

DSG international is one of Europe's leading specialist Electrical Retailing Groups.

SVS provide a service to DSGi for the efficient distribution of Insurance Replacement cards to their customers which have no monetary value until activated by SVS. Current products supported include Generic; Co-Operative; Lloyds TSB; Norwich Union and Royal Sun Alliance.

Sykes entry into GiftCard fulfilment began in 2005 when a working relationship was developed with SVS, servicing the needs of their clients in terms of either single GiftCard orders sent direct to Consumers (B2C) or bulk GiftCard orders sent to their Business customers (B2B).

"...SYKES has continued to invest in system infrastructure and quality processes and this combined with significant expertise and knowledge offers assurance on the integrity of orders despatched..."

Features

- Order & Scanning accuracy to ensure the correct SKU selected from stock; scanned and allocated to the correct order
- Adherence to service levels
- Accurate and timely reporting of information to all parties
- Confidentiality of all consumer data exchanged between all involved parties



SYKES B2C Process Overview for DSGi

- Customer submits claim to Insurance Company
- Insurance Company approves claim
- Insurance Company advises retailer client of value of claim; policy no and contact details
- Retailer client submits order data via electronic file for upload to Sykes systems
- Fulfilment operators' print letter template on client headed paper with order no barcoded
- Generic cards picked and allocated to orders
- Sykes scans both barcode on GiftCard and barcoded order no on letter to link card
- Card is attached to letter (letter displays card value) and inserted into a window envelope
- Order sent by either 1st Class or Recorded Delivery service to customer
- Updated file sent to SVS each day detailing customers details but now also with the card number allocated to their particular record