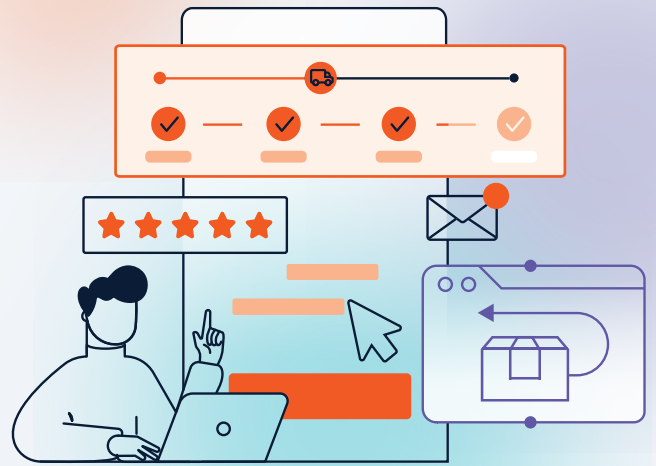
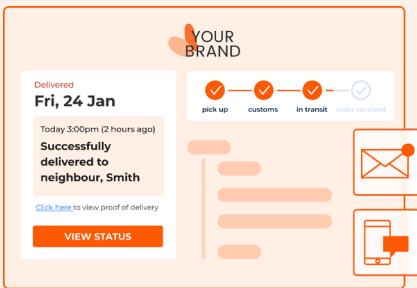


# Customer Service Managers, stop letting endless WISMO tickets drain your team

Empower your agents with data and efficient processes.  
Delight customers with seamless, self-service tracking.

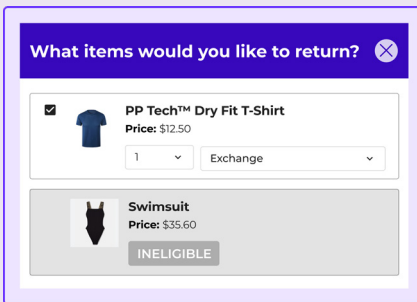


Trusted by leading e-commerce enterprises worldwide



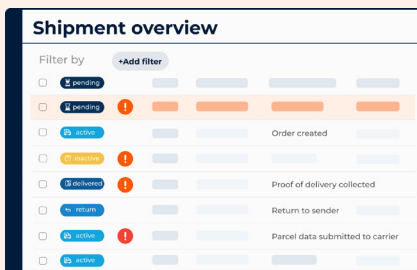
## Transform Customer Support from Reactive to Remarkable

- End-to-end self-service tracking integrated into your webstore
- 88+ triggers for proactive updates in all delivery scenarios
- Impress customers even during delivery exceptions with 25+ pitfalls



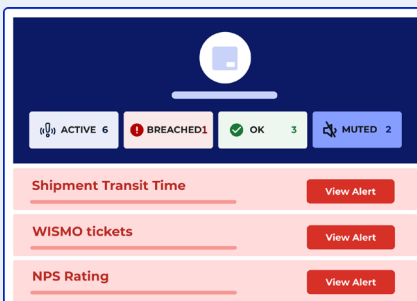
## Reduce WISMR with Seamless Self-Service Returns

- Efficient & transparent one-click returns
- End-to-end returns process and policy automation
- Proactive, actionable returns notifications



## Unlock WISMO Resolution Efficiency with 360° Order Visibility

- Real-time, unified tracking across all parcels
- 50+ shipment filters for quick support assistance
- Granular shipment data for easy issue resolution



## Slash WISMO Costs and Boost Customer Satisfaction with Data

- Real-time alerts for early issue detection
- Monitor NPS ratings with customizable business intelligence reports
- Effortlessly integrate with your existing systems

# Our E-Commerce Data & Delivery Experience Platform



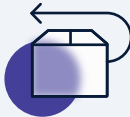
## POST- PURCHASE

Tracking data, tracking page, delivery notifications



## CHECKOUT

Responsive EDD predictions, best practice built in one widget



## RETURNS

Returns management automation, reverse logistics, revenue recovery



## LOGISTICS

Carrier connectivity, label generation, shipment routing, cost audits



## CO-PILOT

Performance metrics setting, alerts, e-commerce business intelligence

Don't just buy software.  
**Get a partner** for long-term  
e-commerce success.

“

Tracking assistance is one of the top reasons for customer queries. In some markets, we have seen a 45% decrease of such calls.

Customers also revisit the track & trace webpage 4-6 times during the delivery journey, proving it is an essential feature to boost customer experience.

**NESPRESSO**<sup>®</sup>



Push **beyond** post-purchase with Parcel Perform  
Book your demo now at [resources.parcelperform.com/demo!](https://resources.parcelperform.com/demo)