CUSTOMER APPLICATIONS

Tools which allow you to create and manage parcel orders. The applications transfer information about the parcels from the sender to the forwarder. This means that parcel recipients can be sent information about the progress of forwarding, which increases customer satisfaction and the quality of delivery.

Characteristics of the applications

Customer Zone and the klient.ppl.cz web application are tools which are suitable for SMEs. The MyApi web service provides a comprehensive data exchange solution. It offers extended possibilities and direct connection to the sender's information systeme.

Customer Zone	klient.ppl.cz	MyApi
• Request for collection • Request for collection from an address other than the collection address • Summary list of orders • Delivery confirmation • Invoice archive • Option of ordering labels	• User-friendly online application • Creation and overview of parcels • Data import/export • Printing of labels • Management of user accounts • Can be used in most browsers • Placing orders for collections from any address	• Direct connection to your IS or e-shop with the option of customisation to suit your requirements • Own weighing of parcels • Extended parcel information

Comparison of application features

	klient.ppl.cz	MyApi
Creation of parcels	✔	✔
Data import/export	✔	✔
Addressing to Parcelshops	✔	✔
Own weighing of parcels	✘	✔
Validation of services and postcodes	✔	✔
Electronic parcel delivery confirmation	✔	✘
Direct connection to IS/e-shop	✔	✔
Loading parcel statuses	✘	✔
Bulk forwarding orders (parcels from any address)	✘	✔

✔ full support   ✘ not supported