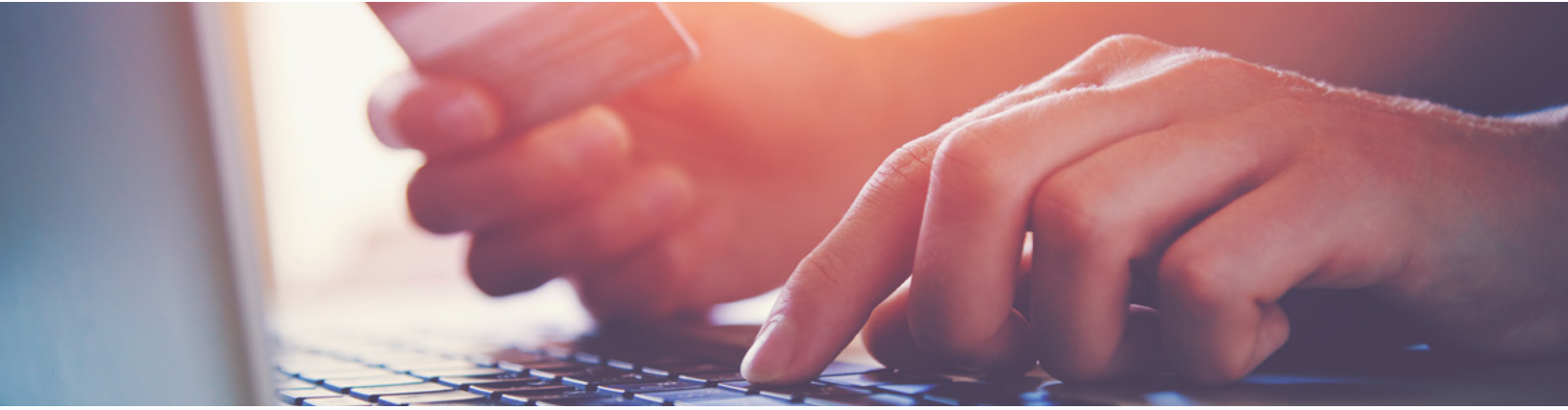


Track & Trace



Enhance the post-purchase experience to improve customer satisfaction and drive incremental sales



Track and Trace enables retailers to keep customers informed on order and shipping status to enhance customer relationships and create incremental sales opportunities.

enVista's Track & Trace function embeds shipment tracking details within the retailer's website branded template to keep customers informed about order delivery status and the create opportunities to promote and recommend complementary products to drive increased sales.

After a customer clicks "buy," they enter a phase of uncertainty, where they are unsure whether their product will arrive on time. Proactively communicating regular updates on the order and delivery status to customers can turn uncertainty into assurance, which builds brand trust. When customers trust the brand, they feel more comfortable making future purchases. Designing a post-purchase experience that minimizes customer stress and maximizes convenience cultivates sustained and lasting relationships with customers.

Track & Trace Features

enVista Track & Trace is a robust and easy to use order and shipping management system that provides both customers and retailers real-time visibility to order and shipping status. Key features include:

- Retail-branded email updates on order and shipping status
- Communicate estimated delivery date as soon as the order is processed
- Customer-facing order tracking web pages designed in retailer's branded template
- Enable customers to manage their deliveries
- Customer satisfaction indicator collects feedback on the customer experience (happy face or sad face)
- Opportunity to promote complementary products or new items on branded tracking web page
- Integrated with enVista's Enspire Commerce platform, call center, analytics and reporting

- Retail dashboard offers complete visibility of orders, shipping status and delivery performance
- Monitor and identify exceptions and shipping delays to take corrective action quickly



Track & Trace Benefits

enVista Track and Trace optimizes your customer communications and enables exception management in real-time to improve customer satisfaction and increase sales.

- **Reduce Customer Support Calls** – Keeping customers informed helps reduce or eliminate “where’s my order?” inquiries
- **Increase Brand Trust** – Providing customers regular updates on delivery status turns uncertainty into assurance
- **Enhance Brand Image** – Integrating all communications within your branded experience instead of driving customers to a carrier’s website reinforces your brand
- **Increase Sales** – Embedding product recommendations in order-tracking web pages spurs impulse purchases
- **Improve Customer Satisfaction** – Avoiding late deliveries by resolving issues before they become a problem keeps customers happy
- **Improve Delivery Processes** – Monitor delivery processes with visibility to delivery KPIs, customer feedback and other performance metrics

Example of enVista Track & Trace

Candy Shop

Shop
New
Celebrate
Colors
Gifts
Holidays

Actual Delivered Date

Wednesday
October

9

S	M	T	W	Th	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Delivery Status

Delivered

Shipped

In Transit

Delivered

Oct 9, 2019 1:55 AM	At local FedEx facility FRAMINGHAM, MA, US
Oct 9, 2019 12:56 AM	At local FedEx facility FRAMINGHAM, MA, US
Oct 8, 2019 3:40 AM	At local FedEx facility FRAMINGHAM, MA, US
Oct 8, 2019 1:38 AM	At local FedEx facility FRAMINGHAM, MA, US
Oct 8, 2019 1:00 AM	At local FedEx facility FRAMINGHAM, MA, US
Oct 7, 2019 3:47 AM	At local FedEx facility FRAMINGHAM, MA, US

Have you seen our newest arrival?

Gummies On Parade

SHOP NOW ▶

Why enVista Track & Trace?

- **Easy to Use** – User-friendly interface makes it easy for retailers to customize communications
- **Integrated Platform** – Track & Trace is embedded in enVista’s Enspire Commerce platform and snaps into the call center application that is a cornerstone for customer satisfaction
- **Transportation Expertise** – With 17 years of freight audit and payment experience, we have the expertise required to deliver carrier tracking, performance and event management features
- **Hosted Website** – enVista hosts order tracking websites that are consistent with the retailers’ branding



About enVista

enVista is a leading global software solutions and consulting services firm enabling enterprise commerce for the world’s leading manufacturers, distributors and omni-channel retailers.

enVista uniquely delivers both physical and digital commerce solutions – optimizing supply chain efficiencies to drive cost savings, and unifying commerce to drive customer engagement and revenue. These comprehensive capabilities, combined with enVista’s market-leading Unified Commerce Platform, and the firm’s ability to consult, implement and operate across supply chain, transportation, IT, enterprise business solutions and omni-channel commerce, allows mid-market and Fortune 100/5000 companies to leverage enVista as a trusted advisor across their enterprises.

**Consulting and solutions delivery is in our DNA.
Let’s have a conversation.™**

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