

Fast sign-up: time:matters digitizes new customer registration

- Quick and convenient online registration
- Direct access to booking platforms
- Eco-friendly, paperless process

Neu-Isenburg, May 28, 2019: time:matters, the expert in high performance and special speed logistics, has introduced an even more customer-friendly registration process. Now that the previously multi-stage process has been fully digitized, new customers can efficiently register in just a few clicks, without using any paper.

time:matters paid careful attention to what its customers needed and wanted when redesigning the now even more user-friendly registration process. The result is an uncomplicated online form, containing only the essentials, which can capture all relevant information in a very short time. And a completely new feature has been added: immediately following registration, users now automatically receive their access to the “time:matters online” booking tool and can begin straight away to book Sameday Air and ic:kurier shipments and track their progress in real time. The system automatically emails them a summary of the information they provided. Users especially benefit from the new process when time is of the essence, as all of the information needed to make a booking is already in the system.

“When redesigning the user interface, we focused fully on the needs of our customers,” explained Lars Krosch, COO of time:matters. “Systematic further development of our services is not only about delivering an ever more seamless user experience. We are also taking important steps towards fully digitizing the time:matters offering.”

The new user interface, designed in line with the very latest standards, is part of the comprehensive and long-term digitization strategy at time:matters and complements the existing service offering. Customers have already been able to book Sameday Air, ic:kurier and Direct Delivery transports via time:matters online for some time now. The airmates platform generates complete quotes for on board courier transports in less than a minute. These can then be immediately booked on the same website.

By automating registration, time:matters has eliminated printed forms for this process, taking it a step closer towards reduced paper use in communications with customers and improving its environmental footprint. The logistics expert has been actively engaged in digitizing its order and

tracking processes for a long time now and was awarded ISO 14001 certification in 2018 for its efforts in environmental management.

About time:matters:

[time:matters](#) is the expert for particularly urgent transports and complex logistics. Urgently needed spare parts, medical samples and important documents are transported quickly and reliably from A to B via air, rail and road and if required also personally accompanied via On Board Courier. This is made possible by a global network with more than 500 courier partners and airlines. time:matters generally has access to all available airlines and can therefore utilize a wide range of flight routes: more than 3,000 connections a day to over 500 destinations in around 100 countries. Besides speed and reliability, providing an individual, flexible service is paramount. time:matters is available 365 days a year, 24 hours a day, whenever tailor-made, customized logistics concepts are needed – for everything from ad-hoc situations to regular business. time:matters has been awarded the environmental certificate ISO 14001:2015 and is certified according to ISO 9001:2015. The company currently employs more than 370 people and operates its own terminal for express and courier shipments at Frankfurt Airport. By acquiring CB Customs Broker GmbH in 2018, time:matters incorporated decades of customs clearance and cargo handling expertise. Services covering all standard customs procedures are available as well as complete solutions tailored to individual client needs, including digital solutions for e-commerce logistics. CB Customs Broker is an “Authorized Economic Operator” and has been AEO-C certified since 2013. time:matters GmbH has received AEO certification in April 2019.

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