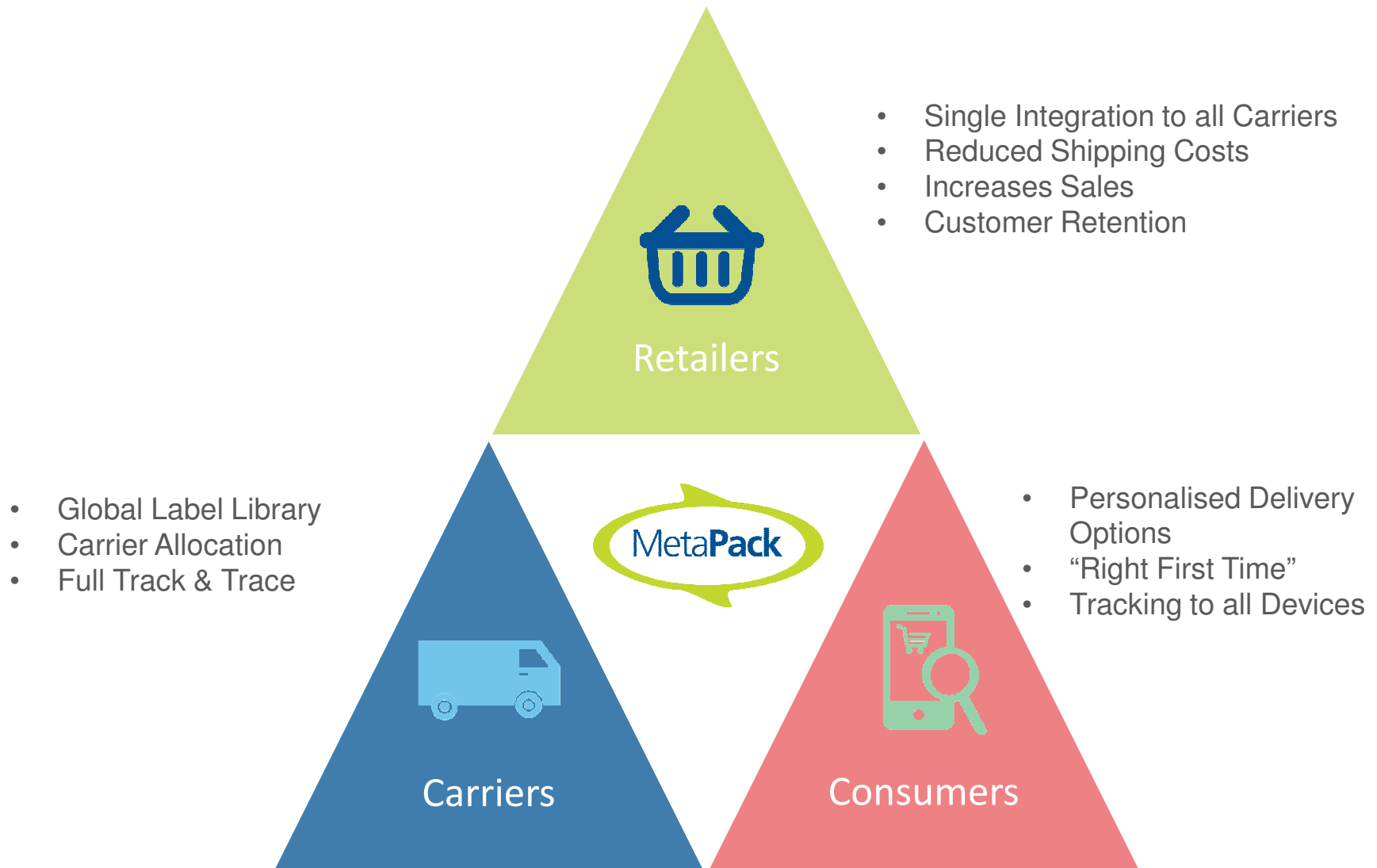


MetaPack

