

Courier Complete is a courier operations management solution designed for the courier, messenger, expediting and distribution industries



Motorola™ ES400

Courier Complete

Most widely used courier software in North America

Courier Complete is an easy-to-use, courier operations management solution specifically designed for the courier, messenger, expediting and distribution industries.

Courier Complete automates the front-office, dispatch and back-office processes and includes a mobile application to capture in-field courier processes such as real-time delivery tracking, barcode scanning and signature capture.

Imagine having real-time dispatching to a driver's mobile device, real-time tracking of pickups and deliveries and electronic PODs for improved customer service. In addition to improved operational capabilities Courier Complete can automate your back-office billing processes.

Courier Complete is the most widely used courier software in North America with over 400 courier companies using Courier Complete to operate their business.

Courier Complete is backed by Complete Innovations mission-critical customer services including technical support and application training.

With Courier Complete in place, we're able to quickly electronically dispatch orders to drivers via their mobile devices and having the ability to track the location of our drivers in real-time has been a tremendous efficiency boost for our business. *Metro Delivery*

Benefits

- Improves customer service by providing real-time delivery information
- Reduces operating costs by enabling your clients to enter and track orders through the Internet
- Reduces billing and administration costs by automatically pricing orders and emailing invoices to clients
- Increases dispatch and driver productivity through more efficient dispatching and the use of the Courier Complete mobile application
- Improves how you manage your business resources and your mobile workers

Key Features

Pricing

- Flexible, powerful and user-friendly pricing
- Priced using zone, zone-weight, zone-count or door-to-door distance
- Unlimited number of surcharges can also be automated
- Create custom price plans for any customer

Client Management

- Customize billing, rates, and services to suit customers' specific needs
- Client Management also includes contract billing, sales tracking, electronic notifications, invoicing and a built-in collections tool

Accounts Receivable

- Generate customer invoices and driver settlements in minutes
- Comprehensive audit trail and notes
- Track aging balances, current and past-due accounts receivables

Dispatch

- Dispatchers can customize the information they want to see on their screen
- Enables dispatchers to know where drivers are, what packages they have and which driver is best-suited for the next job
- Warns dispatchers if a delivery is "almost late" or late

Customer Web Portal

- Customers can enter and track their orders online and receive real-time email notifications of completed deliveries
- Once an order has been placed your client can log in to track real-time status and proof of delivery, including an image of the signature captured at delivery

Reports

- Includes a variety of management reports including performance analysis, revenue and A/R
- In addition, you can customize your reports with Crystal Reports



Client Management



Job Listing