

Active Delivery Management

Increase Visibility and Reduce Complexity for Parcel, Freight and White-Glove Delivery

Active Delivery Management is a centralized delivery tracking solution to supplement the CommerceHub distributed commerce platform. Built in partnership with delivery software provider Convey, the tool allows you to more easily manage exceptions workflow, provides real-time insight into individual deliveries and enables you to proactively communicate with customers.

Expand into New Product Categories

Active Delivery Management helps you unlock opportunities to expand into product categories that might require complex deliveries, such as furniture, exercise equipment and appliances. Product assortment expansion is one of the easiest ways to reach new customers and ultimately boost revenue.

Features



Real-time shipment tracking and exception monitoring

The solution provides real-time delivery insights, empowering you to manage exceptions workflow, communicate with carriers and customers via a single platform and reduce the time spent resolving issues.



Improved carrier collaboration and outcomes

Minimize operational cost and complexity with the power to initiate carrier communication directly, rather than having to manage a list of contact phone numbers and complex steps unique to each carrier.



Branded tracking pages for customers

With Active Delivery Management, you can create branded, customer-facing tracking pages that house all delivery updates. Customers can schedule deliveries, subscribe to text or email notifications and leave feedback.



Proactive customer communication

Have the power to send customers automated notifications when delivery issues arise. This feature helps you stay one step ahead of customers who expect real-time order status updates.

Open New Opportunities with Active Delivery Management

Improve the customer experience, increase loyalty, reduce your operational costs and expand into new, profitable product categories – with a proven industry leader.

Take your business to new places.

Visit commercehub.com/ActiveDeliveryManagement or call 518-810-0700 today!



CommerceHub

is a distributed commerce network connecting supply, demand and delivery that helps retailers and brands increase sales by expanding product assortments, promoting products on the channels that perform, and enabling rapid, on-time customer delivery.

With its robust platform and proven scalability, CommerceHub helped over 12,000 retailers, brands, and distributors achieve an estimated \$20 billion in Gross Merchandise Value in 2018.

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