

# PARCELNINJA

Scaleable cloud-based  
warehousing & delivery  
for South Africa

# Contents

Introduction	3
Send & Receive Stock Remotely	3
Courier LiveQuote	3
Multi-Platform Integration	3
Reporting Analytics	3
How It Works	4
Storing your Products	4
Picking & Packing	5
Delivery	6
The Process	7
Integration	8
Web Interface	8
API Integration	9

# Introduction

---



## Send & Receive Stock Remotely

Using distributed warehouses across South Africa, Parcelninja provides you with a virtual, seamless fulfilment solution allowing you to focus on growing your business. We provide an optimized, scalable platform with API integration for your existing ecommerce business.



## Courier LiveQuote™

By interfacing with competing couriers, we'll get you the cheapest possible delivery price -- instantly. Real-time tracking alerts allow you to follow your order from the shelf to the customer's door.



## Multi-Platform Integration

Using an Inventory Management System? No problem. Connect your pre-existing platform to Parcelninja via our fully documented API. Get in touch with us to request access and a demo.



## Reporting Analytics

Parcelninja's proprietary Dashboard presents you with all the data you need to ensure that you hold an optimal amount of stock. Using in-house Machine-learning algorithms, Parcelninja makes sure that your orders are stored, picked and packed efficiently.

# How It Works



## Storing your Products

Control and manage your stock and supply chain operations across Parcelninja's warehouse with an overview of all stock activity at all times.

Parcelninja's warehouses will keep your product moving safely and securely along the fulfilment journey.

Getting your stock to our warehouse is easy. Create a shipment either through our web interface or through our API. This creates a shipment in our system so our receiving department know which tenant is sending stock to the warehouse.

All received items are verified against the quantities submitted in your shipment. Quantity and quality of stock received is checked, stock is weighed, SKU's are verified and the stock is allocated to shelves.

All processes are executed electronically, we operate in a 100% paperless environment, this allows for traceability and zero room for error.

We continuously measure and reconcile inbound and outbound stock to ensure stock accuracy throughout. Our staff follow a specific protocol to ensure high quality standards are met.



# How It Works



## Picking & Packing

ParcelNinja adopts a chaotic storage methodology, this means no like attributed items will be shelved together which helps eliminate mis-picks. We have a wide variety of packaging options to ensure your products are well protected during the delivery process.

The system automatically assigns orders to our pickers normally on a first-come-first-pick basis unless priorities are set. All pickers are equipped with a mobile device and a handheld scanner, which guide them through the entire picking process.

Item location and description is displayed to the picker on their mobile device. Everything in ParcelNinja's warehouse is barcoded to ensure every scan acts as a verification step in the picking process. There is no room for mis-picking.

Once an order has been picked it's then moved to a packing station. Double verification happens for correct item weights and items picked. Our returns rate is the lowest in the industry, which keeps your business profitable and your customers coming back.

All packing stations are equipped with a comprehensive array of boxes and packaging supplies to ensure your product is well-protected during the delivery process.

Customise your packaging to ensure brand consistency throughout the customer experience, include special inserts or promotions and waybills with your business information.



# How It Works



## Delivery

Parcelninja takes care of all the complexity involved with managing your deliveries by intelligent routing based on advanced multi- courier integration. This ensures that you can select the most cost effective and speedy courier option for your customers orders.

Whether your customers require overnight delivery, next day or that are satisfied with a slower delivery time in order to save costs, we offer it all as an affordable, dependable solution.

