivery by giving customers the power to make changes whilst the goods are in transit.



Analytics

A suite of detailed reports and dashboards covering service, spend, exceptions and COD to increase customer satisfaction.

HypaShip Operations



HypaShip | Operations

HypaShip's operations platform is designed to manage and simplify complex logistics and delivery processes. The system enables operators to adapt and deliver on sophisticated requirements for all stakeholders, whilst controlling cost.



Visibility

Plan and execute with minimum effort and maximum visibility.



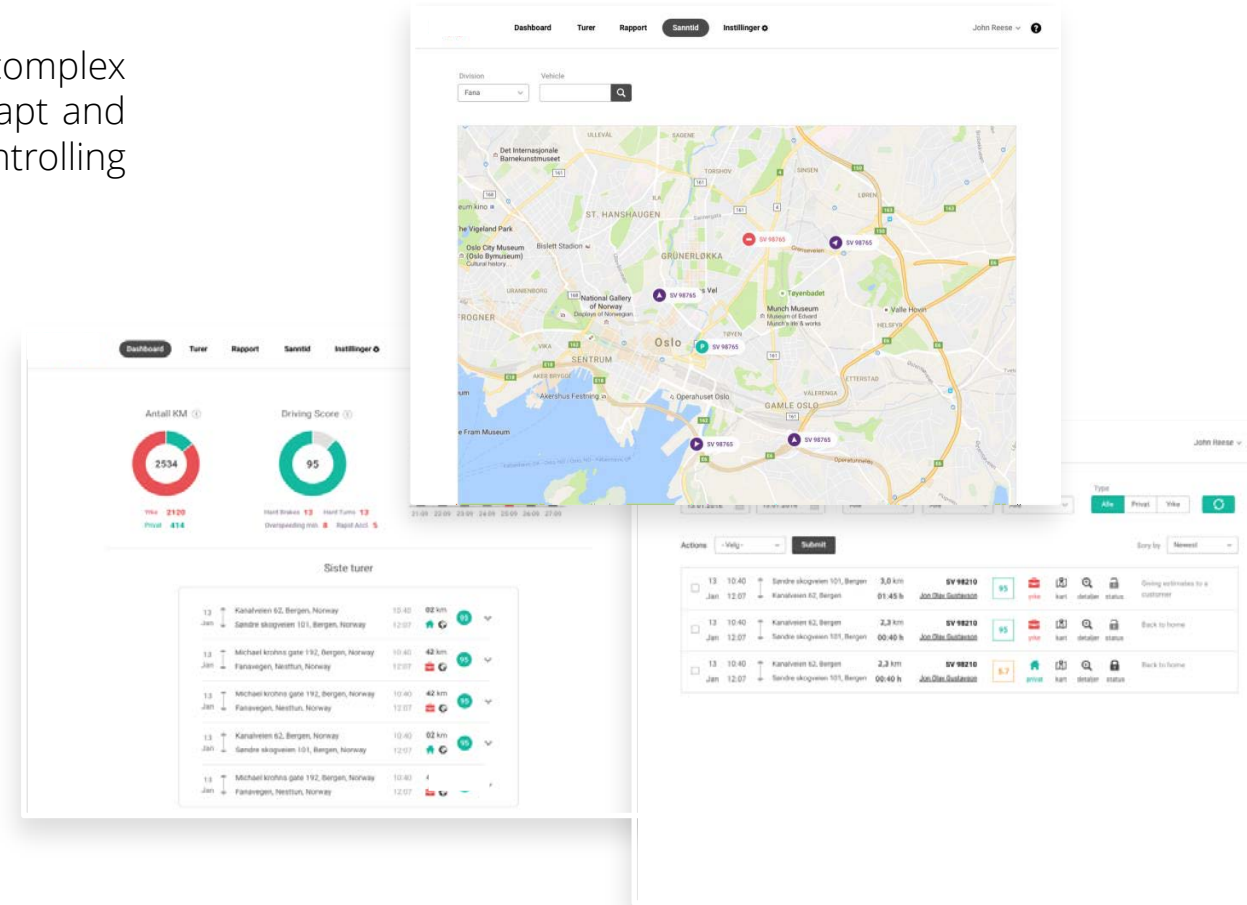
Network Management

Manage the entire network with seamless workflow, including own operations and vendors. Scale dynamically to meet business needs.



Reports & Analysis

View all mission-critical information in one place. Reporting and dashboards cover order information, pending orders, service and operational performance.