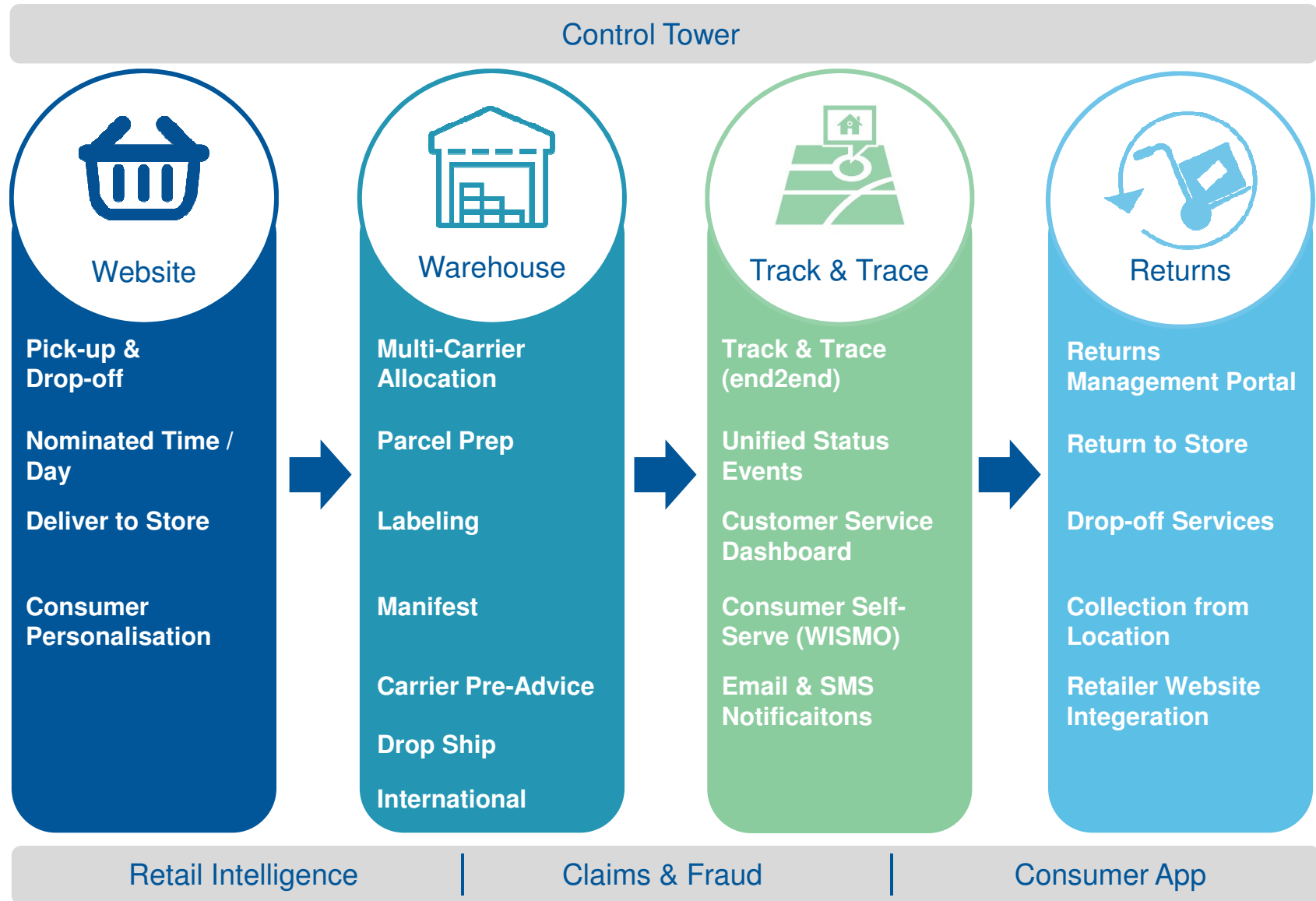
Better Choice. More Freedom
Product Overview



