The aim of this study was to establish effects of information communication technology on financial performance of courier service providers and to determine the effects of management information systems on financial performance of courier service providers. Document handling limited was used as a case. Data was edited, classified, coded and tabulated to analyze quantitative data using statistical package for social science (SPSS version 17). Tables were used for further representation for easy understanding and analysis. The data was summarized, coded and tabulated.

The findings of the study revealed a strong positive correlation between the predictor’s variables and independent variables. An F ratio is calculated which represents the variance between the groups, divided by the variance within the groups. The results indicated that there is more variability between the groups (caused by the independent variable) than there is within each group. This study adopted a survey research method to show the relationship between information’s communications Technology and performance practices. The study focused on Document Handling Limited. Document Handling Limited chosen because of its geographical coverage, large customer base, profitability levels and ease of access to information. The study used secondary data. The secondary data was collected from the financial statements of Document Handling Limited and books to collect information on annual earnings of the Company.

Based on the findings, division managers, regional managers, and client service officers should use a management information system that generates courier information reports either in hard copy or on-line. Most computer-based management systems allow the user to perform asset allocation modeling, investment simulation, compliance monitoring, re-balancing, trading interface, benchmarking, client statement preparation and presentation, real-time valuation, and investment risk analysis. Technology managers should be required to periodically verify that investment performance reports are accurate and that investment policy compliance statements are updated whenever a material change occurs.