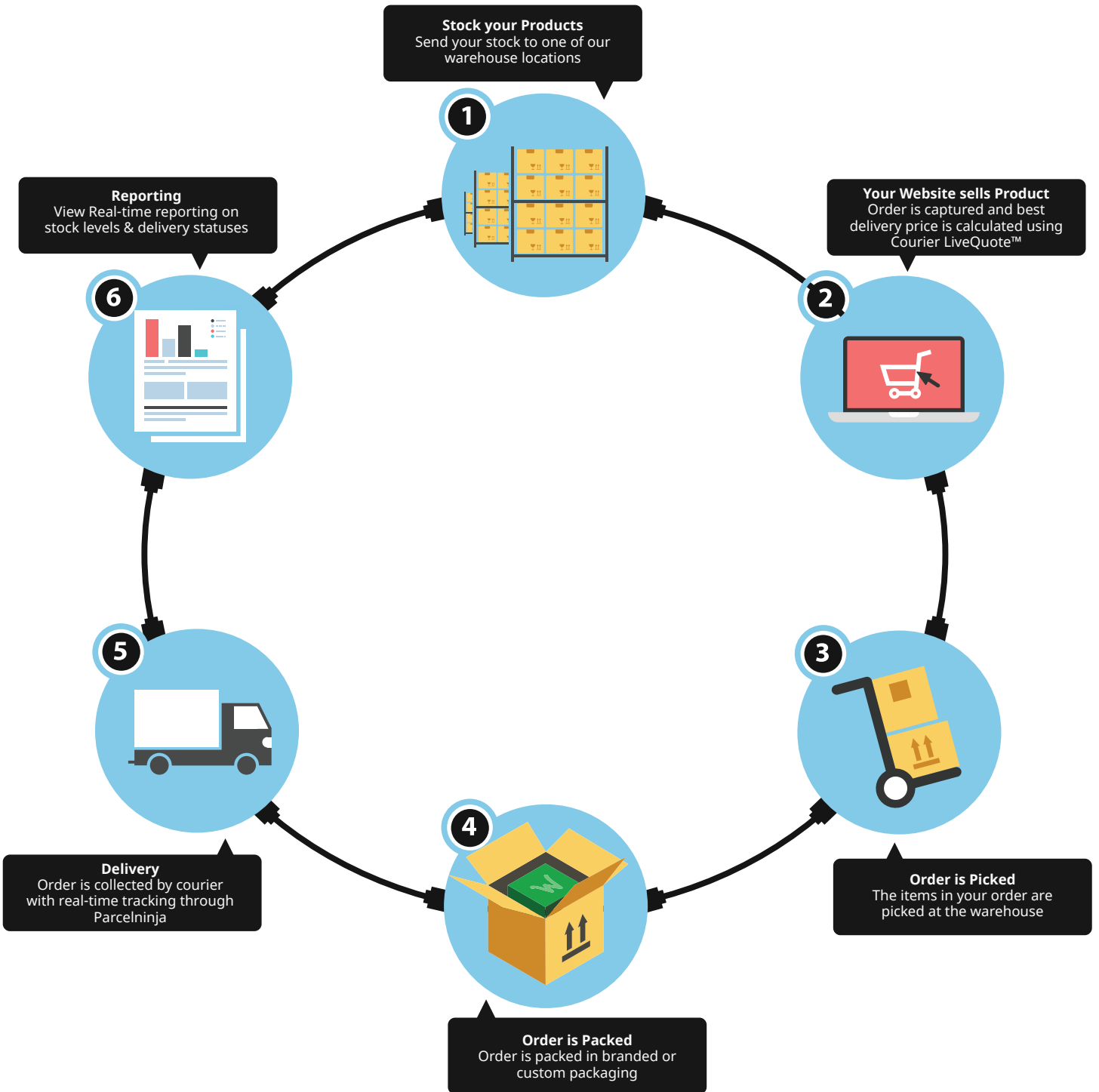
You are able to take advantage of courier partnerships that we have established over the years, this means you leverage your business off our scale and price reductions.

Real time delivery rates enable you to provide options and rates to your customers on checkout so that they can decide which delivery options suit them best.

All orders are synchronised to ensure time and cost efficiencies align with our courier collections. Once your customers order leaves our warehouse a tracking number is available immediately.



# The Process



# The Process

---

## 1. Receiving

- Schedule delivery vehicle to a dock.
- Unload vehicle and confirm number of boxes delivered is correct.
- Unpack boxes and sort items by purchase order and SKU.
- Confirm product is correct, in the right quantities and in good condition.
- Package and barcode items if required.
- Enter the product into inventory.
- Transfer the product to the storage area.

## 2. Storage

- Products are transferred to storage locations depending on commodity, size and pick frequency.
- System instructs employee to scan bin location and product.
- Employee shelves the item.
- Process repeats until all products are shelved.
- Storage areas include:
  - Floor storage
  - Bolted shelving
  - Light duty racking
  - Heavy duty racking
  - Temperature controlled area
  - High value goods area

## 3. Picking

- Order picking is managed via an iPod and Bluetooth scanner. The paperless environment allows for a faster, safer pick.
- Picker retrieves a pick tote or pick trolley.
- System instructs picker to go to a specific bin location.
- Picker scans bin location.

- Picker is instructed to pick and scan a product.
- Product is put into a tote or trolley and the tote or trolley is scanned.
- System repeats process for each product in an order.
- After final product is picked, tote or trolley is transferred to packing area.

## 4. Packing

- Order packing is managed via a touch screen interface, hand-held scanner and a scale.
- Packer scans a tote/trolley.
- Each product in the tote/trolley is unpacked and scanned.
- Packer selects packing box and packs products securely.
- Dunnage is added and box is sealed.
- System prints a thermal waybill and this is applied to outer packing box.
- Packed box is then transferred to Dispatch area.

## 5. Dispatch

- Packed boxes are split into dispatch areas depending on delivery location.
- Schedule delivery vehicle to dock.
- Boxes are scanned out of dispatch area on handed over to courier.
- Boxes are scanned onto delivery vehicle by delivery company.



# Integration



Parcelninja currently provides you two ways of integration into our warehouse; through API or a self service web interface. Both options allow full control of managing your stock levels, supply chain, customer order processing and delivery requirements.

## Web Interface

Our self service web interface is built for total ease of use and geared towards ecommerce websites that have just started or are currently doing around 0 - 40 orders per day.