HypaShip | Operations Management



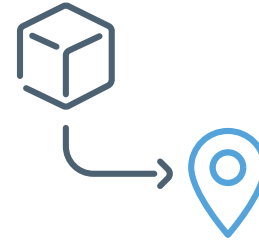
Routes & Drivers

A powerful set of tools, including integrated mobile navigation, route optimisation technology and back office map visualisation tools. Monitor fleet wide activity in real-time & review driver performance against plan for future planning.



Delivery & Collection Management

The delivery & collection management module gives full visibility of collections and deliveries in real-time. Plan scheduled collections and manage on call collections including crowd logistics.



Transit Operations

Setup and manage transit routes, and receptacle & container nesting. Compliant with postal and commercial movements (as well as mixtures of both) for air, sea, road, rail, and multi-modal.



Depot & Hub Operations

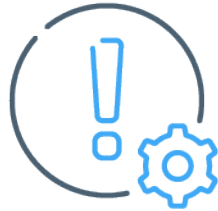
Automated driver debrief on return to depot to control failed deliveries, collections and money return. Wi-fi scanning to manage all incoming and outgoing items, and a supervisor app to ensure 24/7 management visibility.

HypaShip | Finance Management



Pricing & Surcharging

Build, manage and understand rates in real time and with the minimum of fuss. Pricing matrices to cover all variables in Logistics and Postal charging. Dynamic surcharge set up and application helps to manage shipper behaviour and enhance revenues.



Vendor Management

Setup all vendors and agreed prices. Automatically validate vendor invoices, and raise credit requests. Analyse service performance against plan by vendor, and report at every level.



Payment Management

Manage both credit and debit customers, billing cycles and payment terms. Support payment by card, mobile wallet, contactless, QR code and in app payments. Allows the flexibility to charge customers in the format that suits them.



Billing

Full billing detail for both external and internal customers. Automatically generates and sends invoices by email or traditional print. Handoff the data to accounting platforms seamlessly.

HypaShip Mobile



HypaShip | Mobile

Accelerate Collection and Delivery Processes

All-in-1, order info, schedule and navigation in one intuitive app, and because it's app based it supports contract and BYOD drivers. Fast Communication, orders updated on the go, including failed deliveries.

Lightweight, low data usage, works on low cost phones as well as ruggedised devices, and in areas with little or no cell signal.

Collection & Delivery

-Key Handheld Features -



Scheduling and planning, and job assignment



Route/fleet management with GPS system



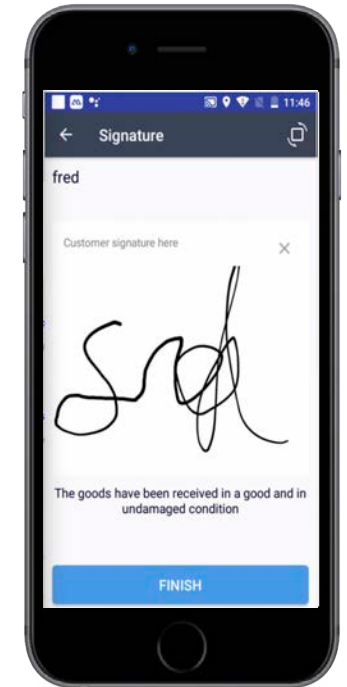
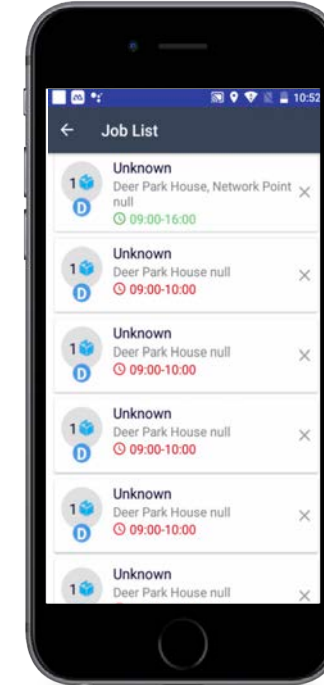
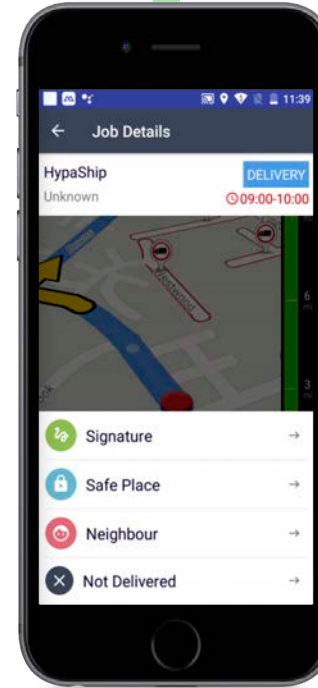
Call-in service to recipient before parcel delivery



Support E-POD¹ on every shipment



Support COD & revenue protection



• Note: ¹electronic proof of delivery

HypaShip | Mobile Solutions



Automated Planning

Import orders and get the most efficient routing for all drivers at once. Variables include service time windows, order load, stop duration, skills needed, service areas and more.