MetaPack Ecosystem



MetaPack Solution Portfolio



Website – MetaPack Options

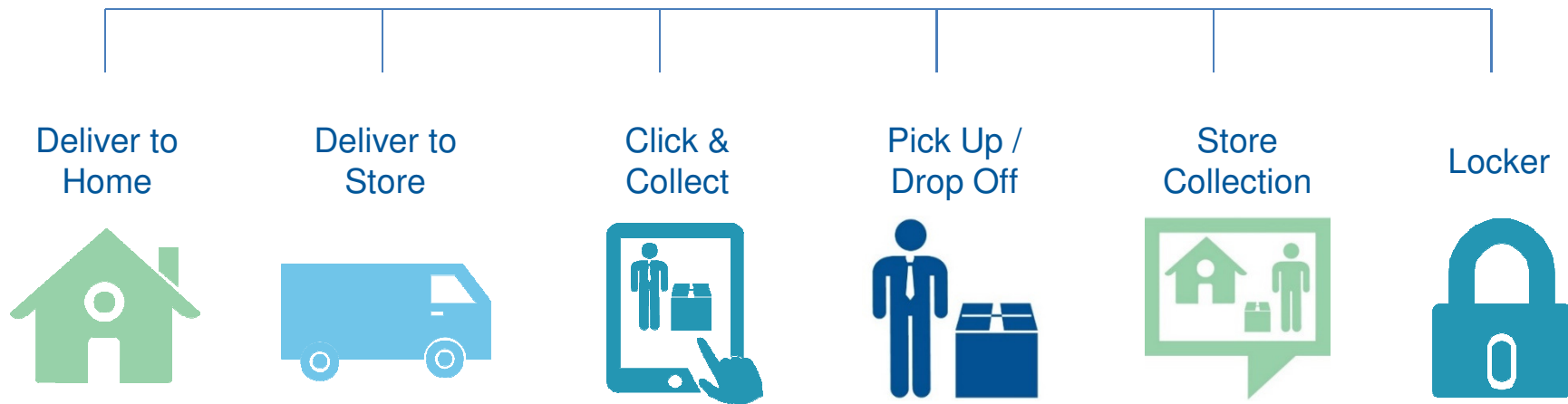
Product detail page
check-out plugin



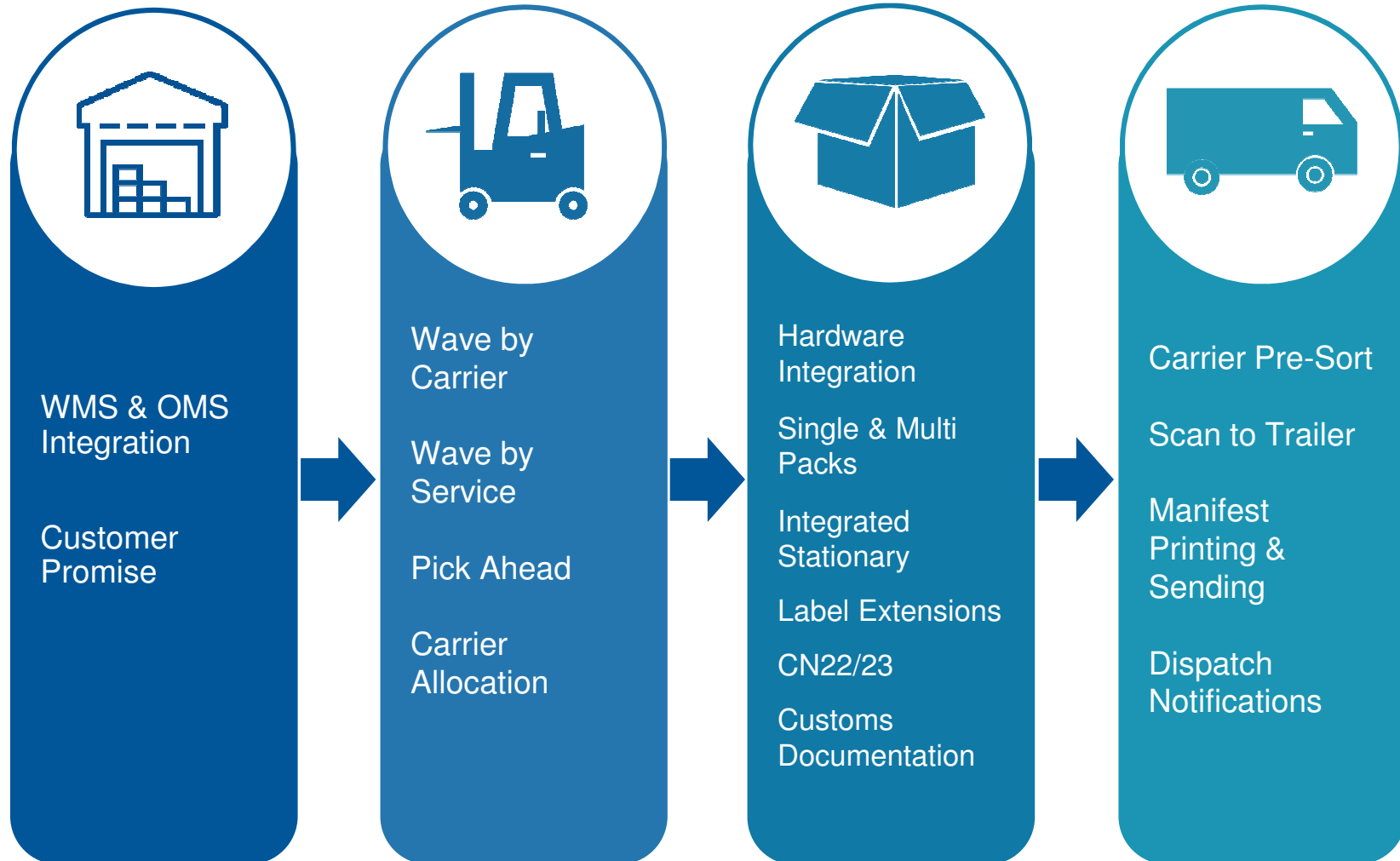
Validates carrier selection on order
value, delivery cost, carrier
performance and product attributes