The system is extremely simple to use, a purchase order is created to tell our receiving section that there is a shipment on its way from you. When the stock hits our warehouse, it's allocated to shelves, you can then view all stock levels through the web interface. Your delivery note is uploaded and allocated to your purchase order for your reference.

Customer orders can be bulk imported through our CSV uploader, then viewed, edited and submitted to allocate your stock that is sitting in our warehouse to your customers orders.

Reverse logistics can also be managed from the web interface, from customer back to our warehouse, from our warehouse back to supplier.



# Integration

## API Integration

Integrating into ParcelNinja's API gives your business custom integration throughout the entire warehouse & fulfillment process. You get real-time, deep integration into our existing warehouse, order management and delivery systems. This means you are benefiting from a world class ecommerce system that has been built over the passed 10 years to perform optimally in our local environment.

### The system comprises of 3 major components:

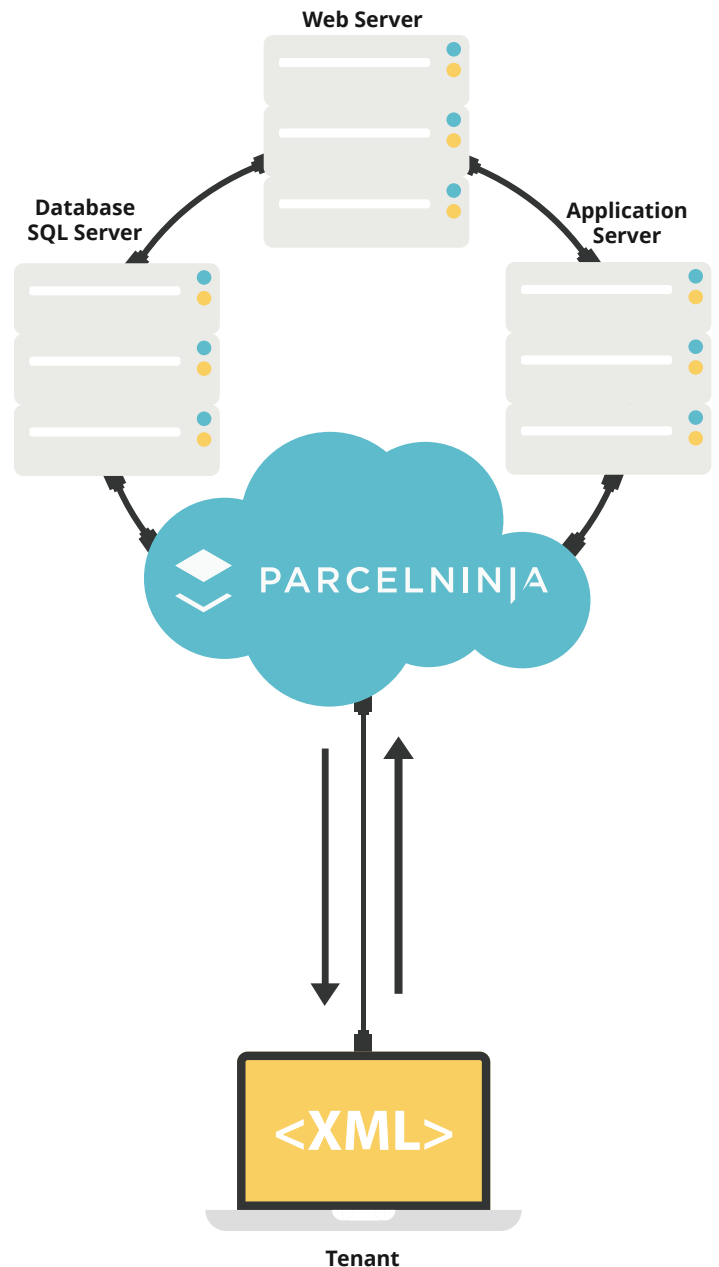
1. The core cluster of servers that reside in a secure, redundant data centre in the UK.
2. The connected warehouse and order fulfilment system that handles the movement of stock.
3. The API that allows 2-way connectivity from the tenant (you) to ParcelNinja's system.

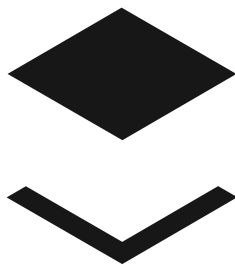
We will work seamlessly with your existing cart. Using industry standard XML, you remain fully in control of your stock through a series of simple API web calls.

You have access to the following in real-time:

- Variable shipping rates.
- Inventory statuses.
- Stock levels.
- Order tracking information.
- Reports and historical order data.
- And more.

Request a developer pack for full API documentation.





**Brian Van Niekerk**

☎ +27 63 098 0970    ✉ [brian@parcelninja.com](mailto:brian@parcelninja.com)    🌐 [www.parcelninja.co.za](http://www.parcelninja.co.za)

49 Galaxy Avenue, Linbro Office Park, Frankenwald, Gauteng, 2065