Driver & Vehicle

Calculate allowed working hours and driver costs to help eliminate overtime and reduce costs. Vehicle specifics put orders on the right truck (loading ramp, refrigeration) without overloading.



Live Tracking & ETA

Remove the element of surprise. Know where drivers are and view estimated time of arrival to each location based on the real-time information collected.



Realtime Communications

Communicate with depots and customers via customizable SMS/push messages or emails. Enhance CSAT by allowing customers choice over delivery and keeping them informed every step of the way.



HypaShip | Mobile Solutions



Mobile Driver App

Native app for Android manages complete route, order information and navigation all on the driver's phone or rugged device. Route updates and order status' immediately available.



Realtime Route Modification

Insert orders, adjust stop sequence or re-plan for driver absence. Routes automatically recalculated to reflect manual changes.



Planning, Pickup & Delivery Management

Specify days of the week or date ranges when the orders can be serviced and plan up to 2 weeks in advance with one click. Plan routes with goods passing from location to location without going through the depot.



Consumer App

Allow consumers to book collections, manage their delivery preferences and pay for both customs duties and cash on delivery items.



HypaShip | Mobile Solutions



Multi-Day & Drop Long Haul Routes

Drivers complete routes over large areas and several days, staying overnight and continue next day where they left off.



Workload Balancing

Balance workload using minimum drivers or using all drivers and distributing workload evenly. Balancing by working hours or number of orders per driver.



Geofence & Breadcrumbs

Define geofencing by a polygon or centre and radius. Compare planned to actual and see exact route taken, identifying deviations.



Analytics

Intelligent reports automatically generated from route data. Identify high performers. See exactly where planning hits the target and where to make adjustments.



HypaShip Cross Border



Duties, Taxes and Compliance



Manage high volumes of cross-border customs declarations with our global single-platform solution and self-updating compliance engine.



Mitigate shipping risk & meet all regulatory requirements, provide better cost-transparency to customers, and improve customer loyalty across the supply chain with a suite of compliance tools.



Implement a complete cross-border shipping solution. Taxes, Duties & Compliance functionality enables Logistics service providers and Posts to correctly identify product classification, screen for restricted products, screen for denied parties, and estimate taxes and duties.

Duties, Taxes and Compliance



Data Enhancement & Product Classification

Accurate commodity codes prevent shipments from being seized by customs. The system checks the match between the HS6 code and/or the product description provided. Invalid descriptions are identified and a status code applied with the HS6 import and export codes.



Duty & Tax Calculation

Calculate the Duty & Tax rates, and amount payable in the currency of the sending or destination country. Enables any business to show their customers the total cost of any purchase, reducing the risk of extra fees on delivery.



Prohibited Items Screening

Manage every country's set of rules including special permissions, licences, restrictions and exclusions for import, export and transport of goods. Ensure compliance across 94% of world GDP.



Denied Parties Screening

Access to 100 global denied party lists including the EU, UN and OFAC. Real-time identification and filtering of persons or entities that are barred from international commerce, avoiding costly fines and goods impoundment.

HypaShip Counter & PUDO

HypaShip | Counter & PUDO

HypaShip Counter & PUDO is unparalleled in its flexibility and unmatched in its reliability and scalability. Intuitive and responsive the system is designed to adapt to the needs of and bridge the gap between Post Office Counters and Commercial PUDO's.



Counter

Process a wide range of Postal transactions from a single user interface. Utilise mobile counter technology to increase reach.



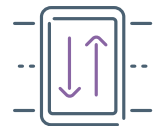
PUDO

PUDO allows third-party partners to offer post and logistics-related goods and services to consumers who visit their store.