Personalised Delivery Options



Warehouse – MetaPack Manager



Track & Trace

Retailers



- Website integration
- Customer service integration
- Multilingual application
- Pro-active status monitoring, with an exception workflow
- Branded, customisable and multilingual emails & SMS

Consumers



- 'My Account' page integration
- Single source of all tracking, reducing customer enquiry time
- Localisation of services
- In-flight customer care
- Consumer friendly, self-service tracking

Returns

Retailers



- Full retailer branding
- Full inbound visibility
- Customer Service portal to manage returns
- Automatic or manual approval
- Blacklist non-returnable items
- Full reporting by item / reason code / volume

Consumers



- Mobile optimised portal
- Multi-lingual application
- Automatically populates product details
- Ability to add reason codes and upload pictures of damaged products
- Tailored returns options based on location
- Ability to take payment on premium options

MetaPack Profit Protection

Claims Incident Workbench



End to end management

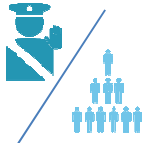


Quick entry claims capability



Carrier claims document generation

Fraud Risk Indication



Matching Intelligence
Access to anonymised syndicated claims data



Claims to order ratio



Ability to link to additional data sources

Reporting



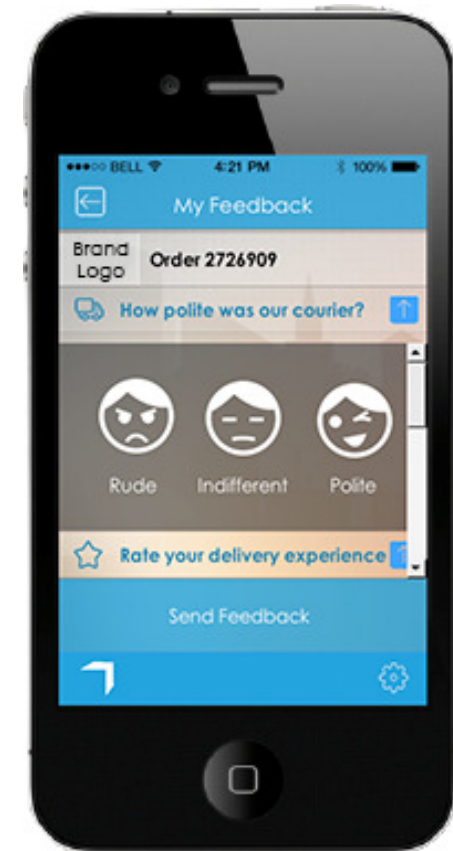
Claim incident reporting



Bespoke document creation & generation

Consumer App

- Receipt of shipping and delivery notifications
- Access tracking, order history and order/product details
- Rate delivery service quality on receipt of order
- Rate product quality
- Consumer receives personalised message from the retailer, tailored to the feedback given



Control Tower



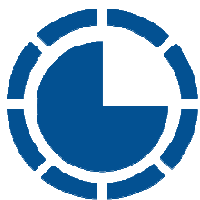
Tracking – Full time zone support and support for Direct Injection and multi-modal shipping



Alerting – Configurable alerts by lane, carrier, SLA and service. Customisable notifications based on specific alerts.



Dashboard & Reporting – Customised reports included in an Operations dashboard for live parcel monitoring



Invoicing – Full parcel audit, including surcharging and re-weighs. Invoice matching and generation

Dashboard

SLA Performance	SLA Performance (Customs)	SLA Performance (No Customs)	Delivery on Time %	Delivery on Time %
	< 92%	< 95%		< 98.5%
	92-95%	95-98%		>= 98.5%
	>= 95%	>= 98%		

- SLA can be configured on an account level

Avg. Transit Time (Days)	SLA Performance (Includes Undelivered Packages Meeting SLA)	Delivery on Time % (Delivered Packages Only)	End Scan % (Missing Expected Delivery)
2.00			1%
1.00			0%
2.00			1%
2.00			0%
4.00			0%

- RAG status is available on all lanes
- SLA is measured separately to absolute carrier performance
- Missing parcels are flagged



- Each carrier lane includes a progress bar to show (based on delivery or despatch date) the progress of parcels

Thanks!

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