## MetaPack

# Better Choice. More Freedom Product Overview



## MetaPack Ecosystem





#### MetaPack Solution Portfolio

#### **Control Tower** Warehouse Track & Trace Returns Website Pick-up & **Multi-Carrier Track & Trace** Returns **Drop-off Allocation** (end2end) **Management Portal Nominated Time / Parcel Prep Unified Status Return to Store** Day **Events Deliver to Store** Labeling **Drop-off Services Customer Service Dashboard** Consumer **Manifest Collection from Consumer Self-**Personalisation Serve (WISMO) Location **Carrier Pre-Advice Email & SMS Retailer Website Notificaitons** Integeration **Drop Ship** International Retail Intelligence Claims & Fraud **Consumer App**



## 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

Deliver to Home



Deliver to

Store

Click & Collect



Pick Up / Drop Off



Store Collection

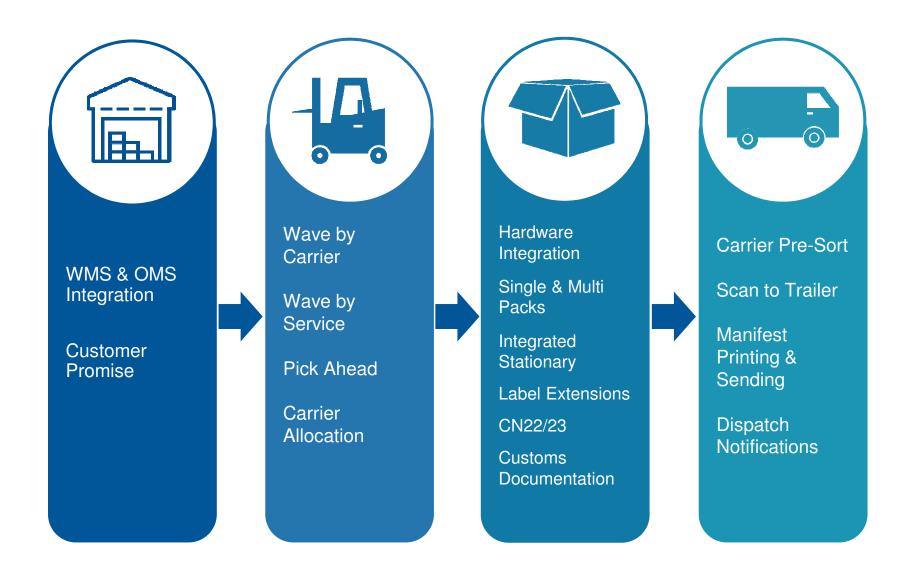


Locker





## 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



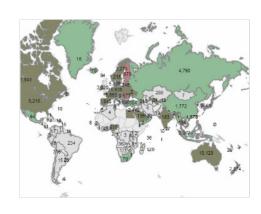
- Mobile optimised portal
- Multi-lingual application
- Automatically populates product details
- Ability to add reason codes and upload pictures of damaged products
- Tailored returns options based on location
- Ability to take payment on premium options



## Intelligence – Fast Data







Local

Regional

Global

#### **KPI** Dashboard

- What is the first time delivery success rate?
- What is my carded %?
- What is the damage parcel % by area/carrier?
- What depots have fallen below SLA?
- Top performing depots?
- How does our warehouse despatches compare to week/month/quarter?
- Peak comparison?
- Seasonal promotions (ad hoc KPI generator)



#### 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



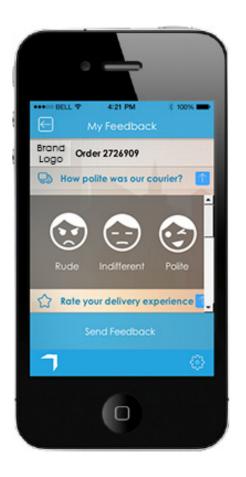
Bespoke document creation & generation



### 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



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



## Thanks!

Better Choice. More Freedom