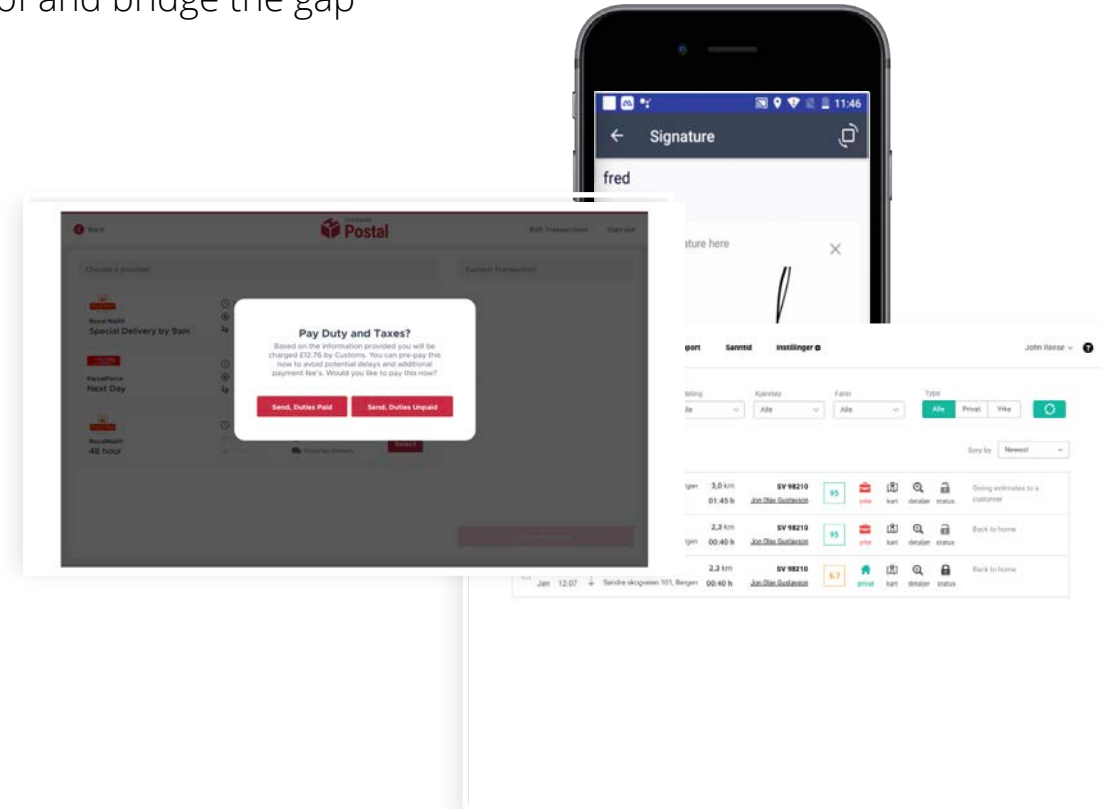
Drop & Go

HypaShip Drop & Go, seamlessly converts static hardware to dynamic Points of Service. Using in-store Drop and Go, PUDO stores and post offices can run their branches more efficiently, extend their reach to partner stores and empower customers to use self-service terminals.

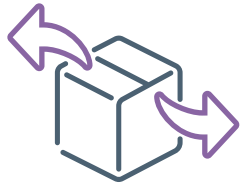


Simple & Flexible

Scale the solution up or down based on customer demand. There are no specialized requirements for communication lines, hardware, or software. Easily add or remove counter positions and PUDO locations.



HypaShip | PUDO Solutions



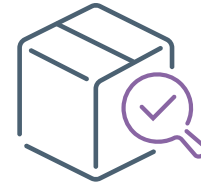
Pick Up & Drop Off

Users can process and release a pick-up package to a recipient, allowing for available information and pick-up requirements. Consumers can drop off a shipment or returns package with a pre-printed shipping or return label.



Despatch From Store

Consumers can utilise in-store terminals to book their shipments and print labels, including pre-booked items.



Goods In

Record packages when received at the store or post office. Identify the goods as PUDO or Failed delivery, scan at arrival, and process the package to storage.



Shelf Management

Create and name shelves in the system. Assign packages to specific shelves, list all shelves in the store or post office, and print or re-print shipping labels.

HypaShip | Retail Management



Stock Management

Easily manage inventory items with serial numbers which are either scanned into the system or created dynamically on screen.



Cash & Stamp/Label Balancing

Track stock based on nominal value or per unit quantity. Conduct stock counts for cash-like items such as open value stamps, foreign currency, and cheques.



Retail Sales

Sell post and logistics related commodities as well as general goods through one intuitive interface.



Bill Payments

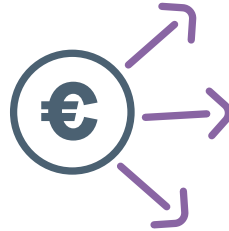
Manage receipt of monies for utility bills, and the reconciliation and onward distribution of funds.

HypaShip | Counter Solutions



Foreign Exchange

Create a network of foreign exchange sites across all or some stores / post offices. Set exchange rates automatically. Reconcile transactions and order currency through one interface.



