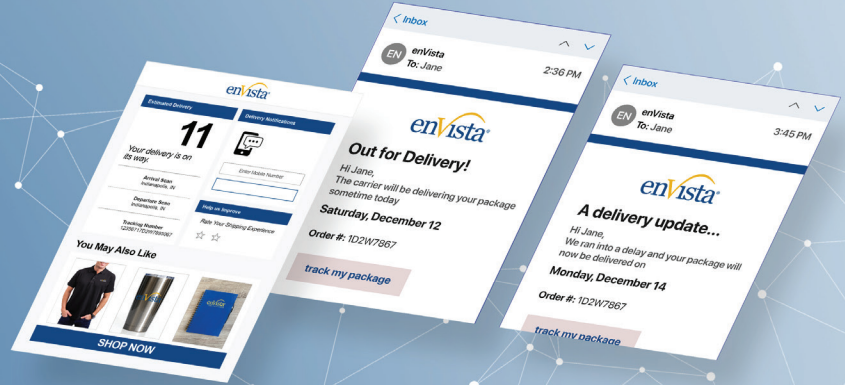


# Shipment Experience Management



Enhance your customers' post-purchase experience with extended visibility through robust tracking and notifications to improve customer satisfaction and drive incremental sales.

In today's competitive retail landscape, customers expect and rely on proactive communication that provides regular updates on their order and delivery status. A positive post-purchase experience that maximizes convenience cultivates sustained and lasting relationships with customers – building trust and brand loyalty.

enVista's Shipment Experience Management service enables retailers to keep customers informed on order and shipping status, enhancing customer relationships and creating incremental sales opportunities. By embedding shipment tracking details within the retailer's website branded template, this track-and-trace service is a robust and easy-to-use order and shipping management feature that provides both customers and retailers with tailored, real-time visibility.

From the moment the order is placed through deployment, arrival and even returns, enVista's Shipment Experience Management service keeps the customer informed every step of the way. Designed as either a standalone service or closely unified with enVista's Enspire Order Management System (OMS) and Advanced Transportation Optimization and Management (ATOM) solution, it offers seamless integration and connectivity across an enterprise.

## enVista's Shipment Experience Management Key Features

- SMS texts and retail-branded email updates on order and shipping status
- Estimated delivery date communicated as soon as the order is processed
- Customer-facing order tracking web pages designed in retailer's branded template
- Customers are enabled to manage their deliveries
- Customer satisfaction indicator collects feedback on the customer experience
- Opportunity to promote complementary products or new items on a branded tracking web page
- 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 Shipment Experience Management service 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 Loyalty** – 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

## About enVista

enVista is a global software, consulting, managed services and automation firm, optimizing and transforming physical and digital commerce for the world’s leading manufacturers, distributors, 3PLs/LSPs, and omnichannel retailers. enVista uniquely optimizes and transforms physical and digital commerce – 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, Enspire Commerce and the firm’s ability to consult, implement and operate across supply chain, transportation, IT, enterprise business solutions and omnichannel commerce, allow 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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