



NEW STAND GRAPHICS AT ECOMMERCE EXPO 2017



October Newsletter

ISSUE 10

Round up of October News from MNP

The biggest news for MNP this month was that our new website went live (please take a look if you have not yet had the opportunity) and our attendance at Ecommerce Expo 2017.

From the start the fresh look to our stand was well received and it was great to catch up with much valued clients and discuss many of the exciting projects ahead.



By the end of the 2 days attending – we had also made some exciting new contacts.

With newly emerging brands and growth within the retail sector we serve, business was brisk and there were many opportunities to discuss the ActiveSeries product capabilities with our visitors. Manning the stand was our

Head of Multichannel, Pierre D'Arbost, our Client Services Manager, Laura Safe and our Business Analyst and Technical Sales Support Glen Wilkinson.

The coming twelve months look to be very busy with new clients wanting to implement elements of the ActiveSeries Suite or the complete solution. We also have several other projects being delivered to existing clients as they grow their operation.

The 2 days were a remarkable success from MNP's view point on the stand where we could really engage and answer questions, talk through concerns and advise our visitors in a very relaxed and informal atmosphere.



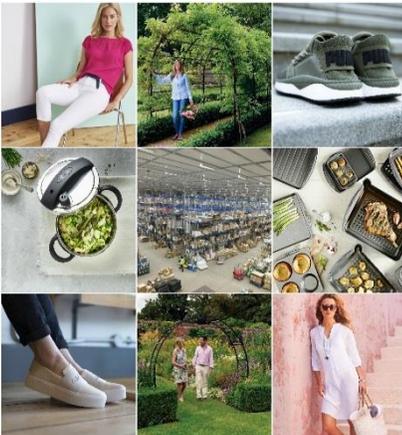
We enjoyed our 2 days at Ecommerce Expo 2017 so much – we are re-booked to attend in 2018.



Come and see us at our stand at the Ecommerce Expo London Olympia on 26-27 September 2018

4 Interesting Projects Delivered to Clients this September

1. Luxury fashion brand integrated OrderActive with their new 3PL (third party logistic provider) Advance Supply Chain.
2. Children's clothing retailer and omni-channel shoe retailer boost call centre with further ICE licences, expanding their customer service team for peak trading.
3. This month 4 of our clients continued to build on and customise their MNP intranet platform for operational wins. From real time dashboards, purchase order editing screens, a staff blog, to providing an intranet



giving them visibility of 3 years' worth of data and figures, with the ability to build custom reports and much more.

4. Multi-channel gadget e-tailer is experiencing growth thanks to efficient operational processes. The business has plans to purchase an additional 5 hand held terminals to use with MNP's WMSActive within their busy warehouse for automatic pick, pack and shipping. There are soon to be 10 hand held terminals in use within the warehouse picking for orders for across the globe. In addition to this, the business attended a training day at MNP to expand their knowledge with the WMSActive system.

SYSTEM ADMINISTRATOR NOTES AND UPDATES

A polite reminder that all clients must have an appointed System Administrator, trained by MNP, as per the licence agreement. Should you have any questions with regards to system administrator duties or wish to book system administrator training, please contact

clientservices@mnpthesolution.com

Or call Laura our Head of Client Services on 01722 341 342

GREAT CLIENT NEWS

Soletrader made it into the top 100 European retailers for operations and logistics in the Internet Retail Europe report for June 2017.

Lakeland came 2nd equal with Lush in the WHICH 2017 customer service awards

BIG congratulations to both from MNP.

If you have news to share in our monthly newsletter we would love to hear from you at marketing@mnpthesolution.com

THIRD PARTY SERVICE WE KNOW THAT ADDS VALUE

Chloë Thomas from Ecommerce Masterplan has been working in eCommerce since 2003, learning how to increase orders, up customer retention, and recruit new customers cost effectively. Working with businesses from the high street right down to start ups. She now focuses on eCommerce business strategy and marketing, and is a bestselling author, podcast host, and advisor to businesses large and small. For more information of the service offering please contact us at MNP.

NEW VERSIONS OF SOFTWARE RELEASED

Warehouse + is now available. We have added Run Manager tabs now driven from table based run types and added a right click on Authorised returns to confirm item. Please contact Client Services on 01722 341342 to find out further information and how to upgrade.

In other news.....

Steve Taylor our IT Manager ran the Salisbury Half Marathon on 1st October in aid of Young Epilepsy. His team The Pitton Plodders came in in 2 hrs and 06 minutes raising a fantastic £1556.00.



Our HQ here in Salisbury is based in one of the oldest buildings in the City. Dating from c.1420 and of traditional construction. Our beautiful surroundings occasionally need some very specialist TLC.

We are offering extended technical support cover from BLACK FRIDAY 24th through the weekend to CYBER MONDAY 27th November.



Contact Client Services on 01722 341342 for more info.