Benefit Payments

HypaShip can link with any governmental system to manage the distribution of state benefits such as pensions and unemployment benefits.



Money Transfer

HypaShip integrates with banking systems around the world, enabling international and domestic money transfer at the touch of a button.



Counter & PUDO Analytics

Designed to engage the entire organisation in a wholistic view of your data with single source of truth that can be leveraged by anyone, anytime, anywhere.

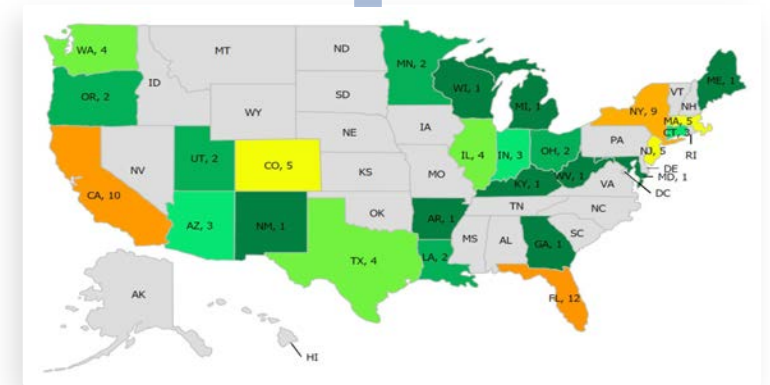
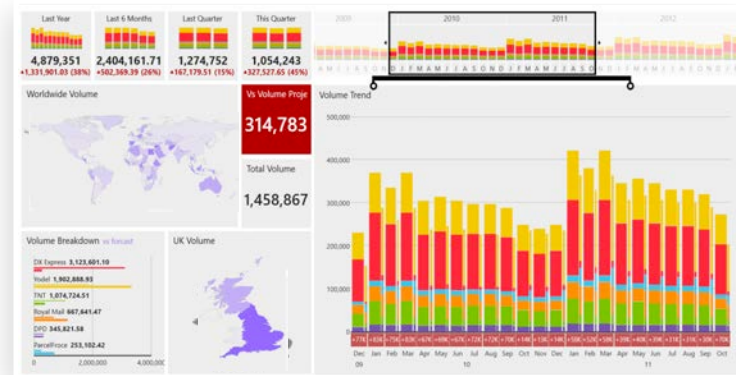
HypaShip Analytics



HypaShip | Analytics

In-Depth Analytics and Reports

One powerful centralised platform to track and analyse your data. Bringing together dashboards, reports and insights, daily/monthly/yearly recurring revenue, churn rate, customer lifetime value and more. Get a real-time view into business performance and dig deep into the data.



Creates issue alerts and identifies areas for improvement.

Data-driven decisions to ensure continued operational and cost efficiency.

Faster and better decision-making based on accurate data.

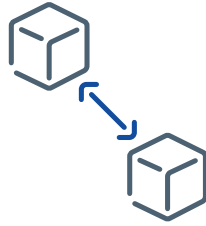
Single source of truth bringing together customer, vendor, network and operations data.

HypaShip | Analytics Features



Real-time

Access account, order and tracking information in real-time. A comprehensive approach that ensures continual understanding of delivery performance, cost and operational efficiency, while giving customers the best possible delivery experience.



End-to-End

Because HypaShip is an end-to-end solution, Analytics provides data covering every aspect of a Postal or Logistics business. Analyse data at either high level or on a granular basis.



Volume Forecast

Use historic data and growth forecasts alongside known factors to forecast expected volume into the network, at organisation, hub or depot level. Monitor Actuals against Budget and use the data for resource planning.



Vendor

Break-down and analyse cost and performance for both internal and external vendors. Drill into data at global, country, region or postcode level.

HypaShip | Dashboards & Reports



Financial

Understand business performance in unparalleled detail. Analyse account and transaction data, build revenue, cost and margin detail. Quickly produce reports, financial statements and KPI scorecards. Use data to drive decisions and ensure targets are met.



Operational

One powerful centralised platform to generate performance metrics for every function in the business. Track and analyse performance against target. View at organisational level and drill down to identify business unit needing improvement.



Commercial

Yearly, monthly and daily, recurring revenue, margin and churn rates, by customer and product/service. Customer spend against forecast/commitment and account lifetime value. Account management metrics including claims, surcharges and exceptions.



Service

Understanding delivery and carrier performance is key to driving operational efficiency, and ensuring customer satisfaction. Operations and customer service teams to view and act upon vital delivery management and carrier performance information.

Thank You.

For more information, please contact

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